

Voice – Service Description

Version Control

Current Version

Parameter	Value
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Version History

Version	Date	Author	Description of Changes
0.1	10/09/2026	Rada Sookramanien	First draft version

Introduction

This Service Description describes the Clarks Voice 8x8 Subscription and NTS Assist Support service. The Service provides Clarks with access to 8x8 Services, supported by an operational support model in which Clarks performs initial end-user triage, Nasstar acts as the primary customer contact and service management interface, and NTS provides technical investigation, fault diagnosis, vendor management and escalation to 8x8 where required.

This Service Description should be read alongside the Contract, the Vendor Terms and any agreed operational runbooks or support procedures.

The Service is specific to the Clarks 8x8 voice environment and does not replace the separate Connectivity Monitoring Service Description. Connectivity services, WAN monitoring, carrier management, customer LAN/WAN, endpoint, local network, access circuit and onsite support responsibilities which remain governed by the relevant service descriptions, agreements or customer-side operational processes.

In this Service Description, unless the context otherwise requires, defined terms will be given the meanings set out in Appendix A: Definitions and all other terms will be interpreted in accordance with the other documents referred to or incorporated in the Contract.

Business Outcome

The Service is designed to support Clarks in operating a standardised global voice platform using 8x8 Services, with a clear support model for incident logging, triage, technical investigation, vendor escalation and customer communications.

The intended business outcomes are to:

- provide Clarks with a managed support route for 8x8 voice incidents;
- ensure Clarks' end users continue to use Clarks' internal support arrangements as the first point of contact;
- ensure initial triage information is captured before incidents are escalated;
- provide Nasstar as the controlled front door for incident logging, service requests, ticket acknowledgement, ticket tracking and customer communications;
- enable NTS to perform technical triage, advanced troubleshooting, diagnostics, vendor management and escalation to 8x8;
- maintain a single auditable customer-facing incident record within Nasstar's service management process;

- ensure material updates, actions, decisions and outcomes are shared between Clarks, Nasstar and NTS;
- support timely restoration of in-scope 8x8 Services where faults fall within the contracted support scope.

What Does the Clarks Voice 8x8 Service Include?

Clarks Voice 8x8 Service Overview

The Clarks Voice 8x8 Service includes the provision of 8x8 Services and the associated NTS Assist support service purchased for the Clarks voice estate.

The Clarks Voice 8x8 Service provides access to the relevant 8x8 Services ordered for Clarks. NTS will make the ordered 8x8 Services available through 8x8 and its supply chain substantially in accordance with the applicable 8Vendor Terms. The parties acknowledge that cloud communications services may experience planned or unplanned downtime and are dependent on networks, carriers, power, internet connectivity, user devices, customer administration and third-party systems outside Nasstar and NTS's control.

The support model is based on a tiered operational structure:

- Clarks provides end-user contact, initial triage and evidence capture.
- Nasstar NOC provides 24x7 customer contact, incident logging, ticket acknowledgement, ticket tracking and customer communications.
- NTS provides in-scope technical triage, fault investigation, diagnostics, vendor management, escalation to 8x8 and technical resolution activities, between Monday to Friday 9am to 5.30 pm UK time
- 8x8 provides upstream vendor support in accordance with the applicable Vendor Terms.

Subscription and Assist Support Components

Service Component	Unit of Sale / Basis	Service Option
8x8 Subscription Services	Per ordered 8x8 licence or service	Included where specified in the Contract
NTS Assist Support	Per ordered Assist support service or agreed allowance	Included where specified in the Contract

Nasstar NOC Service Desk Interface	Customer-facing support and service management function	Included as part of Nasstar managed service responsibilities
Vendor Escalation to 8x8	Escalation by NTS where required and entitled	Included within NTS Assist scope, subject to support entitlement
Moves, Adds and Changes	Reasonable remote support activity only	Included within the contracted Assist scope; project work excluded unless separately ordered

Cost Plans

The 8x8 licence subscriptions, NTS Assist support charges, professional services, one-off charges and any usage charges will be charged in accordance with the Contract.

Unless expressly stated otherwise in the Contract:

- recurring subscription and Assist charges are billed monthly or annually as specified in the Contract;
- usage charges are payable separately where incurred;
- professional services, migration activity, project configuration and deployment work are charged separately where ordered;
- additional work outside the contracted support scope may be subject to additional charges.

Service Components

8x8 Services

The Clarks Voice 8x8 Service provide access to the 8x8 Services ordered for Clarks. The ordered licences and services may include 8x8 user licences, calling plans and associated cloud voice functionality as specified in the Contract.

The End Customer is responsible for its network environment, registration details, user administration, credentials, devices and compliance with the applicable 8x8 technical requirements. Unless expressly included in the Contract, third-party integrations, broadband, MPLS, customer networks and non-8x8 products are outside the 8x8 service scope.

NTS Assist Support

NTS Assist Support provides technical support for in-scope 8x8 voice incidents and reasonable support activities where these are included within the relevant Contract.

The NTS Assist Support scope includes:

- technical triage of in-scope 8x8 voice incidents;
- fault investigation and diagnostics;
- advanced troubleshooting;
- trace gathering and review;
- contracted configuration assistance;
- reasonable remote moves, adds and changes where included within the Assist scope;
- vendor management and escalation to 8x8 where required;
- management of 8x8 support cases where escalation is required and permitted by the applicable support entitlement;
- provision of technical updates and resolution information to Nasstar.

NTS Assist Support does not replace Clarks' first-line responsibilities or Nasstar's customer-facing service desk and communications role. NTS remains responsible for the support activities expressly defined within the contracted Assist service and for engagement with 8x8 and associated third-party vendors where required.

Nasstar NOC Service Desk and Customer Communications

Nasstar Network Operations Centre ("NOC") shall act as the primary customer contact point on a 24x7 basis for incident logging, service requests, ticket acknowledgement, ticket tracking and customer communications.

Nasstar NOC shall record and manage incidents within Nasstar's service management platform and shall remain responsible for issuing customer acknowledgements, updates and communications in accordance with Nasstar's contracted service levels and operational procedures.

Following receipt of an incident, Nasstar shall route support tickets to NTS through the agreed support channels. Nasstar shall provide the available triage information, customer impact detail, diagnostic evidence, contact information, priority rationale and any relevant ticket references required to support investigation.

For the avoidance of doubt, Nasstar's role as the customer's service desk and communications interface shall not transfer technical fault ownership or technical

resolution responsibilities to Nasstar. NTS remains responsible for in-scope technical resolution activity under the contracted Assist service.

Incident Management

The Incident Management component provides operational support for incidents affecting the in-scope Clarks Voice 8x8 Service.

Incidents may be raised where Clarks identifies an issue affecting 8x8 voice services and the issue cannot be resolved through Clarks' initial T1 checks. Clarks shall perform the agreed initial checks and collect the required diagnostic information before raising the incident to Nasstar, except where immediate escalation is required due to a high-impact incident.

Nasstar shall validate the incident record, confirm that the minimum information has been supplied, assess the impact and urgency, acknowledge the incident, and route the ticket to NTS where technical investigation is required.

NTS shall undertake technical investigation, diagnostics and resolution activities within the contracted Assist scope. Where the incident requires escalation to 8x8, NTS shall raise and manage the 8x8 vendor case in accordance with the applicable support entitlement and Vendor Terms.

Vendor Escalation to 8x8

Where required, NTS shall manage escalation to 8x8 in accordance with the applicable Vendor Terms.

8x8 publishes 24-hour partner access to technical support via web case, chat and phone. This upstream 8x8 availability does not create a 24x7 NTS Assist commitment unless separate out-of-hours support has been expressly purchased and agreed.

Support Model and Responsibilities

Clarks Responsibilities

Clarks is responsible for first-line end-user contact, agreed T1 checks and evidence capture before escalation to Nasstar.

Clarks responsibilities include:

- receiving contact from affected end users, sites or service stakeholders;
- confirming physical hardware, power and local connectivity checks have been completed where applicable;
- checking user credentials, application access, licence status and extension details where applicable;

- checking basic audio, headset, microphone, speaker, camera and peripheral settings;
- confirming whether the issue affects one user, multiple users, one site, multiple sites or a wider service;
- collecting call examples, timestamps, affected numbers and user details needed for diagnosis;
- confirming any recent change to network, device, user, site, licence, routing or configuration;
- providing screenshots, error messages, logs or other available evidence;
- validating service restoration when requested by NTS or Nasstar;
- providing access, availability and customer-side assistance needed to investigate and resolve the incident.

Clarks shall ensure that incidents raised to Nasstar include sufficient information to enable Nasstar to validate the ticket and NTS to begin technical investigation.

Nasstar Responsibilities

Nasstar is responsible for the customer-facing service desk, ticket management, customer communications and service management governance.

Nasstar responsibilities include:

- acting as the 24x7 customer contact point for incident logging and service requests;
- acknowledging tickets and maintaining the customer-facing incident record;
- validating entitlement, scope, priority, impact, urgency and minimum information;
- requesting missing information from Clarks where required;
- routing in-scope 8x8 voice incidents to NTS through the agreed support channels;
- maintaining ticket tracking, status updates and customer communications;
- coordinating communication during major incidents where applicable;
- maintaining visibility of material incident updates, actions and outcomes;
- managing customer-facing closure and governance activity;
- ensuring the customer-facing record contains sufficient evidence to support reporting, review and audit.

Nasstar is not responsible for technical fault resolution where fault ownership sits with NTS under the contracted Assist service.

NTS Responsibilities

NTS is responsible for technical triage, fault investigation, diagnostics, vendor management, escalation to 8x8 and technical resolution activities within the contracted Assist support scope.

NTS responsibilities include:

- accepting properly routed support tickets from Nasstar;
- reviewing the triage information and diagnostic evidence supplied;
- performing technical investigation and advanced troubleshooting;
- gathering traces and technical data where required;
- providing contracted configuration assistance;
- engaging directly with Clarks for technical diagnosis, testing, access or restoration activity where required;
- escalating to 8x8 or approved third-party dependencies where required and permitted;
- providing material status updates, actions and outcomes to Nasstar without undue delay;
- maintaining technical ownership until resolution, valid transfer or formal acceptance by another resolver;
- completing the technical resolution record, including cause where known, actions taken, validation and any follow-up.

Where direct technical engagement with Clarks is required, NTS may communicate directly with Clarks for those technical purposes. NTS shall ensure that all material updates, actions and outcomes are communicated to Nasstar so that Nasstar can maintain the complete customer-facing incident record.

8x8 Responsibilities

8x8 is the upstream provider of the underlying 8x8 Services and provides vendor support in accordance with the applicable Vendor Terms.

8x8 responsibilities are limited to the obligations set out in the applicable Vendor Terms and do not create additional Nasstar or NTS obligations unless expressly agreed in the relevant contractual documents.

Incident Workflow

The following workflow applies to reactive incidents affecting Clarks' in-scope 8x8 voice services.

Stage	Owner	Action	Control / Audit Record
1	Clarks	Receive end-user contact and perform agreed T1 checks.	Clarks source record and triage evidence.
2	Clarks	Submit unresolved incident to Nasstar with required information.	Nasstar ticket linked to Clarks record where available.
3	Nasstar	Acknowledge ticket and validate entitlement, scope, impact, urgency, priority and completeness.	Nasstar service management platform.
4	Nasstar / Clarks	Correct incomplete intake where required.	Missing information, owner and required action recorded.
5	Nasstar	Route the ticket to NTS through agreed support channels.	Assignment timestamp, synopsis and handoff details recorded.
6	NTS	Accept ticket and begin technical triage.	Acceptance and next action recorded.
7	NTS / Clarks	NTS engages Clarks directly where required for technical diagnosis, examples, access or testing.	Technical updates and evidence recorded.
8	NTS	Perform investigation, diagnostics, trace review and contracted configuration support.	Findings, actions and dependencies recorded.
9	NTS / 8x8	Escalate to 8x8 where required and permitted.	8x8 case reference and vendor status recorded.
10	Clarks	Validate restoration where required.	Validation outcome and residual impact recorded.

11	NTS	Complete technical resolution record.	Cause, action, fix, validation and follow-up recorded.
12	NTS	NTS shall ensure that all material updates, actions and outcomes are communicated to Nasstar	Root cause analysis and reporting
13	Nasstar	Complete customer-facing closure and governance.	Closure code, communication and reporting record completed.

Service Levels

Nasstar NOC shall act as the primary customer contact point on a 24x7 basis for incident logging, service requests, ticket acknowledgement, ticket tracking and customer communications.

NTS Assist support is provided during business hours, Monday to Friday, 09:00 to 17:30 UK time, excluding public holidays, unless otherwise agreed in the applicable Contract.

Unless separately purchased, NTS Assist is not a 24x7 support service. Outside NTS Assist hours, Nasstar may continue to receive and record incidents, validate available evidence, provide customer acknowledgement and queue the incident for NTS review during the next NTS business-hours support window, unless another authorised support route has been expressly agreed.

The existence of 8x8's 24-hour partner support channels does not provide Clarks or Nasstar with direct 24x7 NTS technical resolution coverage and does not create an NTS out-of-hours obligation unless separately agreed.

Nasstar will acknowledge tickets raised by Clarks within four 4 hours.

Published 8x8 update service level targets may include:

Severity	Update Target
S1	Every 4 hours
S2	Every 24 business hours
S3	Every 36 business hours

These 8x8 targets are upstream service level targets and not Nasstar or NTS financial service level agreements unless expressly stated in the applicable contract.

Service Level Exclusions

The following are excluded from this Service Description unless expressly included in the applicable Contract:

- onsite engineering;
- replacement hardware;
- endpoint break/fix;
- handset replacement or physical device repair;
- customer LAN, WAN, Wi-Fi, firewall, internet connectivity or carrier remediation;
- third-party carrier or network fault resolution;
- customer-side device, operating system, mobile device or desktop support;
- third-party integrations not expressly included in the contracted scope;
- broadband, MPLS, SD-WAN, underlay or overlay connectivity support unless covered by a separate service;
- project migration work, deployment work or configuration activity outside reasonable support activity;
- training and knowledge transfer;
- contact centre design, bespoke call-flow design or consultancy unless separately ordered;
- out-of-hours NTS Assist support unless separately purchased;
- security incident response, privacy incident management or regulatory notification activity unless covered by a separate security process;
- faults caused by customer-side changes, unsupported hardware, unsupported software or failure to meet 8x8 technical requirements;
- misuse, fraud, unlawful use, unauthorised access or breach of acceptable use obligations.

Prerequisites, Dependencies and Obligations

The provision of the Clarks Voice 8x8 Service is dependent on the following prerequisites, dependencies and obligations being met:

- Clarks must maintain appropriate end-user support processes and complete agreed T1 checks before raising incidents to Nasstar.

- Clarks must provide accurate and complete incident information, including affected users, sites, extensions, numbers, call examples, timestamps, screenshots and error messages where applicable.
- Clarks must maintain accurate 8x8 user, extension, licence, site and service information.
- Clarks must ensure that users, devices, networks and internet connectivity comply with applicable 8x8 technical requirements.
- Clarks must provide reasonable access, availability and cooperation required for investigation, testing and restoration.
- Clarks must maintain accurate service-location and emergency-calling information where required by applicable law or 8x8 Vendor Terms.
- Nasstar must maintain the customer-facing ticket record and route tickets to NTS using the agreed support channels.
- NTS must be provided with sufficient information and authority to investigate and escalate incidents to 8x8 where required.
- Vendor escalation is subject to applicable 8x8 support entitlement, vendor terms and certification requirements.
- Any support activity outside the contracted scope may require a separate order, change request or additional charge.

Where required information is unavailable, the ticket record should state why the information is unavailable, identify the owner and record the required action. Values should not be assumed.

Governance, Reporting and Mobilisation

The Clarks Voice 8x8 Service should be mobilised through an agreed operational handover process defined in the Contract before being treated as fully operational.

Mobilisation activities should include:

- confirmation of the applicable 8x8 subscription scope and licence quantities;
- confirmation of the NTS Assist support tier, fair-use allowance and support hours;
- confirmation of authorised Clarks contacts and Nasstar ticket-logging routes;
- confirmation of NTS support channels and required case information;
- publication of Clarks T1 triage guidance and knowledge articles;
- agreement of minimum data set requirements for voice incidents;

- configuration of ticket routing, assignment and notification rules;
- confirmation of priority definitions, escalation paths and major incident process;
- confirmation of reporting requirements and service review cadence;
- test of normal, incomplete, high-priority, out-of-hours and vendor escalation scenarios.

Suggested service measures include:

- percentage of tickets submitted with complete triage information;
- number of tickets returned for missing information;
- number of incidents escalated to 8x8;
- incident volumes by type, site, user group and root cause;
- age of tickets awaiting customer, NTS, 8x8 or third-party action;
- reopened and repeat incident rates;
- customer communication and closure quality.

Appendix A: Definitions

8x8: the upstream vendor providing the cloud communications services ordered for Clarks.

8x8 Services: the cloud communications services, licences and associated functionality supplied by 8x8 and ordered for Clarks through the applicable contractual supply chain.

Assist: the optional NTS Assist / Nuvola Assist support service purchased in connection with the ordered 8x8 **Services**.

Clarks: C. & J. Clark International Limited (company no. 00141015), the End Customer receiving the 8x8 Services and responsible for first-line end-user contact, initial checks and customer-side cooperation.

Contract: the applicable agreement, order form, service agreement, statement of work or other ordering document governing the supply of the relevant services.

End Customer: the customer using the ordered 8x8 Services, being Clarks unless otherwise specified in the applicable Contract.

Incident: an unplanned interruption to a service or reduction in service quality.

Nasstar: the customer-facing service provider responsible for incident logging, ticket acknowledgement, ticket tracking, customer communications and service management governance under this support model.

Nasstar NOC: Nasstar Network Operations Centre, acting as the primary customer contact point for incident logging, service requests, ticket acknowledgement, ticket tracking and customer communications.

NTS: Nuvola Technology Solutions Limited, the supplier of 8x8 Services and contracted Assist support services to Nasstar. Once. When NTS has received all required the Prerequisite information, NTS will engage directly with Clarks where needed to resolve the ticket

Service Description: this document describing the Clarks Voice 8x8 Subscription and NTS Assist Support service.

Service Request: a request for information, advice, standard change or service action that is not an incident, subject to the applicable contracted scope.

T1 Checks: initial first-line checks performed by Clarks before escalation, including physical hardware and power checks, application and login checks, basic audio and peripheral checks, and collection of diagnostic information.

Vendor Terms: the applicable 8x8 terms, service documentation, acceptable use requirements, support guide and other vendor flow-down obligations applying to the 8x8 Services including those set out in the Nasstar Third Party Terms & Notices document.