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Phone Validation Service

This document provides additional information regarding our Phone Validation services which are cloud-based web services and APIs.

The service formats the number to a predefined standard, identifies the number type and then validates whether the number is correct, this is an international service.

The service is available for UK and international numbers and works for both mobile and landline numbers.

The service returns the following responses:

Validation result Indicating whether the number is valid	Valid - the telephone number is potentially valid. Invalid - the telephone number is invalid. No Coverage - we do not have telephone number validation coverage for the required country. You will not be charged for this request. Unavailable - the telephone number is a valid mobile number but is currently unavailable - may be turned off or out of network coverage Ambiguous - the telephone number is a potentially valid UK landline number, but we receive an ambiguous result from the telephone network when trying to validate it fully
Validation Level Indicates the level to which we have validated the telephone number	None - the number has not been validated. STDCode - the number has been validated to the main area code. Exchange - the number has been validated to an individual range of numbers; this usually maps to a single telephone exchange. FullNumber - the full telephone number has been validated live against the telephone network
Number Type Indicates the type of number	Unknown - the type of telephone number could not be determined Landline - the number is a geographic landline number Mobile - the number is a mobile number Non-Geographic - the number is a non-geographic landline number Special - the number is a premium rate or other similar class of special number
Location	The physical location associated with the number. This will be blank where a location cannot be determined, e.g., for mobile numbers
Provider	The name of the company providing the telephone service. This will normally not reflect the impact of number portability
Country Code	The ISO 2-character code of the country the number is registered in
Country Name	The ISO standard name of the country the number is registered in

Formatting Options

The telephone number can be returned in a variety of formats

- **International** - the number is presented back with full international dialling code
- **National** - the number is presented back without the international dialling code but with the full area code
- **Local** - the number is presented back with only the local part

Advanced Options

The following options can be specified as part of the option parameter. Each option is specified as a key/value pair. The list of available names is shown below, along with a description of the allowable values for that name.

Ignore Extra Digits

Indicates if any extra digits beyond those needed to dial the number should be ignored. With this option turned on, 015135545550 would be returned as valid even though the number is really 01513554555 without the trailing 0, otherwise it would be invalid.

Allowed Prefixes

An optional comma-separated list of telephone number prefixes that are allowed. If this option is specified, any telephone number that does not match one of these prefixes is automatically flagged as invalid. These numbers must be specified in international format.

Barred Prefixes

An optional comma-separated list of telephone number prefixes that are not allowed. If this option is specified, any telephone number that matches one of these prefixes will automatically be flagged as invalid. These prefixes must be specified in international format.

Demonstrations

The services can be demonstrated free of charge, with no obligation to buyers, so they can see the full functionality and benefits of the service and can ask any additional questions. This is normally delivered via an online meeting at agreed dates and times.

A demonstration can be arranged by the following methods:

- Telephone – 0151 355 4555
- Email – clientsuccess@data-8.co.uk
- By arranging via this link - [Book a Data8 Demo](#)

Free Service Trials

We offer free trials to all potential buyers as below:

- 2,000 free credits for a period of 1 month

If on expiry of the credits or the 1-month period, there is the possibility that the trial may be extended by agreement between Data8 and the buyer.

A trial can be arranged in the following ways.

- Telephone – 0151 355 4555
- Email – clientsuccess@data-8.co.uk
- By arranging at the following link - <https://www.data-8.co.uk/register/>

Service Documentation

We maintain live up to date documentation on our website, which is always available to buyers at the API Resources section of the Data8 website.

Additional Integrations

We have a wide range of prebuilt integrations which include Microsoft Dynamics, Salesforce, and Sage. Additional information on these integrations can be found at the Integrations section of the Data8 website. - [Data8 Integrations](#)

Authentication

The JSON API also supports JWT authentication while the others support only username & password or API keys.

Business Continuity and Disaster Recovery

Data8 have built a highly available solution following industry best practice for both disaster recovery and business continuity. We have replicated our data centres, having two independent data centres that are corporately and geographically diverse.

Our procedures are driven by our ISO27001 system. We have policies on change management, capacity management, and redundancy planning. We have fully documented and tested business continuity plans. All of these are continually reviewed and improved through the ISO27001 program.

Service Availability

Requests from clients are automatically load-balanced across all the active data centres. If a data centre is detected as failed, it will quickly be removed from the DNS entry for webservices.data-8.co.uk so that clients stop sending requests to it and traffic is routed to an alternative data centre. We maintain live access to our uptime through a web page; at the time of writing this document, we have maintained 100% uptime for all services for this service in the last 180 days.

[Data8 Status](#)

Dashboard

All our clients benefit from access to a live dashboard to enable effective service monitoring, which provides the following:

- Number of Lookups used; can be displayed by day, country and display response type
- Number of Lookups remaining
- Estimated date of expiry
- Number of lookups used by day
- Country where the lookups have been utilised
- Authentication Type
- Protocol Type
- Referrer Domain
- API Key
- IP Address
- Application Name

Statistics can easily be downloaded and exported as a .csv type file to allow implementation in excel etc., or pre-configured reports can be built and sent periodically as agreed.

Service Continuity

As defined in our Pricing Document, the service can be purchased through lookups on a credit-based lookup agreement. If a credit-based agreement is purchased, we have a number of steps in place to ensure continuity of service including email notifications and automatic top-up of service credits at agreed costs.

Backup and Restore

The service does not store any Buyer data, the only information that is stored is the date and time of a request that is made to the service.

Technical Support

Technical support is provided free of charge by phone, email ticketing or live chat facility Monday to Friday between the hours of 09:00 and 17:30.

Maintenance

All applications are run in a load-balanced environment, so servers can be removed from the pool for servicing and application of updates without any interruption to the service. This is done on a rolling basis so there is no impact on service availability through regular planned maintenance.

Where service will be impacted through some larger change, customers will be notified via email and the changes will be made outside of working hours, typically at weekends.

Operating system patches are applied on a monthly basis, while updates to our own services are done continually.

After Sales Support

All our clients benefit from a dedicated Account Management team; within the team, dedicated individuals are assigned to pro-actively manage the requirements of our clients. Additional members of the team are trained to provide the required cover during any holiday and sickness periods. Our Account Management team communicate effectively with our clients, and their responsibilities include but are not limited to the following:

- Management of all aspects of services level agreements
- Providing advice on the most efficient and cost-effective way to deliver client requirements
- Dealing with new requests that occur during a contract
- Dealing with any client queries
- Ensuring all financial aspects are dealt with accurately
- Keeping clients informed of the progress of all work that is being processed, providing progress reports where appropriate
- Acting as the first point of contact for issue resolution
- Actively obtaining all information from clients which is required to deliver work effectively

Training

Our services are simple to install and use, and we provide User Documentation and training by a combination of email, telephone and online meetings free of charge.

Methods of Purchase

There are several ways that our services can be purchased, these are detailed in the cost section of this document.

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Implementation and On-boarding

Step 1 - Assess

Assess where the service is going to be implemented and advise the buyer of the most appropriate method of integration. We provide free consultation with potential buyers via email, telephone, live chat or online meeting.

The services can also be demonstrated free of charge with no obligation to buyers so they can see the full functionality and benefits of the service and can ask any additional questions. This is normally delivered via an online meeting at agreed dates and times.

All Service Documentation is made available on our website so buyers can access the appropriate documentation for their integration. We will provide any required assistance and advice regarding the most appropriate method of integration.

As we have a number of cost options which are detailed in this document, we will also at this stage, discuss and advise the buyer of the most cost-effective method to purchase the service.

Step 2 – Integrate / Free Trial

The Service can be integrated in a free trial environment. We will provide the following free of charge lookups for the service to enable the buyer to access the service:

- 2,000 lookups for a maximum period of 1 month

We will provide support free of charge throughout the trial period by email, telephone, live chat, technical helpdesk or online meeting.

The free trial can be set up here - [Data8 register for a trial](#)

Step 3 – Confirm

Confirm the exact volume and services required. The details of which are subsequently provided on an Order Confirmation form by Data8 for approval by the buyer.

Step 4 – Ordering and Invoice Process

There are several ways that our buyers can purchase our services as follows:

Online Purchase

Buyers can purchase services online using our website. This involves initially registering on our site, which is a very straightforward process. Buyers are then able to select the services, which they require and review their purchase prior to final confirmation. Once the order is confirmed, the services are immediately made live, the invoice is sent electronically, and the On-Boarding process commences.

Order Confirmation Form

Buyers agree the exact detail for any services purchased, which we detail on a specific order form, which is sent to the buyer via email. Following acceptance of the order form, which is completed electronically, the services are immediately made live, and the invoice sent electronically.

Contract

A G-Cloud Call off Contract can be agreed, once this has been signed by both parties, the service will immediately be made available to the buyer.

Invoicing

We provide an electronic invoicing process; invoices can be sent via email to a designated email addresses and they are able to contain information requested from the buyer such as the purchase order number.

Step 5 – Implementation

Services are implemented and the purchased number of credits or licenses added for each of the services for the time agreed. The credits can be activated within a maximum of 24 hours of the Order being confirmed.

Off-Boarding

Off-boarding occurs automatically at the end of the contract period. At this point, the buyer will not be able to access the services. There is no additional charge for off-boarding, when the agreement expires, the service will cease to operate. No user generated data is stored as part of the service that will need to be returned.

Termination

If lookups are purchased then the contract automatically terminates on expiry of the lookups or after 12 months, whichever is the sooner.

Alternative termination rights may be agreed with the buyer.

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