
Phonehub IO Ltd

Phonehub Advanced Contacts Manager (PACM)

G-Cloud 15 Service Definition Document

Supplier

Phonehub IO Ltd

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Registered in England and Wales.

Company Number

9568821

Framework

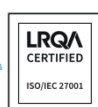
G-Cloud 15

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Introduction

What the service is

Phonehub Advanced Contacts Manager (PACM) is a secure intelligent system to identify, authenticate, and manage prisoner contacts. It is designed to reduce resource requirements, improve security and public protection, and improve family contact.

Features

Data backup and restore, and disaster recovery

Business continuity and disaster recovery plans

Phonehub IO Ltd uses triple redundancy to ensure that services remain operational even in the unlikely event of a datacentre failure. All data is stored triple mirrored in zone redundant storage across three separate datacentres making the service resilient to the failure to two data centres.

Our disaster recovery plans form part of our ISO 27001 information security management system.

The service is also fully backed up so that in the event of a complete disaster all service can be readily restored to full operation.

Onboarding and offboarding

Onboarding

The Phonehub IO team will work closely with the buyer's team to complete onboarding process. For cloud only installations, establishments need only facilitate access to our service from web browsers to get up and running. Deployment of new establishments is a simple configuration and does not require any on-site visits by our staff, but where this is preferred we are happy to provide on-site support.

Further support for onboarding such as in-person and/or remote training will be provided where appropriate and upon request. Full documentation will also be provided in PDF format, along with video guides.

Offboarding

Data owned by the buyer will remain available for downloadable for a period of 90 days through the management portal. Recordings and communications records will be retained for interception purposes by Phonehub IO Ltd according to the agreed standard retention policy.

Service constraints

Access to the service is only available from pre-approved networks, approved networks may be updated at any time through agreed communications channels.

Service levels

Services are available 24/7, 365 with guaranteed SLA of 99.9% of availability.

Compensation if service levels are not met

Financial compensation will be calculated based on the length of time the service is unavailable compared to the expected availability as a proportion of the regular maintenance fee paid by the buyer.

After-sales support

Phonehub IO provides continual after sales support during business hours at no additional charge.

Technical requirements

The minimum requirement to access the service is a chromium based web browser such as Microsoft Edge.

For prisoners both Browsers and Android Tablet access is supported.

For Family members and friends, the Prison Video app is downloadable from the Google Play or App Store with wide support for legacy devices. A minimum requirement of

Outage and maintenance management

While the service remains accessible 24/7, 365 individual features of the service may occasionally be unavailable for routine maintenance. So far as practicable, maintenance work will be carried out during non-working hours, where this is not possible, every effort will be made to notify the buyer in advance.

The service implements rolling updates so the majority of maintenance work will have no impact on service availability.

Hosting options and locations

This is a managed service; customers are able to specify the region that they require their data to be held in subject to the availability of suitable cloud resources.

For example for UK government customers data is stored in England where as for Australian jurisdictions data is stored in New South Wales.