
Phonehub IO Ltd

Prison Video – Secure Video Calls

G-Cloud 15 Service Definition Document

Supplier

Phonehub IO Ltd

Registered Office

1-2 The Old Church, St. Matthews Road,
Norwich, England, NR1 1SP

Registered in England and Wales.

Company Number

9568821

Framework

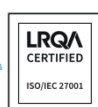
G-Cloud 15

Last Updated

07 January 2026



Crown
Commercial
Service
Supplier



Contents

Introduction	3
What the service is	3
Features	3
Data backup and restore, and disaster recovery	5
Business continuity and disaster recovery plans	5
Onboarding and offboarding	5
Onboarding	5
Offboarding	5
Service constraints	5
Service levels	5
Compensation if service levels are not met	5
After-sales support	6
Technical requirements	6
Outage and maintenance management	6
Hosting options and locations	6

Introduction

What the service is

The Prison Video system is a secure video calling platform designed specifically for use within secure environments such as prisons and secure hospitals. It enables prisoners to have video calls with approved parties outside of the prison. It can be used for both social video calls and privileged or professional calls.

The system includes a master booking interface which can be configured to match the specific needs of different establishments, whether these be intelligently automated or manual bookings. The service also allows bookings to be initiated either by the prison or the family, using their Prison Video mobile app, to maximise staff-resources and availability.

The system also incorporates a cutting-edge identity verification system which uses photographic ID to identify users who register for the service. This is backed by a support team who can aid with registration and any technical aspects of the service.

Features

Registration

Secure and automatic ID verification for external participants to verify call recipients and maximise safeguarding by ensuring that children are registered in advance using a simple selfie (Prison staff have the ability to request additional ID for children where required for public protection purposes.)

Booking calls

Booking management system that allows staff to schedule, reject, or accept video calls. Supporting both manual bookings and an automated booking system that easily integrates with existing processes and can be configured to meet operational needs and policy requirements.

When calls are booked, family, and friends receive app, text, and email notifications when video call requests are accepted.

Optimised for Performance

The system automatically scales to meet demand, with each call using dedicated capacity to ensure optimal call quality. This dynamic scalability guarantees high-quality video and audio during peak times and ensures the best possible experience for users.

Smart Call Management and Monitoring

Prison Video offers intelligent call monitoring with advanced AI-powered features

such as facial recognition to confirm caller identities, as well as detection of nudity, inappropriate clothing, and unauthorized screenshots. If inappropriate behaviour is detected, the system can automatically pause the call until the issue is resolved. Monitoring stations provide prison staff with real-time oversight of video communications, enabling them to observe multiple calls simultaneously, pause or resume them, and, if needed, intercept audio.

Recording retention

All video calls are recorded, according to policy and instantly retrievable. Recordings are retained according to strict retention processes, ensuring that establishments comply with policy requirement. Access to recordings is restricted, controlled, and audited through an intelligent and secure user interface.

Policy Enforcement

Prison Video can be configured to strictly enforce policy with respect to security and monitoring.

After a call has taken place, recordings can be transcribed, translated, and subtitled in preparation to be exported for law enforcement or monitoring purposes.

Flexible configuration

Easy to use UI for prison staff that can be configured and scaled to each establishment's needs and to meet any future policy changes at the request of the buyer.

Management information

Detailed and salient data can be extracted directly from the monitoring interface that can be used to identify areas requiring support, evaluate feedback for continuous improvement, or for billing purposes.

Summary

With Prison Video, you get a video call service that is simple to use, secure, and requires minimal resources to operate. Our service is designed to facilitate easy, secure communication while maintaining the highest standards of compliance and security.

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 centre failures.

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

The service is 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 Ltd 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 fees paid by the buyer.

After-sales support

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

Technical requirements

The minimum access requirement for a prisoner or staff member 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.