
Phonehub IO Ltd

Prison Voicemail – Management Portal

G-Cloud 15 Service Definition Document

Supplier

Phonehub IO Ltd

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Introduction

What the service is

Prison Voicemail is the flagship service of Phonehub IO Ltd, a multi-award-winning UK-based social venture using technology to improve communication channels between prisoners and the outside world

The Prison Voicemail – Management Portal adds key features to help prison staff manage those communications with ease.

Features

Management Information and stats

Report on the use of the Prison Voicemail service in your establishment to better understand how your prison is meeting family engagement objectives

The ability to transcribe voicemails

Transcription supports both English and foreign languages

Make processing of new voicemail accounts even easier

For establishments using self-service kiosks this makes it quick and easy to look up any Prison Voicemail number's details and perform regular checks.

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 Android Tablets flashed with the Hydrax Operating system are supported. Devices must be compatible with the Android Open Source Project

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.