
Phonehub IO Ltd

Phonehub Audio and Video Analysis

G-Cloud 15 Service Definition Document

Supplier

Phonehub IO Ltd

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Introduction

What the service is

Phonehub Audio Analysis is a cloud-based service for analysing audio and video content in bulk, including telephone calls and video calls. It uses state-of-the-art technology to process video and audio data in bulk via a secure API connection, giving users a real-time dashboard overview of their communications including keyword flagging and alerts, and participant detection and identification.

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.

Conducting calls

Video calls incorporate real time AI powered identification using facial recognition to match callers, nudity detection, inappropriate clothing detection and screenshot detection. Calls automatically pause when necessary

The system automatically scales to meet demand, with every call using dedicated capacity to ensure the best possible call quality.

Monitoring calls

Monitoring stations facilitate the live observation all video calls by prison staff and real-time audio interception where required. This includes the monitoring of multiple concurrent calls that can be paused, resumed and/or terminated both individually or simultaneously.

The monitoring station also facilitates staff oversight of automated decisions with the ability to resume calls or message participants.

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.

Once the call has been conducted It also features the ability to translate and transcribe calls and subtitle recordings, Video files can be exported for law enforcement 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.

Smartphone support

The service offers wide support for Android and iPhone including legacy devices with an easy-to-use interface, prison video is the leading mobile app for visitors (available in both the IOS app and Google play stores) that allows family, friends, or members of the public to request calls in advance and manage video calls with someone in custody.

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.

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.