



TalkTalk Business
Single Line Voice (SLV)
Service Definition



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1. SLV (Single line voice)

Single line Voice Service is a PSTN replacement for the typical phone line that would be found in a residential or small business property. It supports a traditional telephone handset and equivalent voice features (e.g., 1471, voicemail etc). Voice calls can be made to another phonenumber on the public phone network.

Single Line Voice Services has two variants

- A traditional phone service using MPF (Metallic Path Facility) - i.e., uses existing copper phone lines This technically is aligned with the customer's existing legacy phone service and offers a transparent migration if the customer is not ready to migrate to a Voice over IP service.
- A Voice over IP service providing voice over a data service to be used where it is no longer possible to consume the traditional service above. It provides a replacement that works over Fibre-optic (FTTP) and copper (SOGEA) based data-only services.

Both services provide telephony continuity as BT phases out their Wholesale Rental Line phone services in 2025-2026.

New customers can retain their existing phone number and service when transitioning to either of the products above (subject to TalkTalk Business having appropriate porting agreements in place with the incumbent telephony number provider).

The availability of the telephony products above will be subject to a check based on the address of the site requested. Feedback to the customer will be determined by the infrastructure available in the serving exchange and customer locality.

Call features

Single line Voice Services support the following features:

Feature	Description
3 Way Calling	3 Way Calling (or Multiway calling) allows the end user to initiate a 'multiway' or 'conference' call with up to 3 people. Note: this feature is supported on the platform by default and needs to be configured on the end user device (i.e. ATA).
Anonymous Call Rejection	Inbound calls are filtered so that calls to the end user are rejected where the Calling Line Identity (CLI) of the calling party has been withheld.
Call Waiting	Call Waiting allows the end user to be alerted (usually with a subtle beep) if another caller is trying to contact them while they are already on a call. The end user may then have the ability to switch between calls.
Caller Display	Caller Display allows the end user to see the number of the calling party before answering the

	call, where the number has not been withheld by the caller.
Call Forwarding	This service allows the end user to forward their calls to a specified destination number. The forward can be configured under the following conditions: • Forward All Calls • Forward on Busy • Forward on No Answer.
Call Forwarding Remote Access	This service allows remote access to the call forwarding feature which enables the End User to control the call forward on their line whilst being away from where it is physically located. Responsibility is on the End User to ensure this feature is not misused.
Choose to Refuse	This service gives the end user the ability to 'block' specific CLIs calling them. Callers who dial a number where their CLI has been blocked will be informed that the caller is not accepting calls from them via a message.
CLI Presentation Restriction Permanent	CLI Presentation either presents or withholds the callers CLI (i.e., phone number) when they make an outbound call. Note that any person making calls for direct marketing purposes must not withhold their number. If this feature is disabled, the End Users CLI will be passed (where possible) to the person receiving the call. If the feature is enabled, the CLI will not be passed, and will show as 'Withheld' to the recipient. Vertical Service Codes (VSCs) are available to End Users to provide an override option: Presentation Override - This service would be used by the end user in conjunction with CLI Presentation Restriction [Disabled] i.e., when they normally make a call their CLI will be presented but using this service the CLI is withheld on a call-by-call basis. Restriction Override - i.e., when they normally make a call their CLI is not presented but using this service the CLI is presented on a call-by-call basis.
CLI Retrieval	This feature allows the end user to do the following: • Find out the CLI of the person who last called them (providing the number was not withheld) • Ring the last CLI that called them without having to manually dial the number (providing the number was not withheld) • Delete the last number that called.
Outbound Call Barring	This service allows the end user to bar certain 'types' of outbound calls being made from their line i.e., Premium Rate, mobile etc. The service can bar the following types of call: • Bar almost all calls

	• Bar national and international calls, and calls to mobiles • Bar international calls • Bar all operator calls, SMS messages, and text direct 18001 & 18002 • Bar calls to numbers with a * or # in them (includes some calling features) • Bar calls to premium rate numbers. Calls to the below numbers are never barred: • 999 Emergency Services • 101 Non-Emergency Services number • 105 National Power cut emergency service • 111 NHS Non-Emergency number • 112 Emergency Services • 116 European helpline numbers • 119 NHS COVID • 195 Visually impaired directory enquiries • 18000 Deaf Emergency Services number • 116123 Samaritans • 116111 NSPCC • 116000 Missing children • 080X Free to caller.
PIN Management	This service allows an End User to change to their PIN used for the following call features: • Call Forwarding Remote Access • Outbound Call Barring. Note this feature can only be accessed from the user's own line.
Voicemail - Basic/Advanced	Voicemail (Answer 1571) Basic and Advanced are network-based answer-phone services, allowing End Users to receive messages if the phone is unanswered.
Voicemail Remote Access	Allows the End User to access their voicemail messages from another line.

Numbering

Each Single Line Voice service will support one phone number. Both new and ported UK geographic telephone numbers with the prefix (01 & 02) are supported on the voice network.

Where a new number is requested, the number assigned will be based on the area code for the installation postcode provided.

Porting

Single-line number porting is available for Single Line Voice Customers who wish to retain their existing phone number that is not currently with TalkTalk Business. TalkTalk Business can port an existing telephone number from any of the following UK number providers:

- BT
- PlatformX Communications (PXC)
- TalkTalk
- Sky
- Virgin Media
- Vodafone
- Gamma
- Magrathea

Customers should allow up to 7 working days for any port request.

If porting cannot be supported (e.g. where the original number Range Holder is not listed above), the option exists to have a new number assigned.

Renumbering

The option to change the phone number of a live service is supported, for example, if the Customer is receiving nuisance calls. A Single Line Voice service can be renumbered with a new or existing (transferred or ported) number.

Emergency Database Services (EDB) Registration

All new sites and their corresponding telephone numbers will be registered by TalkTalk Business (TTB) with Emergency Services to ensure “blue light” services can be dispatched to the correct address when required.

EDB is a national emergency services database that matches phone numbers to postal addresses. Ofcom mandates that all Customers who receive a fixed line or VoIP services register accurate location information for use during an emergency call. The EDB is used by all Emergency Authorities (EA) to geographically locate callers if they make an emergency call to 999 and 112 numbers. All new or ported numbers assigned to a Single Line Voice service number must have an EDB entry.

Orders submitted with invalid/poor EDB addresses will be rejected until corrected by the customer.

Directory Enquiries (DQ)

DQ entry is supported by the TTB Single Line Voice Service, with entry requirements captured with the Single Line Voice provision order. Customers are required to verify

if they are happy for their details to be made available to the public (via Directory Enquiries) at the point of order, otherwise all directory entry orders will be placed as 'ex-directory' to remain private.

Installation Options

Where a VOIP over IP service is requested, optionality on Install options will be dictated by the data service provider. Where Openreach is providing the data service for Voice over IP, additional install options may be provided:

- Self-install - the end user installs any additional voice equipment themselves
- Prove Telecare – this allows the engineer extra time to connect the Customer's Telecare equipment to ensure that it continues to work after the line migration so that the End User is not left without a working Telecare service. This may involve reverting the line to copper if a problem is identified.
- Prove VoIP – this allows the engineer extra time to connect the Customer's phone to the TalkTalk Business router and confirm that the outbound voice service is functioning over the data connection prior to leaving site.

Where an Altnet (now Openreach) provider is the data service provider, only the self-install option is available.

Power failure

A voice over IP service will not work in the event of a power failure as any local networking equipment must be powered. It is the customer's responsibility to provide alternate telephony access in the event of a power failure to site (e.g. access to Mobile calls or the use of a UPS to retain power).

It is important that the customer understands if their end users are vulnerable or at risk due to the loss of telephony due a power outage and provide the necessary mitigation.

1.1 Data back and restore

This is a Single Line Telephony service for single site - the loss of Single Line components are not covered by business continuity and disaster recovery plans. A customer can raise a fault which will be handled appropriately and with a target completion within the associated SLAs as shown in the Service Level Section below.

Where failure could impact multiple customers an appropriate disaster recovery / business continuity plan is in place.

1.2 Onboarding support

TalkTalk Business will provide the following support during onboarding:

- A contract will be shared by TalkTalk Business for customer completion
- The customer will provide a list of addresses for each site that requires service and any telephone numbers that need to be retained. TalkTalk Business will confirm the products available for each site using the Single Line Voice Services, and if the numbers can be retained.
- Once the product data is confirmed with the customer TalkTalk Business will manage the delivery of the PSTN line or Data Service if Voice of IP is used. TalkTalk Business will also manage the Transfer or Porting of existing telephone numbers, or provide a new Geographic number as required
- TalkTalk Business will provide instructions for installing any phones and for using Call Features

1.3 Offboarding support

Upon Notice to cease TalkTalk Business will remove Customer access from the Single Line Voice Service – the customer will no longer be able to make or receive calls on the TalkTalk Business Service. We will request customers to return our equipment from site.

1.4 Service Constraints

TalkTalk Business may choose to provide default calling restrictions on all new lines to mitigate fraud, misuse, unexpected high bills etc. Typically, this is limited to Premium rate Numbers, some International Call destinations etc.

Any default call barring will be shared with the customer during onboarding. Any changes to the default settings can be discussed with your account manager and any changes will be accepted at customer risk.

Typical default barring includes high value Premium Rate lines and some international destinations.

1.5 Service Levels

Fault services operate 24 hours a day, 7 days a week.

Care Levels impact the target fix SLA when a fault is raised. At the point of order, the customer must select the level of care they wish to subscribe to for each individual PSTN line rental or Broadband with Voice Over IP site.

TalkTalk Business offers the following Care Levels:

- Care Level 2 – Bundled with all products and all providers

- Care level 3* – Available as an Uplift on Openreach-provided services only – this is a chargeable service and provides a faster response time to fix for Openreach faults.

Target Service Levels will depend upon the Care Levels chosen by the Customer at point of order as shown below:

Fault Priority Level	Care Level 2 (Standard)	Care Level 3 (Enhanced)
P1 Target Fix	48 Hours	24 Hours
P2 Target Fix	48 Hours	24 Hours
P3 Target Fix	72 Hours	48 Hours

All Target Fix times exclude Parked Time - Parked Time occurs whenever we ask you for information and/or site access and await such information and/or until our engineer arrives at your site.

Where Priority is defined as follows:

Priority	Description	Definition
P1	Total Loss of Service	Total loss of service existing for five minutes or more before logging.
P2	Severe Intermittence	Significant degradation or materially intermittent connectivity that has high degree of service impact and where the intermittence can be demonstrated repeatedly within an hour interval.
P3	Degradation	Incident has low service impact.

1.6 After Sales support

Incident reporting and support requests should be raised by telephone on 0333 003 4333 or via email ttbenterpriseassurance@talktalk.business. Our team aims to diagnose faults within 30 minutes. Support requests which are less time-sensitive should be raised by email.

The Helpdesk function allows you to raise queries or faults with a specific site's service. If the issue is confirmed, TTB will work to resolve the issue. Queries and faults may include:

- Reporting services that are not working
- Reporting services that are degraded
- Seeking advice how to utilise a service

Allocated Service and Account Managers can assist with overall service change or service queries, such as billing queries, service upgrades or service performance.

1.7 Technical Requirements

Depending upon the geographical footprint of the customer sites, TTB will either offer a Single Line Voice service over a traditional PSTN service or a Voice over IP service. The availability of product will depend on TalkTalk Business's suppliers in that area.

TTB offers Single Line Voice services to offers near 100% of the UK footprint, however there are exceptions for rural sites, Highlands and Islands. As part of the onboarding program, TalkTalk Business will confirm where service can and cannot be provided.

Any Single Line Voice Over IP service must be delivered over a TTB data product only. Products supported are FTTP (Full Fibre service) or SOGEA (Part Fibre).

Any Traditional Voice services must be delivered over a TalkTalk Business Line Rental product.

If taking Voice over IP, the Customer must plug their phone into the TTBD router supplied for that specific site.

If taking Voice over IP, it is recommended that DECT handsets are required to be shared elsewhere in the customer premise. On a Voice over IP service, TalkTalk Business does not support internal wiring for additional handsets – the first handset must be plugged into the TalkTalk Business router used for Voice over IP.

The customer must provide a standard PSTN handset

As the service may not work in the event of a power outage, customers must provide any additional support for vulnerable customers or at-risk phone groups.

1.8 Outage and Maintenance Management

Where possible, the scheduled Maintenance window is Tuesday to Friday 00:00 – 06:00 and, where practical, 10 working days' notice for Scheduled Maintenance will be provided.

Emergency Maintenance may take place outside of this window but is only used where there is an immediate threat to the availability of the service. Due to the nature of Emergency Notice it is unlikely that notice will be provided.

For Core Functions – impacting multiple users

Where there is a network outage that impacts multiple users, TalkTalk Business will seek to inform the customer (where practicable) in advance as soon as possible if after the event. Multiple user issues include:

- Core network or routing issues
- Regional infrastructure issues with TalkTalk Business Supplier
- Planned or Emergency Works

On site Engineering Access – Single User issue

Where an engineer has to visit site, the customer may elect the day of week and time period for the visit. Note the SLA clock will stop for any visit selected that is outside of the SLA window below. The response time for an on-site visit is related to the care level selected at point of order.

1.9 Hosting Options

This is a Single Line Voice Service for installation at customer site - There are no hosting options available.

1.10 Access to data (upon exit)

Upon termination the customer will receive a final invoice containing any unbilled rentals, any outstanding call charges (and any early termination fees if notice served whilst in contract).

If the customer wishes to retain their existing number upon line termination with TTB, it will be the customer's responsibility to ensure that any new provider can Transfer or Port the required number. TalkTalk will retain any number for the statutory period outlined by OFCOM (currently 30 working days) after which any number not ported will re-pooled for other customers.

Access to associated Voicemail messages (outgoing and incoming) will be deleted upon termination of the associated line.

The customer will retain the right to request GDPR access to information requests.

1.11 Security

This is the provision of PSTN like telephony service. It is the customers responsibility to ensure the prevention of unwanted calls or that unwanted recipients are not answering calls.

The Voice over IP platform uses SIP Registration which means each end user device needs to be configured with a username and password to connect to the platform. The SIP details will be configured by TalkTalk Business on the site-specific router. Network Authentication ensures that the SIP service can only be used on that specific site (mitigating risk of routers being reused by the customer at incorrect sites).

Version Control

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