

Service Definition Document

Social Telecoms Hosted Telephony Service

1. Service Overview

The Social Telecoms Hosted Telephony Service is a cloud-based VoIP telephony platform designed for public sector organisations, offering reliable voice services, flexible call management features, and a robust administrative interface. It enables organisations to migrate from legacy analogue and ISDN solutions to modern, secure, scalable hosted voice services.

Social Telecoms Context & Capability

Social Telecoms CIC has delivered telecommunications and hosted telephony services exclusively to the public sector since **2012**, serving over **200 housing associations and local authorities**. As a Community Interest Company, we reinvest our surplus into community projects, aligning our mission with the social value priorities of the public sector.

We have **13 years of continuous UC/CC delivery**, a senior team with **36+ years of combined industry experience**, and long-standing relationships with PfH members such as Housing Solutions, Beyond Housing, and Poplar HARCA. We are actively supporting customers in their transition away from analogue services ahead of the **January 2027 PSTN switch-off**, including projects involving sensitive telecare and telehealth services.

2. Key Features & Capabilities

The following features are based on Feature List - White Labelled.docx and represent the full hosted telephony capability.

Inbound Call Features

- Geographic (01/02) numbers
- Non-Geographic (03/08/09) numbers
- Freephone (0800) numbers
- International inbound numbers (where required)
- Stop/Start call recording
- Voicemail to email
- Pickup groups

- Call parking
- Call forwarding
- Inbound number prefixing
- Call groups
- Call queues
- Auto-attendant / IVR menus
- Time profiles for routing
- Custom prompts
- Business hours & emergency routing

Outbound Call Features

- Outbound caller ID
- Anonymous dialling options
- Call recording (on-demand or policy-based)
- Daily Call Detail Records (CDRs)
- Fraud prevention controls
- Daily/monthly call spend limits
- Call spend alerts
- UK premium rate blocking
- International dialling PIN controls
- HD calling

Business & Administration Features

- Desktop/mobile twinning
 - MS Teams integration (optional)
 - Handset provisioning
 - Call statistics & wallboards
 - Centralised directory
 - Fax-to-email
 - Company and personal voicemail
 - Speed dial
 - Paging & call monitoring
 - Automatic failover for resilience
 - Time-based call restrictions
 - Destination-based restrictions
 - Custom music on hold
 - Real-time analysis & fraud blocking
 - Geo-zone risk management
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3. Service Scope

Included as Standard

- Platform provisioning and tenant creation
- Number allocation and porting
- User provisioning and configuration
- Call flow and IVR setup
- Hosted voicemail and recordings
- Access to admin portal and reporting tools
- Included fraud protection and risk controls
- Social Telecoms account management

Optional Add-ons

- MS Teams integration
- Handsets, headsets and hardware
- Wallboards and advanced analytics
- Enhanced failover options
- SIP connectivity where required

Not Included

- Onsite engineering (available separately)
 - Physical devices (optional purchase)
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4. Service Constraints

- Requires stable internet connectivity
 - Some features may depend on specific handset models
 - International numbers subject to availability
 - Teams integration requires additional licensing
 - Call quality dependent on customer LAN/WAN, QoS recommended
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5. Onboarding & Offboarding

Onboarding

Social Telecoms applies a proven, structured onboarding process used across hundreds of public sector deployments, including telephony, UCaaS and CCaaS projects:

- Requirements discovery and SOR validation
- Number porting plan and migration mapping
- Configuration of users, groups, routing and IVRs
- Deployment of devices (if required)
- Testing and service validation
- Go-live support and early-life care

Offboarding

- Secure removal of user accounts
 - Export of call flows and configuration
 - Export of CDRs and recordings (where permitted)
 - Number porting out (if required)
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6. Service Levels (SLA)

- High availability through multi-site cloud hosting
- 24/7 support for priority issues
- Typical response times:
 - P1: <1 hour
 - P2: <4 hours
 - P3: <1 business day

Social Telecoms Additional Assurance

- Proactive monitoring and fraud alerts
 - Quarterly service reviews
 - Optional managed service packages available
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7. Pricing Model

- Per-user monthly licences
 - Optional add-ons billed per user or per site
 - Numbers allocated at standard rates
 - Professional services for onboarding (fixed or T&M)
 - Managed service options available
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8. Technical Requirements

- Internet connectivity of suitable quality (recommended 100kbps per call)

- SIP handset or softphone client
 - Supported desktop/mobile operating systems
 - Recommended QoS configuration
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9. Data Security & Compliance

- Encryption in transit and at rest
- GDPR compliant
- Role-based access control
- Fraud monitoring and geo-risk blocking
- Compliance with UK public sector security expectations

Social Telecoms enhances this with proven governance and experience delivering secure migrations for sensitive environments such as telecare and telehealth.

10. User Roles & Permissions

- **User:** extension usage, voicemail, call forwarding
 - **Supervisor:** access to call logs, monitoring and reporting
 - **Administrator:** full configuration and routing control
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11. Reporting & Analytics

- Daily CDRs
 - Real-time call statistics
 - Wallboards (optional)
 - Fraud monitoring reports
 - Usage summaries by user or group
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12. Integration Capabilities

- MS Teams integration (optional)
 - SIP device compatibility
 - CRM screen-pop where supported
 - Directory sync options
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13. Service Roadmap (Non-Binding)

- Improved analytics and reporting
 - Enhanced integrations
 - Expanded mobile capabilities
 - AI-assisted routing and diagnostics
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14. Accessibility Statement

This document follows GOV.UK accessibility requirements. The hosted telephony interface includes:

- Keyboard navigation
 - High-contrast options (where device-supported)
 - Accessible digital documentation
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15. Terms & Conditions

- Social Telecoms terms apply
 - G-Cloud 15 call-off terms apply
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16. Glossary

- **CDR:** Call Detail Record
 - **IVR:** Interactive Voice Response
 - **QoS:** Quality of Service
 - **SIP:** Session Initiation Protocol
 - **UC:** Unified Communications
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