

1. Service Overview

We offer a service to reroute inbound calls made to your DDIs (Direct Dial In numbers) to a different destination number, either on an individual basis or as part of a disaster recovery plan.

Additional information is included in your Order Form and Statement of Work.

2. Service Features

2.1 User Types

We offer three categories of user types, each of them characterised by different user rights:

- (a) **Individual User** - users able to make changes to their DDIs by accessing the admin portal. An individual user cannot invoke a DR plan.
- (b) **Range Administrator** – users able to invoke a DR Translation Plan for a range(s) of DDIs on the admin portal as well as configure Individual Translations for a range(s) of DDIs. A Range Administrator is able to invoke a DR Translation Plan for all of the numbers in all of your ranges, or only a subset of these number ranges.
- (c) **Customer Administrator** – users with has access to the entire range of features on the Livenumber admin portal, including the SMS Messaging feature (Section 2.4).

2.2 Rerouting Features

Livenumber allows re-routing of calls for each of your individual DDIs using one of the following options:

- (a) **No Translation** – the call is delivered to the DDI with no diversion;
- (b) **Individual Translation** – Individual users will be able to make ad-hoc changes so that their DDI can be diverted to, for instance, a mobile phone or remote office number; and
- (c) **DR Translation Plan** - this can be invoked by Range Administrators to implement a DR plan through one of three plans predefined by you, allowing each individual DDI to be diverted to a disaster recovery number.

2.3 Livenumber Configuration

Livenumber is configured by users through the admin portal. Users can access the portal via a secure web SSL login with username and password credentials unique to each user, which will be provided by your administrator. We will deliver a mobile-friendly version of the admin portal to smartphones and tablet devices.



Users will be able to activate translations as allowed by their access rights. The last translation activated by any user is the active translation. Individual users will also be able to re-divert their DDIs after a DR Plan is invoked.

2.4 SMS Messaging

The SMS Messaging feature is a customisable text message that allows you to send messages and broadcast updates to all your members of staff (e.g. when a DR plan is invoked/revoked or status updates).

Only Customer Administrators have the access rights to use the SMS Messaging feature.

3. Service Implementation

After order acceptance, we will implement the Service as follows:

Service Implementation	Us	You
We will send you our Welcome Pack.	●	
We will install and configure the Livenumber Service.	●	
Once Direct Connect, SIP Trunking or UCaaS has reached the Ready for Service stage, we will implement the Livenumber Service.	●	
We will confirm the Ready for Service Date.	●	

All implementation work will be carried out during Business Hours. We will invoice additional charges for any work undertaken out of hours. We reserve the right to charge additional fees for any change in your requirements occurring after the implementation of the Service and outside the scope of the contract (as described in the MSA).

3.1 Ready for Service

The Ready for Service Date for the Livenumber Service is the date set-up of the Service is complete and you have received an administrator level login. Where several porting operations are required for the set-up of the Service, the entire Service will be deemed available once the first porting operation has been completed.

We reserve the right to charge additional fee(s) for any temporary routing solutions put in place pending completion of porting. In this case we will charge you for the Service and onward calls only.

4. Billing

The Service will be billed as a one-off Non-Recurring Fee for the implementation activities, a Recurring monthly Fee and a monthly Usage Fee as described in the Billing Guide.

The Usage Fees will be charged monthly in arrears based on your Rate Card. This is a separate document that we will provide you and which defines the charge per destination calculated based on the number of seconds of usage. The charge is rounded up to the nearest



penny. We may update the Rate Card provided that we give you at least four (4) weeks of notice of the new charges per destination.

5. Service Operations

Please refer to our Operations Manual for further information on incident management, requests for change and information requests.

6. Dependencies

We will provide the Livenumber Service subject to the following dependencies:

6.1 Client Obligations

- (a) You will designate a project lead and technical contacts with the appropriate level of expertise to support the successful implementation and operation of the Service;
- (b) You will provide us with all of the information needed to complete the configuration of the Service;
- (c) You will manage any of your own third parties needed during Service Implementation or Service Operations;
- (d) Your IT department (or equivalent department) will interface with us for Incidents and Service Reports, having first undertaken initial debugging or analysis with your end users; and
- (e) The use of the Service must be in line with OFCOM regulations and best practices. We reserve the right to disconnect the Service if we believe these regulations and best practices are not being followed.

6.2 Service Dependencies

- (a) Livenumber is only applicable to DDIs provided by us or ported to us;
- (b) Livenumber is only available to purchase in addition to one of the following:
 - (i) Direct Connect (for details see our Direct Connect Service Description);
 - (ii) SIP Trunking Service (for details see our SIP Trunking Service Description); and
 - (iii) UCaaS (for details see our UCaaS Service Description).

7. Definitions and Acronyms

7.1 Definitions

In this document “we” or “us” refers to the Supplier, and “you” refers to the Client.

The terms listed have the following meanings:



Term	Meaning
Individual Translation	A single number being translated to another single number.
Range Administrators	An individual who is able to invoke a DR plan.
Statement of Work	A document which defines project-specific or client-specific activities, deliverables and/or timelines for providing services to that client.

7.2 Acronyms

Acronym	Meaning
DDI	Direct Dial-In
DR	Disaster Recovery
MSA	Master Service Agreement
OFCOM	Office of Communications
SoW	Statement of Work
SSL	Secure Socket Layer
WLR	Whole Line Rental



8. Operational Targets

Type 2	P1	P2	P3	P4
Response	30 mins	30 mins	1 hour	Next Business Day
Fix	4 hours	8 hours	16 hours	3 Business Days
Hours of Support	24x7	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days
Description	Complete loss of Service of all Translations.	Loss of Service on more than 10% of all Translations.	- Issues relating to a single end-User; - Service Available with non-service affecting issue; - Loss of access to the Admin Portal.	- Service Requests; - Non-Service affecting work and reports; - A required change or configuration alteration to a service.

9. Service Levels and Service Credits

The Service will be delivered at the target level set out below for the percentage level described, against which service credits will be paid (as set out in the Billing Guide).

Service	Measurement	Period	Target	Service Level	Service Credit
Livenumber	Availability - the ability for the Livenumber Service to reroute calls based on the configured Translations. The Livenumber Service is Available whilst there is no active P1 Incident.	Calendar Month	100%	99.89% - 99.35% 99.35% - 98.85% Less than 98.85%	5% of monthly value of Recurring Fees 10% of monthly value of Recurring Fees 15% of monthly value of Recurring Fees