

REDCENTRIC LINES & CALLS SERVICE DEFINITION

SD013 V4.5

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1. SERVICE OVERVIEW

Lines and Calls is a business telephony service providing the Customer with the ability to make and receive telephone calls, using compatible equipment, via the Public Switched Telephone Network (PSTN).

Using BT Wholesale calls Redcentric carry telephone calls across their voice network, enabling the supply of a single bill to the Customer for both line rental charges and call charges.

REDCENTRIC CALLS & LINES

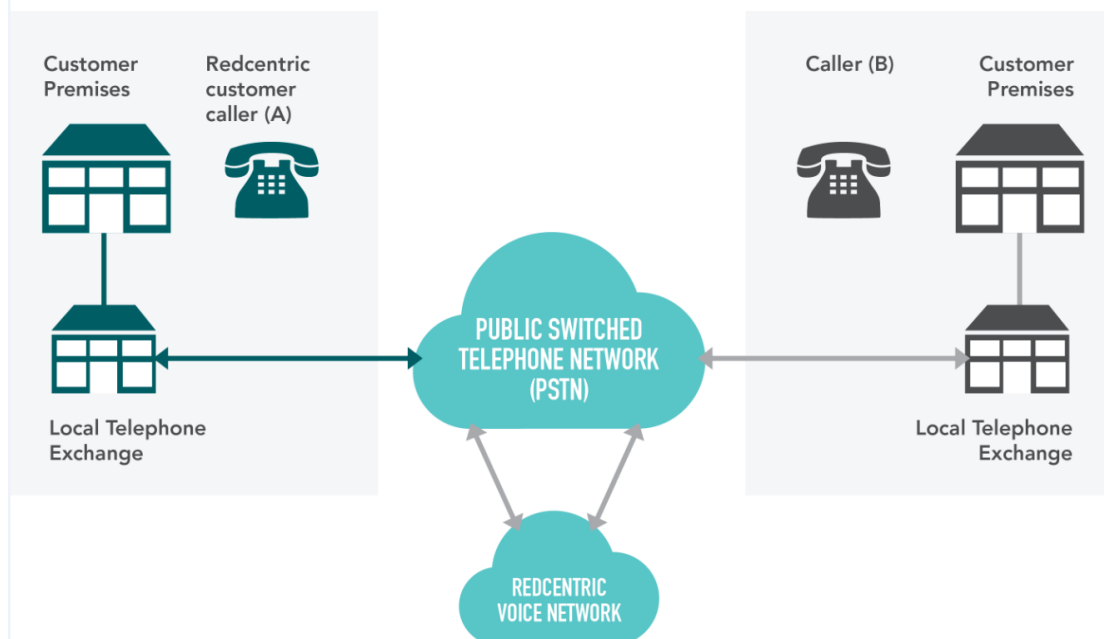


Figure 1: Lines & Calls Architecture

2. SERVICE DESCRIPTION

2.1 LINES AND CALLS SERVICE

Redcentric will provide a Lines and Calls Service consisting of:

- Line access via WLR3
- Provision of BT Wholesale calls for all outbound calls
- Management of Customer orders
- Management of fault rectification
- Management of engineers

Lines

Denoted by "Redcentric Line" on the above diagram, lines are installed into the Customer premises and connect to the local telephone exchange. The making and receiving of calls can then be made via compatible Customer equipment (such as telephones or telephone systems) correctly connected to the line.

There are three types of line available:

- Analogue (commonly referred to as a PSTN)
- ISDN2e
- ISDN30 & ISDN30e

New installations of these lines can be ordered from Redcentric. Existing lines can also be transferred to Redcentric.

Calls

Calls are carried using Redcentric's Wholesale calls tariff.

Calls that can be made include:

- Geographic calls (e.g. 01, 02)
- Non-geographic calls (e.g. 0800, 0845)
- Premium rate calls (e.g. 09)
- Calls to mobile phones
- International calls
- Emergency calls
- Other Calls (118 etc.)

Lines and Calls can receive calls from any source capable of making a call to a UK geographic telephone number.

2.2 SERVICE ORDERING

Order Types

There are a number of order types available with Lines and Calls. These are detailed as follows:

New Connection

The provision of Lines and Calls by Redcentric by the installation of new line(s).

For a new connection an engineer visit is normally required. An appointment will be arranged between Redcentric and the Customer.

Where required, an engineer will carry out works as agreed between Redcentric and the Customer. The engineer cannot carry out any additional works that have not already been agreed between Redcentric and the Customer.

In some cases, a survey of the site may be required prior to the installation.

Transfer Order

The transfer of an existing Line from the current provider to Redcentric.

Normally, the current provider will contact the Customer to advice of the transfer – there is usually no action required by the Customer to continue with the transfer.

There are a number of BT line types, calling and network features that are not compatible with Lines and Calls and such line types, calling and network features will cease at transfer. Please see the Incompatible Products section of this Service Definition for details of these.

If there are open orders for maintained or rented products or services with the existing provider on the line that is being transferred at the time of the transfer, Redcentric will be unable to carry out the transfer. After orders with the existing provider have completed, the transfer can be resubmitted.

Under normal circumstances there is no break in service during the transfer.

Re-grade / Conversion Order

A conversion facilitates the change from one type of line into another, for examples converting a single analogue line into an ISDN2e line.

Such conversions will normally incur disruption in service and a charge.

Due to technical reasons, it is possible that Redcentric will be unable to guarantee the retention of the existing telephone number when converting.

Cease

Lines that are no longer required by the Customer can be ceased at the Customer's request to Redcentric.

2.3 NUMBERING

Allocation

For new installations Redcentric will allocate the next available number in the Local Exchange Area range or an existing number associated with the premises.

Portability

Existing lines being transferred to Redcentric will normally retain their current telephone number. Numbers can be ported from other Communication Providers (CP) to Redcentric provided lines. To enable this to take place Number Porting rules must be adhered to.

Note: Charges may apply to numbers being porting into or out of Redcentric's network.

Moving Premises

Lines and Calls telephone numbers can normally be retained if moving within the same telephone exchange area. However, this cannot be guaranteed. If moving outside of the same telephone exchange area they cannot be retained.

2.4 LINE TYPES

Analogue Lines

Single Analogue Line

There are four variants of an analogue line available from Redcentric:

- Single analogue line on NTE
- Single analogue line on NTTP
- Analogue Multiline Aux on NTE
- Analogue Multiline Aux on NTTP

NTE or NTTP relates to the format in which the line is presented at the Customer premises.

Multi Line Auxiliary

Multiple lines installed on a single site that share a single telephone number.

NTE

Network terminating equipment – this is the format for the presentation of the analogue line. NTE is the 'standard' format and is suitable for the direct connection of compatible UK analogue telephone handsets and ADSL broadband equipment.

NTTP

Network test and termination point – this is the format for the presentation of the analogue line. NTTP is a format used typically for connection of PBX telephone systems. It is not suitable for the direct connection of analogue handsets and is not compatible with ADSL broadband products.

Example Applications

- Single Analogue Telephone

A single analogue telephone connects to an NTE presenting analogue line.

- Multiple Analogue Telephones with Individual Numbers

Multiple single analogue telephone lines presented as NTE with an analogue telephone connected to each.

- Multiple Analogue Telephones with Shared Single Number

Multiline Auxiliary presented as multiple single analogue lines on NTE with multiple analogue telephones all sharing a single telephone number

- PBX Telephone System

Single analogue, Multiple Single analogue or Multiline aux lines presented as NTE or NTTP (dependent on system).

- For Provision of ADSL

Single analogue line presented as NTE for the provision of ADSL broadband from Redcentric.

Calling and Network Features

- Availability Matrix

The following table shows which calling and network features are available on the different analogue lines. Notes pertaining to each individual product where applicable are referenced by the letters in the “See Notes” column.

These products and features are chargeable.

Table 1			
Wholesale Calling and Network Features (Chargeable)	See Notes	Wholesale Access Business Analogue	Wholesale Access Aux Business Analogue
1471 Extra	a, n	YES	NO
Anonymous Call Rejection		YES	YES
Bar Use of 1470 Release Number		YES	YES
Bar Use of 141 Withhold Number		YES	YES
Bar use of Call Return		YES	N/A
Call Barring	a	YES	YES
Call Barring (Customer controlled)	a	YES	YES
Call Diversion	a, b, g	YES	YES
Call Diversion Pay Per Use	a, b, g	YES	YES
Call Diversion – Admin Controlled	a, b, g	YES	YES
Call Minder	q, m, r, w	YES	NO
Call Minder Extensions (Premier Options)	q, m, s, t, w	YES	NO
Call Return	a, w	YES	N/A
Call Return Erasure (1475)	a	YES	N/A
Call Sign	a	YES	NO
Call Waiting	a	YES	NO
Caller Display	a, e	YES	YES
Caller Redirect / CNI		YES	YES
Choose To Refuse		YES	NO
Choose to Refuse PIN Number Change		YES	N/A
ICB		YES	YES
Number Portability		YES	YES
OCB Debt Management		YES	YES
OCB for Premium Rate Services and International Calls		YES	YES
OCB for Premium Rate Services only		YES	YES
Presentation Number		YES	YES
Prompted Ring Back Removal	a	YES	N/A

Table 1			
Wholesale Calling and Network Features (Chargeable)	See Notes	Wholesale Access Business Analogue	Wholesale Access Aux Business Analogue
Premium Rate Services Call Barring		YES	YES
Reminder Call	a	YES	NO
Reminder Call Pay Per Use	a, d, j	YES	NO
Remote Call Forwarding	p	YES	N/A
Ring Back	a, h	YES	NO
Ring Back Inhibit	a	YES	N/A
Smart Divert		YES	YES
Smart Divert + Bypass Number		YES	YES
Smart Divert PIN Number Change		YES	YES
Three Way Calling	a, c	YES	NO
Three Way Calling Pay Per Use	a, c	YES	NO
Wholesale 1571	u, v, w	YES	NO
Withhold Number	m, f, k	YES	YES
Temporary Out Of Service		YES	YES

Notes

- (a) The availability of Calling Features facilities depends upon the exchange type which serves the user.
- (b) The diverted part of the call is charged to the renter of the line at standard dialled rates; calling Customers pay the call charge only to the number dialled.
- (c) Three Way Calling is available on a rental or pay per use basis whereby a charge is raised when the feature is activated. For each part of the three way call dialled by the user will be charged normal calls rates.
- (d) These features are automatically provided to all analogue lines served by a digital exchange (but not UXD5s) at no additional rental. There is a usage charge levied on the user each time the features are used. A touchtone telephone is required to activate these features.
- (e) Available to lines served by digital exchanges. In order to use the feature users will require compatible equipment to display the CLI.
- (f) A number can be withheld on a per call basis by prefixing the dialled number with 141. This facility is automatically available to all lines served by exchanges which support transfer of CLI information (TXD).
- (g) Call diversion will not be available from 8 January 1996 until further notice to the following international destinations: Bangladesh, Colombia, India, Kuwait, Lebanon, Nigeria, Pakistan, Saudi Arabia, Sri Lanka and the West Indies.
- (h) Users pay a facility fee when they use the feature. This charge is raised when the distinctive ringing occurs and the network is ready to set up the Ring Back call.

- (i) There is no minimum rental term for Calling Features.
- (j) These features are provided as pay per use. The rental option is available on request.
- (k) This facility permanently withholds a user's number on exchanges which support transfer of CLI information (TXD).
- (l) The user will be charged on a monthly basis. Quarterly rental charges will be pro-rated.
- (m) Users require a telephone capable of TouchTone (multi-frequency signalling with Time Break Recall) unless otherwise stated.
- (n) 1471 Extra Provides an announcement giving the time and date of up to the last five calls and the ability to return the call by dialling 3. The subsequent call is charged at normal dialled rates. Customers can withhold their number on a per call basis by prefixing that number with 141. The permanent number withhold facility will withhold the number for all calls. A Touchtone phone is required for 1471 Extra. This feature may not be compatible with certain types of payphone. 1471 Extra is not available on UXD 5 exchanges.
- (o) This product is charged on a per line / channel basis. For multi line installations Auxiliary lines are considered separate lines.
- (p) The rental and connection charges for remote Call Forwarding are in addition to all forwarded call charges at the appropriate dialled rates and the exchange line rental charges detailed above. The renter of the feature pays the appropriate dialled call rates for the diverted leg of the call. The caller pays for the call to the number dialled.
- (q) Users do not require a TouchTone telephone to access this feature.
- (r) Call Minder is a standard voice messaging product consisting of one Mailbox
- (s) Call Minder Extensions is a voice messaging product consisting of nine mailboxes.
- (t) Call Minder Premier is a voice and fax messaging product consisting of five Mailboxes and offers Customers the option to rent additional Mailboxes up to a total of nine.
- (u) 1571 Messaging is a voice messaging product that answers incoming calls when there is no reply or the line is busy.
- (v) 1571 Messaging is not available for new supply from 2 December 2002.
- (w) Only Customers who have opted in to the Call Return, Wholesale 1571 and Wholesale Access Call Minder product will be charged activation charges. The activation fee will be charged for setting up every return call (including busy and Ringing Tone No Reply). The activation fee will not be charged if the return call failed due to network congestion.

Anonymous Call Rejection

Call Rejection will prevent all calls getting through that have their number withheld, these may be bona fide calls which the Customer may wish to receive but is prevented from doing so because the caller cannot release their number. N.B. This may also include calls from the Emergency Services.

Direct Connect

In addition to the rental for Direct Connect, standard exchange line rental and forwarded call charges at the appropriate dialled rates also apply.

With Direct Connect the following applies:

- The line is Outgoing Calls Barred (OCB) to all other numbers (inc.999).
- Other Wholesale Calling and Network Features are not permitted on the line.
- The telephone number must be ex-directory.

Presentation Number

Presentation Number (PN) is available to Business Customers only. It is charged on a per Billing Number basis.

Caller Redirect

This feature is available following cessation or renumbering when the number is not used as part of a new installation and provides an announcement informing callers of your new telephone number. It does not redirect the call.

Remote Call Forwarding

The rental and connection charges for Remote Call Forwarding are in addition to all forwarded call charges at the appropriate dialled rates and the exchange line rental charges.

The renter of the product is charged the appropriate dialled call rates for the diverted leg of the call. The caller pays for the call to the number dialled.

ISDN2e Lines

There are two variants of ISDN2 lines available from Redcentric:

- Digital Standard
- Digital System

Digital Standard

Equivalent to ISDN2e Standard and supports Point to Multi-point working.

Digital System

Equivalent to ISDN2e System and supports Line Hunting and Point to Point working.

Product Feature Summary

Standard Features	Digital Standard	Digital System
ISDN Ports	2	2
PSTN Ports	0	2
Channels	2	2*
Telephone Numbers	1	1

* Digital System can have additional Channels in multiples of 2 up to a maximum of 30.

Example Applications

Small Office with Digital Devices

In Digital Standard configuration one standalone ISDN2e line can connect straight to equipment used to run applications (via ISDN2 NTE), such as computer or a digital telephone handset. Additional digital numbers can be assigned using Multiple Subscriber Numbering – Digital Standard can support up to 8 individual digital devices. Digital Standard does not support line hunting or DDIs.

Office with Phone System

In Digital System configuration, the ISDN2e line connects to a PBX. Signals from the network travel as far as the PBX, which then, according to how it's configured, decides the onward routing. DDIs can be set up with this configuration to point to internal extensions. Line hunting is also supported. Digital System allows for the delivery of additional channels (in multiples of 2) sharing the same termination point and phone number.

Calling and Network Features

Analogue Network and Calling Features

See Table1 and Notes above shows availability of Analogue Calling Features to ISDN2 users.

These products and features are chargeable.

Calling Features	Digital Standard	Digital System
Anonymous Call Rejection	Y	Y
Nuisance Calls Service	Y	Y

* All the above features are applicable to PSTN ports only with the exception of Nuisance Call Service and Anonymous Call Rejection.

Digital Network and Calling Features

The following table shows availability of Digital Calling Features. These products and features are chargeable.

Digital Calling Feature	Digital Standard	Digital System
Calling Line Identity Presentation (CLIP)	N/A	N/A
Connected Line Identity Presentation (COLP)	Y	Y
Calling Line Identity Restriction (CLIR)	Y	Y
Connected Line Identity Restriction (COLR)	Y	Y
Permanent Incoming Call Barring (ICB)	Y	Y
SUB Addressing (20 Octet)	Y	Y
Permanent Outgoing Call Barring(OCB)	Y	Y

Selective Outgoing Call Barring- (SOCB)All calls	Y	Y
SOCB - National & International Calls	Y	Y
SOCB - Operator Calls	Y	Y
SOCB - International & Premium Rate Calls	Y	Y
SOCB – International, Operator & Premium Rate Calls	Y	Y
Customer Controlled Call Forwarding	Y	Y
Admin. Provided Call Forwarding - Unconditional	Y	Y
- On Engaged	Y	Y
- On No Reply	Y	Y
Call Deflection	Y	Y
Call Waiting with Call Hold	Y	N/A
System Access (T reference)	N/A	Y
10 number DDI / Single Number DDI	N/A	Y
Additional DDI Ranges	N/A	Y
Additional Channels (ISDN System only) (Sequential Hunting is the default)**	N/A	Y
2 Number MSN	Y	N/A
3 Number MSN – 10 Number MSN	Y	N/A

ISDN30 Lines

ISDN30 is a Primary Rate Service provided by Redcentric.

There are two variants of ISDN30:

- ISDN30e (ETSI)
- ISDN30 DASS

ISDN30e (ETSI)

A Primary Rate Service for delivering 30 x 64Kbit/s “B” channels and a 64Kbit/s “D” channel for signalling, utilising Q931 signalling (to the full European standard) between the local exchange and the Customer Premises Equipment (CPE).

ISDN30 DASS

A Primary Rate Service for delivering up to 30 x 64Kbit/s traffic channels over a 2Mbit/s G.703 interface to the Customer’s ISPBX or other equipment. This provides digital circuit switched access to the Digital Network.

Example Applications

Office Telephone System

ISDN30 can provide up to 30 channels per circuit and in that configuration would enable an office telephone system to hold up to 30 simultaneous telephone calls.

ISDN30 Business Continuity Services

Introduction

This Product Guide provides information on the WLR3 ISDN30 Business Continuity Services available to Customers following the Launch of WLR3 ISDN30.

- The guide has been provided for information purposes only and the content is subject to change from time to time.
- Wholesale Line Rental (WLR) ISDN30 is an ISDN Primary Rate Service supplied by Redcentric to their Customers (End Users).
- Redcentric will provide, repair and maintain these lines up to the Network Termination Point (NTP). Redcentric will also provide call information and a consolidated monthly bill to the Customer for all of their lines.
- Lines will have access to many of Redcentric's standard WLR Services.
- WLR3 ISDN30 Product comprises of two variants:
 - ISDN30e ETSI - European Telecommunications Standards Institute
 - ISDN30 DASS - Digital Access Signalling System

Out of Area Service

Out Of Area service is where a Customer wants their installation fed from a different exchange area and where that is achieved by carrying the ISDN30 2 Mbit/s bearers over the transmission network.

For Out of Area Service normal ISDN30 Connection and Rental charges apply. In addition Out of Area Charges apply. (Note: Distances are measured to nearest km rounded up and are calculated as radial distances.)

Alternative Routing

Alternative Routing gives Customers connection to their normal serving exchange over two different routes involving different cables and/or ducts (if available) and/or building entry points (if available), to a level requested by the Customer.

Full ISDN30 connection and rental charges apply for channels which have been alternatively routed, the first alternatively routed transmission bearer attracting the New Installation Charge. In addition there is a minimum requirement for 8 channels on both the main and alternative route.

Where new network build is required, e.g. new ducts or fibre, Excess Construction Charges will apply.

Diverse Routing

Diverse Routing gives Customers connection to a second exchange designated by Openreach, in addition to that used for their normal ISDN30 service. This provides two different routes involving different cables and serving exchanges and different ducts (where possible) and building entry points (if available).

Full ISDN30 connection and rental charges apply for channels which have been diversely routed, the first diversely routed transmission bearer attracting the New Installation Charge.

In addition there is a minimum requirement for 8 channels on both the main and diverse route.

Two options are available for supplying this:

- One option allows connection to an adjacent exchange by linking to the adjacent local access network by the use of network build charged as Excess Construction Charges.

Where new network build is required, e.g. new ducts or fibre, Excess Construction Charges will apply.

- The other option allows connection to an adjacent exchange by routing the adjacent exchange via the local exchange and then over the BT transmission network.

For this option Out of Area charges will apply.

Wholesale ISDN30 Site Assurance

Site Assurance enables Communication Provider End users to have their calls rerouted to an alternative site if their normal site becomes unusable for any reason. This can be achieved by:

Wholesale ISDN30 Site Assurance - Option 1

Use of basic call diversion to route all calls to a pre-arranged single number.

Where site assurance is applied to a group of channels in a number group, all channels in that group must be invoked together.

In addition:

Call charges will be raised for the diverted part of each call when the diversion is activated.

Wholesale ISDN30 Site Assurance Option 2

Full ISDN30 connection and rental charges apply for channels at the standby site, i.e. the first transmission bearer attracting the New Installation Charge. In addition there is a minimum requirement for 8 channels on both the main and standby sites.

Additional charges will apply if the standby site requires Out Of Area routing and/or Excess Construction Charges.

In addition Site Assurance Option 2 charges will apply.

Where site assurance is applied to a group of channels in a number group, all channels in that group must be invoked together.

DDI Dual Parenting

(Note DDI Dual Parenting price does not include any element of line charges or DDI number charges, these are charged separately) DDI Dual Parenting is an option that enables ISDN 30 DDI to continue operating in the event of a Customers local exchange failure. This is

done by connecting the Customer to 2 separate local exchanges but keeping the same DDI telephone number range across both exchanges. The DDI Dual Parenting service is only available for DDI ranges of a minimum 1000 DDI numbers and in blocks of 1000. i.e. 1000, 2000, 3000 etc.

Connection to the two Dual Parenting switches may use normal installations, Out of Area service, Diverse Routing or Site Assurance Option 2 and these would be charged separately.

Calling and Network Features

Digital Calling Features. The following Digital Calling and Network Features are currently available with Lines and Calls ISDN30.

Wholesale Calling & Network Features	ISDN30ETSI	ISDN30DASS
Calling Line Identity Presentation (CLIP)	Y	Y
Calling Line Identity Restriction (CLIR)	Y	Y
Connected Line Identity Presentation (COLP)	Y	N
Connected Line Identity Restriction (COLR)	Y	Y
Permanent Incoming Call Barring (ICB)	Y	Y
Sub Addressing (20 Octet)	Y	N
Sub Addressing (6 Octet)	N	Y
Permanent Outgoing Call Barring (OCB)	Y	Y
Selective Outgoing Call Barring (SOCB)All calls	Y	Y
SOCB – National & International Calls	Y	Y
SOCB – Operator Calls	Y	Y
SOCB – International, Premium Rate & Operator Call	Y	Y
SOCB – International & Premium Rate Calls	Y	Y
Admin. Provided Call Forwarding -Unconditional, On Engaged or On No Reply.	Y	N
Customer Controlled Call forwarding of voice and Data calls – Unconditional all calls, On Busy or On No Reply.	Y	N
Call Deflection	Y	N
Digits to Switch	Y	Y
10 number DDI	Y	Y
Additional DDI Ranges	Y	Y
Admin Provided Basic Diversion –On All Calls, On Engaged or On No Reply	N	Y

Other Calling and Network Services

Direct Dialling-In (DDI)

Available only on ISDN2 Digital System and ISDN30)

This feature provides additional range of 10 or more telephone numbers to one line or a hunt group of lines. A maximum of 5 DDI ranges can be provided on the ISDN 2e, ISDN30 line or hunt group. Ranges are available only in multiples of 10.

Single Number DDI (SNDDI) are also available. A maximum of 5 SNDDI can be provided per line / hunt group.

A combination of DDI and SNDI are available up to a maximum of 5 in total

Multi Subscriber Numbers (MSN)

(Available only on ISDN2 Digital Standard)

The MSN feature allows up to 10 directory numbers to be assigned to one digital line, carried over either of the two channels. MSN is comparable to SNDDI but for Digital Standard.

Directory Entries and Phonebooks

Redcentric provides Lines and Calls Customers with an ordinary type business directory entry included in cost of the line rental.

A number of additional options can be provided at an additional cost. These include:

- Additional directory entries
- The use of bold or super bold type
- Additional words
- Entries in all directories

Additional information:

- Phone books are printed on a 12 month cycle
- Approximately 171 different phone books are published that cover the entire United Kingdom and include directory listings for all telephone users
- The phone books are available in paperback
- Additional phone books are available

All costs for additional directory entry services are available in the Calls and Lines price book for Directory Entries.

2.5 INSTALL TYPES

Standard Lines

A house, office, unit on an industrial estate or similar which has existing Openreach service would be ordered as 'Standard' install type. The rest, which are classed as non-standard, are to be ordered as below.

Non Standard Lines

Redcentric are obliged to specify at point of order which install type is applicable for the site you are ordering to:

Premise Type	Installation Type (PSTN)
Traffic Control Systems	NSP
Taxi rank	NSP
Rail level crossings and tracksides, platforms and ticket machines	NSP
Roadside telephones	NSP
Bus stop	NSP
Street furniture (e.g. lampposts for CCTV). Also includes remote measurement devices, e.g. for water, gas, electricity or other utility services (when they are not in served premises). For served premises, please see Complex.	NSP
Wind Farms and Solar Farms	NSP
Remote Payphones and Kiosks	NSP
Non-voice (telemetry): out-building on a served premise site	NSP
Site Office - a structure erected on a building development or similar site, e.g. portacabin, sales office. These will be treated as served premises.	Site
<p>The following permanent sites are classified as Complex:</p> <ul style="list-style-type: none"> • Permanently moored ship/boats/houseboats (marina) • Shopping centre • Remote measurement devices on a third party premise where the device is in a building which is served (i.e. Lotto machines) • Hospital • Railway station (excluding trackside and remote payphones) • Railway arches • Airport • Tent and marquee <p>In addition, Complex installation also applies to the following structures when planning permission has been obtained for change of use to residential or business premises:</p> <ul style="list-style-type: none"> • Remote barn • Farmhouse • Out-building on a served premises site • Habitable garden sheds • Stables • Caravan, reception building or school portacabin <p>In addition, Complex installation also apply for lines to be used for:</p> <ul style="list-style-type: none"> • Lift line • Entry system • Alarm or entry system to be provided in a gatehouse separate from the main premise 	Complex
Temporarily moored ship - dockyards	Complex - Ship
<p>The following hot sites designated by the electricity companies:</p> <ul style="list-style-type: none"> • Power stations • Other operational buildings • Hot zones which may extend beyond the perimeter of the associated electricity station 	Complex - Hot-Site

Premise Type	Installation Type (PSTN)
Newly Built House Please note: this installation type can also be used for new industrial premises	Standard - New House

2.6 INCOMPATIBLE PRODUCTS

The following products are not compatible with Lines and Calls. Where these products are line features, they must be removed before the transfer of the line to Redcentric can take place. Such line features are also not available for provision on new lines provided through Lines and Calls.

Non-line features are not compatible / not available with Lines and Calls.

- REDABC
- Redcare ISDN
- BT ISDN Connect Service
- Public and managed payphones
- Inbound only lines
- Access line
- Non BT line
- Out of area lines
- BT site / temporary lines
- Featureline – Although Featureline cannot be transferred, it can be converted to a Single Analogue line.
- Featurenet
- Low-loss exchange lines
- Ships in dock
- Social telephony e.g. light user scheme

Customers who rent equipment or have maintenance contracts with BT will have these products set up on separate Equipment only accounts by BT prior to the transfer of the lines to Redcentric.

2.7 SERVICE REPAIR LEVELS

Redcentric's Service Products for Wholesale Line Rental

Four Care levels are available for Lines and Calls which define how the diagnosis and rectification of a line fault will be managed and prioritised.

Availability of care levels depends on the line type (i.e. Analogue, ISDN2 or ISDN30) and is summarised in the table below:

	Maintenance Option			
	Care Level 1	Care Level 2	Care Level 3	Care Level 4
Analogue Basic Lines	Inc	Opt	Opt	Opt
Analogue Premium Lines	N/A	Inc	Opt	Opt
ISDN2 Lines	N/A	Inc	Opt	Opt
ISDN30 Lines	N/A	Inc	Opt	Opt

Inc = Included in the price of the line

N/A = Not available on this type of line

Opt = Available as a chargeable option

The Care Level offering is outlined in the table below:

Service	Line Type	Offering	Engineering Working Times
Redcentric Care Level 1	Analogue Basic* only	End of Next Working Day +1 Working Day, fix Mon-Fri	Mon-Fri 08:00–18:00
Redcentric Care Level 2	Analogue Basic* & Premium ISDN2e	End of Next Working Day, fix Mon-Sat	Mon-Sat 08:00–18:00
Redcentric Care Level 3	Analogue Basic* & Premium ISDN2e & ISDN30	Report by 13:00 fix same day, Report after 13:00 fix by 13:00 next day AM. Mon-Sun	Mon - Sun (inc Bank Holiday) 07:00–21:00 Mon-Fri 08:00-18:00 Sat-Sun
Redcentric Care Level 4	Analogue Basic* & Premium ISDN2e & ISDN30	6 Hour Repair	Mon-Sun (inc Bank Holiday) 24/7

* Redcentric normally provides only Premium Lines

Other Repair Products

Other products are available as part of Redcentric's Lines and Calls offering. They are:

Redcentric Care Level 4 – 6 Hour Repair

6 Hour Repair is a new super-fast repair rental product offering a 24/7 repair capability with a commitment from Redcentric to clear a fault within six hours.

Temporary Increase in Maintenance Level – Multi-level Expedite

With expedite flexibility, if the maintenance level you are on doesn't meet your needs during a fault you can flex up to a level that does meet your needs as a one-off solution.

This product allows you to take advantage of faster fix times, by ordering the repair at a higher maintenance level than the one you are already on. The cost depends on your current maintenance level, the enhanced level you opt for and is applicable to that fault only.

You will be able to temporarily enhance the service maintenance options for Analogue, ISDN2 and ISDN30 lines.

The following service maintenance level enhancements relate to the service maintenance levels described in 2.6:

From*		To		
		Service Level 2	Service Level 3	Service Level 4
WLR PSTN	Service Level 1	√	√	√
WLR PSTN	Service Level 2	N/A	√	√
WLR PSTN	Service Level 3	N/A	N/A	√
WLR ISDN	Service Level 2	N/A	√	√
WLR ISDN	Service Level 3	N/A	N/A	√
WLR ISDN30	Service Level 2	N/A	N/A	N/A
WLR ISDN30	Service Level 3	N/A	N/A	√

* Service Level 4 not included in this column as it is the highest possible option.

You can only enhance the service maintenance level associated with a fault at the time of placing the repair order.

You can't use Expedite Repair to reduce repair times associated with 'in flight' faults.

If you report the same fault within 72 hours of it being closed on our systems, it will be treated at the same (expedited) service maintenance level as the original fault. You won't be charged again for the Expedite Repair in this situation.

You cannot enhance the service maintenance level associated with WLR ISDN30 at Service Level 2.

If you opt for Expedite repair in relation to a specific fault and we don't restore service within the maintenance level time of the higher, expedited maintenance level, we won't raise any Expedite Repair charges for that fault.

If you decide to permanently upgrade a service maintenance level, the lead time is 5 working days.

2.8 APPOINTMENT AND ENGINEER VISITS

Site visits required for installations and repairs will be conducted by an appointed engineer. Dependent on required works, such engineers may include Redcentric's own engineers, Openreach engineers or other appointed contracted engineers. Openreach engineers will wear Openreach branded clothing and drive Openreach branded vehicles.

All engineers will only undertake work agreed in advance of the visit between Redcentric and the Customer. Any additional works that may be required must be requested via the Customer's Redcentric account manager.

AM and PM designated appointments only are available for engineer visits. Redcentric cannot specify a particular time and cannot guarantee appointments.

In the event that the engineer is unable to carry out appointed works at a Customer's site, is unable to gain entry to the site, or the appointment is broken, unless the fault is that of Redcentric or the engineer, Redcentric reserve the right to charge the Customer.

Flexible Appointments

- Flexible appointments are available for provisioning and repair early morning (EM) Monday to Saturday and evening (EV) Monday to Friday; and AM and PM Saturday, excluding public and bank holidays. EM appointments (available between 07:00-08:00)
- EV appointments (available between 18:00-21:00)
- Saturday appointments with two slots (AM - 08.00 to 13.00 and PM - 13.00 to 18.00)
- Appointments are not included in the tariff and are charged as a single one-off price.

Please note that flexible appointment charges do not apply to repair work where the Care Level associated with a given line is Care Level 3 or 4 as these are available in tariff.

Their availability is dependent on engineering resource being available to cover the slots and they cannot be booked if:

- It shortens the normal service agreement associated with provisioning or repair of a given product.
- Requested for any day that falls on a public holiday, bank holiday, or on a Sunday.

The following products are currently not available for flexible appointment slots:

- Multi Line Aux (provision)
- ISDN30 (provision and repair)
- Migration Activities (singleton and multiple)
- Tie pair re-terminations
- Any activities in UXD5 exchange areas

Provision and repair orders which involve any number porting activity (except for single line imports on Saturday AM and PM)

More Focussed Appointments

Redcentric can in addition offer Customers More Focussed Appointments (MFA) on provision and repair. MFAs are an extension of Redcentric's flexible appointments suite.

- By using MFA Customers can request one of two new appointment slots to get an engineer to site either between 10:00-12:00 (MFA Late Morning), or 14:00-16:00 (MFA Early Afternoon). These will be available Monday - Friday excluding public and bank holidays.

The following products are currently not available for MFA slots:

- Multi Line Aux (provision)
- ISDN30 (provision and repair)
- Migration Activities (singleton and multiple)
- Tie pair re-terminations
- Any activities in UXD5 exchange areas

- Provision and repair orders which involve any number porting activity (except for single line imports on Saturday AM and PM)

Missed Appointments

Where Redcentric has failed to attend within an agreed appointment slot at the Customer's premises a payment will be made to the Customer as set out in paragraph 4.3.3 below.

2.9 TIME RELATED, EXCESS AND CANCELLATION CHARGES

Time Related and Excess Charges

In certain circumstances it may be required for Redcentric to carry out additional works in order to provide Lines and Calls services to site. In such an event, a survey will be conducted from which a quotation will be provided.

Any such charges will be payable by the Customer.

Cancellation Charges

The cancellation of a placed Lines and Calls order may result in a cancellation charge being incurred which will be payable by the Customer. Such charges are based on the installation cost and the amount of time before the installation date the cancellation is submitted.

In the event that the engineer is unable to carry out appointed works at a Customer's site, is unable to gain entry to the site, or the appointment is broken, unless the fault is that of Redcentric or the engineer, Redcentric reserve the right to charge the Customer.

2.10 HEADLINE ORDERING INFORMATION

Ordering Part Codes:

A-Calls-001
A-Lines-001
A-Services-001

2.11 ORDER LEAD TIMES

The lead times quoted below are based on finding a matched address on Openreach systems.

The lead times assume that a valid and complete order has been presented to Redcentric.

Lead times will always be subject to survey but these are the indicative timescales for provisioning.

New Provision – New Customer

PSTN – 12 working days
ISDN2 – 12 working days
ISDN30e – 32 working days

New Provision, Conversion & Move – Existing Customer

PSTN – 10 working days
ISDN2 – 12 working days
ISDN30e – 30 working days

WLR Transfer of Existing Service – New Customer

All 12 working days

WLR Transfer of Existing Service – Existing Customer

All 10 working days

2.12 PROFESSIONAL SERVICES

Professional Services include voice auditing which assesses the Customer's existing telephony estate and identifies the best approach for migration of Lines and Calls services to Redcentric. Dependent upon the Customer requirement for Lines and Calls, Professional Services may or may not be required.

2.13 TECHNICAL DATA

Technical details for lines including interface and signalling specifications for all line types can be found at <http://www.sinet.bt.com/>

2.14 CUSTOMER DEPENDENCES

- Supply, installation and configuration of compatible telephony equipment (unless supplied by Redcentric)
- Maintenance of telephony equipment (unless equipment is covered by an Redcentric maintenance agreement)
- Provision of site access for engineer where required

- Provision of mains power to line installation point where required
- The accurate reporting of any Lines and Calls faults to Redcentric

2.15 PROVISIONING AND DE-PROVISIONING OF THE SERVICE

All timescales detailed in this paragraph are targets and Redcentric will use all reasonable endeavours to meet them. However, Redcentric will not be liable for any failure to achieve the Service Levels save where Service Credits are expressly provided.

Lines

Transfers

For transfer of a Customer's existing line(s) from another Communications Provider (CP) to Redcentric, the transfer will be completed by midnight on the 12th working day (excluding UK Public and Bank Holidays) after the day the transfer order is confirmed as accepted by Redcentric, or on such later date as may be specified by the Customer and accepted by Redcentric.

For transfers of a line(s) from Redcentric to another CP, the transfer will be completed by the 30th working day after the day the transfer order is confirmed as accepted by Redcentric or on such later date as may be specified by Customer and accepted by Redcentric.

Conversions

Subject to the requirement for a Site survey, Redcentric will aim to complete all conversions, by midnight on the appointment day agreed by Redcentric with the Customer, or such later date as may be specified by the Customer and accepted by Redcentric.

Provisioning of new lines

Subject to the requirement for a Site survey, Redcentric will aim to provide service by midnight on the appointment day agreed by Redcentric with the Customer, or on such later date as may be specified by the Customer and accepted by Redcentric.

Cessation

Orders to cease lines will be implemented by the end of the 3rd working day after the date the order is accepted by Redcentric, or on such later day as may be specified by the Customer and accepted by Redcentric.

Calling & Network Features

The timescales for administering calling & network feature transfers and new calling & network feature provisions are dependent on whether they are supplied on existing or new

lines. If on new lines, they are subject to the delivery timetables as set out in Section 2.10.1 & 2.10.2. If on existing lines they are subject to the timescales and conditions set out below.

“Like for Like” Transfers

Unless otherwise specified by the Customer at the time of an order, any transferred lines will be accompanied by the current calling & network feature on those lines on a like for like basis.

Provisioning of New Special Services

Orders for New Special Services will be implemented by midnight on the 3rd working day after the day the order is confirmed as accepted by Redcentric, or on such later date as may be specified by the Customer and accepted by Redcentric.

Cessation

Cancellations of calling & network features will be implemented by midnight on the 3rd working day after the day the order is confirmed as accepted by Redcentric, or on such later date as may be specified by the Customer and accepted by Redcentric.

Other Change Orders

Any change orders not covered in Calling & Network Features section of this SLA will be implemented as soon as reasonably practicable after the day the change order is confirmed as accepted by Redcentric or on such later date as may be specified by the Customer and accepted by Redcentric.

3. IMPLEMENTATION AND ACCEPTANCE

3.1 ACCEPTANCE CRITERIA

The following Acceptance Criteria will apply to the Lines and Calls Service:

- Email notification that lines have been successfully brought into service will be sent from Redcentric's Customer Provisioning Team to the Customer.
- The Customer will then arrange for calls to be made from all lines brought into service and send an acceptance email back to Redcentric's Customer Provisioning Team.

4. SERVICE LEVELS AND SERVICE CREDITS

4.1 SERVICE LEVELS

The Service Levels applicable to the Lines and Call Service are as follows:

Provision of the Service

- Transfer orders shall be completed and available to use by midnight on the 12th Redcentric working day after the day Redcentric processes the order unless agreed otherwise with the Customer.
- New Provision and Conversion orders shall be completed and activated by midnight on the date stated by Redcentric.

Appointments

Redcentric will keep any appointment with the Customer made under paragraph 2.7 above which has been entered and accepted in the relevant system.

Disconnections in Error

Redcentric will not incorrectly disconnect any Customer line provided under the Lines and Calls Service.

Repair of the Service

Redcentric does not monitor or manage the Line or Customer Premises Equipment (CPE). A fault affecting an end user line would need to be reported to Redcentric by a member of staff within the Customer's fault centre. Once Redcentric are confident that a fault exists, they will report the fault to the line infrastructure supplier (currently Openreach). The 'level of care' that has been ordered for the user access circuit determines the expected time to repair Service Level.

The actual time taken for a repair will be partially dependent upon the infrastructure supplier and is therefore beyond Redcentric's control to that extent. Redcentric will therefore not be deemed to be in breach of any Service Level to the extent of any period of delay attributable to an infrastructure supplier.

Care Level 1

This Care Level is the maintenance option that is provided as standard on Analogue Basic* lines. It operates 0800 – 1800 hours Monday to Friday excluding public and bank holidays ("Care Level 1 Hours"). Redcentric aim to respond to a fault report received before 1700hrs on one working day by the end of the next working day. Where a fault is reported outside Care Level 1 Hours, the fault will be treated as if it has been reported at the beginning of the next working day.

Service Level:

Clear by end of next working day + 1, Monday to Friday, excluding public and bank holidays.

Example: Fault reported at any time between 00.01 – 23.59.59 on Tuesday would have a commitment time of 23.59.59 on Thursday

Care Level 2

This Care Level is the maintenance option that is provided as standard on Analogue Premium, ISDN2 and ISDN30 lines. The working hours for Care Level 2 are 0800 hours to 1700 hours Monday to Saturday excluding public and bank holidays ("Care Level 2 Hours"). Faults may be reported 24 hours a day, 7 days a week (including UK public and bank Holidays). Where a fault is reported outside of Care Level 2 hours; the fault will be treated as if it has been reported at the beginning of the next working day. If the fault is not cleared during this period, the nominated Customer contact will be advised of the progress being made to clear the fault.

Service Level:

Clear by end of next working day, Monday to Saturday, excluding public and bank holidays.

Example: Fault reported at any time between 00.01 – 23.59.59 on Tuesday would have a commitment time of 23.59.59 on Wednesday.

Care Level 3

This Care Level is the maintenance option that is provided as a chargeable option on all three line types. It operates 07:00–21:00 Monday to Friday and 08:00-18:00 Saturday and Sunday, in each case including public and bank holidays. Redcentric will respond within 4 hours of receipt of a fault report. If the fault is not cleared during this period, the nominated Customer contact will be advised of the progress being made to clear the fault.

Service Level:

7 days a week including public and bank holidays.

Reported by 12.59 – clear by 23.59.59 same day.

Reported after 13.00 – clear by 12.59.59 next day

Care Level 4

This Care Level is the maintenance option that is provided as a chargeable option on all three line types. It operates Monday to Sunday (including public and bank holidays) 24/7. If the fault is not cleared during this period, the nominated Customer contact will be advised of the progress being made to clear the fault.

Service Level:

6hr fix round the clock, 365 days a year *

* Note – In the event that a visit to premises is required in the Highlands and Islands for a Level 4 fault, Redcentric will make all reasonable efforts to make an engineer available within the 6 hour period. However, the availability of the engineer can depend on travel constraints outside Redcentric's or the infrastructure supplier's influence, such as ferries to the remote Scottish islands.

4.2 FLOOR SERVICE LEVEL

None

4.3 SERVICE CREDITS

The Service Credits applicable to the Lines and Calls Service are as follows:

4.3.1 Provision Service Credits

If Redcentric fails to meet the Service Level set out in paragraph 4.1 (depending upon the applicable Care Level), then for each day or part day Redcentric is late in meeting such Service Level, the Customer shall be entitled to a Service Credit of:

- Analogue Line: 70% of 1 month's line rental per line, limited for any one failure to a maximum of 60 full days per Analogue Line
- ISDN2: 70% of 1 month's line rental per line, limited for any one failure to a maximum of 60 full days per ISDN2 Line.
- ISDN30: 70% 1 month's line rental per channel per affected channel excluding any additional services, limited for any one failure to a maximum of 60 days per 2Mbits bearer.

4.3.2 Repair Service Credits

If Redcentric fails to meet the Service Level set out in paragraph 4.1.4 above (depending upon the applicable Care Level), then for each day or part day during which such failure continues the Customer shall be entitled to a Service Credit of 70% of one month's line rental on the following basis:

- per Analogue Line, limited for any one failure to a maximum of 60 full days per Analogue Line
- per ISDN2 line, limited for any one failure to a maximum of 60 full days per ISDN2 Line
- per ISDN30 affected channel, limited for any one failure to a maximum of 60 days per 2Mbits bearer.

4.3.3 Appointments Service Credits (paragraph 4.1.2)

If Redcentric has failed to attend within an agreed appointment slot at the Customer's premises a payment will be made to the Customer to a maximum of £30.00 per instance.

4.3.4 Disconnections in Error Service Credit

If Redcentric fails to meet the Service Level set out in paragraph 4.1.3, then the Customer shall be entitled to a Service Credit on the following basis:

- for the Analogue Line affected by the error an amount equal to 70% of 1 month's line rental charge limited for any one failure to a maximum of 60 full days per Analogue Line
- for the ISDN2 Standard or ISDN2 System per affected Line, an amount equal to 70% of 1 month's line rental charge, limited for any one failure to a maximum of 60 full days per ISDN2 Line
- for an ISDN30 affected by the error an amount equal to 45% of 1 month's per channel rental charge per affected channel excluding any additional services, limited for any one failure to a maximum of 60 days per 2Mbits bearer.

in each case for each day or part day when the Service remains disconnected prior to restoration by Redcentric, provided that the Customer notifies Redcentric in writing that the Service has been disconnected within 6 working days of any disconnection of an End User. If Redcentric is not notified by the Communications Provider within 6 working days of any disconnection, Redcentric will pay the Communications Provider Service Credits only from the date it receives notification.

For the purposes of paragraphs 4.3.1, 4.3.2 and 4.3.4, a "day" is a 24 hour period commencing at midnight.

5. DATA PROCESSING

5.1 DATA PROCESSING SCOPE

- Redcentric does not access, alter or use any application data that is running on the Lines & Calls Service except as specifically stated below.
- In terms of operating the Lines & Calls service, API commands are passed into the associated BT Openreach and Redcentric supporting servers to orchestrate the initial build and ongoing management of identified users that have subscribed to the service.
- Users within Redcentric that have the appropriate role/privileges assigned to them access the Service via an API interface to review, interrogate and modify service related settings where instructed to do so by the Customer.

5.2 DATA STORAGE AND UNENCRYPTED DATA

- All access to data associated with the Lines & Calls service is stored within Redcentric's Customer provisioning system and / or BT Openreach systems (CSS or CALYPSO).
- Redcentric operates a secure certificate based connection when provisioning services onto the BT Openreach network.
- Under certain circumstances, when managing a support ticket, Redcentric may capture, inspect, analyse and/or store a small sample of the customer's traffic in order to investigate and diagnose a very specific problem.

5.3 DATA PROCESSING DECISIONS

- In the normal course of business Redcentric does not make any data processing decisions in relation to the Lines & Calls Service.
- Redcentric Support can be asked by the Customer to intervene in the event of an issue with the Service. In such a case Redcentric may make decisions that affect data processing, but such actions will only be undertaken at the request of and in conjunction with the Customer.

5.4 SERVICE CONFIGURATION WITH RESPECT TO DATA

- The service configuration will be done by Redcentric as requested by the Customer.
- The initial service configuration is built using a combination of Customer provided information.
- As data controller Redcentric hold the following information on Users:
 - **Company Information:** Company Name, Registered Address, Billing Contact Name, Telephone Number and Email Address.
 - **User Data:** Description which may include First Name, Last Name if provided by the Customer

- CDR data : Calling Party A Number, Called Party B Number and Diverted to Number C Party, Date, time and duration of any calls.
 - Registered 999 address
- BT hold the following information for the purposes of billing Redcentric.
 - **Asset Information:** Telephone Number(s), Physical asset references
 - CDR data : Calling Party A Number, Called Party B Number and Diverted to Number C Party, Date, time and duration of any calls.
- BT hold the following information for the purposes of providing an accurate locate in the event of an emergency 999 call.
 - Registered 999 address

5.5 DATA BACKUP

- Redcentric's platform backups are performed daily. Backups are encrypted during transit and stored within Redcentric's private network environment.
- Customers have no direct access to system backups.

5.6 SUB-PROCESSORS

- The following parties are involved in delivering the Lines & Calls service:
 - BT Openreach: BT infrastructure is used to deliver the infrastructure associated with the service.
- BT Wholesale are used to carry the Calls traffic.
- No other parties are involved in delivering the Lines & Calls Service, and there are no other sub-processors appointed by Redcentric.

5.7 CUSTOMER ACCESS TO DATA

- The Customer has no access to change any of the service specific configuration data.
- The Customer has access via a web portal to review Service subscriptions and usage data only.

5.8 SECURITY ARRANGEMENTS AND OPTIONS

- The core Infrastructure used for provisioning and managing the Lines & Calls service is hosted in Redcentric locations. All locations meet physical security standard ISO27002 section 11.1 or equivalent.
- The Customer is responsible for ensuring the physical security at customer sites/locations, where the Service terminates, meets its needs.

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