

# REDCENTRIC

# INBOUND SERVICE

# SERVICE DEFINITION

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# 1. SERVICE OVERVIEW

Redcentric's Inbound Service is a Number Translation Service (NTS) that comprises of four core products Contact Point, Contact Path, Contact Pro and Business Continuity. Six optional services Voicemail, Advanced Statistics, Inbound Reports, Inbound Call Recording, Call Whisper and access to the Inbound App. are available as chargeable extras that can be combined with any of the core Products.

The Inbound Service is typically provided in conjunction with a Redcentric Non-Geographic Number (08XX/03XX), but can also be provided in conjunction with a Geographic Number (01/02).

Customers with existing geographic/non- geographic numbers may also be ported in and provision on the Inbound service providing that a live porting agreement is in place with between Redcentric and the Originating and Losing Communications Provider of the number(s).

The Inbound Service also provides Customers and their end users with access to manage their Inbound Service call routing via a password protected website: <https://redcentric.myinbound.com/>. Upon entering the correct Username and Password the end user can access and control all aspects of their inbound services.

## 1.1 PRODUCT DESCRIPTIONS

### Contact Point

Ideal for the sole trader/single-site business that wants to set up and change their call routing according to opening hours/staff availability.

### Contact Path

Suitable for multi-site/multi-department organisations that need to route calls according to who the caller is, by caller's location to the nearest office or the relevant account manager. Hunt group routing across teams is also possible.

### Contact Pro

Provides complex, reliable call centre functionality, suited to businesses that place high value on customer service and are looking to deal with incoming enquiries effectively without missing a call.

### Business Continuity

Provides high-level assurance and control over inbound calls, ensuring they are always answered, regardless of the circumstances. For added peace of mind, 10,000 minutes are included for a fixed monthly fee split into 8000 minutes to 01/02 and 2000 minutes to UK mobile. The service can be accessed via a secure website or through an easy-to-use mobile app available for use on Android, iOS (Apple), Windows Mobile or BlackBerry devices.

## 1.2 KEY FEATURES & BENEFITS

Feature	Business Benefits	Contact			Continuity
		Point	Path	Pro	
Termination number	Redirect Inbound calls online – in built business continuity and flexible working	√	√	√	√
Time/day of week routing	Schedule call routing in advance according to business hours and call handling preferences	√	√	√	√
Divert on busy/OOH/No Answer	Maximise call handling potential and provide improved service to the caller	√	√	√	√
Snapshot Management Information Statistics (MIS)	View call handling performance at a glance and monitor Inbound call handling efficiencies	√	√	√	√
Email alert on missed call	Ensure you are proactively notified of any unanswered/engaged calls – ideal management tool for ensuring staff productivity and following up every sales lead.	√	√	√	√
Date routing	Set up date-specific routing in advance – e.g. Bank Holidays	-	√	√	√
Area based routing	Route calls according to STD code/CLI of caller and process incoming calls differently according to who the caller is	-	√	√	-
Call Distribution	Serial, hunt group & % based routing enables load balancing of calls across sites or teams of people	-	√	√	√
Call Queuing	Queue incoming calls on a destination number to assist with call handling during peak busy periods. End user configurable announcements, breakout and overflow options. Live queue stats enable effective queue management.	-	-	√	-
Announcement/interactive Voice Response (IVR)	Upload .mp3/.wav file announcements to an Inbound call plan as a way of communicating with callers – use IVR to provide callers with call routing options and announcements to inform them of details such as opening hours and website address when the office is closed.	-	-	√	-

Feature	Business Benefits	Contact			Continuity
		Point	Path	Pro	
Advanced Statistics	Online access to comprehensive call statistics which enable informed business decisions. Advanced management information relating to call handling efficiencies; productivity, call patterns and caller behaviour. Data includes time to answer, call waiting time, call outcome and caller details.	-	-	-	√
Voicemail	Demonstrate excellent customer service by providing callers with an option to leave a message when unavailable to take their call. Customise voicemail messages to prompt users to leave details for a call back.	-	-	-	√
Access to call plan routing changes via a handheld smartphone/device (see Important Facts about the Service for further info regarding availability)	Provides user with quick access to key functionality and ability to view essential call stats whilst on the move.	-	-	-	√

A number of additional features are available as 'bolt on' services to the core products. These features are optional, chargeable extras and can be provisioned on an end user Inbound account at the point of ordering Point, Path, Pro or Continuity or added at any time during the contract to an existing end user account.

### 1.3 OPTIONAL FEATURES

Feature	Business Benefits	Contact			Continuity
		Point	Path	Pro	
Advanced Statistics	Online access to comprehensive call statistics which enable informed business decisions. Advanced management information relating to call handling efficiencies; productivity, call patterns and caller behaviour. Data includes time to answer, call waiting time, call outcome and caller details.	√	√	√	-
Voicemail	Demonstrate excellent customer service by providing callers with an option to leave a message when unavailable to take their call. Customise voicemail messages to prompt users to leave details for a call back.	√	√	√	-

Feature	Business Benefits	Contact			Continuity
		Point	Path	Pro	
Inbound Call Recording	Record inbound calls for compliance, customer service or audit purposes. Secure online access to file storage/retrieval and call details.	√	√	√	√
Call Whisper/Agent notifications	Popular applications include: the ability for advertisers to businesses of leads they have generated for them or the provisioning of an announcement to be played to the call answering agent on call pick up which prompts them to answer the incoming call with the appropriate greeting thus providing a professional and personal impression to the caller.	√	√	√	√
Access to call plan routing changes via a handheld smartphone/device (see Important Facts about the Service for further info regarding availability)	Provides user with quick access to key functionality and ability to view essential call stats whilst on the move.	√	√	√	-
Advanced Statistics via e-mail	Provides recipients with full or summarised advanced statistics reports via email for daily, weekly or monthly periods	√	√	√	√

## 2. SERVICE DESCRIPTION

### 2.1. FUNCTIONAL OVERVIEW

The Inbound Service is built on a Highly Available (HA), geographically distributed platform architecture to process the routing of a Customer's Inbound Service call traffic as depicted below. Additionally, Customers are provided with secure portal access to control their Inbound Service call routing plans.

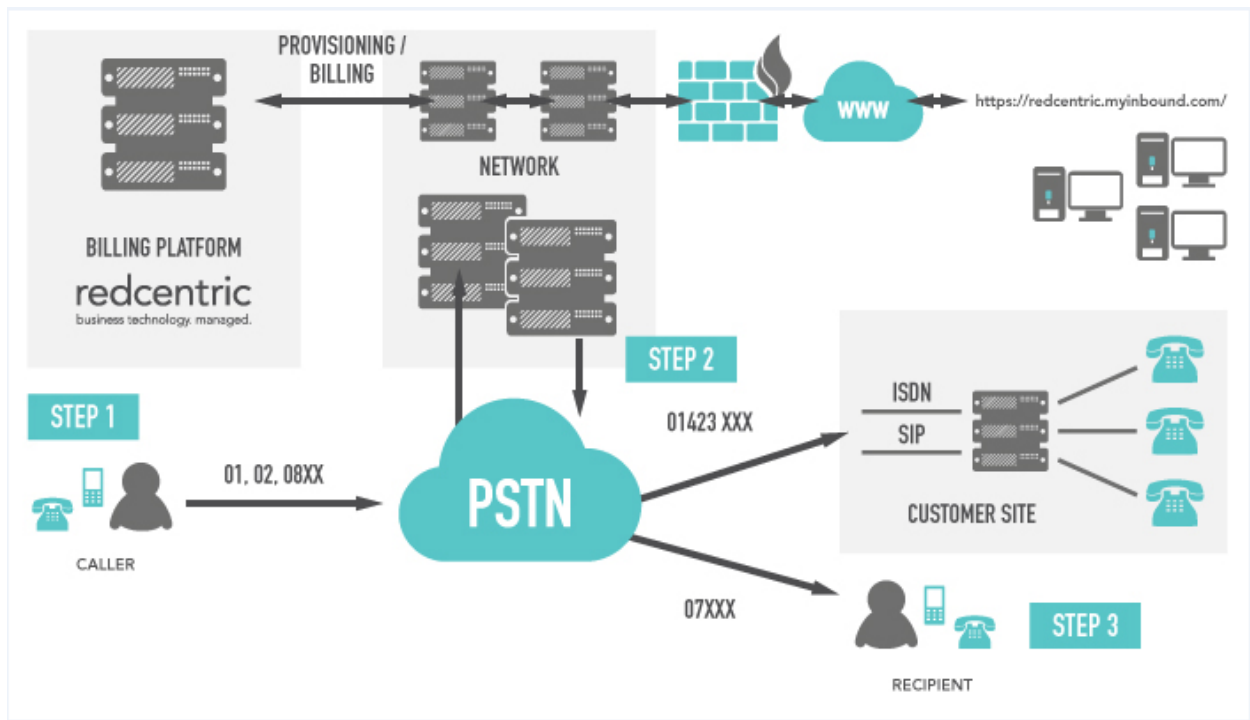


Figure 1: Inbound Architecture

### 2.2 CALL ROUTING

The Customer publicises their Inbound contact number(s). When the calling party dials a number provisioned on the Inbound Service, the incoming call is then processed according to the routing set up within the Point my Number section of [www.Redcentric.myinbound.com](https://www.Redcentric.myinbound.com)

The call routing is applied at the network level to all calls received by the Inbound number, whether the calling party is calling from a fixed/mobile line, or IP connectivity service. Calls are then delivered according to the Customer's preferences.

All call plans are initially created to deliver calls to either a UK fixed/mobile line, or system announcement/voicemail destination. Inbound routing to international destinations available on request.

In most cases, calls may also be delivered to customer premises equipment such as a voicemail within a telephone system or a fax machine providing that the answering equipment is associated with a standard numbered endpoint and dependent on the configuration of the telephone system.

*Notes: Fax services are not guaranteed to work in conjunction with Inbound, therefore a pre-order test is strongly recommended. Please note that any localised services such as voicemail/call routing established on customer premises equipment will override any Inbound settings provisioned at network level and as such, calls delivered to local customer premises equipment such as Voicemail on a telephone system will be deemed 'answered calls' within Inbound call statistics.*

## 2.3 UNSUPPORTED CALL TYPES

The following call types are not supported on the Inbound service:

- Fax calls
- Data calls that are within the voice band
- Data calls that are signalled

An example of a data call would be one that originates or terminates via a PC, PDQ machine or modem

## 2.4 VIEW MY PERFORMANCE

The *View my Performance* link on [www.Redcentric.myinbound.com](http://www.Redcentric.myinbound.com) is provided in conjunction with all four of the core services. Once the end user has logged in and selected this option, they are greeted with a choice of four different inbound calling graphs relating to various business issues:

- Where are my customers located?
- How many customer calls are getting through?
- When are my busy hours?
- What are my call trends?

Each of the graphs display data interpreted from the information gathered at the network level. These statistics are generated by all calls that successfully route to the network from the calling party and relate to various metrics such as count of calls answered/unanswered/engaged. The information is refreshed on a daily basis to ensure that the end user can view the current day's data in addition to the previous six days data. Historical data is provided in terms of monthly call count within the call trends graph. This relates to inbound call traffic over a maximum period of the previous six months where the number has transited the network. This data is automatically refreshed on the first day of every month for the previous six months data or the data collected by Redcentric from the date that the number was provisioned on the Inbound service.

The Inbound online statistics are provided for call handling information only and do not constitute online Billing. The information relates to network based call delivery, thus in the scenario where the call is successfully delivered to the Customer destination and calls answered by customer premises equipment such as voicemail systems, these calls will be deemed successfully answered.

## 2.5 CORE – END USER CALL MANAGEMENT FEATURES

The following features shown in the table below are provided as a part of the core Inbound Service, all of which can be managed via secure on-line portal.

Feature Description	Contact			Continuity
	Point	Path	Pro	
<b><i>Destination Control</i></b> The end user can change the termination number to which their inbound calls are routed. Termination numbers must be UK mobile or fixed line destination numbers. International destinations are available on request and at the discretion of Redcentric.	√	√	√	√
<b><i>Day of week Routing</i></b> The end user can set up specific call routing to be applied according to day of week from Monday to Sunday.	√	√	√	√
<b><i>Time Control</i></b> The end user can set up specific call routing according to time of day. Time zones are entered with reference to the twenty-four-hour clock and calls will be routed up until the final minute of the time zone: i.e. for new routing to take effect at 17:00 hours, the end user would enter 16:59 to ensure that the new call routing takes effect immediately at 17:00 hours.	√	√	√	√
<b><i>Divert Control</i></b> The end user can divert calls according to no answer, busy or on failover on primary destination number. The IMS network will detect where the preferred line is busy and re-route the call to the divert destination accordingly. Divert on no answer will take effect according to the pre-defined settings selected on the divert node in <i>Point my Number</i> from a choice of 5, 10, 20, 30, 40, 50 or 60 seconds. This selection determines the time in seconds that the call is left ringing, before returning the call routing logic to the network. A divert on failover may be used to pre-define required call routing should the preferred destination be unavailable due to a fault such as a line fault or a PBX fault. Please note that all diverts are dependent on the Redcentric network receiving the appropriate release code from the standard Q.931 signalling protocol.	√	√	√	√



<p><b>Area Control</b></p> <p>Area Nodes are used to define call routing based on the originating telephone number, for a pre-defined area name consisting of one or more area codes or CLI's. Custom Areas are built by an end user by programming the area control feature. Any calling numbers that are not listed as a custom area will be routed according to the default setting. A custom area can be associated with a list of area names and corresponding telephone numbers or partial telephone numbers (e.g. STD codes).</p>	-	√	√	-
<p><b>Distribution Control</b></p> <p>This is defined by the distribution control nodes and offers an effective way of load balancing incoming calls. The routing may be serial or random and the service feature defines the appropriate properties for each type. Alternatively, hunt group nodes may be selected to facilitate call routing across multiple destination numbers with options to automatically divert to the next destination number in the event of no answer/engaged tone.</p>	-	√	√	√
<p><b>Date Control</b></p> <p>Date Control Nodes are used to define routing for calls made within a date range. Dates ranges are entered into the system by the end user using the calendar tool provided.</p>	-	√	√	√
<p><b>Call Queuing</b></p> <p>The Call Queue control feature is used to establish a network based call queue within a call routing plan. Various properties can be programmed to determine the queuing experience for the caller with optional breakout nodes and overflow routing if the call queue exceeds the end user pre-defined limit. Up to three personalised in-queue announcements can be played to the caller, intermixed with music, which may be a choice of system default options or an uploaded music file of choice. Please note that the establishment of a call queue is dependent on the Redcentric network receiving the appropriate 'user busy' release code from the standard Q.931 signalling protocol.</p>	-	-	√	-
<p><b>IVR/Announcements</b></p> <p>The IVR (Interactive Voice Response) control feature enables the creation of a personalised menu announcement with up to 10 options to be played to the caller, each leading to defined call routing/action based on the caller's key press on their keypad. Announcements can also be used in a call plan and may be from a personalised uploaded file by the user, or from a selection of default system announcements. The announcements consist of a broadcast which can be combined with an underlying call plan to play to the caller prior to the call connecting, or alternatively</p>	-	-	√	-

as a broadcast which plays announcement and then subsequently cuts the call.				
<b>Hunt Groups</b> Hunt Group nodes are used to determine routing of calls to a specific group of people or destinations. Hunt groups can be set to serial (1 <sup>st</sup> destination tried, if busy, goes to 2 <sup>nd</sup> destination etc.) or parallel (all destinations called and first person to answer takes the call).	-	√	√	-
<b>Advanced Statistics</b> Online advanced statistics available to the end user after login at <a href="http://www.Redcentric.myinbound.com">www.Redcentric.myinbound.com</a> displays Inbound call data for all Inbound numbers active on the end user Inbound account. Data is available in a target lead time of real time plus five minutes and historical data can be displayed from a six month archive. The end user can search for results based on call outcomes, time/date stamp, by caller's telephone number (unless withheld) and on an individual or all number basis. Results can be downloaded in .csv format.	-	-	-	√
<b>Voicemail</b> The end user can create a call plan which may terminate on a voicemail node. A personalised voicemail prompt may be recorded by the user in the announcements page or a system default message may be utilised. The end user may define the maximum duration of the voicemail which can be retrieved by email with .wav file attachment or retrieved online at <a href="http://www.Redcentric.myinbound.com">www.Redcentric.myinbound.com</a> . All voicemails are stored online regardless of retrieval method, therefore it is the responsibility of the end user to manage housekeeping with regard to deleting stored voicemails. Each voicemail will be deleted automatically after six months and once deleted, files cannot be retrieved.	-	-	-	√
<b>Inbound App</b> User login is granted access to call plan routing changes via a handheld smartphone/device application*. Upon successful download from the relevant app store, the user is able to log in to access a subset of Inbound functionality as available at: <a href="http://www.Redcentric.myinbound.com">www.Redcentric.myinbound.com</a> . Users have access to edit key components of Inbound call routing for numbers provisioned on this service and in accordance with their user permissions. Functionality includes ability to route calls to an alternative destination number/voicemail/divert calls if preferred options is unavailable/invoke pre-configured call plan. Key reporting statistics are also available including Performance graphs and call history. <i>* Please note that the App is not guaranteed to work on all smartphone devices and operating systems.</i>	-	-	-	√

Should the service be found to be unsupported on the end users device, Redcentric will de-provision the feature on the Customers Inbound Service account within the 30 day period to ensure that no charges are levied.

## 2.6 OPTIONAL – END USER CALL MANAGEMENT FEATURES

In addition to the four core products there are a number of chargeable, optional extras that are available and can be combined with Contact Point, Path, Pro or Continuity. The optional features can be immediately provisioned at the initial point of order, or added subsequently as an upgrade.

Feature Description	Contact			Continuity
	Point	Path	Pro	
<b>Advanced Statistics</b> Online advanced statistics available to the end user after login at <a href="http://www.Redcentric.myinbound.com">www.Redcentric.myinbound.com</a> displays Inbound call data for all Inbound numbers active on the end user Inbound account. Data is available in a target lead time of real time plus five minutes and historical data can be displayed from a six month archive. The end user can search for results based on call outcomes, time/date stamp, by caller's telephone number (unless withheld) and on an individual or all number basis. Results can be downloaded in .csv format.	√	√	√	-
<b>Call Whisper</b> The end user can record an announcement to be played as a prompt to the call answering agent. Seamless to the caller, the call whisper announcement may be used to provide the agent with information from which they may tailor their call answering according to the particular Inbound number that the caller has dialled.	√	√	√	√
<b>Voicemail</b> The end user can create a call plan which may terminate on a voicemail node. A personalised voicemail prompt may be recorded by the user in the announcements page or a system default message may be utilised. The end user may define the maximum duration of the voicemail which can be retrieved by email with .wav file attachment or retrieved online at <a href="http://www.Redcentric.myinbound.com">www.Redcentric.myinbound.com</a> All voicemails are stored online regardless of retrieval method, therefore it is the responsibility of the end user to manage housekeeping with regard to deleting stored voicemails. Each voicemail will be deleted automatically after six months and once deleted, files cannot be retrieved.	√	√	√	-
<b>Call Recording</b> Inbound call recording may be programmed by the end user on an all calls/on demand or randomised basis. Recorded calls may be retrieved online and downloaded for storage locally or stored online for a maximum period of six months after which time they will be automatically deleted. Once downloaded, it is the responsibility of the end user to manage and once deleted, files can't be retrieved.	√	√	√	√

Feature Description	Contact			Continuity
	Point	Path	Pro	
<b><i>Inbound App</i></b> User login is granted access to call plan routing changes via a handheld smartphone/device application*. Upon successful download from the relevant app store, the user is able to log in to access a subset of Inbound functionality as available at: <a href="http://www.Redcentric.myinbound.com">www.Redcentric.myinbound.com</a> Users have access to edit key components of Inbound call routing for numbers provisioned on this service and in accordance with their user permissions. Functionality includes ability to route calls to an alternative destination number/voicemail/divert calls if preferred options is unavailable/invoke pre-configured call plan. Key reporting statistics are also available including Performance graphs and call history. <i>* Please note that the App is not guaranteed to work on all smartphone devices and operating systems. Should the service be found to be unsupported on the end users device, Redcentric will de-provision the feature on the Customers Inbound Service account within the 30 day period to ensure that no charges are levied.</i>	√	√	√	-
<b><i>Inbound Reports</i></b> Once subscribed to this feature the end user will see a Reports tab on their Inbound account. The end user can sign up for daily, weekly or monthly emails containing either a .csv file of all the advanced statistics for the specified period, or a summary .csv file with the high-level statistics for each number within the account. Up to 3 email addresses can be designated to receive the emailed reports. If the end user chooses to unsubscribe to reports temporarily they can do this via their Inbound account but will still be charged the monthly rental. However, if the end user wants to permanently unsubscribe from reports then this optional feature must be removed by Redcentric in order to cease the billing and service.	√	√	√	√

## 2.7 NUMBERING

Contact Point, Path, Pro and Business Continuity **must** be ordered in conjunction with at least one Non-Geographic Number and end user login. The number must be live on the Redcentric network or a new allocation available for translation. Upgrades can be ordered from the existing Redcentric Simple Number Translation Services to the Contact Point, Path, Pro or Continuity Product. Migrations from an existing non-Inbound Redcentric Product are available on request.

## 2.8 NON-GEOGRAPHIC NUMBER AVAILABILITY

The following table shows the types of NGNs available from Redcentric. Some number ranges will be provided at a cost to the Customer, and some will generate revenue for the Customer. Where different options are available to the Customer, these options are dependent on call volume. The Inbound Service can be ordered with a new number from the following ranges:

Number Called	Cost/Revenue to Customer
0800/0808	Customer pays Inbound call charges. Call charges are dependent on the deliver to number.
0844	Customer may receive revenue share depending on price band chosen and deliver to number.
0845	Customer may pay Inbound call charges, service may be at no cost depending on the deliver to number.
0870	Customer pays Inbound call termination charges dependant on the deliver to number.
03xx	Customer pays Inbound call termination charges dependant on the deliver to number.
0871	Customer may receive revenue share depending on price band chosen and deliver to number.

Table 1: Number Availability

*Note: Premium Rate Services/Providers must be registered with the latest [phone-paid code of practice](#)*

## 2.9 CALL TERMINATION

All numbers provisioned on the Inbound Service must terminate to a valid destination from the following options:

UK fixed line geographic number

UK Mobile number (please note that international roaming may affect the service)

International number (on request and at discretion of Redcentric)

A NGN number that is not provisioned on the Redcentric network (on request and at discretion of Redcentric)

Inbound system announcement (where applicable)

Inbound voicemail (where applicable)

*Please note: that it is not possible to terminate a Redcentric Inbound number to another Redcentric Inbound destination number. Whilst it's possible to terminate an Inbound number to an IP destination number, Customers are advised to consider potential quality of service implications, which are particularly pertinent where both the Inbound number and the destination number are numbers which have been ported into the Redcentric network. The following destination numbers are not guaranteed to work in conjunction with the service; international destinations/roaming (international) mobiles/IP destinations/destinations associated with a fax machine/data.*

## 2.10 NUMBER PORTING

Redcentric offers Non-Geographic Number Portability for Inbound Services. This means that organisations may benefit from Redcentric pricing and support without having to change their existing number(s). Before this service can be offered a check will be made as part of the on-boarding process to ensure Redcentric has the relevant agreements in place.

## 2.11 MINIMUM USER MACHINE REQUIREMENTS

Inbound is a web based service with user access via the website: [www.redcentric.myinbound.com](http://www.redcentric.myinbound.com) Internet connectivity enabled to access the service and it is recommended that this is a minimum of 1Mb connection with Internet Explorer Version 7 browser. For end users subscribing to the Inbound App service, it's possible to access a subset of functionality via a smartphone device. Please note that the App is not guaranteed to work on all smartphone devices and operating systems. On completion of App provisioning, the end user should perform a pre-test during the first 30 days to determine device/operating system compatibility. Should the service be found to be unsupported on the user's device, Redcentric will de-provision the feature on the Inbound end Customer account within the 30 day period to ensure that no charges are levied for this service.

## 2.12 SERVICE ORDERING

New Inbound Services are ordered by way of Redcentric's standard contract process. Subsequently, orders can be placed by authorised person completing the online information via Redcentric's "Inform" portal.

Orders can be placed using the following part code(s):

## 2.13 CORE PRODUCTS

Part Code	Description	Pricing Notes
V-MYINBOUND-001	Contact Point Number Service Activation	Connection charge is per Inbound end user account
V-MYINBOUND-002	Contact Point Number Monthly Rental	Monthly charge is per Inbound number up to a max. of £1000
V-MYINBOUND-003	Contact Path Number Service Activation	Connection charge is per Inbound end user account
V-MYINBOUND-004	Contact Path Number Monthly Rental	Monthly Charge is per Inbound number
V-MYINBOUND-005	Contact Pro Number Service Activation	Connection charge is per Inbound end user account
V-MYINBOUND-006	Contact Pro Number Monthly Rental	Monthly charge is per Inbound number
V-MYINBOUND-076	Business Continuity Service Activation	Connection charge is per Inbound end user account
V-MYINBOUND-077	Business Continuity Monthly Rental	Monthly charge is per Inbound number

[illegible]

Part Code	Description	Pricing Notes
V-MYINBOUND-001	Contact Point Number Service Activation	Connection charge is per Inbound end user account
V-MYINBOUND-002	Contact Point Number Monthly Rental	Monthly charge is per Inbound number up to a max. of £1000
V-MYINBOUND-003	Contact Path Number Service Activation	Connection charge is per Inbound end user account
V-MYINBOUND-004	Contact Path Number Monthly Rental	Monthly Charge is per Inbound number

## 2.15 OPTIONAL FEATURES

Part Code	Description	Pricing Notes
V-MYINBOUND-011	Voicemail Service Activation	Charge is per Inbound end user account & storage charges may apply (see below)
V-MYINBOUND-012	Voicemail Monthly Rental	
V-MYINBOUND-013	Advanced Statistics Service Activation	Charge is per Inbound end user account.
V-MYINBOUND-014	Advanced Statistics Monthly Rental	Charge is per Inbound end user account.
V-MYINBOUND-015	Call Record Service Activation	Charge is per Inbound end user account & storage charges apply (see below)
V-MYINBOUND-016	Call Record Monthly Rental	
V-MYINBOUND-017	Call Whisper Service Activation	Charge is per Inbound end user account & storage charges may apply (see 'Announcements' below)
V-MYINBOUND-018	Call Whisper Monthly Rental	
V-MYINBOUND-074	MyInbound - App	Charged per number
V-MYINBOUND-075	Call Reports	Charged per Account

## 2.16 CALL RECORDING STORAGE

Part Code	Description	Pricing Notes
V-MYINBOUND-019	Call Recording Storage Band 1	Variable charge – stored calls equal: 0.0001Mb to 50Mb
V-MYINBOUND-020	Call Recording Storage Band 2	Variable charge – stored calls equal: Up to 500Mb
V-MYINBOUND-021	Call Recording Storage Band 3	Variable charge – stored calls equal: Up to 1Gb
V-MYINBOUND-022	Call Recording Storage Band 4	Variable charge – stored calls equal: Up to 2Gb
V-MYINBOUND-023	Call Recording Storage Band 5	Variable charge – stored calls equal: Up to 5Gb

Part Code	Description	Pricing Notes
V-MYINBOUND-024	Call Recording Storage Band 6	Variable charge – stored calls equal: Up to 10Gb
V-MYINBOUND-025	Call Recording Storage Band 7	Variable charge – stored calls equal: Up to 20Gb
V-MYINBOUND-026	Call Recording Storage Band 8	Variable charge – stored calls equal: Up to 50Gb

## 2.17 VOICEMAIL STORAGE

Part Code	Description	Pricing Notes
V-MYINBOUND-035	Voicemail Storage Band 1	Variable charge – stored voicemails equal: 0.0001Mb to 50Mb
V-MYINBOUND-036	Voicemail Storage Band 2	Variable charge – stored voicemails equal: Up to 500Mb
V-MYINBOUND-037	Voicemail Storage Band 3	Variable charge – stored voicemails equal: Up to 1Gb
V-MYINBOUND-038	Voicemail Storage Band 4	Variable charge – stored voicemails equal: Up to 2Gb
V-MYINBOUND-039	Voicemail Storage Band 5	Variable charge – stored voicemails equal: Up to 5Gb
V-MYINBOUND-040	Voicemail Storage Band 6	Variable charge – stored voicemails equal: Up to 10Gb
V-MYINBOUND-041	Voicemail Storage Band 7	Variable charge – stored voicemails equal: Up to 20Gb
V-MYINBOUND-042	Voicemail Storage Band 8	Variable charge – stored voicemails equal: Up to 50Gb

## 2.18 ANNOUNCEMENT STORAGE

Part Code	Description	Pricing Notes
V-MYINBOUND-027	Announcement Storage Band 1	Variable charge – stored announcements equal: 0.0001Mb to 50Mb
V-MYINBOUND-028	Announcement Storage Band 2	Variable charge – stored announcements equal: Up to 500Mb
V-MYINBOUND-029	Announcement Storage Band 3	Variable charge – stored announcements equal: Up to 1Gb
V-MYINBOUND-030	Announcement Storage Band 4	Variable charge – stored announcements equal: Up to 2Gb
V-MYINBOUND-031	Announcement Storage Band 5	Variable charge – stored announcements equal: Up to 5Gb
V-MYINBOUND-032	Announcement Storage Band 6	Variable charge – stored announcements equal: Up to 10Gb
V-MYINBOUND-033	Announcement Storage Band 7	Variable charge – stored announcements equal: Up to 20Gb
V-MYINBOUND-034	Announcement Storage Band 8	Variable charge – stored announcements equal: Up to 50Gb



## 2.19 ON-BOARDING PROCESS

Redcentric's on-boarding comprises of a project managed, five phase technical and business consultative process.

**Phase 1** - Redcentric presales will work with the Customer to clearly capture & document the current requirement(s).

**Phase 2** - If required, porting requests will be submitted to the Losing Communications Providers (LCPs).

**Phase 3** - On the day of the port, Redcentric will create the Customer's Inbound Service account and assign either ported in, or new numbers into the account.

**Phase 4** - Any Optional features will be added to the Customer's Inbound Service account.

**Phase 5** - The Customer admin user is created and provided with access to create additional end users from within the Inbound portal.

## 2.20 DECOMMISSIONING PROCESS

Upon expiration of the Inbound Service contract where the Customer chooses not to renew with Redcentric, the following steps are followed as part of the decommissioning process:

**Phase 1** - Contractual

Expiration of the service contract or the Customer decides not to renew. This may also include early termination by the Customer, subject to payment of early termination fees.

**Phase 2** - Service Decommission

Cessation of any call plans and removal of user accounts, user access and administrative access from the platform.

**Phase 3** - Number Porting

Porting of any telephone numbers out from Redcentric to the Gaining Communications Provider (GCP) where a live porting agreement with Redcentric exists.

## 3. IMPLEMENTATION AND ACCEPTANCE

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### 3.1 ACCEPTANCE CRITERIA

The following are the Acceptance Criteria which will be demonstrated during the service delivery process:

- Email notification that numbers porting in have successfully been ported into Redcentric network.
- Where Customers are porting numbers into the Inbound Service, a selection of numbers will be tested to validate that the required translations are live and active on the Redcentric network prior to handover to the Customer
- All numbers added to Customers Inbound account and made available to end users via secure web portal

### 3.2 CUSTOMER DEPENDENCIES

It's the Customer's responsibility to:

- Supply Redcentric with all required "deliver to" numbers, installation and configuration of compatible telephony equipment (unless supplied by Redcentric) to receive incoming calls.
- Maintenance of telephony equipment (unless equipment is provided and covered by Redcentric maintenance agreement).
- Provision of site access for engineer where required
- Provision of mains power to line installation point where required
- Provision of a signed Letter of Authority (LOA) to facilitate number porting where required.
- The accurate reporting of any service related faults

# 4. SERVICE LEVELS AND SERVICE CREDITS

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## 4.1 SERVICE LEVELS

The Service Levels applicable to the Inbound Service is as follows:

Service Level: Availability Measurement Period: Month	
Service Level	Not less than 99.99%

# 5. DATA PROCESSING

## 5.1 DATA PROCESSING SCOPE

- Redcentric does not access, alter or use any application data that is running on the Inbound Service except as specifically stated below.
- In terms of operating the Inbound Service, a self-service portal is used to pass provisioning requests into the Inbound associated supporting servers to orchestrate the build/management of identified users and call plans associated with the Inbound Service.
- Users that have the appropriate role/privileges assigned to them access the Service via a secure web portal to manage and review the Inbound service. Only users with the appropriate privileges access and update the call plans.
- The agreed roles and responsibilities are provisioned based on documented Customer requirements.

## 5.2 DATA STORAGE AND UNENCRYPTED DATA

- All configuration associated with delivering the Inbound service is stored within Gamma's private data centre(s).
- All access to data within the Inbound service is restricted via the Inbound portal or the Inbound smartphone application. Any access to either the portal or API are controlled by HTTPS protocol.

## 5.3 DATA PROCESSING DECISIONS

- In the normal course of business Redcentric does not make any data processing decisions in relation to the Service. Processing is automated and instigated by the Customer.
- 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.
- Redcentric and Gamma each hold the following information on Users:
  - **Company Information:** Company Reference, Service Type
  - **Account Admin User Data:** UserID, First name, Last Name, Email Address
  - **User Data:** UserID, First Name, Last Name, Email Address
  - **Call Metadata:** Party A, Party B, Call Length, CDR Time and Date,

## 5.5 DATA BACKUP

- All Inbound Call Plan configuration data is backed up and stored within Gamma's private data centre location(s) for the duration of the committed term of the contract.
- Identified Users at the Customer organisation have direct access to call plan data. (Section 5.7)

## 5.6 SUB-PROCESSORS

- The following party is involved in delivering the Inbound service:

[Gamma's Full company name and registered office address]

- Gamma Telecom Limited is a limited company incorporated in England and Wales with registration number 4340834, whose registered office is at 5 Fleet Place, London, EC4M 7RD and principal place of business is at Kings House, Kings Road West, Newbury, Berkshire RG14 5BY.
- Gamma provides a configuration and access control service that supports Redcentric in its delivery of the Inbound service. A private VPN is utilised for transmission of data between Redcentric and Gamma.

## 5.7 CUSTOMER ACCESS TO DATA

- The Customer has login rights to the Inbound Service via secure web portal and/or smartphone app
- Access to manage Inbound call plans is based on roles and responsibilities defined by the Customer as part of the service setup.

## 5.8 SECURITY ARRANGEMENTS AND OPTIONS

- The platforms associated with delivering the Inbound service are hosted within Gamma's private data centres with both physical data centre security and cyber security measures in place to protect the back-end systems and platforms.
- Customers have access via a secure portal or smartphone application to manage their own configuration and call plan configurations,
- Customers are unable to interact directly with the back-end systems to modify any Service-wide configurations.
- Customer access to the portal uses role-based access controls (RBAC), as part of the Inbound service.

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