

REDCENTRIC

MOBILE SERVICE DEFINITION

SD064 V2

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redcentric
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SERVICE OVERVIEW

Redcentric's Mobile Service offering provides Customers with access to a competitively priced Pay As You Use (PAYU), or shared bundled minute, text or data SIM only service, utilising Vodafone, O2 or EE as the underlying mobile network provider. In addition to the flexible tariff options, Redcentric also provides consultancy, professional services and full 24/7 support.

KEY FEATURES & BENEFITS

- Mobile Number Portability (MNP) support – Allowing customers to retain their existing mobile number.
- Flexible Competitive tariffs, helping Customers reduce on-going call costs.
- Excellent 2G/3G/4G coverage both in the UK and overseas (where available)
- Consultancy, support & professional services
- Full 24/7 UK based support

SERVICE DESCRIPTION

Redcentric's Mobile Service provides excellent coverage both in the UK and overseas. Our network partners focus on providing a strong signal indoors and outdoors (dependent on which network is strongest in particular area)

Redcentric's network providers provide 2G, 3G and 4G service across frequencies that provide better in-building voice coverage as well as longer range coverage in rural areas. The coverage of the networks is constantly being optimised and improved and all have aggressive roll out plans for their 4G network over the next 24 months (with a commitment to be over 98% UK coverage by 2017)

Voice and Data access is supported when roaming overseas in a wide range of countries around the world. Our network partners have roaming agreements with over 550 networks over 200 countries.

VOICE SERVICE

Standard mobile voice services are provided with all the standard features including:

- Hold
- Divert
- Call barring
- Conference calling
- Call forwarding
- Call routing
- Calling Emergency numbers
- Voicemail
- CLIP (Caller Line Identity Presentation)

DATA SERVICES

The following data services are included as standard:

- SMS for sending and receiving text messages
- Video calling for a video conference call with another person using a 3G handset.
- Video messages for sending and receiving messages
- Mobile data roaming capping services to comply with EU roaming requirements
- Mobile Broadband: Redcentric mobile broadband provides users with high speed access to the internet when they are not at their desks

Redcentric Mobile Broadband can be used to access:

- Wireless internet for the laptop using the mobile phone as a modem to connect the laptop to the internet (using Bluetooth or USB cable) also known as tethering
- Wireless Internet access from the phone using the mobile phone's built-in web browser
- Mobile Email

MANAGEMENT

Redcentric manages the initial provision and any required service changes to a Customer contract.

Management capabilities include:

- Provision new connection
- Tariff change
- Suspend service
- Resume service
- Add/remove service options
- Change SIM (SIM card inserted into the mobile phone)
- Change MSISDN (phone number)
- Change IMEI (phone serial number)
- Port in an MSISDN (required for porting an existing mobile number)
- Request PAC (required to take Customer's phone number with them if moving to another operator)
- Terminate mobile service
- Search mobile services
- Mobile blacklisting screens.
- EU Data Notification
- BlackBerry support packages
- Bulk SIM uploads
- SIM Management
- Service checker

PROVISIONING

Once a new contract for Mobile Service has been signed, the connection will be provisioned onto the mobile network (or detail sent through to network, dependent on agreement). This facility allows the SIM to be paired with the MSISDN and IMEI and the Customer details aligned on the billing system.

The following services are barred by default.

- International Roaming bar: Voice, Data, SMS
- International Calls bar (from UK)
- Premium rate bar: UK, International

SUSPEND SERVICE

Redcentric can suspend any, or all of users services can be can temporarily suspend.

Redcentric can also temporarily bar the device. Temporarily suspending a user's service prevents the device being used with a different SIM card.

RESUME SERVICE

This facility allows Redcentric to resume all services to a particular mobile subscriber's service profile that has been previously suspended.

ADD/REMOVE SERVICES

Redcentric can add and remove services to/from an identified mobile subscriber's profile.

Note: Previous mobile restrictions can be overridden if required.

CHANGE SIM

Redcentric can change the SIM for a particular mobile subscription. The service profile for the mobile subscription will remain unchanged.

CHANGE MSISDN

Redcentric can change the MSISDN for a particular mobile subscription. The service profile for the mobile subscription will remain unchanged.

CHANGE IMEI

The IMEI field allows Redcentric to track which handsets have been sent to their subscribers. This provides useful control for returns and repairs processes. Redcentric can also change

The IMEI associated with a subscriber when a new handset is issued. Note: Changing the / IMEI does not affect any other aspect of the user's mobile subscription service profile.

PORTING IN A MSISDN

Redcentric can directly submit mobile number porting request(s), to import mobile users on to the Redcentric service. The 'Port in' process (where required) will form part of the initial provisioning process.

Note: Redcentric would advise Customers not to port on a Friday, and to ensure that users are in the U K at the time of the agreed port date.

PORT OUT REQUEST

Redcentric can provide the Customer with a Porting Authorisation Code (PAC) should a Customer wish to migrate service away from Redcentric. Once the 'Port out' completes, the mobile subscription will be automatically terminated.

Note 1: PAC codes will be valid for a period of 30 days from the date of issue.

TERMINATE SERVICE

Redcentric can terminate a particular mobile service subscription without a 'Port out' request.

MOBILE BLACKLIST SCREENING

Redcentric can blacklist IMEI numbers to stop a device from being reused on another network.

EU ROAMING DATA NOTIFICATION

By default all mobile users will be opted in to receive welcome messages and EU data capping notifications when roaming. A user can opt out of these notifications if required.

BULK UPLOAD OF NEW USERS

Redcentric has the ability to bulk upload and activate up to 250 new MSISDNs onto the mobile service at any one time. Rollouts above 250 will be planned between the Customer and Redcentric to ensure minimal impact on the service migration. Dependent on network chosen.

OPTIONAL SERVICES

Through specialist partnerships, Redcentric can offer Customers the following optional services:

DEVICE RECYCLING

Redcentric, through a specialist partnership can provide Customers with a fully certified mobile device recycling service. The Device Recycling Service is fully certified against Quality (ISO 9001), Security (ISO 27001) and Environmental (ISO 14001) standards, Customers can be sure that all devices will be handled in accordance with The Waste Electrical and Electronic Equipment Directive (WEEE Directive).

DEVICE FULFILMENT

Redcentric through a specialist partnership can provide a choice of leading handsets and operating systems for Customers. Please contact your Redcentric account manager to get a quote for the latest devices.

DEVICE WARRANTY

Redcentric devices are sourced from a variety of different suppliers, and as a result the warranty terms could from time to time be slightly different dependent on supplier.

As a result, Redcentric will default to manufacturer warranty on all devices; which covers mechanical failure. Please note that any 'damage' to the device is NOT covered by warranty.

If a device is faulty and is within warranty, then it will need to be returned to the supplier for diagnostic checks (via Redcentric). If there is a fault which is easy to fix then they will complete the work and return the device; if however it is deemed beyond repair then they will carry out a like for like replacement.

An advisory note would be to if possible, hold 'spare' devices on site if an immediate resolution is required – and then the device can be sent back to supplier without impacting user.

SERVICE ORDERING

New Mobile Services are ordered by way of Redcentric standard contract process. Subsequent, 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) in the tables below:

PART CODE	DESCRIPTION
V-Mobile-001	Mobile PAYU/PPM line rental
V-Mobile-002	Mobile sharer line rental
V-Mobile-003	Mobile leader line rental
V-Mobile-004	Mobile single user 'unlimited' tariff
V-Mobile-005	Mobile single user tariff (not unlimited)
V-EEMobile-001	Support only – EE service (not billed)
V-Mobile-101	Mobile data add on (blackberry/iPhone etc) single user
V-Mobile-111	Mobile data add on shared allowance
V-Mobile-201	Mobile data only/mobile broadband connection
V-TechFund-555	Technology fund (single payment)
V-TechFund-666	Technology fund (rolling monthly credit)
V-MobileDevices-777	Mobile handsets etc (detail will be within the accompanying contract)
V-BB-001	Hosted BlackBerry monthly rental (excluding infrastructure)
V-BB-111	BlackBerry licence
V-BBTS-101	Smartphone support from Berkley – Block of call down units
V-BBTS-102	Smartphone support from Berkley – Single unit
V-BBTS-111	Any Berkley ancillary service

ON-BOARDING PROCESS

Redcentric's on-boarding comprises of a project managed, four 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 account and assign either ported, or new numbers into the Customer's account.

Phase 4 - Optional MSISDN based services added as contracted.

DECOMMISSIONING PROCESS

Upon expiration of the Mobile 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 - Provide PAC Codes to the Customer to facilitate smooth migration to new service provider.

Phase 3 - Cessation of any optional Mobile Service features. Plus the removal of user accounts.

IMPLEMENTATION AND ACCEPTANCE

ACCEPTANCE CRITERIA

The following are the Acceptance Criteria applicable to the Mobile Service:

- Each user who ports their existing numbers on to the Redcentric mobile service should, as part of the activation process, call the mobile porting number, which will log inbound calls and notify the Redcentric project manager via email. As part of the project closure the assigned project manager will provide the customer with a report confirmation that all users have called the mobile port number
- Each user should browse to a well-known URL (e.g. <http://www.google.co.uk>, <http://bbc.co.uk>)

CUSTOMER DEPENDENCIES

- It's the Customer's responsibility to:
- Provide all required Porting Authorisation Codes (PAC) for the users porting into Redcentric plus all relevant user information that will allow Redcentric to submit appropriate porting requests and request back office data build where appropriate.
- Provide 'unlocked' mobile handsets to accept Redcentric provisioned SIMs.
- Provision of site access for engineer where required
- The accurate reporting of any service related faults

SERVICE LEVELS AND SERVICE CREDITS

SERVICE LEVELS

There are no Service Levels applicable to the Mobile Service, because performance and availability depend upon numerous factors including the performance of third parties and the number of users per site and mast location.

The following are the operational targets to which Redcentric will work in respect of the Mobile Service:

Request Type/Description	Target Completion	Function Responsible
Customer Contact (Simple Changes)		
Blocking of reported stolen handset	Bar request actioned within 60 minutes of being reported to the Redcentric helpdesk.	Customer Support Tel:0345 1207070 (24/7/365) Customer Portal - http://www.Redcentric.com Email: - support@Redcentric.com (24/7/365)
Moves/Adds/Changes (1-5 Users)	All requests will be actioned within 24 hours	Customer Provisioning Team Email:- cust_prov@Redcentric.com
Add Connection		
Add/Remove Bolt-ons/Service Bar		
SIM Swap		
User Name Changes		
Customer Contact (Bulk Changes)		
Moves/Adds/Changes (6+ Users)	Within 48Hrs of receipt of request. M-F 09:00-17:30	Customer Provisioning Team Email:- cust_prov@Redcentricplc.com
Add/Remove Bolt-ons/Service Bars (6+ Users)		
SIM Swaps		
Account Amalgamations		
Billing		
Tariff Changes/Updates	Requests will be actioned on the Same Business Day (SBD) if received before 14:00	Finance/Billing Email: - BillingTeam@Redcentricplc.com
Rated Call Detail Records	Available Online Next Business Day (NBD)	

Request Type/Description		Target Completion	Function Responsible
Invoice Query		Acknowledge Query – SBD Query Resolution – Next Billing Period	
New Orders			
1-25 New SIMs		48 Hrs	Sales Support Email: - SalesSupport@Redcentricplc.com
25+		72 Hrs	
Mobile Devices		All Requests will be actioned on the same business day if received before 14:00, or next business day if request received after 14:00. Aim for 5 days for fulfilment of order	
PAC Request		1>25 - 48hrs 25+ 10 working days	Customer Provisioning Team Email:- cust_prov@Redcentricplc.com
Network Notification			
Network Push Report		Within 1 Hr. of Mobile Operator providing notification	Customer Provisioning Team (Updates built as part of the initial Customer build) Email:- cust_prov@Redcentricplc.com

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