THRIVE

SERVICE DESCRIPTION

VoiceConnect Services

VoiceConnect Service Overview

Thrive's VoiceConnect Service includes the following services which can be provisioned as standalone services or alongside other Thrive products and services such as SiteConnect, NetConnect, Co-Location or hosted services either on-premise, or incorporated into a hosted service.

The services available are:

- SIP Trunks
- PSTN
- ISDN2 & ISDN30
- Number Translation
- Inbound Geographic & Non-Geographic Numbers

SIP Trunk Services

Thrive's SIP Trunking service provides VoiP Connectivity allowing inbound and outbound telephony for termination with both national and international destinations.

The features below are supported by the network:

- CLIP (Calling Line Identity Presentation)
- CLIR (Calling Line Identity Restriction)
- Emergency Call Divert
- Fraud Alert
- CLI Presentation Flexibility
- Call Barring

The following types of calls are supported:

- Voice calls to/from PSTN or geographic destinations (01,02) [SEP]
- Voice calls to/from non-geographical, corporate or VoIP numbers (03, 05, 08) [SEP]
- Voice calls to/from Premium numbers UK (09) and International [SEP]
- Voice calls to/from Mobile destinations (07) [SEP]
- Voice calls to/from International destinations (00..) [SEP]
- Operator, Emergency and non-Emergency calls (100, 101,111,112, 116xxx, 118, 123 1800x, 195, 999)

Thrive's SIP service can be accessed via various methods including:

- Internet Connection with a direct Voice VLAN
- Breakout from Thrive's SiteConnect Service
- Via JANET Connectivity
- Direct Connection from Thrive's DataCentre(s)

SIP trunking can be provisioned on most types of connectivity including, ADSL, FTTC, EFM & Fibre Ethernet. Numbers of simultaneous calls, and the required call quality will determine the most appropriate technology for the solution. Availability and repair times can also play a part in selecting the most beneficial solution.

One of the key benefits of SIP trunking is the ability to increase the number of SIP channels very quickly and therefore should this be a requirement at any time the underlying connectivity solution should also be able to support this.

Restrictions on Disclosure

Information contained and built within this Service Description remains the property of Thrive unless strict permissions to the contrary have been provided. Information shall not be released nor disclosed either in part or as whole without strict consent of Thrive.

Service Features

Calling Line Presentation (CLIP)

Calling Line Identification Presentation (CLIP) is a service that transmits a caller's number to the called party's telephone equipment during the ringing signal.

If the CPE connected to the network presents a geographic number in the UK National format, the Network will pass these details as the CLI into the PSTN or Mobile network. This outbound presentation will be supported by default if the number presented is as follows:

- A number in the UK national format without a leading zero presented by the Customer Premises equipment (CPE) as the A-number.
- A Geographic Number that is allocated to the Endpoint at order creation
- A Geographic Number that is allocated to the Endpoint at a later date via a Customer Change Request
- A Geographic number that is ported from another Carrier to the Network

Thrive cannot guarantee consistent presentation of intended CLIs for calls made to mobile carriers as successful presentation of the intended CLI is entirely dependent on the mobile carriers use of these numbers and specific call flow.

Emergency Call Divert

Thrive's SIP Trunk Service provides the facility to pre-configure call diverts for both individual numbers and DDI number ranges. Under failure conditions the call divert can be triggered for all pre-configured numbers with a single action, or activate individual diverts as necessary. Once activated, these diverts become effective. The diverted destinations are subject to the same call barring option as the main SIP trunk, e.g. if the user does not allow calls to mobiles, then the divert destination options will also exclude mobile numbers. Customers will only be billed for the diverted leg for all diverted calls. Thrive does not support emergency diverts to international or other numbers which exceed 11 digits in length. Users are constrained to a total maximum of 150 emergency call diverts configured per endpoint at any point in time. Please note that the emergency diverts are enabled within the core network. The range of standard SIP Trunking endpoint features (e.g. fraud alerts, CLI flexibility) do not apply to CLIs with emergency diverts enabled.

Fraud Alert

The fraud alert function is automatically applied to all SIP Endpoints and allows Thrive to set pre-arranged spend limits on individual SIP trunks. These spend limits can be set to monitor both 24hr and 7 day periods with individual figures associated with both. On reaching 85% of the maximum spend in any period, an email and SMS alert will be sent to the nominated contact. If the spend reaches 100% of the agreed limit a further email and SMS will be sent and all subsequent calls from that end-point will be barred. The service can be restored by Thrive once it is agreed any potential issues have been identified or by permission of the customer. Customers are able to opt out of this service at any point.

Note:

- Calls to the emergency services 999, 112 & 18000 will be unaffected.
- Inbound Calls are not affected.
- Calls set-up via the emergency divert function are excluded from the fraud calculation.

Call Barring

By default, calls to international and premium numbers will be barred. Customers are able to modify this profile to allow or restrict access to

- International Numbers
- Mobile Number
- Premium rate numbers (i.e. 09....).

Similarly, customers can modify their barring profile to allow or restrict all outbound and/or inbound calls. Calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied.

Service Details

Maximum Calls Per Second

For security reasons limits will be set for the maximum calls per second. The limits are dependent on the SIP design type.

Per Allocated Channels	Calls/Second Limit
Single Endpoint Design	2
Resilient Endpoint Design	5

If this constraint is reached calls will be rejected.

Codecs

Voice encoding can be either G.711 A-law or G.729-A with either of the two sample periods, 10ms and 20ms. Currently the most common sample period is 20ms although, customers may opt for 10ms, which introduces less latency but requires more bandwidth.

Service Request for Information

The Request for Information service primarily focuses on Thrive fulfilling customer enquiries that are for configuration advice or to raise common queries. These would include the standard "how would I apply x" or "how would I configure y" requests which would be unrelated to a fault, then provision has been made within the Assist program for this.

Network Design Options

Thrive offer 4 designs for the SIP Trunk Service:

Single Site

This offers a single site connected to a single SBC high availability cluster. This requires a single IP address and offers availability of 99.95%. Should the service fail Thrive can offer a temporary call divert however there will be a break in service whilst this is actioned.

Load Share

A Loadshare design offers dual endpoints in a load-share mode where traffic will be shared using a load share algorithm to ensure equal distribution between endpoints. Each SIP endpoint is configured with half of the total channel allocation and is shared between incoming and outgoing calls. In the event of failure at one site the alternative site will take over, however channel allocation will remain the same for that site so only half of the call allocation will be available. As with other dual endpoint designs 2 x IP addresses will be required and availability is 99.99%.

Active/Standby

This design offers dual endpoints in active/standby mode working off geographically diverse SBD high availability clusters. All traffic will route to the primary endpoint and in the event of failure all calls will be routed to the secondary endpoint. This design can have endpoints at either the same or different sites and will require 2 IP addresses. Availability of 99.99% is offered with this design.

Resilience+

The Resilience+ design is designed to offer 2 endpoints where each endpoint is active to selective DDI's and standby resilience is provided by the other endpoint. This offers dual live sites with dual failover options. Individual DDI's or DDI ranges can be allocated to the desired endpoint and traffic is routed accordingly. In the event of connection or site failure all calls will route to the alternate endpoint.

Benefits of the Resilience+ design include the ability to define both the DDI ranges and channel allocation to each site. In the event that communication to either site is not available then the remaining site will receive all remaining traffic. Resilience+ designs do not have to be symmetric e.g. in a 100 channel deployment channels can be allocated in a 60/40, 70/30 etc. configuration if desired. 2 x IP addresses will be required for this design and an availability of 99.99% applies.

Dialler Policy

Thrive will not accept any dialler traffic onto its SIP trunking service and will take efforts to remove such traffic if/when detected.

This is based on the operational need to safeguard the network and ensure that optimum service levels remain available to all SIP trunk services. The SIP traffic is actively monitored and customers will be contacted to resolve any issues.

Calls & Lines Service

Thrive's Calls and Lines service comprises of two Product variables:

- Calls through Carrier Pre-Select (CPS)
- Line Rentals through Wholesale Line Rental (WLR)

Thrive's CPS service allows users to make outbound voice and data calls from a fixed PSTN (analogue) and ISDN2 and ISDN30 BT access line to any destination over the public telephony network.

Thrive's WLR service allows users access to the public telephony network in order to make and receive calls, and provides geographic telephone numbers within the national dial plan. The service covers PSTN and ISDN2 and ISDN30 access lines. Thrive will supply one consolidated customer bill for calls and line rental.

Thrive can either provide new installation of services or can transfer existing BT Openreach services, providing in-life support and maintenance.

Calls

Outbound Calls are delivered over a public network selected by Thrive through our CPS service or through wholesale arrangements with Gamma.

Calls cannot be delivered over non-BT (Openreach) lines and some services offered by BT Openreach are not available on Thrive's services:

- Social Telephony (e.g. Light User scheme)
- MSN – individual CPS configuration for each CLI
- Public and managed payphones
- Inbound only CLI (e.g. Call Sign and By pass)

A customer who has CLIs with any of the below services cannot have Thrive's CPS service at any time on those CLIs while these services are used. These will be rejected as conflicting services:

- Subscriber Pulse Metering
- Internet for Schools
- BT Featurenet and BT Embark Service Options

Customers may choose to bar certain destinations.

- International Numbers
- Premium Numbers
- 118 Numbers
- All Numbers

Line Rentals

The following line types are available as part of Thrive's VoiceConnect service.

- PSTN Lines
- ISDN2e
- ISDN30e
- DDI Numbers
- Calling Features

Thrive can provide the installation of new services or transfer existing services and numbers. All services can be provided with standard or enhanced care levels dependent on the individual site requirements. Services are provided through BT's WLR3 service however the following line types cannot be provisioned or transferred to Thrive.

- Featureline
- Featurenet

For customer who have BT Featureline services, these can be transferred but will be converted to standard PSTN services and will lose any of the included features provided with the product.

Calling Features

Thrive's line rental service allows Calling Features to be added to the line. The table below shows the features available on the individual line types. Some of these services will attract a rental charge and in some cases a connection charge. This will be provided at the time of quote/order.

PSTN Analogue

Calling Feature	PSTN Line	Main Line of Multiline Group	Aux Lines of Multiline Group
Call Barring (Admin Controlled)	Yes	Yes	n/a
Call Barring (Customer Controlled)	Yes	Yes	n/a
Call Diversion	Yes	Yes	n/a
Call Diversion (Admin Controlled)	Yes	Yes	n/a
Call Return	Yes	No	No
Call Waiting	Yes	No	No
Caller Display	Yes	Yes	n/a
Caller Redirect/CNI	Yes	Yes	n/a
Presentation Number	Yes	Yes	n/a
Remote Call Forwarding	Yes	Yes	n/a
Ring Back	Yes	No	No
Smart Divert	Yes	Yes	n/a
Three Way Calling	Yes	No	No

ISDN Digital

Calling Feature	ISDN2 System Access	ISDN2 Standard	ISDN30
Anonymous Call Reject	Yes	Yes	Yes
Admin Call Forwarding	Yes	Yes	Yes
Customer Controlled Call Forwarding	Yes	Yes	Yes
Calling Line Identity Presentation	Yes	Yes	Yes
Calling Line Identity Restriction	Yes	Yes	No
Connected Line Identity Presentation	Yes	Yes	No
Connected Line Identity Restriction	Yes	Yes	Yes
Presentation Number	Yes	Yes	Yes
Direct Dial In (DDI)	Yes	No	Yes
Call Waiting	No	Yes	n/a

Outgoing Call Barring

Thrive provide an Outgoing Call Barring (OCB) service on all traffic that routes over its network through programming or Carrier Pre-Selection.

This service will bar the following destinations:

- Premium
- Mobile
- International
- 811
- All Calls (except 999 and Free phone)

This service is provided free of charge. Please note if an override code is used, this will bypass this barring, routing the call to the selected network provider. Where this is BT and no other barring is in place calls will be billed at the higher BT Wholesale rate.

Customer Controlled Call Barring

This service allows End Users to bar certain types of outbound or inbound calls, and include the following destinations:

Bar All Calls except (999,112,150,151,152,154, 0800, 12822,144, CPS and reverse charge calls)

Bar National calls, International calls, and calls to mobiles

Bar International calls Bars all operator connected calls

Bars call to numbers with * or # in them, this will include some Calling and Network features but does not bar Call Barring itself.

Premium Rate Calls

Inbound Calls

There is no restriction on having an outbound call barring option active at the same time as an inbound call barring option

To prevent misuse, a PIN is provided to the End User. If the End User requires a new PIN then this can be requested from Openreach.

Admin Controlled Call Barring

This service allows the End User to restrict certain types of call on their line. The preferred barring option is selected when Admin Controlled Call Barring is requested and cannot be changed by the End User using a Touchtone handset, but instead only through a subsequent request to Openreach via Thrive.

If the End User wishes to be able to change their barring arrangements at their convenience, they should use Customer Controlled Call Barring.

As with Customer Controlled Call Barring, Admin Controlled Call Barring functionality has certain restrictions when used with Wholesale 1571 and Diversion options.

Call Diversion Options

There are 2 main variants of Call Diversion

Please note that these variants can only divert to selected International destinations as mentioned below:

Australia, Bahamas, Bermuda, Canada, Cyprus, Denmark, Finland, France, Germany, Hong Kong, Ireland, Malaysia, Norway, Poland, Singapore, Spain, Sweden, United States (excluding Hawaii)

Customer Controlled Call Diversion

This service enables the End User to have all calls diverted to another number anywhere in the UK, some overseas destinations, or to a mobile phone.

An End user can choose to:

- Divert All Calls
- Divert on no reply
- Divert when the line is busy
- Divert on no reply or when the line is busy (system X exchange lines only)

A message is given to the caller when diversion on "no reply" is activated, however the option exists for the caller to hear no message, through the option of Call Diversion no announcement. Up to 8 calls can be diverted simultaneously or up to 12 on lines connected to a system X exchange.

Where Carrier Pre-Selection is in place calls will route through this service. The service is available via a monthly renal charge which allows unlimited usage or via a Pay per Use arrangement where no monthly charge applies, but a charge is made each time the service is used. The Pay per Use arrangement is in place as default. As with the Call Barring restrictions, if Call Diversion and one of the Call Barring options are to be used, then the Call Diversion option must be applied to the line before the Call Barring option.

Admin Controlled Call Diversion

Admin Controlled Call Diversion enables the End User to have all calls diverted to another number anywhere in the UK, most oversea destinations, or a mobile phone When using Admin Controlled Call Diversion all incoming calls are diverted irrespective of whether the line is in use or not, and no changes can be made using a Touchtone handset.

If the End User wishes to be able to change their diversion arrangements at their convenience, then they should subscribe to Customer Controlled Call Diversion.

As with Customer Controlled Call Diversion, Call Waiting and Call Barring will be affected if used together.

Presentation Number

Presentation Number (PN) is a service that allows End Users to specify an alternative telephone number for the CLI on outgoing calls. When the End User calls out the recipient will see the Presentation Number and not the actual line number on any Caller Display equipment they may have, or where they use the 1471 Call Return service the Presentation Number will be the number stored.

There are many uses for PNs, but utilising different numbers so return calls are routed correctly within an organisation is a sizeable benefit.

The Ofcom regulations governing the use of PN are:

- The telephone line for which a PN is being requested should be allocated to the customer requesting the PN.
- A connection must be able to be made for incoming calls as a result of dialling the PN i.e. it cannot be purely outgoing.

The Presentations Number cannot be:

- A number that does not start with 0
- A premium rate number in the 09 number range
- An International number
- A number associated with a line where incoming calls are barred
- Provided on a line that is in the course of provision as the line is required to be fully operational.

Remote Call Forwarding (analogue lines only)

Where a customer ceases service and takes up service elsewhere, or has a line renumbered, Remote Call Forwarding (RCF) can be used to divert calls to an alternative number.

RCF can also be used where the End User wishes to advertise a number from a certain area where they do not actually have a physical presence, which is known as a "New Presence number".

The most common usage is when an End User moves address into a new exchange area and cannot retain their existing number(s).

With RCF up to 8 calls can be diverted simultaneously, or up to 12 on a system X exchange.

Calls made to a number that has Caller Redirect on are charged to the caller at the usual price, but the diverted leg of the call which will route via Carrier Pre-Selection where applicable will be billed to the customer.

The service is different to most other Calling and Network features in that it replaces a working line rather than being an additional service.

Three Way Calling

This service allows End Users to speak to two other people at the same time even if one of them is abroad. The End User can include or exclude either party at any time during the call.

There are 2 payment option for 3 Way Calling, a monthly rental which allows unlimited usage, or a Pay per Use. The Pay per Use is provided as default.

If an End User is on a 3 Way Call and they also have Call Waiting then the Call Waiting service will not work.

Calling Line Identity Presentation (CLIP)

CLIP allows the End User to receive and display the calling party's line identity (CLI or Telephone number) before answering the call. The called party will only receive this information if the caller has no restricted the sending of their number and if they have subscribed to the CLIP service.

Calling Line Identity Restriction (CLIR)

End users can request that their identities (CLI) are not revealed at any times through the use of this service, and can release the CLI if required on a per call basis by using the "1470" code.

Connected Line Identity Presentation (COLP)

COLP allows the End User to receive the line identity (CLI) of the customer to whom their outgoing call has been connected

The COLP service is not automatically provided, and would need to be ordered through the WLR 3 system

To use COLP the End User will need terminal equipment that supports this service, and they should check compatibility with their system supplier

Connected Line Identity Restriction (COLR)

COLR prevents the line identity being seen by customers that use the COLP or Terminating Line Identity service.

Multi Subscriber Numbering (MSN)

The MSN service allows up to 10 directory numbers to be assigned to an ISDN line, and is only applicable to ISDN 2 Standard lines.

Incoming calls can be presented over any of the channels and the network sends digits to switch to identify the terminal/port/application that the call is for. CPE must be compatible with this service, and it is the End User's responsibility to ensure compatibility.

On each outgoing call the individual terminal will provide its programmed MSN digits to the network for identification purposes, and if no digits are sent the network will use the main billing number as its source of identification. This information is then used to generate the Calling Line Identity.

All Digital calling features are applicable to all MSN numbers on the line, and cannot be set up individually. Number options vary from 2 – 10 numbers and can be contiguous or non-contiguous.

Direct Dialling in (DDI)

Applicable to ISDN 2 System and ISDN 30s, DDIs allow a direct access to an extension user without going via the main CLI. With DDI a range of numbers is allocated to a group of channels and each extension is assigned a DDI number taken from this range. An installation must be a minimum of 2 channels

Each ISDN circuit can be assigned a maximum of 5 separate DDI ranges, each range consisting of a minimum of 10 consecutive numbers, and all numbers linked to the same set of Calling and Network features.

A mixture of DDI and SNDDIs can be installed on the same installation with all numbers using any of the available channels. The CPE must support this service and it is the responsibility of the End User to ensure compatibility.

Single Number DDI (SNDDI)

Applicable to ISDN 2 System and ISDN 30s, SNDDI allow for the provision of individual single numbers as DDI ranges, opposed to the standard DDI range which allocates numbers in multiples of 10.

Flexible Appointing

A flexible appointment service is available. These appointments will cover:

7am – 8am Monday to Friday 6pm – 9pm Monday to Friday Am/Pm Saturday

Flexible appointments will benefit the end user through the ability to provide a service more attuned to their needs. Please note that flexible appointments cannot be implemented where they shorten the normal service lead time or fall on a public/bank holiday or Sunday.

More Focused Appointments (MFA) (Mon-Fri)

This service offers an engineer arrival on site either between 10:00 and 12:00 or between 14:00 and 16:00.

Excess Construction Charges

In some cases, Excess Construction Charges (ECCs) may need to be raised in addition to normal connection charges where additional infrastructure is provided to give new or extended service at an End User's site or other requested location where Openreach would otherwise not choose to extend its network on the basis of normal commercial criteria.

When service is requested and additional infrastructure is required, a survey will be carried out and charges will be individually assessed based on the following elements.

These charges are in addition to the standard connection charges which will apply for the applicable service:

- Breaking/Drilling through a wall
- Provision of other building entry points (e.g. underground through floors)
- Provision of Telegraph Poles
- Cable (Fibre or Copper) installed into a duct, buried or installed on poles, including any jointing required
- Copper cable supplied for the End User to lay to agreed entry and termination points
- Directly buried armoured cable (in addition to cable charges)
- New ductwork (including jointing boxes and any wayleave costs)
- Trunking and tray work within the End User's premises
- Provision of a new footway box on an existing duct route to connect to the BT network

Time Related Charges

Time Related Charges (TRCs) may also need to be raised to cover time spent by Openreach engineers on repairing faults where this work is not covered under the terms of the Openreach service, i.e. damage to cabling on site, or matters outside of Openreach's control. They are also applied for providing or rearranging services or equipment where standard Openreach charges are not available The following types incur Time Related Charges:

- Repair of End User owned wiring (i.e. any wiring within the boundaries of the End User's property)
- Repair of End User owned equipment
- Time spent educating users in how to use Calling and Network Features
- Provision work outside of normal working hours
- Provision work beyond the main NTE or Network Termination Point (NTTP)

Calculation of Time Related Charges

Time Related Charges will apply in addition to a visit charge where the work undertaken is at an End User's premises. Charges are per hour (or part of an hour) and vary depending on when the work takes place, i.e. weekday business hours, or over the weekend. Charges are raised on a per engineer basis, and as such if multiple engineers are on site, charges will be multiplied by the number of engineers For full details on pricing for these charges, please refer to the Line Rental Pricing matrix which can be found located on the Gamma Portal.

Directory Entries

The End User shall be provided with a directory entry for both their main and DDI numbers, as chosen during the order process. Any request to add special entries may incur additional cost. Any transfer that Thrive adopts through the transfer of a line will be billed at Thrive's Directory prices.

The following types of DQ entry are available:

- Ordinary
- DQR (Directory Entry only) ⬚SEP
- XNDC (Ex-Directory No Calls) ⬚SEP
- NQR (No Directory Entry)

Service Management

Service Delivery

The following table highlights the key elements of how Thrive will manage the VoiceConnect service.

Service Delivery	Installation lead times are subject to access type and carrier lead times. General lead times are as follows and are subject to survey. Additional lead time may be required for configuration and any equipment installation where a managed service is provided. • PSTN – 10 Working Days • ISDN2 – 15 Working Days • ISDN30 – 20 Working Days • SIP Channels – 10 Working Days Once orders have been accepted a survey may be required to confirm the work needed to install the new service. This survey should identify if the standard lead-time can be met or if any additional work is required that adds cost and/or extends the lead-time.

PSTN/ISDN Care Levels

Target response times for incidents affecting Thrive Line Rental services are based on the care level package purchased or included.

Care Level 1

This care level is included within the Line Rental price for Basic Single Lines and not available on any other WLR products.

This level of care will operate 24 hours a day Monday to Friday excluding public and bank holidays. Openreach will aim to clear the fault by the end of the next working day + a day i.e. if a fault is reported on Tuesday at any time; resolution should be actioned before 23:59 on Thursday.

Where out of business hours appointments are required this will have associated costs applied, and be subject to end user availability.

Care Level 2

This level of care will operate 24 hours a day Monday to Saturday excluding public and bank holidays. Openreach will aim to clear the fault by the end of the next working day i.e. if a fault is reported on Tuesday at any time; resolution should be actioned before 23:59 on Wednesday.

Where out of business hours appointments are required this will have associated costs applied, and be subject to end user availability.

This care level incurs an additional cost for PSTN & ISDN2 lines but is included within the rental charge for ISDN30 services.

Care Level Business 2 Plus

This care level is included within the Premium Line Rental price.

Care level 2 plus is an enhancement of care level 2, designed specifically with business in mind; it offers a prioritised repair Service Maintenance Level. Openreach will aim for an enhanced repair standard of 80-85% of faults fixed with in this service level. Focused appointments will be offered at a reduced cost with two additional appointment slots available within this care level; late morning 10–12noon & early afternoon 2–4pm. In addition, Named Engineer service is included; this provides the engineer's name 48 hours in advance of the provisioned appointment.

Care level Business 2 Plus includes Smart Divert as standard; this enables you to divert to any UK, fixed, mobile or 0800 number plus some overseas numbers. The 'Divert to' number can be changed remotely, no one off connection charge and no on-going rental.

Care Level 3

This care level incurs an additional cost.

This level of care will operate 24 hours a day including public and bank holidays. Openreach will aim to clear the fault on the same day if reported before 12:59, or by 12:59 the following day if reported after i.e. if a fault is reported before 12:59 on Tuesday, resolution should be actioned before 23:59 Tuesday.

Where out of business hours appointments are required this is subject to end user availability.

Care Level 4

This care level incurs an additional cost.

This level of care will operate 24 hours a day including public and bank holidays. Openreach will aim to clear the fault within 6 clock hours from when the fault is accepted i.e. if a fault is reports at 00:00 resolution should be actioned before 06:00.

Where out of business hours appointments are required this is subject to end user availability.

SIP Availability

SIP availability is defined as the ability of a Service to perform its required function over a stated period of time. It is reported as the percentage of time that a Service is available for use by the Customer within agreed Service Hours.

Availability is calculated as:

Total number of minutes in the measurement period – Unplanned Downtime x 100

Total number of minutes in the measurement period

Availability Measurement Period: 1 Calendar month.

SIP Trunk Endpoint	Core (1)	Non-Core (2)
Availability Target	99.99%	99.50%

(1)   Core functions are defined as Switching infrastructure, transmission equipment and core network, the service that supports call routing and termination.

(2)   Non-Core functions are feature based services such as Call Divert

Fault Rectification

The following definitions will be applied to faults raised on the SIP Trunking product:

Severity	Description	Time to resolve
Priority 1	Critical Fault - Loss of service - Multiple services affected	4 clock hours

Priority 2	High - Loss of service - Single Service	8 clock hours

Support

Thrive will work to the following targets in relation to incidents and service requests.

Incidents

Unplanned interruptions to a service, reductions in the quality of a service, or failures that have not yet impacted a service, will have one of the following priority levels assigned.

Where possible, the priority selected should be agreed between the TAC and customer representatives, based on the available understanding of the incident's impact and priority.

Priority & Description	Receipt Confirmation	Engineering Response
Priority 1. A node, system, or cluster is down, is unable to serve data, is in a state of frequent or repeating panic or hang, or is in a state of degraded performance sufficient to prevent normal business operations.	30 Minutes	15 Minutes
Priority 2. A node, system, or cluster is experiencing an infrequent, isolated, or intermittent panic or hang or is in a state of degraded performance that allows business operations to continue, but at an inconsistent or less than optimal rate.	30 Minutes	15 Minutes
Priority 3. A node, system, or cluster is experiencing an issue, anomaly, or cosmetic defect that has little or no business impact.	30 Minutes	2 Hours

The priority assigned to each incident may change throughout its lifecycle, in order to accurately reflect the situation as it evolves. Any changes will be with customer agreement.

Service Requests

Requests for information, advice, and standard changes, will be assigned the following priority and targets:

Priority	Receipt Confirmation	Engineering Response
4	60 Minutes	8 Hours