



Business Continuity Solution

Introduction

KCOM Business, at the request of an existing customer, has designed a business continuity solution (disaster recovery) to implement and trial in the next 60 days. KCOM will also use this trial to test the support, fault and billing processes **plus** the potential to market this as a standard service to other customers or prospects.

Service Overview

The current business opportunity is to provide a telephony only business continuity solution to an existing KCOM Business customer in Hull.

The proposed network based solution will use our IN platform in Civic exchange to store an emergency plan that, when invoked, will capture a customers' existing PBX call traffic on our IN switch, translate those numbers to emergency mobile and/or home worker numbers and then onward route the calls over the public network to terminate on the mobile or home worker telephone of the nominated staff member (no further routing thereafter).

The emergency plan will be invoked by the authorised customer representative dialling securely into our web-based DTMF facility (existing IN feature). This functionality is existing and a proven service feature for normal business activity and also for bespoke business continuity plans.

Service Tariff

Service Tariff	Exc. VAT	Inc. VAT
Set-Up Charge	£750.00	£900.00
Per Plan (Max. 20 DDIs per plan)	£50.00	£60.00
Service Change - Minor	£50.00	£60.00
Service Change - Major	£150.00	£180.00
Annual test of plan	£250.00	£300.00

Mobile outbound call usage charges (as per existing MB02 Tariff for Business Mobile users)

Home worker outbound call usage charges (as per existing public network local, regional and national calling tariffs)