



## Network Call Recording - Product on hold until further notice

### Service description

Network Call Recording is the ability to record, store and retrieve voice calls without the need for any Customer Premise Equipment (CPE). The content of the conversation, along with the details or data wrap that surround the call (such as the date and time of the call), is stored so that the call can be searched for, located and listened to via an online portal by users with the appropriate access rights.

The Network Call Recording product from KCOM will allow customers to record voice calls on the following services:

NTS – inbound calls

Direct Connect – inbound and outbound calls

### Note

NTS includes all 01, 02, 03, 08 and 09 numbers that are built onto the Intelligent Network Platform. Product names include: 03, 0800, 0844, 0845, 0870, 0871, all 09 PRS, FreeCall Plus, LoCall Plus 0845, LoCall Plus 0844, NationalCall Plus 0870, NationalCall Plus 0871, PremiumCall Plus, UK-Wide 03, SMART Numbers (beginning 01) and Local Presence (beginning 01 and 02).

### Customer requirements

Customers will need to have:

NTS numbers from KCOM in order to record inbound calls on those NTS numbers or

Direct Connect services to the KCOM network in order to record inbound and or outbound calls

Access to the internet in order to search for and listen to call recordings

### Charging structure

For all KCOM customers requiring Network Call Recording the following charging elements will apply:

**Set Up** – this is a one off charge for any customer requiring Network Call Recording on any of their applicable services. This set up charge will be applied only once to each customer. So, for example, if a customer required recording on their NTS numbers they would be charged one set up fee. If they later came to us to request Network Call Recording on their directly connected services or different NTS numbers they would not be required to pay another set up fee. This charge relates to the provisioning of the recording solution on the customers required service along with access to the Network Call Recording website to enable the customers to search for and listen to their Network Call Recordings.

**Pence Per Minute Rate** – a pence per minute rate will be applied for all calls once Network Call Recording has been applied to a service. This pence per minute rate is for the Network Call Recording aspect only and will not substitute the charges or outpayments applied for their existing services. For example, if an



NTS customer has an 0800 number for which they are paying a charge of 3ppm for and they required Network Call Recording to be applied to this 0800 number they would be charged 3ppm for the 0800 service plus an additional ppm rate for the Network Call Recording. The ppm rate will appear as a separate line item on the customers' bills.

**Long Term Storage Charge** – when calls are recorded KCOM will store the Network Call Recordings on behalf of the customer for free for the first 6 months. After this initial 6 month free period the Network Call Recordings will be deleted or at the request of the customer, can be stored for longer periods of time. If the customer requires access to their Network Call Recordings for longer than 6 months KCOM will apply charges. These charges will be a pence per minute rate applied monthly based on the number of minutes stored for longer than 6 months and will appear as a separate line item on the customer bill.

**Network Call Recording - Enhanced** – customers will be able to access enhanced functionality through SelfCare for their Network Call Recording service. This enhanced functionality will be charged using a monthly rental and is detailed below:

Near real time provisioning of Network Call Recording on NTS numbers

Creation of sub accounts for end users that allows grouping of numbers and restricted view access for the end users to the Network Call Recordings

Re-branding of the Network Call Recording website with ability to upload logos and colours

## Call charges

	Price	
	Exc. VAT	Inc. VAT
Set Up - one off charge	£2,500.00	£3,000.00
PPM Day, Evening and Weekend	1.00ppm	1.20ppm
NCR Enhanced	£50.00 per month	£60.00 per month
SecurID Token for access to NCR Enhanced	£100.00 per token	£120.00 per token
Storage – Short Term	Free for 6 months	Free for 6 months
Storage – Long Term *	0.10ppm	0.12ppm

\* The Long Term Storage Charge will apply to all call recordings that the customer has elected to keep for longer than 6 months. This charge will be applied on a monthly basis.

## Off-site storage

The Network Call Recording solution described above assumes that KCOM will store all calls on KCOM owned and managed servers. In addition to this solution we can offer an “Off-Site Storage” solution to customers that enable Network Call Recordings to be sent from the KCOM network directly to a customer site and customer owned and managed server. The prices for setting this up will be a bespoke price subject to design and feasibility.



## Lead times

Network Call Recording	Simple provides (<50 numbers and/or lines)	10 days
Network Call Recording	Complex provides (>50 numbers and/or lines)	20 days
Network Call Recording	>1000 numbers and/or lines	bespoke lead time to be agreed
Network Call Recording (Enhanced - using SelfCare)	Simple provides (<50 numbers and/or lines)	15 days
Network Call Recording (Enhanced - using SelfCare)	Complex provides (>50 numbers and/or lines)	bespoke lead time to be agreed
Network Call Recording (Enhanced - using SelfCare)	>1000 numbers and/or lines	bespoke lead time to be agreed

## Conditions

Customers will not be able to use Network Call Recording on the following services:

Centrex

IDA

CPS

Hosted IPT

VOIP

This list is not exhaustive but does list the main product exclusions.

For customers requiring Network Call Recording Enhanced (provided through SelfCare):

If a customer is already using SelfCare for NTS routing changes and the customer subsequently chooses the enhanced Network Call Recording functionality, their service for NTS routing changes will remain unaffected. All existing Tokens previously used for the NTS routing changes will be able to access the enhanced Network Call Recording functionality subject to allowing user privileges set by the administrator.

If a customer does not already have access to SelfCare and therefore does not have a Token to enable access, they will be required to purchase one. All additional tokens required will be charged at £100 each. Tokens last approximately 18 months to 2 years after which customers will be required to purchase new Tokens.

If a customer requires additional Tokens they will be charged at £100 each.