

# Application form and Service Description for JT BUSINESS CONTINUITY VOICE RE-ROUTING

Company name	Site name
Account no	
Copies held by 1 (the "Customer")	
Customer name	

2. JT
- 24/7 Team Supervisor
  - Hosting Services
  - Engineers – Core Network

## Application for Service

Please complete this form in BLOCK CAPITAL LETTERS in black or blue ink. Before applying for this Service, we strongly advise that the JT Disaster Recovery Service and the JT Business Continuity Voice Re-routing service Product Description that applies to this Service are read. The relevant Terms & Conditions are available from our dedicated Business Solutions team on 882 345 and they can be downloaded from our website [www.jtglobal.com/business](http://www.jtglobal.com/business)

**Personal information:** To provide services to you, we need to handle personal information about you and this will be processed in accordance with the Data Protection (Jersey) Law 2018 / Data Protection (Bailiwick of Guernsey) Law 2017 and in accordance with our Data Protection Notice which can be found at [www.jtglobal.com/GDPR](http://www.jtglobal.com/GDPR). By completing this form you are consenting to us using this information to provide you with service(s). Your information will be retained for up to a maximum of 6 years after the end of your contract with us. You have a right to ask for a copy of the information held about you in our records. If you require us to correct any inaccuracies please email [customer.services@jtglobal.com](mailto:customer.services@jtglobal.com). Full details of your rights can be found at [www.jtglobal.com/GDPR](http://www.jtglobal.com/GDPR).

We will also use your personal information for the purposes of our legitimate interests; namely to keep you updated with news about our products and services, run credit checks where necessary, and share your information within the JT group of companies who may send you details of other goods and services which may be of interest to you. Please confirm you wish to receive these types of marketing communications, by ticking this box . The marketing preference options you select will not affect the delivery of your bill.

## Declaration

I/We are over 18 years of age and have read the Terms & Conditions and specifications that apply to and govern this Contract and sign with full knowledge of them. I/We also understand that I/We may be liable for any costs incurred by JT in connection with the provision of JT Disaster Recovery Telephony Re-routing Service if I/We cancel this order before the Service commences.

Signature(s)	Full name(s)
Job title	Date

Applications by Partnerships should be signed by a partner 'for and on behalf of' the Partnership. Applications by Limited Companies should be signed by an Authorised Signatory 'for and on behalf of' the Company.

## 1 Scope

This document refers to all persons involved in the implementation of the "Service" providing a Disaster Recovery Plan for  in Jersey.

"All persons" will include the JT Hosting Services team, the Account Director and the Core Network teams.

The principal contact from  for all matters concerning the disaster recovery process will be

The Customer contact numbers and a list of personnel who are authorised to activate or de-activate the Service are shown in **Appendix A** (a "Representative").

This document shall be deemed to form both the Product Description and the application form of the Service for the purposes of the Disaster Recovery Terms and Conditions of Service.

## 2 Introduction

Offices are located at:

It is intended that, during an emergency, telephone calls to specified numbers will be diverted to other numbers outside of the Island of Jersey but within the UK numbering range.

JT will arrange for the specified number ranges or specific numbers to be transferred to the corresponding receiving numbers. This will be achieved upon Activation of the Disaster Recovery Plan, by the running of the appropriate data file. The Disaster Recovery data file will be held in permanent storage on the JT Network Operations Server. A list of the transferring and receiving numbers that will be contained on the data file is given in **Appendix B**.

## 3 Hours of Operation and Response Times

The Service may be activated at any time and on any day of the year. JT will respond within:-

- one hour of a request to activate or de-activate the Service during office hours of 8.00 am to 5.00 pm Monday to Friday (excluding Bank Holidays) and;
- two hours of a request to activate or de-activate the Service outside of office hours.

## 4 Process for Activation and De-Activation

Activation and de-activation of the Service can only be initiated by those individuals named in **Appendix A**.

### 4.1 Activation

4.1.1  will telephone JT Hosting Services on 882 118.

4.1.2 The Customer will advise the JT Hosting Services representative that they are calling to initiate the

Disaster Recovery Plan.

4.1.3 The caller must quote their name and the agreed password.

4.1.4 The Customer will state if the changeover is to take place immediately (i.e. as soon as possible) or is to be scheduled for a specific date and time.

4.1.5 The JT Hosting Services Representative will log all information including the Company name, representative's name, which  Site is to be activated, a meeting point (when appropriate) and a telephone number where the representative can be reached. – **Appendix C.**

4.1.6 JT will put in motion the process to activate the Disaster Recovery Plan. This will involve calling in a Core Network Engineer.

4.1.7 The Engineer will load the stored data onto the exchange. Immediately prior to activating the new data the JT Hosting Services Representative will contact the Customer's Representative to confirm that the change can proceed.

4.1.8 After the new data has been loaded the JT Hosting Services Representative will contact the Customer's Representative and confirm that the change has been completed. They will then arrange to conduct any tests that are deemed necessary to confirm correct operation.

## 4.2 De-Activation

4.2.1  will ring the JT Hosting Services on 882 118.

4.2.2 The Customer will advise the JT Hosting Services Representative that they are calling to de-activate the Disaster Recovery Plan. The Customer will state if the de-activation is to take place immediately (i.e. as soon as possible) or is to be scheduled for a specific date and time.

4.2.3 The caller must quote their name and the agreed password.

4.2.4 The JT Hosting Services Representative will log all information including company name, representative's name, confirm the  Site, a meeting point (if necessary) and a telephone number where the Representative can be contacted (e.g. mobile). – **Appendix C.**

4.2.5 The JT Hosting Services Representative will put in motion the process to de-activate the Disaster Recovery Plan.

4.2.6 A Core Networks engineer will be made available to prepare for the removal of the transfer data from the exchange.

4.2.7 Immediately prior to taking the data off the exchange the JT Hosting Services Representative will contact the Customer's Representative to confirm that the de-activation can proceed. Having received permission the engineer will remove the transfer data from the exchange.

4.2.8 After the data has been removed the JT Hosting Services Representative will contact the Customer's Representative and confirm that the de-activation has been completed. They will then arrange to conduct any tests that are deemed necessary to confirm correct operation.

## 5 Escalation

Escalation will follow the standard JT process. In the event of difficulties the customer should call 882 118 and report any problems. The table below shows the escalation levels.

1

2

3

4

**All escalations level 1 – 4 must be via the JT Service Management Centre (SMC)**

SMC	SMC Manager or Duty Manager	CI Service Operations Manager	Head of CI Operations
		Lloyd Foley	Sara McCarthy

**Call +44 (0)1534 882345 or +44 (0)207 9202000**



### Appendix B – Details of the telephone numbers to be diverted

Telephone numbers that need to be diverted	Number to transfer to	Remarks

### Appendix C – JT Processes

#### Disaster Recovery activation process

<b>Date</b>	
<b>Time</b>	
<b>Name of JT staff member</b>	
<b>Customer Company Name</b>	
<b>Is the notification full implementation?</b>	
<b>Has the password been given and confirmed</b>	
<b>Which customer site is to be initiated?</b> 1 2 3	
<b>Name of the caller</b>	
<b>Contact telephone number</b>	

### Engineering log

Engineers name	Time	Notes

### Disaster Recovery activation process

Date	
Time	
Name of JT staff member	
Customer Company Name	
Is the notification full implementation?	
Has the Password been given and confirmed	
Which customer site is to be initiated? 1 2 3	
Name of the caller	
Contact telephone number	

41535

#### Contact our Business Solutions team:

T Jersey: +44 (0) 1534 882 345  
 Guernsey: +44 (0) 1481 882 345  
 E [business.solutions@jtglobal.com](mailto:business.solutions@jtglobal.com)  
 W [www.jtglobal.com/business](http://www.jtglobal.com/business)