

Jersey

Application form and Service Description for JT DISASTER RECOVERY TELEPHONY DATA STORE and HOLD SERVICE

Company name:

Account no:

Copies held by
1 (the "Customer")

2. JT
• Hosting Services

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

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. 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. Full details of your rights can be found at 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:

This service allows the customer to provide JT with details of the telephone numbers they would like to be diverted in the event of an emergency situation. JT will hold this information on file and in the event of an emergency situation will be able to divert the telephone numbers listed to the predetermined telephone numbers held on file.

It is intended that, during an emergency, specified number ranges or specific numbers will be transferred upon request, to the corresponding receiving numbers within or outside of the Island of Jersey but within the UK numbering range.

This will be done upon receipt of a phone call from an authorised company representative who agrees to the plan activation and associated activation charges.

The Disaster Recovery Plan will be held in storage by JT. A list of the transferring and receiving numbers that will be held is detailed in **Appendix B**.

3 Hours of Operation and Response Times

A request to activate the Service may be made at any time, and on any day of the year. JT will respond within:

- four hours of a request to start to programme the number diversions during office hours of 8.00 am to 5.00 pm Monday to Friday (excluding Bank Holidays) and;
- six hours of a request to start to programme the number diversions outside of office hours.
- two hours of a request to make changes to the plan whilst the customer's plan has already been activated and is in activation mode.

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 request that the telephone diversion details held by JT of are to be activated.

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

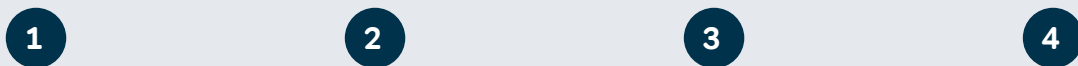
- 4.1.4 The Customer will state if the changeover is to take place immediately (i.e. as soon as possible) or is to be scheduled for a specific date and time.
- 4.1.5 The JT Hosting Services Representative will log all information including the Company name, representative's name, which Site is to be 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 start to programme the data held onto the exchange.
- 4.1.8 After the diversions have made the JT Hosting Services Representative will contact the Customer's Representative and confirm that the changes have 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 An engineer will start to configure the data on the exchange.
- 4.2.7 After the data has been configured 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.



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

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	

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:

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