

Application form and Service Description for JT Business Continuity Voice Re-routing



Company name

Site name

Account number

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 full. 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

Important information: To provide services to you, we need to handle personal information about you and this will be processed in accordance with the applicable Data Protection laws in the jurisdiction. By completing this form you are consenting to us using this information to provide you with service(s).

We will also use your personal information to keep you updated with news about our products and services and run credit checks where necessary. We may share your information within the JT Group of companies and they may send you details of other goods and services which may be of interest to you.

If you do not wish to receive marketing communications, please tick this box.

You have a right to ask for a copy of the information held about you in our records, for which you may be charged a small fee. If you require us to correct any inaccuracies please email customerservices@jtglobal.com

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

DD

MM

YYYY

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

Company name

in Jersey.

"All persons" will include the JT Hosting Services team, the Account Director and the Core Network teams. The principal contact from:

Company name

for all matters concerning the disaster recovery process will be:

Principal contact name and job title

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

| | |
|------------------|-------------------------|
| Company name | Offices are located at: |
| Business address | |

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 Company name 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
Company name Disaster Recovery Plan.
- 4.1.3 The caller must quote their name and the agreed password.
Password Disaster Recovery Plan.
- 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
Company name 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 Company name will telephone 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 the Company name, representative's name, confirm the
Company name 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) | | | |
| Global Service Desk | Global Service Desk Supervisor | CI Service Centre Manager | Head of Channel Island Operations |
| SMC@jtglobal.com | edward.williamson@jtglobal.com | emma.wileman@jtglobal.com | sara.mccarth@jtglobal.com |

Call +44 (0)1534 882345

6. Service Charges

*24 Hours a day **Business Hours only

| Service | One off Charge | Monthly Rental |
|--|----------------|----------------|
| Disaster Recovery Service | £1,000.00 | £100.00 |
| Break out of DDI Range (per 100 numbers) | £200.00 | N/A |
| Changes to Recovery Plan | £200.00 | N/A |
| Additional Plan Test | £300.00 | N/A |

The Service setup charge is £1000 per site however if DDI ranges need to be broken out for specific numbers to be routed, there will be an additional charge of £200 per 100 numbers. A monthly rental of £100 per site also applies.

The Customer will also be liable for all onward call charges incurred through the diversion of calls to the receiving number(s) once the Disaster Recovery Plan is activated.

7. Routines

An annual test of this plan is included as part of the service and additional tests will be charged for at the rates set out in point 6 above. This test will be at the Customer's convenience and may take place at any time other than Bank Holidays. However, tests conducted out of normal working hours will attract standard out of hour's charges.

Requests for an annual test should be made through the Customer's Account Director. A minimum of one calendar months' notice must be given prior to the test date.

will maintain the list of authorised personnel, their contact numbers and any changes in passwords. Any changes will be passed onto the JT Account Director as soon as possible.

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 |