

Application form and Service Description for JT Disaster Recovery Telephony Data Store and Hold Service



Company name

Account number

Copies held by
1. (the "Customer")
2. JT
• Hosting Services

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.jtglobel.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.jtglobel.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@jtglobel.com. Full details of your rights can be found at www.jtglobel.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)	<input type="text"/>	Full name(s)	<input type="text"/>		
Job title	<input type="text"/>	Date	<input type="text" value="DD"/>	<input type="text" value="MM"/>	<input type="text" value="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	

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 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 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.

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

Service	One off Charge	Monthly Rental
Plan Set Up and Store (1-6 lines)	£350.00	£30.00
Plan Set Up and Store (7-12 lines)	£400.00	£35.00
Consultancy	£80 per hour	N/A
Changes to Plan	£200.00	N/A
Activation / De-activation of Plan (Estimate only)	£300.00	N/A

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. Please note that activation of the plan outside of business hours will incur additional charges.

7. Routines

Company name 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.

8. Changes to Plan

Changes to this document and subsequent changes to the data held by JT will attract a charge as per Service Charges in point 6 above. Changes to the plan while in activation mode will attribute additional charges based on JT's time and half engineering and material rates at the time the work is carried out. A minimum of one hour's work will be charged. All changes to the Disaster Recovery Plan should be requested through the Customer's Account Director.

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