

daisy.
PhoneLine+



daisy.

COMMUNICATIONS



Daisy PhoneLine+ Datasheet

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1. Service Summary

Utilising Gamma's PhoneLine+ product, Daisy PhoneLine+ is a competitively priced, simple hosted VoIP solution for businesses in the UK who require an alternative to legacy single line analogue (PSTN) landlines. The service supports all the basic telephony features of a traditional landline and can currently be accessed via a desktop client, web app, mobile app or via an optional IP phone. The ability to use existing phones using an analogue service adapter will also be possible in the future.

PhoneLine+ enables users to manage how and where calls are received via an intuitive interface, ensuring those important telephone calls are never missed. Delivered and fully managed from the cloud, customers who move to PhoneLine+ can be assured the service is highly available, simple to set up and easy to use.

Note: Daisy PhoneLine+ should be considered as individual line-based services where users are provided with their own number(s) rather than shared for the purposes of hunt groups etc. which are not supported.

2. Security

PhoneLine+ is included with Gamma's ISO27001 accreditation which means it conforms to the specification for an information security management system as a framework of policies and procedures that includes all legal, physical, and technical controls involved in an organisation's information risk management processes.

Partner access to the provisioning portal <https://portal.phonelineplus.com/> is password protected and uses SSL protection to ensure security and end to end encryption; end user web browser access is similarly protected.

3. User Features

3.1 Basic Service

3.1.1 Inbound/Outbound Calls

Outbound call routing is available to fixed and mobile national and international destinations including premium rate. Daisy PhoneLine+ will be offered on a choice of tiers including: a PAYG model; an Unlimited tier with unlimited UK local, national and mobile; and an Unlimited tier with limited international calls included. All unlimited minutes will be subject to fair usage. Calls to premium rate and other international destinations are charged according to the Daisy PhoneLine+ call tariff.

Note: Calls from Fax and other modem-based services are not supported on PhoneLine+

Available on: Desktop Client, Mobile App, Web Browser, Physical Handset

3.1.2 Numbering and Porting

Users can be allocated either UK geographic numbers and/or UK (0330) non-geographic numbers. Users are not limited to a single number and can choose which to present as their outgoing CLI. Number porting on PhoneLine+ is only available from single-line geographic numbers and includes availability checking and ordering direct from within the PhoneLine+ partner portal (accessible to Daisy employees). Porting will only be supported from range holders that Daisy have a direct porting agreement with.

Note: Due to billing limitations, customers may receive inclusive calls only when presenting their primary number, the use of additional numbers may result in chargeable events. Non-Geographic number porting is not currently available.

Available on: PhoneLine+ Partner Portal

3.1.3 Activity Log

All activity associated with a PhoneLine+ account is listed in chronological order with the most recent at the top of the list. Call activity can be filtered by: Calls Made, Calls Received, Missed Calls and Voicemail. The same filters are available for Internal calls only, these being calls made within the same PhoneLine+ account. The Account filter shows only administrative activity including the creation and allocation of numbers, and the creation and removal of users within the account.

Available on: Desktop Client, Mobile App, Web Browser

3.1.4 Availability

Users can set their individual status using either a custom status or one of the presets including 'Lunch', 'In a Meeting' and 'Wrap Up' setting. These settings are based on a fixed period of unavailability and can be customised. Users can also set a simple 'Set Yourself Away' option which achieves the same result. When their status is set accordingly, inbound calls will be routed direct to the user's voicemail.

Available on: Desktop Client, Mobile App, Web Browser

3.1.5 Voicemail

PhoneLine+ provides individual user voicemail with options to record, store and upload directly from the desktop client and mobile app. Voicemail greetings are limited to a maximum file size of 500KB and voicemail messages can be up to a maximum of 2 mins in duration. New voicemail alerts are available via email and appear on the user's activity log. Access to voicemail is provided via the user's physical handset (by dialling 100), via email notification, and directly from the activity log. Voicemails are stored for the lifetime of the user's subscription.

Available on: Desktop Client, Mobile App, Web Browser, Physical Handset

3.2 Contacts

3.2.1 Manage, Import and Share

User contacts can be stored on the platform and can be dialled directly from that environment when using the mobile app, desktop client or browser. Users can add new contacts either directly via the software UI or by synchronisation with their existing mobile contacts via the PhoneLine+ App for iOS and Android. In both cases, contacts can be marked as either private or shared within their organisation.

Note: PhoneLine+ contacts are not accessible from a physical handset.

Available on: Desktop Client, Mobile App, Web Browser

3.3 Call Management

3.3.1 Diverts

When users are unable to answer incoming calls, the service offers the following call routing options:

- Keep ringing
- Divert to voicemail with a personalised message after a configurable delay
- Divert to another service user within the same organisation
- Divert to an external number where inbound calls are announced prior to answering, and the dialled number shown.

The divert options are delayed for a minimum of 10 secs and a maximum of 50 seconds before the divert takes effect. For immediate divert to voicemail, the user's status should be set to unavailable. Preferences and changes are saved automatically.

Available on: Desktop Client, Mobile App, Web Browser

3.3.2 Out of Hours

The service provides an Out-of-Hours feature which enables the user to redirect calls based on their availability by specific day and/or time of day. The redirection option for such calls includes voicemail, another internal user, or to a dialable external number. The redirect will be immediate and override any other user divert settings. The voicemail message will be common across all 'Out-of-Hours' day settings and all changes are saved automatically.

Available on: Desktop Client, Mobile App, Web Browser

3.3.3 Call Waiting

During a call, the service user will be alerted to another call waiting by two discreet audio tones, so they can elect to finish the current call and connect the other.

Available on: Desktop Client, Mobile App, Web Browser, Physical Handset

3.3.4 Call Hold

Users can place a call on hold at any point during an active call and choose to play hold music accordingly.

Note: The user remains responsible for ensuring they have the legal right to use any media that they upload.

Available on: Desktop Client, Mobile App, Web Browser, Physical Handset

3.3.5 Call Transfer

User can transfer calls to other members of their organisation. The transfers can be made blind or attended.

Available on: Desktop Client, Mobile App, Web Browser,

3.3.6 CLI Presentation

Where users have multiple numbers associated with their account, they can choose which one to use as their presentation number on a call by call basis. They can also elect to withhold the number in the same way.

Available on: Desktop Client, Mobile App, Web Browser, Physical Handset (CLI withhold only)

3.3.7 Simultaneous Ringing

Simultaneous ringing is available across all of a user's devices where they are currently logged in and have set the devices to allow 'receive calls'.

Available on: Desktop Client, Mobile App, Web Browser, Physical Handset

3.3.8 Call Barring

Administrators can add barred numbers to prevent calls to and/or from specific numbers.

Available on: Desktop Client, Mobile App, Web Browser

3.4 Access Methods

PhoneLine+ supports multiple interfaces/access methods, giving customers both choice and flexibility in choosing whichever is the most appropriate for their needs. They can be used individually or collectively as required.

3.4.1 Desktop Client

Downloadable clients exist for the most recent version of Windows 10 and MacOS Catalina. For earlier version support, contact Daisy Product Management.

3.4.2 Web Browser

Support is available for both Microsoft Edge on Windows 10 (88.0.705.81) and for Google Chrome on Windows 10 (88.0.4324.190) and on MacOS (88.0.4324.192). For earlier version support, contact Daisy Product Management.

3.4.3 Mobile App

Mobile clients are available for Apple iPhone via the app store (current iOS 14.4) and on Google Play for Android (ver 10.0). For earlier version support, contact Daisy Product Management.

3.4.4 Hardware

Hardware supporting PhoneLine+ can be purchased at any time from the [PhoneLine+ Partner Portal](#) when associated with an existing customer account. Please refer to the PhoneLine+ price sheet on the Gamma Portal billing section to view currently available devices. All hardware will need to be configured by the customer by inputting the MAC address on the portal. If you need help with this please see the 'Daisy PhoneLine+ User guide: Managing Devices.'

3.5 Reporting Features

The service platform provides users with a graphical summary view of the historic call activity within their organisation. This includes metrics on total call volume, inbound, outbound, and missed calls together with call duration and time to answer. This data can be compiled as by user or number and reports generated and made available as a downloadable CSV file.

4. Provisioning and User Management

4.1 PhoneLine+ Partner Portal

Authorised Daisy employees will have access to a secure login for the PhoneLine+ provisioning portal at <https://portal.phonelineplus.com/>

Once successfully logged into the PhoneLine+ Partner Portal, the partner will be able to:

- Create and delete customers
- Add/delete users
- Add/allocate numbers to customers (Geo and 033)
- Start a number porting process (Geo numbers only) and monitor progress
- Set permissions (e.g. enable premium rate or international calling)
- Set all contracts to rolling contracts regardless of contract length agreed with Daisy
- Order Hardware

5. Access to Emergency Services

Gamma provide Daisy with a VoIP service as defined by Ofcom. This can be used to support calls to emergency services. Once the service is deployed to the customer, 999/112 public emergency call services can be accessed and will be routed to one of a number of national emergency call handling agents. This emergency call handling agent may not be geographically the closest to the area code indicated by the calling CLI. The CLI presented will always be the user CLI, indicated as a VoIP service type from Gamma, so that the emergency services operator will check the address details on the National Database. It is the user's responsibility to ensure that the address provided via the profile setting within the PhoneLine+ client is always up to date.

Daisy and Ofcom expect that any calls originating from the Gamma network to emergency services will be presented with a CLI relating to the PhoneLine+ service. As a VoIP service, PhoneLine+ may not always be available during a service outage where the end-customer loses connectivity (e.g. owing to a power outage or the failure of DSL routing equipment), or if an end-customer's account has been suspended.

In such circumstances the end-customer should use their Mobile phone to make the emergency call if they do not have an UPS backup. In addition, the end-user should also be made aware that the emergency personnel would need to confirm the identity and the actual location of the caller when they dial 999/112. Channel partners should always clearly inform end-users of the above service limitations related to the emergency services support in line with the Ofcom Code of Practice related to VoIP services.

| 6. Faults, Escalation, and Reporting

Please see the Daisy PhoneLine+ Service Level Agreement for help with faults and escalations.

| 7. Service Level Agreement

Please see the PhoneLine+ Service Level Agreement for guidance on support, response times and service availability.

The background is a solid blue color with several large, overlapping, semi-transparent circles in various shades of blue. Scattered throughout are small, light-colored geometric shapes: clusters of dots, single squares, and nested squares.

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