

PhoneLine+

Service Description V3.1

Gamma Product Management

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Version History

Version	Created by	Approval date	Change reason
V.3	Chris Horne	03/11/2025	New format and new licence tiers
V.3.1	Chris Horne	13/02/2026	Amendment to Number Presentation rules

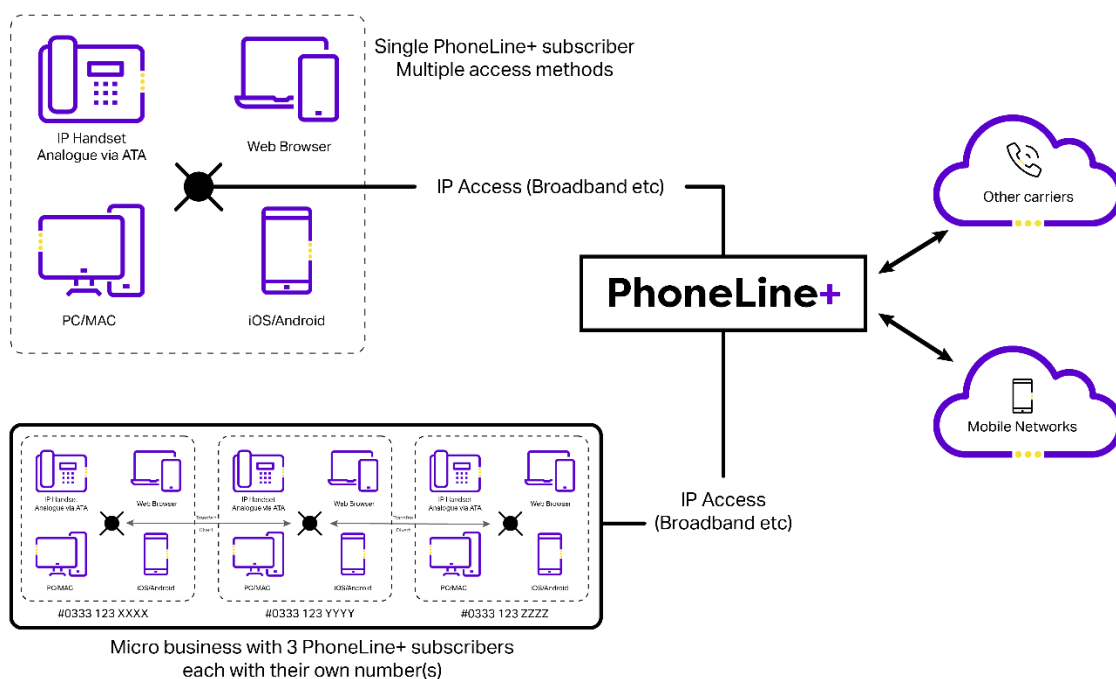
1. Introduction & purpose

The purpose of this document is to introduce the PhoneLine+ product and detail the services offered as part of the product offering.

1.1. What is PhoneLine+

PhoneLine+ is a competitively priced, simple hosted VoIP solution for micro businesses in the UK who require an alternative to legacy single line PSTN landlines or a simple Micro-PBX solution. The service supports the telephony features expected of a traditional landline as well as basic PBX functionality and can be accessed via traditional analogue handsets with the use of an ATA, IP Phones, desktop clients and mobile apps.

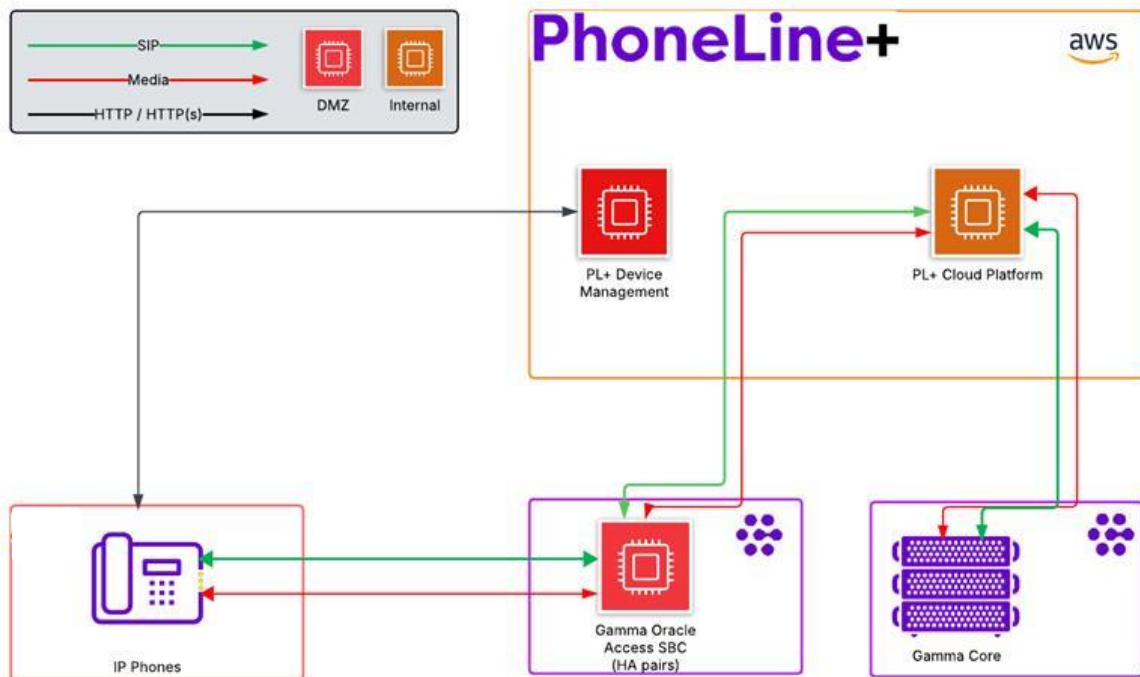
It enables users to manage how and where calls are received via an intuitive interface, ensuring those important telephone calls are never missed. Delivered and fully managed from the cloud, customers who move to PhoneLine+ can be assured the service is highly available, simple to set up and easy to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



2. The Platform

Hosted within a secure, AWS based cloud based architecture, where appropriate PhoneLine+ is built with RFC-compliant code that follows the formal requirements for the protocols in the TCP/IP stack as specified in RFC documents published by the Internet Engineering Task Force (“IETF”)

Fig 1: Network diagram



2.1. 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.

2.1.1. Partner Portal

Partner access to the provisioning portal (<https://gamma-portal.com/>) is password protected and uses Single Sign On (SSO) protection to ensure security and end to end encryption through the Partners existing Microsoft credentials.

2.1.2. Apps and clients

End user apps and clients are password protected; Passwords are stored as SHA256 hashes, and the administration platform utilises both encryption at rest, for all stored data and encryption in transit, mandating connections use HTTPS TLS v1.2 or higher.

3. Solution Overview

3.1. Handsets and Hardware

PhoneLine+ is provided using a range of user-friendly handsets and ATAs (Analogue Terminal Adapters), providing high standards of interoperability and features from manufacturers you know and trust. All Gamma provided devices are shipped, pre-configured for the platform and are designed for simple plug and play deployments; users are assigned to units at the ordering stage, to ensure that when they are plugged in they are loaded with the correct configuration for that user.

For further details see **Section 6.1 & 6.2**

3.2. Numbering

The PhoneLine+ platform includes the options to port in existing numbers from other providers, subject to the details contained on Section 5.1 or to provide new UK Geographic, UK Mobile or UK National Non-Geographic numbers.

Numbers within the platform can be used for the following purposes:

- Allocated to a user as a direct dial
- Allocated to a Team or Menu
- For use of the SMS service (UK Mobile numbers only)

Users who do not have at least one Direct Dial allocated to them will not be able to make any outbound calls, including those to Emergency services.

Gamma also reserves the right to automatically reclaim any unused numbers which have been added to a customers account. Unused is defined as being:

- a) Unassigned for a period of 6 months having never been assigned to a live user or service such as a Menu or Team
- b) Unassigned for a period of 6 months or longer having previously been assigned to a live user or service such as a Menu or Team
- c) Has not passed any inbound or outbound traffic for a period of at least 12 months

3.3. LDAP

Lightweight Directory Access Protocol (LDAP) is an open, vendor-neutral, industry-standard application protocol used for accessing and maintaining distributed directory information services over an Internet Protocol (IP) network. PhoneLine+ utilises this protocol to synchronise the contact directories stored within the platform with our supplied hardware. In order to access this feature, you will need to be using supported, Gamma-provided devices which are running compatible firmware.

This is a built as a “real-time” lookup, therefore nothing will be stored locally on the handset but rather pulled to the device from the PhoneLine+ platform upon request; this will pull stored contacts from both the users personal and global directories. It does not support controls such as server-side

sorting, vlv (Virtual List View) or the adding/modifying of contacts, which will still need to be actioned via the user clients.

3.4. Web Portal and Clients

PhoneLine+ has been specifically designed by Gamma's in-house development teams to provide a simple and intuitive user experience when making and receiving calls, provisioning the service and managing end user. Through the Gamma portal, customers, users and features can be configured and managed either at a company, or individual user level with a simple hierarchy of control.

Our web, mobile and desktop clients extend core functionality to the user's desktop and mobile phone and provide a rich set of features which offer the end user the ability to take, and manage their service from anywhere.

3.5. Gamma Access and Network

The Gamma network is one of the UK's largest Tier 1 providers of voice and data services, switching in excess of 800 million minutes per month over our soft switch infrastructure. Our Next Generation architecture, which interconnects to BT at 650 local exchanges, has been specifically designed to:

- Support the end-to-end automation of customer transactions between our Portal and Network platforms
- Facilitate the rapid development and deployment of new product functionality
- Ensure very high levels of system availability through multiple layers of technical and geographic resilience

We also strongly recommend that PhoneLine+ is provided using Gamma's wide range of Data products. For small site offices we offer a range of IP ready (SoGEA) and Full Fibre (FTTP) options, whereas for any larger deployments requiring data access Ethernet solutions are also available.

By using the Gamma access solutions it enables us to have higher visibility of your voice traffic over our network when you are making or receiving calls, ensuring our focus on quality business IP connections provided to your customer on every call.

What's more, should an issue occur, our helpdesk teams have sight of the entire call route from your customer's site, and is in complete control of resolving your customer's issue.

If you do, however, wish to use a preferred supplier or community network for access, or there is an existing connection already in place helping to reduce costs, the PhoneLine+ product offering is compatible with other access solutions.

We strongly advise that when using non-Gamma access, you review our network guidelines and that hardware devices may not be compatible with non-fixed solutions such as 4G/5G routers or Starlink.

3.6. Contracts

On PhoneLine+ we offer a range of contractual terms; these terms apply at a customer level and so any users added during this term will come in co-terminus to that agreement. For example, if you create a new customer on a 12-month term, then add a second user at 6 months, that users contractual end date will align to the end date of when the original customer was created.

The terms we offer are 1, 12, 24, 36, and 60 months.

4. Customer site

Careful consideration needs to be given to how the service will be deployed at a customer's site, as this may well be a fixed location or indeed a mobile one through the use of the Apps.

Gamma's involvement at the site level is only at fixed sites through any equipment we provide with one of our data offerings, or through preconfigured devices that are purchased with your subscriptions. Outside of these demarcation points, the support of the customer's service lies with the Channel Partner and end customer, and could mean services provided over existing or new mobile devices, or outside of known and trusted Wi-Fi services.

For example, specific access may be needed to access the customer's LAN and configure the firewalls correctly both for data and voice, or additional cabling may be needed, or existing checked and brought up to a suitable level to support IP connections. Maintenance is also another area which, whilst not needed on the actual phone system, would be required on the installation to ensure cabling, power and other key areas are well managed and supported.

Finally, a training and contact strategy should also be considered to ensure the end customer is trained on the configuration requested and the overall solution that has been implemented for their specific need

4.1. Network Guidelines

If you and/or the end user wish to utilise another, non-Gamma access solution, they need to ensure that the solution can meet the requirements and functionality set out below. Failure to meet these requirements will result in quality and setup/support issues.

4.1.1. SIP Registration

IP Addresses	protocol and ports	Function
3.10.92.115 18.133.146.155 3.8.241.101 151.2.128.0/19	Port 5060 UDP	SIP Signaling

4.1.2. Media (SIP Device Calls)

IP Addresses	protocol and ports	Function
18.168.31.118 13.41.31.104 35.179.31.113 151.2.128.0/19	UDP Ports 30000-65535	Media (SIP Device Calls)

4.1.3. WebRTC Media & STUN Support

IP Addresses	protocol and ports	Function
18.169.143.200 18.169.168.70 35.177.138.175 151.2.128.0/19	UDP & TCP Port 3478	Media (WebRTC App Calls) and support of STUN servers

4.1.4. Device Provisioning and WebRTC Support

IP Addresses	protocol and ports	Function
Dynamic	CP/UDP Ports 80 & 443	Device Provisioning and various WebRTC functions to support the mobile and Web Apps operate over ports 80 and 443, which are open in most firewalls as the standard ports for http and https web browsing.

4.1.5. SIP ALG

SIP Application Layer Gateway (ALG) is common in many of today's routers and in most cases enabled by default on enterprise, business, and home broadband routers.

Its primary use is to prevent problems associated with the router's firewalls by inspecting VOIP traffic packets, and if necessary, modifying them to allow connection to the required protocols or ports.

On many business and home class routers, Active SIP ALG will cause a mixture of problems by adjusting or terminating PhoneLine+ traffic packets in such a manner that they are corrupted and cause issues with the service, manifesting in a range of intermittent issues such as; one-way audio, dropped calls, problems transferring calls, handset dropping registration, and making or receiving internal calls.

SIP ALGs should be disabled on all CPE routers, we will not accept any faults or issues raised against PhoneLine+ if a SIP ALG is enabled.

For instructions on disabling this feature please refer to the specific router user guide.

4.1.6. UDP NAT Timeouts

Set UDP NAT Timeout > 300 seconds.

It is recommended that UDP NAT Timeout on the router is set higher than the SIP registration refresh interval for PhoneLine+ phones. That is higher than 300 seconds.

5. Service provisioning

Once PhoneLine+ accreditation has been completed for the services you want to provide, access will be provided to the ordering screens on the Gamma Portal. It is expected prior to submitting an order that the Channel Partner would've fully qualified the requirements and completed all relevant order forms and signed terms and conditions required to contract with the end customer.

The PhoneLine+ service is ordered and delivered as per the below, dependent on the licence type chosen:

Fig 1:

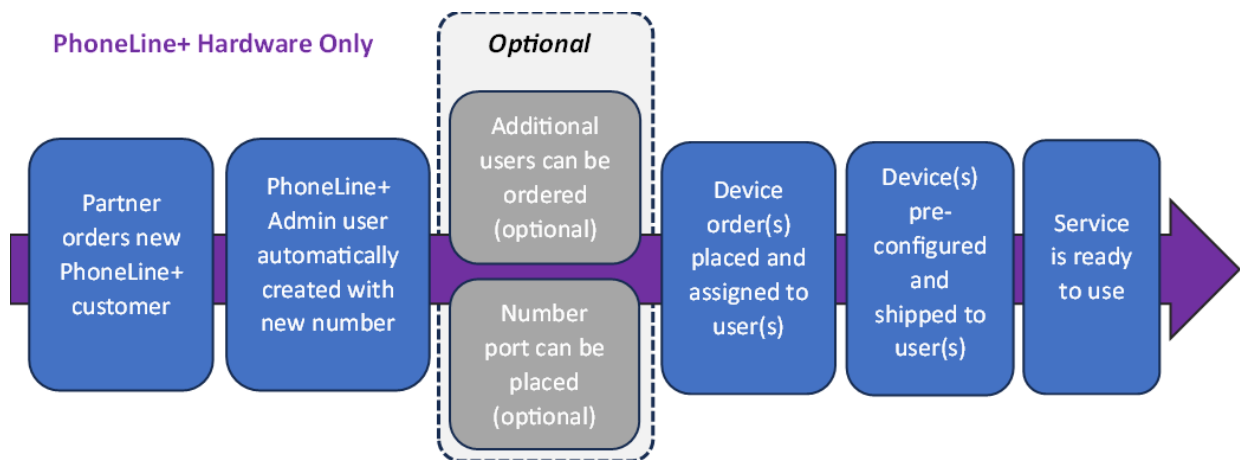
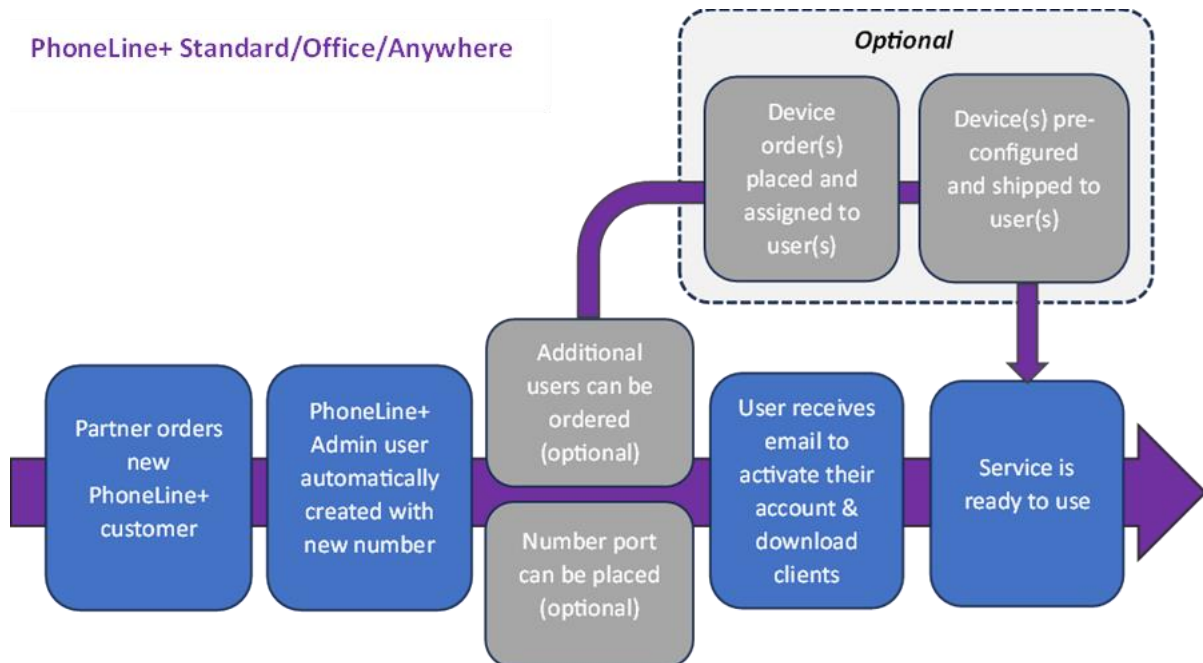


Fig 2:



On some occasions it may be that there is an order placed that fits into either a complex or large order scenario, Gamma may remove this from business as usual processing to ensure further resource is focused at its delivery, stock for specified quantities of phones are checked, and IP Pre-sales have checked the design and discussed this with the Channel Partner, offering assistance where required.

5.1. Number porting

Number porting is subject to the same porting agreements and charges detailed in Gamma's porting guide. To port a number Gamma must ideally have a porting agreement in place with both the current owning provider and the original range holder. A full list of porting agreements can be found on the Gamma Portal or through the Gamma support desks. If no agreement exists, ports can still be placed via our IPEX (IP Exchange) porting journey. PhoneLine+ order port requests can only be submitted once a PhoneLine+ Customer has been created and the order closed.

Number ports to PhoneLine+ can be submitted through the existing GNP (Geographic Number Porting) or IPEX order forms on the Gamma Portal. We also provide a porting API for Geographic Number Ports. You can currently port out mobile numbers provided through the platform but porting in of mobile numbers is not supported.

6. Product Offering

6.1. Hardware

The choice of end customer hardware will depend on the features required for a particular user, or the service you wish to support.

On PhoneLine+, Gamma offers a range of devices from manufacturers such as Yealink and Grandstream; the differences and intended uses between the hardware ranges and manufacturers can be consulted with through our pre-sales team.

Other legacy devices have also been provided on PhoneLine+, and whilst Gamma would always recommend that end-of-life devices are refreshed to supported models, this doesn't mean they will stop working with the platform, on their vendor end of life date. It does mean that no new vendor software will be made available, and Gamma would only be able to provide reasonable endeavors support in the event of an issue occurring. This also means that no further security updates may not be made available by the vendor, which could leave customers open to security vulnerabilities (though this hasn't happened yet).

In the event of a security vulnerability, this will be investigated and maybe tolerated subject to risk and mitigation through design of the PhoneLine+ network. Only in the event that an EOL device posed a significant and unmitigable security threat to the PhoneLine+ network, would Gamma take steps to prevent a device from connecting.

In the case of ATA's, Gamma will only provide support up to the provided hardware and cannot guarantee any third-party devices which are subsequently connected to it.

There is a platform limitation which will not allow more than 50 units of a single device to be added to any single order. Any instances outside of this should be discussed with your account manager in the first instance.

Please see the PhoneLine+ Price List and the PhoneLine+ Device Policy for further details

6.2. Hardware returns

There are times when you need to return or exchange your handset(s), whether it is faulty or if there is an issue with the courier, we have some returns information that you need to follow to get the handset returned and exchanged as quickly as possible.

In the event you need to return or exchange a device please refer to our RMA Checklist and Handset returns process

6.3. Desktop and Web Real-Time Communication (WebRTC) Softphone

This desktop client allows users to make and receive calls from their PC or MAC as well as quickly accessing key settings for their PhoneLine+ service. This client is ideal for users who often work remotely; work from different locations where it is not practical to install a handset or who are regularly on the move with access to Wi-Fi (e.g. hotel stays). Our WebRTC client is a browser based solution that does not require any software to be downloaded, while still providing full feature functionality.

6.4. Smartphone App - Android & iOS

The Smartphone app allows a user to make and receive calls on a mobile device, as well as accessing key settings for their service. It provides all the same functionality as the desktop client above, with the addition of E-SIM. This is an ideal bolt-on for users who often work remotely or who are regularly on the move with access to Wi-Fi or sufficient mobile coverage.

6.5. Desktop and Mobile Clients Usage Guidelines

Please carefully consider the following advice on the use of mobile, web and desktop clients:

We cannot guarantee any aspect of setting up and conducting a PhoneLine+ call over any mobile network, whether using a mobile client, web client or desktop client on a tethered laptop. Mobile networks provide no prioritisation of signaling and voice payload packets and some networks will either block or slow down VoIP packets.

If a customer reports a call quality or availability issue on a desktop or mobile client, please ensure you have checked that a mobile network is not being used to connect to the platform, as we are unable to provide support for such incidents.

Using the clients over 4/5G will consume data that may either result in charges being raised by the user's mobile operator or be counted against the user's monthly data allowance.

On web clients 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 mac OS (88.0.4324.192).

6.5.1. Minimum system requirements

Windows:

- Windows 10 or later (64-bit strongly recommended)
- Works with most modern PCs, including those with Intel Core i5, i7, or AMD Ryzen processors

Mac:

- macOS 11 (Big Sur) or later
- Compatible with both Intel-based Macs and Apple Silicon (M1, M2)

6.6. APIs

An API, which stands for Application Programming Interface, is a set of protocols that enable different software components to communicate and transfer data. Developers can use APIs to bridge the gaps between small, discrete chunks of code in order to create applications that are powerful, resilient, secure, and able to meet end user needs.

The PhoneLine+ solution offers a comprehensive suite of REST (Representational State Transfer API) based Partner APIs which have been designed to allow you to integrate all aspects of customer & user provisioning into your existing workflows and tooling.

For more information of the specific APIs PhoneLine+ provides, please refer to our online guides, found at: [Getting Started with the PhoneLine+ Partner API](#).

7. Subscriptions

Within the PhoneLine+ product we offer 4 variations of user subscriptions; Hardware Only, Standard, Office and Anywhere. We apply a defined set of group capabilities such as Teams and Menus, based on the subscription that has been assigned for a customer created on PhoneLine+, each user on that customer must share the same subscription type. You are free to upgrade the subscription types, subject to the previous point but we currently do not allow downgrades.

Across each subscription the following features are available:

	Hardware Only	Standard	Office	Anywhere
Supported devices/Clients	Gamma Handsets	Gamma Handsets, Mobile (iOS & Android), Web & Desktop Clients	Gamma Handsets, Mobile (iOS & Android), Web & Desktop Clients	Gamma Handsets, Mobile (iOS & Android), Web & Desktop Clients
01, 02, 03 Numbers	✓	✓	✓	✓
Inbound & Outbound calls	✓	✓	✓	✓
Call barring*	✓	✓	✓	✓
Call Transfer**	✓	✓	✓	✓
Call forwarding	✓	✓	✓	✓
Anonymous call rejection	✓	✓	✓	✓
Withhold number	✓	✓	✓	✓
Call Waiting	✓	✓	✓	✓
Personalised voicemail	✓	✓	✓	✓
Simultaneous ring	✓	✓	✓	✓
Out of Hours schedule*	✓	✓	✓	✓
Call blocking*	✓	✓	✓	✓
CLI Presentation*	✓	✓	✓	✓

	Hardware Only	Standard	Office	Anywhere
Call Hold		✓	✓	✓
Speed dials		✓	✓	✓
Contact Directories		✓	✓	✓
Music on hold		✓	✓	✓
Activity feed		✓	✓	✓
Do Not Disturb		✓	✓	✓
Click to dial		✓	✓	✓
Voicemail to Email, Voicemail Transcription		✓	✓	✓
Call Analytics		✓	✓	✓
Presence		✓	✓	✓
Call notes		✓	✓	✓
Wrap up options (notes)		✓	✓	✓
Call Pull			✓	✓
Teams			✓	✓
Menus			✓	✓
Presentation Number			✓	✓
Alpha Tagging			✓	✓
N-Way Calling			✓	✓
Virtual Mobile				✓
E-SIM dialling				✓
2-Way SMS				✓
WhatsApp Integration				✓

*Settings are only manageable within the Gamma portal for Hardware Only users

**Transfer functionality will vary dependent on the end user devices

8. Management permissions

PhoneLine+ provides a hierarchy structure for permissions which flows down from the Partner to a Customer user. Each tier has a specific set of controls and will always be superseded by the highest level of access.

Category	Activity	Partner	Customer Admin	Customer User
Gamma Portal	Manage own details	✓		
	Manage portal users	✓		
	Manage Partner details	✓		
	Access API details	✓		
	Manage Admin/User permissions	✓		

Category	Activity	Partner	Customer Admin	Customer User
	Manage User & Number limits	✓		
Billing	Manage billing	✓		
Customer Management	Add new customers	✓		
	Delete customers	✓		
	Change Customer details	✓		
	Change contract period	✓		
	Suspend customers	✓		
	Manage Hold Music		✓	
	Manage Blocked numbers	✓	✓	
	View analytics		✓	
Numbering	Add Number	✓		
	Remove Numbers	✓		
	Assign Numbers	✓	✓	
Hardware	Order new hardware	✓		
	View hardware orders	✓		
User Features	Create new users	✓		
	Delete Users	✓		
	Manage user details	✓	<i>Name & Email only</i>	
	Update Admin status	✓	✓	
	Manage default numbers	✓		<i>Own</i>
	Reset Password	✓ (All)	Own	Own
	Manage notification settings	✓	Own	<i>Own</i>
	Manage Call settings	✓	<i>All Users</i>	<i>Own</i>
	Manage Schedule	✓	<i>All Users</i>	<i>Own</i>
	Manage Bars	✓	<i>All Users</i>	<i>Own</i>
	Change Voicemail PIN	✓	Own	<i>Own</i>
	Control Anonymous Call Rejection	✓	<i>All Users</i>	<i>Own</i>
	Manage user devices	✓	Own	<i>Own</i>
	View call activity	✓	Own	<i>Own</i>

9. User Features

9.1. Activity Feed

All activity associated with a PhoneLine+ account is listed in a feed in chronological order with the most recent activity at the bottom of the view. This feed will show all activity linked to a specific contact including call history, associated call notes, voicemails (playable within the feed) including transcriptions, SMS history (if applicable) and WhatsApp history (if applicable).

Within this view you can also manage call notes, send and reply to SMS/WhatsApp messages, add and remove flags, initiate outbound calls or add the contact to your directories.

All activity can be filtered by: Calls Made, Calls Received, Missed Calls, voicemails, any WhatsApp messages sent/received (if configured), SMS sent/received, status and flags. If you are part of a Team then you will also see the shared activity of other Team members within this view.

9.2. Alpha Tagging

With this feature, the handset, client or App will display the inbound and outbound caller name or description. Tags are managed by the Partner or the Customer Admin and can be used on any number which is not part of a Menu or Team. In the case of Menus and Teams, the assigned name will be displayed automatically.

This feature is compatible with a supported physical device, web client, desktop client or mobile app.

9.3. Anonymous call rejection

This feature enables a user to reject calls from anonymous parties who have chosen not to present their number. By implementing this service the caller will receive a message stating that the applied number is not receiving anonymous calls. This can be applied to individual users, Teams and Menus.

Users have the option to activate or deactivate this service through dialing a feature access code on a supported, physical device or configuring the service via the web client, desktop client or mobile app.

9.4. Call Analytics

The service platform provides users with a graphical summary view of the historic call activity within their organisation.

Metrics available are:

- Total calls
- Inbound Calls
- Outbound Calls

- Missed Calls
- Total Call Duration (TCD)
- Average Call Duration (ACD)
- Total Time to Answer (TTA)

Filters available are:

- Date period (Daily, Weekly, Monthly, Custom)
- PhoneLine+ Number
- PhoneLine+ User
- Teams or Menus

This data can be compiled to generate customisable reports and made available as a downloadable .csv file. Customer Admins can access this feature via the web client, desktop client or mobile app, although .csv reports cannot be created or downloaded from mobile apps.

9.5. Call Barring

9.5.1. Category barring

Administrators or Partners can use Call Barring to prevent calls to and/or from specific destination types. Barring is controlled via a hierarchy with Partner level being the highest, meaning any bars applied/removed by a user admin can be overridden by the Partner admin. Barring categories are:

- Inbound calls (Applied at User level by Partners or Customer Admins Only, Customer Admins can also apply this at a company level while Partners would use the suspension function)
- Outbound calls (Applied at User level by Partners or Customer Admins Only, Customer Admins can also apply this at a company level while Partners would use the suspension function)
- Outbound calling – International Premium (Applied at Partner level only)
- Outbound Calling - International
- Outbound calling – UK Premium numbers

When an international bar is applied, calls to any destinations included within your subscription will still be allowed.

End users have the option to activate or deactivate these services via the web client, desktop client or mobile app.

9.5.2. CLI blocking

Administrators and users can choose to block calls made, received or both from specific numbers within the web or desktop client. Numbers added at an administration level will apply to all users while numbers added at a user level will be specific to that user.

9.6. Call Forward

9.6.1. Forward on Unanswered

Allows a user to redirect calls to Voicemail, another PhoneLine+ user (on the same customer), an alternative number or keep ringing when an incoming call is not answered within a specified period of time.

Users have the option to activate or deactivate this service through dialing a feature access code on a supported, physical device or configuring the service via the web client, desktop client or mobile app.

9.6.2. Forward on Busy

Allows a user to redirect calls to Voicemail, another PhoneLine+ user (on the same customer), an alternative number or play a busy tone when an incoming call is not answered within a specified period of time.

Users have the option to activate or deactivate this service through dialing a feature access code on a supported, physical device or configuring the service via the web client, desktop client or mobile app.

9.7. 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 for such purposes (See also: **Music on Hold**).

9.8. Call Notes

This feature allows you to add notes to a live call (up to 300 characters) and are stored against that call record, which can then be viewed only by the user if directly on their number or shared in the Activity feed if the call came through from a Team.

9.8.1. Wrap up

Office and Anywhere users have the option to set how the dialer behaves when a call ends, based on their call notes these are:

- **Always stay open** – You have to manually close the window and choose if you wish to save any notes that have been made
- **Dynamic** – The dialer will only remain open if there are unsaved notes, if any notes have been saved then the window will automatically close once the call has ended

- **Always close** – The dialer window will automatically close after a call ends and will always save any call notes that were added

9.9. Call Pull

This feature allows users to seamlessly move an active PhoneLine+ call from any client or app they are currently logged into.

This feature is compatible with a supported physical device, web client, desktop client or mobile app.

9.10. Call Transfer

Users can transfer calls to other members of their organisation or externally to a number of their choosing. Calls can be transferred without prior notification (blind transfer) or a user can choose to answer it and put the caller on hold whilst they contact the 3rd party (attended transfer).

This feature is compatible with a supported physical device, web client, desktop client or mobile app.

9.11. 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 remain the current call or connect the other. In either case the other party will remain available until such a point as either they or the user hang up and the user can actively switch between both parties.

Users have the option to control this service through the use of feature via the web client, desktop client or mobile app.

9.12. Click to dial

This feature will enable users to click on compatible website based telephone numbers and directly activate a call to this number using the PhoneLine+ service.

This is only compatible with the Windows and MAC desktop clients and the user must also be signed into the client in order to utilize this feature.

9.13. CLI Presentation

CLI Presentation is supported on PhoneLine+ and allows an administrator to present a choice of either a number assigned to the user on the PhoneLine+ platform or an alternative UK or Non-Geographic number which has been approved by the applicant via the platforms 2 factor authentication process. Due to the method of delivering the authentication process, only specific numbers can be added

Alternative Number Presentation is available where any number owned by an End User can be presented, as long as it meets Ofcom guidance on CLI Presentation.

This means it must be:

- a) A number that can be reached / dialed
- b) A number that has been received, from the public network and passed on unchanged
- c) It will have been allocated either to the caller or if allocated to a 3rd party only used with the 3rd party's explicit permission
- d) It must not be a number that generates an excessive call charge (i.e. one prefixed 090 or 091)
It is supported by an underlying network number and service

For calls to the Emergency Services Operator, the presentation to the Called Party will always be defaulted to the default Direct Dial Number allocated to the User, where their address information is stored.

Users can assign which number they present on a call by call basis or set which one to assign as their default outbound CLI, once logged out of their service the number presented will automatically switch back to that chosen default.

The Other (UK) CLI field will accept the following formats

National Significant with leading zero (01NNNNNNNNN, 02NNNNNNNNN, 03NNNNNNNNN, 07NNNNNNNNN (excluding 070), 0800NNNNNNN, 0808NNNNNNN, 0880NNNNNNN, 0845NNNNNNN) for UK numbers

+443NNNNNNNNN, +447NNNNNNNNN, +44800NNNNNNN, +44808NNNNNNN, +44880NNNNNNN, +44845NNNNNNN) for UK numbers

The presentation of any other A-Number CLI types, badly formatted CLI A-Numbers or UK revenue sharing numbers (9NNNNNNNNN, 09NNNNNNNNN, 449NNNNNNNNN, +449NNNNNNNNN and 00449NNNNNNNNN) is not supported by Gamma.

Presentation of Mobile A-Number CLI types (07NNNNNNNNN and +447NNNNNNNNN) excludes Personal numbers (070).

Gamma cannot guarantee consistent presentation of intended CLIs for calls made to mobile or international carriers as successful presentation of the intended CLI is entirely dependent on the mobile or international carriers use of these numbers and specific call flow.

Mobile missed calls and voicemail notifications can often use the default CLI – the underlying network CLI (PAID CLI) - which is the customer selected default number or the first number in the Gamma allocated account range, rather than the intended CLI for presentation. Gamma were aware that calls to mobile carriers cannot guarantee consistent presentation of the intended CLI as successful presentation is entirely dependent on the carriers' use of these numbers and specific call flow. For instance, missed calls and voicemail notifications will often use the underlying network number rather than the intended CLI as the presented number.

9.13.1. Number Spoofing

Gamma does not permit the use of Presentation Number for any malicious or fraudulent use.

The number presented should belong to the Applicant and the Applicant does not require the permission of anyone else in relation to that number or the requested Presentation Number is not allocated to the Applicant but consent from the allocated owner for its use as a Presentation Number has been obtained and has not been withdrawn.

To authenticate a number which has not been provided by, or ported into Gamma, the Applicant must enter a one-time passcode which is provided by the platform, via an automated call or SMS to the number which is being added.

The presentation or use of any UK numbers outside of the UK is not permitted on this service and may result in your service being restricted or removed.

9.14. Contact Directories

User contacts can be stored on the platform and can be dialled directly from that environment when using the mobile app, desktop or web client or compatible gamma hardware that supports LDAP. Users can add new contacts either directly through the web and desktop clients or by synchronisation with their existing mobile contacts via the PhoneLine+ App for iOS and Android. There is also the option to upload and download contacts in bulk via the Web or Desktop clients (Admin only) using a compatible .csv template file. In all cases, contacts can be marked as either private or shared within their organisation.

Internal and external can also be tagged to form “contact groups” where multiple parties can be returned on a single search term.

9.15. Do Not Disturb

Allows a user to set their status to follow the actions defined in **Section 9.22** (Presence). This feature can be enabled through the PhoneLine+ Web client, desktop client or mobile apps.

Note: If DND is applied on any of the App’s or Clients this will also apply the setting to any Gamma supplied Handsets for that user, however if managed directly on the device this will not sync to any other clients.

9.16. eSIM

eSIM Dialling allows a user to link their PhoneLine+ service to a Gamma provided eSIM which then enables calls to be made and received directly from the handset’s native dialler and over the mobile (GSM) network. All calls are still handled through the platform and will appear in call records and activity feeds and are charged at the same rates as any other PhoneLine+ call.

You can use any of your PL+ numbers on this service, be included in any Teams and access the same calling features, turning your mobile device into a true extension of your phone system without the need for an App or Mobile data.

This service does not require the use of any other PhoneLine+ clients or apps but will require the user to have an eSIM compatible smartphone. eSIM connections are limited to 1 per user.

This service does not support Wi-Fi calling (VoLTE), Mobile data (over the eSIM) or and cannot be used outside of the UK.

9.17. Inbound/Outbound calls

Outbound call routing is available to fixed and mobile national and international destinations including Premium rate. This includes unlimited calls to UK fixed and Mobile destinations (see PhoneLine+ Terms and Conditions re: fair use policy) together with several International destinations. These calls are included within each user subscription Calls to Premium rate and other International destinations are charged accordingly via Gamma's wholesale rate card.

9.18. Menus

This service enables the creation of interactive voice menus to help direct inbound calls to their desired destination. The menu will support key press options for numerical values of 0-9, * (star) & # (hash). There are also additional options, add wait music, apply a time based routing schedule and reject anonymous calls.

There is no limit to the number menus which can be created although we advise against chaining more than 3 together due to increased complexity for diagnosing any fault resolutions relating to inbound calls.

Note: There is currently no option for "No button pressed" or "No DTMF received"

9.19. Music on Hold

Allows the administrator to setup and maintain audio files that can be used in various call scenarios (e.g. Waiting Music, Call Hold). These files can be recorded through supported devices or uploaded through saved files.

The preloaded default audio files may be used freely as part of the PhoneLine+ Service. Where the customer chooses to upload and use other audio files then it is the customer's responsibility to obtain the necessary subscription rights for their use, and Gamma accepts no responsibility for any breach of third party rights as a result of the use of such files by the customer. By using the upload facility the customer agrees to indemnify Gamma against any claims for such infringement. Please also note that PhoneLine+ cannot support live feed music.

9.20. N-Way Calling

This feature allows a user to create an instance conference by dialing in up to 3 additional participants to an active call or adding in additional participants from other incoming calls.

This feature is compatible with a supported physical device, web client, desktop client or mobile app

9.21. Out of Hours schedule

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.

Users have the option to configure this service via the web client, desktop client or mobile app.

9.22. Presence

Users can set their individual status using either a custom status or one of the pre-set options

Status	Color code	What each status means
Active	Green	You will receive call notifications as normal and Internal users will see that you are available
Custom (enter own text)	Yellow	This status indicates to internal users that you prefer not to answer calls at the moment but you will still receive call notifications as normal.
Away		
Busy	Red	You will not receive call notifications and Internal users will see that you are unavailable. If a call is made directly to a user in a red status, the call will follow the user's Unavailable settings. If in a Team: Calls to a team will still ring all other available users within the team but will exclude the user who is set to busy or do not disturb.
Do Not Disturb		You will not receive call notifications and Internal users will see that you are unavailable. If a call is made directly to a user in a red status, the call will follow the user's Busy settings. If in a Team: Calls to a team will still ring all other available users within the team but will exclude the user who is set to busy or do not disturb.

Users have the option to configure this service via the web client, desktop client or mobile app.

9.23. Simultaneous ring

Simultaneous ringing is available across all of a user's associated devices where they are currently logged in and have set the devices to allow 'receive calls'. Upon the receipt of an incoming call, all active devices or clients will ring at the same time and can be answered on any one of those.

This feature is compatible with a supported physical device, web client, desktop client or mobile app.

9.24. Speed dials

Allows a user to define either 1 or 2 digit speed dials that can be made from their device or clients to key external or internal destinations. Local speed dials can also be created on compatible hardware, however we recommend only using the system to ensure both the device and PhoneLine+ platform is in sync.

9.25. Teams

Allows the delivery of incoming calls to users in predetermined and configured routing. Customer or Partner administrators can choose from any of the following "Hunt" routing, and attach users and configuration as required:

- **Linear**– sends calls to users in the order they are listed. The call is sent to the first user in the list, always starting with the first user.
- **Simultaneous** – sends calls to all users within a group. The first user to pick up the phone will have the call routed to them.
- **Round Robin** - calls are passed from one person to the next. If a call goes to user 1, the next call will go to user 2, and so on. When the last line of the Team is reached, the hunt starts over at the first line. Only sequences that are still busy on a previous call are skipped.

Each Team allows you to assign a time based routing schedule, reject anonymous calls, set a welcome greeting, add on hold music, add waiting music and define the action for calls which are not answered.

9.26. Virtual Mobile

This service allows you to add a UK, Gamma mobile number that can be used on the PhoneLine+ service. All calls made and received on this number will be routed via the standard SIP traffic routes and it does not require access to a mobile service.

Users have the option to use their virtual mobile number on a supported, physical device or via the web client, desktop client or mobile app.

9.27. Voicemail

PhoneLine+ provides individual user voicemail with options to record, store and upload personal greetings 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 Activity Feed within the PhoneLine+ clients. Access to voicemail is provided via the user's physical handset (by dialling 1571 or *62), via email notification and directly from the activity log or client dialler. Voicemails are stored for the life of the user subscription.

9.27.1. Voicemail to email

Users can enable notifications which will be sent to the email address associated to their service which will contain an embedded link to the voicemail left by the caller.

9.27.2. Voicemail transcription

Received voicemails are automatically transcribed and added to the body of the notification email sent from the PhoneLine+ platform. Requires Voicemail to Email to be enabled within the notifications settings. Transcriptions are also available within the Activity Feed (see Activity Feed)

9.28. WhatsApp Integration

To use this feature you'll need to have a WhatsApp business platform account setup with one of our Virtual Mobile numbers to be able to receive WhatsApp messages and reply to them directly from your PhoneLine+ activity feed. You'll need to follow the WhatsApp configuration guide carefully. The setup process is controlled entirely by the Meta platform (the WhatsApp parent company), so is the responsibility of the end user. PhoneLine+ will provide the tools to manage messages once the setup is complete.

Users are unable to initiate conversations directly from PhoneLine+ unless it is from an approved, Meta message template; this is a security restriction imposed directly by Meta. Once a conversation is initiated users can then reply to their messages but if they do not respond within a 24 hour period the conversation thread will ended and they can no longer continue that conversation. Historical conversations will still be visible within the PhoneLine+ activity feed even after they have ended.

9.29. Withhold number

This feature allows a user to configure their service to permanently withhold their number on all outbound calls.

Users also have the option to activate this service, on a call by call basis by dialing the prefix of 141 before making an outbound call on any compatible device.

9.30. 2-Way SMS

Using an applicable PhoneLine+ subscription, a user can send and receive SMS messages directly from their web client, desktop client or mobile app. This service requires the user to have a Virtual Mobile number to be assigned and all SMS are charged on a ppm rate.

The total number of permitted SMS's sent in a single day, by a customer can be controlled by the Partner, through the Fraud Management Service (FMS) **See section 11.2**

An individual SMS has a limit of 160 characters, including spaces but multiple messages can be combined up to a total length of 765 characters. Messages that are longer than the initial 160 characters will incur multiple SMS fees dependent on the number of individual SMS it contains. For example a message between 321 and 480 characters would be treated as 3 separate SMS and incur 3 SMS charges. Messages longer than 765 characters will not be sent.

Please see the PhoneLine+ Price list for details of the SMS charges.

10. Feature Access Codes (FAC's)

Feature access codes can be used on compatible hardware devices as an alternative method for controlling calling features when not using a client or app. They are a series of key presses which enable the end user to facilitate certain functions on within the platform.

Please note, that the ability to use an FAC will be dependant on the users permissions

Feature	FAC	Description
If calls are not answered	#41	Set to Keep Ringing
	*41	Send calls to voicemail
	*92	Always forward calls to another number. To set the forwarding destination you must add the full number after the code before dialing, for example, dialing *9207012345678 would set calls to be forwarded to 07012345678
	*93	Remove call forwarding, this will then default back to Keep Ringing
	61	Check what your current settings are
Anonymous Call Rejection	*77	Switch Anonymous Call Rejection on
	*87	Switch Anonymous Call Rejection off
	52	Check what your current Anonymous Call Rejection settings are
Voice portal	*62	Access your voice portal
	1571	Access your voice portal
Call Pull	*11	Pull a live call to a different device/Client/App

11. Partner Features

11.1. Suspensions

11.1.1. Full suspension

This feature allows Partners to suspend a customer's account, blocking their ability to make or receive calls (excluding emergency services). When suspended the user will hear an automated message to contact their service provider while inbound callers will hear a "number out of service" message.

11.1.2. Suspend and divert

With both full and partial suspension Partners have the option to set a divert which will direct any outbound calls attempted by the suspended party, directly to another destination, for example a credit control department.

11.2. Fraud management

The Fraud Management System feature allows PhoneLine+ channel partners to monitor and automatically bar PhoneLine+ Companies based on a user defined monetary threshold, per Company.

For further details, see the Fraud Management Service Description.

12. Access to Emergency Services

Gamma provide a VoIP service as defined by Ofcom, this can be used to support Emergency Services calls. 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 Partners responsibility to ensure users have allocated a CLI to a user and that the address provided via the profile setting within the PhoneLine+ client is always up to date. Gamma and Ofcom expect that any calls originating on 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 in the following circumstances:

- During a service outage where the end-customer loses connectivity for example, owing to a power outage or the failure of DSL routing equipment.
- If an end-customer's account has been suspended by either Gamma or by the Partner through their administration portal.
- A user does not have an outbound CLI associated to them (outbound calling only)

In such circumstances the end-customer should use their PSTN line or Mobile phone to make the emergency call. 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.

12.1.1. Access to short codes

Calls to the following short codes are supported on PhoneLine+:

- 100 – Operator services
- 101 – Police non-emergency
- 105 – Electricity helpline
- 111 - NHS
- 116 – EU helpline numbers
- 118 – Directory Services
- 119 – Covid-19
- 123 – Speaking clock
- 195 - UK Blind and Disabled Directory Enquiries
- 116123 – Samaritans
- 18001 – Text Relay

13. Billing and Invoicing

Please refer to the Gamma PhoneLine+ Service Billing Description for CDR formats and billing processes. This information is available on the Gamma Portal under "Billing Home".

13.1. Invoicing

Gamma provides full Invoicing and Call Record back up for each fixed fee, and calls made over the PhoneLine+ offerings. For a full price list, please refer to the billing home section via the Gamma Portal, where you'll find the main price list to assist you in building your solution.

13.2. Billing queries

If you have a query with the detail for PhoneLine+ on your Gamma invoice, please ensure you follow the billing query process of raising a ticket through the Gamma Portal, Customer Care tab

14. Service Availability

Service Availability is defined as the ability of a Service to perform its required function over a stated period of time. It is reported as the percentage of time that a Service is actually available for use by Customer within agreed Service Hours.

Availability is calculated as:

Total number of minutes in the measurement period – Unplanned Downtime x 100 /

Total number of minutes in the measurement period

Note: If a Service is partially available then the Unplanned Downtime shall be calculated in equal proportion i.e. if a service is 50% available then the unplanned downtime will be calculated as 50% x elapsed period of the incident.

Availability Measurement Period: 1 Calendar month.

14.1. Core Services

The PhoneLine+ Hardware Only, Standard, Office & Anywhere user subscriptions will be available 99.90% of the time within a calendar month

Notes related to Service Availability:

(1) Core Services are defined as Gamma Switching infrastructure, transmission equipment and core network, the service that supports call routing and termination.

(2) Non-Core functions include Gamma Support Systems, access to customer portals & 'clients software' (as defined in the relevant service literature), PhoneLine+ Approved Handsets and Analogue Terminal Adapters (being those listed in PhoneLine+ price list) which are provided through Gamma following an order from the Company.

(3) Please note the Service Availability and other measures with the SLA relate to the core PhoneLine+ service and does not include access or local CPE elements.

15. Support and SLA's

We know that there are times when you will need to contact our support teams, with that in mind we have created a digital customer service plan. This has been designed to be able to give you an easy way of getting the contact information you need for the relevant team, so by selecting the query and then the product you will be presented with all the contact details you should need.

The digital customer service plan can be accessed via the landing page of the Gamma Portal, the digital customer service plan is dynamic and will give you the correct contact details for the team you need dependent on the time of the day.

The Gamma Academy helps our partners maximise their knowledge of Gamma's products and deliver the most effective service to customers. Features include:

- Interactive online training hub with bite-sized material
- Video tutorials, eLearning courses, step-by-step training guides
- Allows partners to create learning plans and monitor their teams progress Intelligently recommends relevant training to individual users
- Allows partners to earn badges for successful completion of training courses

The Gamma Academy can be accessed from the Landing page of the Gamma portal.

15.1. Fault Rectification

Subject to the fault processes detailed in the product Service Description and Gamma Customer Service Plan, the following definitions will be applied to faults raised on the PhoneLine+ product:

Priority	Description	Target resolution time
P1	Critical Fault – Total loss of service with significant number of users or resellers impacted.	4 business hours*
P2	High – Partial loss of service with significant number of users or resellers impacted.	8 business hours*
P3	Medium – Minor Service disruption across one or multiple platforms (Web/Desktop/Native/Physical Devices)	10 working days
P4	Low – Non-service effecting issues across one or multiple platforms (Web/Desktop/Native/Physical Devices)	30 working days
P5	Service & Change requests – Minor Feature or single user issues	Subject to scope of work

*Business hours (9:00 - 17:30 Monday – Friday excluding public holidays)

Note: The above table is based on the assumption that the incident or request has been successfully reported through standard support channels to the appropriate Gamma department.

All resolution timescales are based on delivery of either full resolution or workaround, and any issue requiring significant product development will follow service & change request principles. For faults that Gamma need to hand off to external suppliers, the following SLAs may not apply, although the target resolution timeline will still be our aim. Failure to meet the guidelines above will not result in any financial compensation. All timelines are in working days, unless otherwise stated.