



# smartnumbers directed recovery Option 2

Service Description

## Document information

Date: 13 November 2015

Document ID: 9020109

Document version: 2-5

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Intended purpose This guide provides details of the features provided by smartnumbers directed recovery Option 2.

Intended audience This guide is intended for prospective purchasers and administrators of smartnumbers directed recovery Option 2.

Conventions used This guide uses the following format for tips and additional information:



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*Additional information relating to the current section.*

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# 1 SERVICE OVERVIEW

This service is available to BT ISDN30e, BT One Voice SIP trunk UK and BT Featurenet customers.

The service ensures incoming voice, fax or data calls can be delivered Direct Dialling In (DDI) number by DDI number to alternative phone numbers during periods where buildings or offices become inoperable or inaccessible, or when the communications link to the serving local exchange, the Digital Local Exchange (DLE), is lost.

smartnumbers directed recovery Option 2 is a normally passive service suitable for all ISDN30e customers; only during an incident is the service active. At the time of an incident the service requires the customer to make a single telephone call to a 24 hour BT Service Centre to request the re-direction of all inbound calls to the service.

As a hosted fully-managed service, it eliminates the need for equipment or software in the building being protected or in the DLE.

The service can work in conjunction with Dual Parenting which together provides protection against the failure of the DLE, the cable between DLE and the offices being protected, and the offices themselves.



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*This service requires BT iSDN30 Site Assurance, BT One Voice SIP trunk UK management or Featurenet Re-direct as a pre-requisite. All of these services are ordered separately from BT. They are used to re-direct calls to the Directed Recovery service.*

*The smartnumbers directed recovery Option 2 service available on the PSTN requires that the customer uses ISDN30e lines in order to guarantee that the original call information is preserved and passed to the service. Where older specifications of ISDN30 lines are used these must be upgraded. This may also require an update to the customer's equipment connecting to these lines.*

*BT Featurenet 1000 and 5000 lines are supported by the Featurenet version of the service.*

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- **Re-direction of voice, fax and data calls** – inbound calls can be delivered to alternative national or international phone numbers DDI by DDI. Calls to the original dialled phone number are re-directed by the service to an alternative phone number or fax service.
- **Dial plans** - calls can be delivered to alternative national or international phone numbers DDI by DDI. The customer can create multiple dial plans for different scenarios. Up to five dial plans can be loaded into the service for activation at any time. Additional plans can be held offline.
- **Smart Business Portal** – the Smart Business Portal provides you with a convenient and secure way to manage all your voice continuity services.
- **Dial plan selection** – should staff be prevented access to offices or some other incident an authorised person can re-direct calls by simply calling the Business Continuity Administration service from any touch-tone telephone or by using Smart Business Portal. This service presents a simple menu to dial plan selection
- **Announcement** - this service provides an update message to callers in the event of an emergency. Typically this service is used during initial invocation of the service when staff may be unable to receive calls.

- **Personal voicemail** – during building evacuation it is important that no incoming calls from customers are lost. As an alternative to the Announcement service, a messaging service can be provided to automatically capture missed calls for each member of staff and deliver them to the individual via email as a .wav file.
- **Personal override** - enables organisations to empower an individual, e.g. a manager or executive, to override the dial plan selection made by the Authorised Contact.
- **Fax-to-email** – For users who receive and process information delivered as a fax, a fax-to-email service is provided which relays faxes into an individual's email inbox.

## 2 SERVICE DESCRIPTION

This section details the capabilities and features available with smartnumbers directed recovery Option 2.

### 2.1 Dial plans

A dial plan enables an organisation to predefine where calls will be delivered to when the dial plan is active. The Authorised Contact can change the active dial plan using any telephone or web browser at anytime, enabling the organisation to adapt appropriately as events develop.

For example, initially, calls may be diverted to an announcement service while staff make their way to alternate locations. When staff have arrived at the alternate locations, or after a chosen period, a new plan may be selected which ensures staff will be offered their own calls.

### 2.2 Business Continuity Administration service

The Authorised Contact accesses the Business Continuity Administration service from any telephone using the Access Number, service ID and password provided by the Service Desk.

The Authorised Contact will then hear the service menu which is used to control the delivery of calls.

*"Welcome to the Business Continuity Administration Service"*

*"Your calls are currently being diverted normally"*

*"To deliver calls normally, press 1"*

*"To deliver calls to your secondary destination, press 2"*

*"To deliver calls based on a dial plan, press 3"*

By pressing the corresponding number option on the handset, new calls will instantly begin to follow the new call divert plan. Where the dial plan option is selected, the following additional options will be heard.

*"Plan 1 is the current active plan"*

*"To select a plan, press the corresponding number on your keypad, from 1 to 5"*

### 2.3 Smart Business Portal

The Smart Business Portal provides administrators with a convenient and secure way to manage the service or services. The portal enables administrators to review and edit dial plans, and authorise other administrators to access the portal.

Dial plans are used to divert calls off-net should the need arise. Plans are created and changes managed using the Smart Business Portal. Bulk changes can be made offline using an Excel spreadsheet, and submitted to the system using the Smart Business Portal.

A typical set of plans could be:

- Should normal call delivery onto the internal voice network become compromised divert to dial plan 1, which routes all calls to an announcement service to inform callers of disruption and reassure them of resumption of service.
- After staff have moved to a DR site, divert calls to the emergency phone numbers specified in dial plan 2.
- If staff cannot reach the DR site, divert calls to mobile or home phone numbers specified in dial plan 3.

## 2.4 Dial plan moves and changes

Dial plans may be modified by submitting a revised dial plan to the Service Desk. This is done via email or, once available, via the portal.

## 2.5 Announcement service

This service may be used as the default behaviour upon invocation whilst evacuation takes place. Callers to the organisation will receive this message.

An announcement message may be recorded by the Authorised Contact. The recording must be submitted to the Service Desk as a .wav file for loading into the service.

## 2.6 Personal voicemail

Where required a dial plan can divert calls to a personal voicemail service. This service delivers voice messages to the individual using email with a .wav file attachment.

## 2.7 Fax-to-email

Where required a dial plan can divert faxes to a personal fax-to-email service. This service delivers fax messages to the individual using email with a .tiff file attachment.

## 2.8 Personal override

The personal override capability enables authorised staff to override the call routing during an emergency or disruptive event. When a dial plan is active, the staff can have calls diverted to their current location rather than the pre-defined location.

## 2.9 Online help and supporting documentation

An Administration Guide provides the essential information on how to use the service.

## 2.10 Password policy



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*Passwords cannot begin with zero.*

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Each user is allocated a unique ID and a password these are used to control the service.

Authorised Contacts can change the password by calling the Service Desk.

## 2.11 Invocation

The service is an “always-ready” service, waiting to handle calls re-directed to it.

Re-direction occurs when the Authorised Contact calls the BT Service Centre, gives the appropriate security details and requests the invocation of the iSDN30 Site Assurance service, Featurenet Re-direct or the BT One Voice SIP trunk UK service is configured to divert the service.

After invocation, calls flow from the DLE to the Directed Recovery service for onward routing based upon the activated dial plan.

### 2.11.1 Dial plan selection

The Authorised Contact can invoke a dial plan at any time by calling the Business Continuity Administration service number or using the Smart Business Portal.

Calls to the original dialled phone numbers will be re-diverted based upon the pre-defined dial plan selected.

When dial plans are active, and should the customer chose, individuals can be empowered to override their personal settings and “pull” calls to their current location.

## 2.12 Infrastructure and integration

The service will deliver voice, fax or data calls to national or international dialled phone numbers.

The service requires ISDN30e lines that are used to connect the customer to the DLE or Featurenet services or BT One Voice SIP trunk UK.

The service operates with or without BT Dual Parenting.

The service requires Calling Line Identification Restriction (CLIR) to be disabled.

Where Carrier Prefix/Preselect is used the prefix must be set to divert calls over the incumbent carrier’s network to the “deliver to number”. For example the prefix1280 must be used on the “deliver to number” by BT.

## 2.13 Rehearsals

The Service includes one Rehearsal per annum per site, carried out within Business Hours. Any Rehearsal outside Business Hours must be by written agreement and will be subject to additional charges quoted at the time of the request.



## 3 SERVICE MANAGEMENT

This section provides information about the management aspects of smartnumbers directed recovery Option 2.

### 3.1 Service Desk

The Service Desk provides a single point of contact for all requests for assistance in the use of the service. All requests must be made by the Authorised Contact.

- **Provisioning** – the Service Desk provisions the services on behalf of the customer.
- **Moves and changes** – the Service Desk facilitates any changes to customers' details or service.
- **Fault reporting** – faults can be reported to the Service Desk either by calling a dedicated phone number or sending an email to receive a case number.
- **Fault diagnosis and resolution** – the Service Desk will investigate and resolve all faults reported.
- **New orders** – the Authorised Contact can call the Service Desk directly to place requests for additional orders as required.

The terms of the Service Desk are specified in the customer terms and conditions.

#### 3.1.1 Priority call handling

When a customer has an incident and invokes the service there may be a need to seek assistance from the Service Desk. The Authorised Contact can call the Service Desk and request priority call handling to:

- Change dial plans
- Seek assistance in understanding capabilities
- Reset passwords
- Clarify call routing
- Report faults

### 3.2 Capacity

The service is ordered and configured based upon the number of channels to be diverted by the iSDN30 Site Assurance service.

The number of simultaneous calls equates to the number of channels required - with the minimum number being eight (8).

There is no direct correlation between the number of channels and the number of DDI extensions owned by the customer.

Only one dial plan can be active at any one time. There is no limit to the number of plans an Authorised Contact can create. Authorised Contacts can select from a range of 5 plans at any one time. Any additional plans over and above these 5 plans will be held offline by the customer.

There is no limit to the number of faxes that the service can receive.

### 3.3 Provisioning

On receipt of a valid order the provisioning team will liaise with the nominated Authorised Contact to provision the service.

The Authorised Contact will be asked to provide user information required to build the service. A provisioning form will be sent out to capture this information.

Once provisioned, the Authorised Contact will be informed that the service is ready for use.



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*It is recommended that the Authorised Contact plans a rehearsal as soon as possible following notification that the service is ready for use.*

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Unless otherwise requested the service will be provisioned with the default behaviour of routing all calls to an announcement service. Callers will hear a generic announcement message, such as, "We are sorry but the person you have called is temporarily unavailable".

The Authorised Contact will receive electronic copies of the user documentation and notification of the user ID(s) and password(s).



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*As a separate service, provisioning of the iSDN30 Site Assurance service is outside of the scope of this document.*

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### 3.4 Restoring normal service

When the customer is satisfied that normal service can be restored, an Authorised Contact must contact the BT Service Centre and request the BT iSDN30 Site Assurance service is revoked, Featurenet Redirect is reverted or the BT One Voice SIP trunk UK is restored to normal working.

## 4 ADDITIONAL SERVICES

This section provides information about additional features and services of smartnumbers directed recovery Option 2.

### 4.1 Assistance for people with impairment

smartnumbers is a service that provides inbound calls to an organisation and as a result, does not provide any on-site telephone equipment.

However, BT has a range of services that can assist people with impairment. For more information, refer to:

<http://www.bt.com/includingyou/help-support-accessiblity-commitment.html>.

### 4.2 Directory services

A number, or prime number, within the number range allocated to a Customer and with the Customers agreement will be submitted to the Directory Enquiries database along with full Customer address details. All this information is made available in BT's Directory Enquiries and all other Directory Enquiry channels.

Entries into the Directory Enquiries database are as follows:

- Full Directory Entry (DE) - which ensures contact details are listed in all BT's Directory products and services.
- Directory enquiries only (DQR) - which removes details from printed directories but retains them on Directory Enquiry services. This option prevents disclosure of the customer's address.
- Ex-directory (XD) - which removes details from published directories and prevents their phone number being divulged through directory enquiry services.
- No enquiry record (NQR) - any phone number with a "non-telephony" use will be omitted from the Directory Enquiries database.

smartnumbers does not include the provision of directory Phone Books.

BT or its suppliers cannot be held responsible for any inaccuracies in the directory enquiry information published by any other entity.

### 4.3 Call Line Identity (CLI) for 999 calls

#### 4.3.1 Inbound calls

The 999/112 service enables BT to fulfil its licence obligations to allow callers to reliably access the emergency authorities (Fire, Police, Ambulance and Coastguard) on a voice call and additionally provide the caller's location information to the Emergency Authority. A critical requirement is the provision of a CLI to the 999 operator that can be traced back to the originator of the 999/112 call.

When porting or block transferring a phone number to the smartnumbers service, customers must ensure that the CLI number used is changed to the number range that is configured for their outbound calls.

#### 4.3.2 Outbound calls

The 999/112 service enables BT to fulfil its licence obligations to allow callers to reliably access the emergency authorities (Fire, Police, Ambulance and Coastguard) on a voice call and additionally to provide the caller's location information to the emergency authority. A critical requirement is the provision of a CLI to the 999 operator that can be traced back to the originator of the 999/112 call. Customers should ensure that the CLI given on their outbound calls meets this requirement.