

Your Ogi Service Description

Ogi Pro Voice
Managed Services

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As you know, here in Wales, when someone shouts 'Ogi!', it's impossible not to smile – or respond. That's why we chose Ogi as our name: it's about connecting people to one another, which is exactly what we do, digitally.

We're your Welsh full fibre internet provider and we're here to provide you with the ultrafast, reliable connectivity you need every day.

We also go beyond broadband, helping businesses like yours to protect their connection, and to be more productive – with watertight security options, enhanced wifi capability, voice services, cloud solutions and more.

Thank you for choosing an Ogi Pro Voice Service from us. Please speak to our specialist business support team today on **029 2002 0535** or **business@ogi.wales** if there's anything more we can do to help.

For now, we hope that our Voice service helps your team connect to each other, and your customers, in exciting new ways.

Thank you again for choosing Ogi.



Service Description

This Service Description explains everything you need to know about your Ogi Pro Voice package.

This is just about your Voice service, so if you've also signed-up for Ogi broadband, or other Ogi business services, all the Service Descriptions can be found [here](#).

Please read this document carefully, alongside Ogi's [Terms and Conditions for Business Services](#).

Your Ogi Service

Summary

Ogi Pro Voice is a managed Voice Over IP (VOIP) service.

Ogi Pro Voice is delivered based on the industry leading Gamma Horizon VOIP system to provide you with a complete, hosted, internet-based telephony solution for your business.

Ogi Pro Voice service consists of two components:

- The user's subscription, based on per-user, per-month charging subject to contract terms.
- The client. This can either be a handset or a choice of soft-clients. Handsets are purchased outright; soft-clients are subscription-based and charged per-user per month.

Each user needs at least one client, but can have multiple clients connected to their subscription simultaneously (e.g. handset, PC soft client and mobile soft-client).

Ogi Pro Voice features:

- A range of handset options from Cisco and Polycom
- PC soft client - PC and MAC
- Mobile soft client – Android and iOS
- Voicemail
- Premium and International calls
- Continuity inbound calling
- Interactive Voice Response (IVR)
- Number portability
- Fraud Management Controls
- Up to 2000 minutes per subscription per month to 01, 02, 03 calls (the number of 03 calls not to exceed 15% of the total calls made by the user); and up to 2000 minutes per subscription per month to UK Mobiles.
(Free call minutes are pooled for the whole company. Please note, if you exceed the total pooled minutes for your company all calls will be charged at our standard business tariff.)

You can also purchase additional services such as CRM Integration, Call Queues and Horizon Contact Centre for an additional monthly fee.

Full details of the Gamma Horizon products can be found on Gamma Horizon's Service Description.

Service Availability

All Ogi business connectivity customers can benefit from Ogi Pro Voice services, and we can also offer managed service support to those that do not choose to take a connectivity service from us too.



Ogi Business Care

All Ogi business customers can contact Ogi Business Care by phone on **029 2002 2333** or email at business.care@ogi.wales. Our normal business hours are Monday-Friday, 8am-6pm.

This is our standard customer care service for all business customers.

Business customers can also choose to sign-up for out-of-hours support from our team, speak to our Business Development team at business@ogi.wales or **029 2002 0535** to find out more.

We aim to provide a trouble-free service, but from time-to-time faults develop.

If you report a fault, you'll receive an initial response from us within the period agreed in your Service Level Agreement and we'll deal with the fault as specified. Find out more about your Service Level Agreements on our website.

Setting up your service

Order Process

After you get in touch, our Business Development team will give you a quote for the service.

For up to 20 users, we have a simple fixed-cost setup fee per-user. If you have more than 20 users we'll work with you to understand your needs in detail and get you an individual quote.

Installation

Once your order is confirmed, the typical lead time for this product is 10 working days. Gamma will deliver the handsets directly to you and we'll configure things for you remotely.

Security & Fraud Management

All business customers benefit from Ogi's commitment to make sure that we are following best practice for security throughout the lifecycle of service provision. For our Ogi Pro Voice Service this includes:

- Ensuring devices are deployed using latest known good firmware
- Proactive monitoring of evolving security exploits as notified by suppliers
- A suite of Fraud Management controls to detect and prevent excessive call-spend.

Please note that the Ogi Pro Voice service will help you mitigate risks from certain SIP Fraud activities and general cyber-threats but, as with any such service, we cannot guarantee 100% effectiveness of these controls. Our subject matter experts are available to discuss with you how our service fits in as part of a layered approach to security.

Number Porting

Number portability is an optional service and is subject to Ofcom regulation in relation to processes and lead-times. We have a simple fixed-cost approach to porting numbers but there may be additional costs associated with this from your existing supplier. If you opt for number porting, our experienced provisioning team will work with you and the existing providers to minimise disruption during the process. Where possible we will try to arrange for number porting to occur on a date of your choosing, but due to the number of third parties involved this is not always possible.

Terms and Conditions

The full Ogi General Terms and Conditions for Business Customers can be found on our website, ogi.wales.

Service Level Agreement

Further information can also be found in the Service Level Agreement for this service.

Contract Period

Ogi Pro Voice is available on a 12, 24 or 36-month contract basis.

Cancellations and Terminations are governed by our General Terms and Conditions for Business Services.

Upgrades

You can add additional licenses/users and add-on options to your Ogi Pro Voice service at any time.

Ogi Voice is just one of a range of services we offer businesses. Alongside a range of broadband and leased line connectivity solutions, we can also provide you with a managed firewall service to secure your connection, and a managed wifi service to distribute connectivity to your users.

Please get in touch with our Business Development team on **029 2002 0535** or **business@ogi.wales** for more information.

Billing

Where possible, other packages supplied by Ogi will all be included in the same Ogi Bill.

Your Bill will be sent to your e-mail address (unless you've asked for a paper Bill at an additional cost) and will include all the charges incurred during the billing period, including your broadband costs.

Our Bills will typically cover a period of one month, unless this is your first Bill, which will start from your activation date to the end of the following billing period.

You can pay via direct debit – collected on or around the date notified on your Bill – or bank transfer, in-line with your agreed payment terms.

If you're concerned about your Bill, contact Ogi's Business Service Desk at **business.care@ogi.wales** or **029 2002 2333**.

For help to understand your Bill please go to **ogi.wales**.

Complaints

Our aim is to always provide a positive experience. However, things go wrong from time to time, and if you feel that our service has fallen short of your expectations, then please let us know, so that we can improve things for the future.

Contact **029 2002 0550** to share your complaint with us, or email **complaints@ogi.wales**.

Please refer to your Service Level Agreement. Visit **ogi.wales** for more information.

Cancellations and Terminations

Cancellations and Terminations are governed by our General Terms and Conditions for Business Services.

Emergency Calls

Please note that as our Ogi Voice Services are delivered over the internet they will not work if there is a power cut or if your internet fails. You will be unable to make 999, emergency or any calls in these circumstances. You should ensure that you have an alternative way of making a phone call in an emergency such as a mobile phone or a traditional landline as a backup to your Ogi Voice Service.

Faults

Faults can be raised with our Ogi Business Care by phone on **029 2002 2333**, email at **business.care@ogi.wales**, webform. Please refer to the relevant Service Level Agreement for more details.

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Thank you for joining Ogi.

For updated information about Ogi please visit the website www.ogi.wales

Get in touch

Got a question?

Let's get you to the right team.

Customer Care

Here for your every need.

Tel: 029 2002 2333

Email: business.care@ogi.wales

To report matters of abuse:
abuse@ogi.wales

Something not up to scratch?

www.ogi.wales/complaints

Llinell Gymraeg

Adborth, cais neu problem?

Rho wybod i ni trwy gyfrwng y Gymraeg:

Llun i Gwener, 8am–6pm

Ffôn: 029 2002 3200

Ebost: cymraeg@ogi.cymru

Your Service Description is available in braille, large print or audio formats. Just let us know how you'd like it.