

Your Ogi Service Description

Ogi Pro Voice Lite



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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.

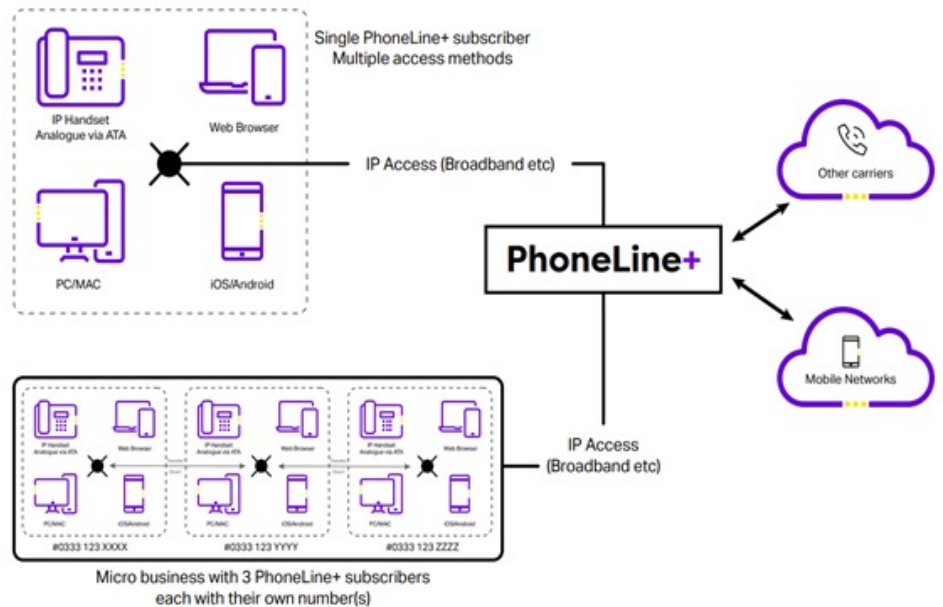
Service Description

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

As an addition to their Ogi Pro Voice Product using Gamma Horizon Platform which is more suited for medium and big business, Ogi provides a managed Voice Over IP (VOIP) service based on the Gamma Phone Line Plus product for small & micro enterprises. This is known as Ogi Pro Voice Lite.



Solution Features

The Gamma Phone Line Plus solution offered by Ogi has the following features:

- Support for traditional analogue handset using Cisco ATA
- Range of Polycom IP handsets
- PC Soft Client – Windows and Mac
- Mobile Soft Client – Android and IOS
- Web browser support – Edge & Chrome
- Unlimited UK Landline & UK Mobile*
- Free calls to specific international destinations*
- Voicemail
- Number Portability
- Calling Features like Diverts, Out of hours, Call Waiting, Call Hold, Call Transfer, CLI Presentation, Simultaneous Ringing, Call Barring

* There is Fair Usage Policy and Gamma will monitor & report if the usage is significantly higher than that is expected for a small and micro business.

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.

Installation

Following receipt of an order, a typical lead time for this product is 10 working days.

Handsets/ATA are delivered direct (with a delivery fee) to the customer by Gamma if they are requested, configuration is undertaken remotely by the Ogi technical team.

If the customer plans to use their own handset, they will need to buy an ATA from Ogi. In addition, if customer plans to use an analogue telephone, then a male RJ11/female BT adaptor will need to be purchased by the customer, or they can check if their equipment comes with a lead with an RJ11 end already to plug into the ATA. Customers are unable to bring their own IP handsets.

Number Porting

This will come with a standard charge. A 10-day standard lead time applies plus additional time should be allowed for end users to submit LOA and for this to go through a pre order validation process in order for the port to not be rejected, so around 10-15 days is typical.

IMPORTANT

When porting a number it's important that the customer DOES NOT cancel their number with their current provider. This will make the number unavailable to Ogi. Customers need to wait until Ogi has ported the number before they confirm any transfers with their old providers.

Emergency calling

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. If a customer has access to Phone Line Plus App, then they can use this to make emergency calls also.

Restrictions

International Calls and premium numbers are OFF by default. Calls to international destinations which are free and included as part of package will still be allowed if international call barring is switched on.

Charges

Charges for the services can be found in the Business Products Pricing Schedule.

This includes;

- One off Handset cost or ATA cost (if applicable)
- Delivery Charge (if applicable)
- Monthly Service Charge (depending upon duration of contract)
- Number Porting Charge (if applicable)
- Business Call charges (International, Premium Rate)

[Ogi Business Price Guide](#)

Upgrades

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

Ogi Voice Lite 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 email 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. Any activation or one-off charges and discounts will be included in the first Bill.

You can pay via direct debit – collated 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 call **029 2002 2333**. For help to understand your Bill please go to **ogi.wales**

Upgrades and Downgrades

Existing Broadband only contract

During the contract period Ogi Pro Voice Lite licenses can be added at any time either as a monthly rolling or 12/24 month contract and the contract period of new voice license can't be more than the corresponding remaining broadband contract duration .

Broadband & Ogi Pro Voice Lite contract

During the contract period, the customer can upgrade or downgrade broadband package, but the contract duration of Broadband & Ogi Pro Voice Lite contract will not change.

If the customer is on monthly rolling Ogi Pro Voice Lite package, they can upgrade into a 12- or 24-month contract for Ogi Pro Voice Lite as long as the new voice contract duration does not exceed the remaining broadband contract term.

Contract Duration	12 months	24 months	36 months
Upgrade	BB package only, Voice Lite same contract duration	BB package only, Voice Lite same contract duration	BB package only, Voice Lite same contract duration
Downgrade	BB package only, Voice Lite same contract duration	BB package only, Voice Lite same contract duration	BB package only, Voice Lite same contract duration

Service Level Agreement

This product is covered by the Ogi Pro Voice Lite Service Level Agreement.

Terms and Conditions

Ogi's General Terms and Conditions for Business Services apply to this product.

Contract Periods

Standard Contract Periods for this service are monthly rolling, 12, 24 or 36 months. Cancellation and terminations are governed by our General Terms and Conditions for Business Services.

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or email at

business.care@ogi.wales.

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Fault Reporting

Faults should be reported to the Ogi service desk. For details of the fault reporting procedure please refer to Support Services Service Level Agreement.

Complaints

Ogi take all complaints seriously and will always look to resolve your complaint within the department in which the issue is being handled, however, where this is not possible or you do not feel it has been resolved to your satisfaction, you are able to escalate to the next level.

Details of the complaints procedure can be found at <https://www.ogi.wales/customers/complaints-code-of-practice/>

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.

Monday to Friday, 8am–6pm

Tel: 029 2002 2333

Email: business.care@ogi.wales

Something not up to scratch?

www.ogi.wales/complaints

Llinell Gymraeg

Adborth, cais neu broblem?

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.