

Service certificate

ServiceID	SRV01008
Service area	Connectivity Services
Service name	VoIPLine
Summary	IP/SIP-based phone service in the Next Generation Network (NGN)
Service level in accordance with SLA documentation	Standard (10x5x8)
Annual availability	98.5%
Scope of services	<ul style="list-style-type: none"> • VoIPLine-connection in the scope of technical and operational options • Basic connection (not capable for direct dialling) or trunk/system connection (capable for direct dialling) • Provision of telephone numbers and telephone number portability • Various performance features, such as call forwarding, fax support (G.711), telephone number transmission, or number suppression • Emergency call function • Support of class-G3 fax devices • No support of call-by-call or preselection
Service parameters	<ul style="list-style-type: none"> • Number of concurrently possible calls
Power distinction	<ul style="list-style-type: none"> • Connections via call-by-call or pre-selection are not possible. • T.38 is not supported • The following telephone number aisles cannot be reached: 0900 / 118xx / 0181 • The AOC (charging pulse) is not supported.
Optional services	<ul style="list-style-type: none"> • Blocking of particular targets (upon written request) • Identification of threatening and harassing calls • CLIP -no screening- (transmission of customer-specific number information)
Framework conditions	<ul style="list-style-type: none"> • Quality statements (e.g. availability) apply only to connections that are implemented in the PFALZKOM network.
Customer's contribution obligations	<ul style="list-style-type: none"> • Connection to NGN by PFALZKOM or another provider's internet connection (with static IPv4 address) • Customer switchboard must support at least G.711
Delivery time	<p>Basic connection: Usually within 20 working days</p> <p>Trunk/system connection: Best effort, timeframe in accordance with project planning</p>