

Application Form

(FeaturePlus Service)

thePhoneCo-op
business services

Service Overview

FeaturePlus can be used with either analogue or IP Phones and all the necessary equipment is delivered pre-configured and ready for use.

Calls to another Featureplus user are free of charge. Calls to any other number are routed securely over the Internet to the PSTN network and are charged at our special IP Tariff rate

You can choose any geographic number within the UK as your FeaturePlus telephone number. You pay a monthly subscription for each number you choose.

The preconfigured equipment will allow you to have up to 2 subscriptions per device. You will need a working broadband connection to use the FeaturePlus service.

Please complete an additional application form if you wish to order FeaturePlus at more than one location and supply the details of the broadband connection.

An on-line Interface that enables you to control the service in real time. You can view real time call statistics, create user accounts and set up calling features. FeaturePlus enables you to administer and control your telephony services on-line.

Please complete the application overleaf.

Return for the attention of **Order Processing** to:

Fax: 0845 458 9075

Post: The Phone Co-op, FREEPOST 1922, Chipping Norton, OXON, OX7 5BR

If you have any questions about our Business Services, or this form, please contact our Sales Team on 0845 458 9070 or email sales@thephone.coop.

NB: All prices quoted exclude VAT



Service Agreement

Main address

Organisation Name			
Address			
Town		Post Code	
Phone No.		Fax No	
Contact Name		Title	
Contact e-mail			

Installation address (if different from above): All equipment will be shipped to the Installation Address. This must be the address that the broadband connection is located

Organisation Name			
Address			
Town		Post Code	
Phone No.		Fax No	
Billing Contact		Title	
Billing e-mail			

Administrator Contact: All communication will be sent to this email address. A logon ID is required to access the FeaturePlus interface. The Logon ID should be between 6 and 32 characters long and may contain letters and numbers. If a Logon ID is not specified, a unique ID will be created by The Phone Co-op. The Administrator will be responsible for managing the FeaturePlus service.

First Name	
Surname	
Job Title	
Telephone Number	
Email Address	
Logon ID	

Is your organisation? (please circle): Business / Third Sector / Public Sector / Co-op

Your Phone Co-op Account number: (If applicable)

If you have an Agent or Affinity reference, please enter it here:

If you have been dealing with our Sales Team, please enter the salesperson:

Authorisation

Please ensure that all the relevant sections of the Order Form are completed.

I agree to the Terms & Conditions of service (available on our website www.thephone.coop).

Signed:.....Date:.....

Position:

FeaturePlus

Please complete all appropriate sections. If you require any assistance, please call 0845 458 9070

Service Requirements

You can have up to 2 telephone numbers (subscriptions) per preconfigured device. **In order to ensure the best quality of service we strongly recommend that you only use a business grade broadband service.**

You can either choose a new number for your subscription or alternatively you may wish to port a number to The Phone Co-op. Each subscription will cost £7.45 per month per number

If you would like a new number, please choose the area code you need (e.g. 0161 Manchester.) You can choose any area code irrespective of your geographic location. Unfortunately you cannot define the full number; you will be randomly assigned a number by the Featureplus system.

If you choose to port your numbers to the service, you must ensure that the number is not the same as your broadband connection. This is because all previous services associated with that number will be ceased when the number port completes and so the broadband would be cancelled. Only live lines can be ported.

Please note we can only port numbers from BT, Thus, and Virgin Media. Please check with our Business Sales Team before you decide to port your number to see if this is possible. The number will be ported by The Phone Co-op before we set up your FeaturePlus service and this will take around 10 working days for the number port to complete.

Section 1 - Do you wish to Port numbers to the FeaturePlus Service? [] (Y/N)

If yes, please complete the sections below. If you do not wish to port any numbers to FeaturePlus service, please complete Section 2 instead

Number to be Ported	Current Provider

Section 2 – New Geographic Numbers

If you do not wish to port any existing numbers and would like to order new numbers, please complete this section. You can choose more than one geographic area code.

Geographic Area Code Required e.g. 0161.	Quantity

Section 3 - FeaturePlus Equipment Requirements

You will need to order pre-configured equipment to use the FeaturePlus service.

There are 2 options: You can access the FeaturePlus service with your existing analogue telephone(s) using an ATA device (Analogue Telephone Adaptor). Alternatively you can access the FeaturePlus service using a specially configured IP Phone. Both are supplied by The Phone Co-op. The ATA and the IP Phones can be preconfigured with up to 2 subscriptions.

The IP Phone is powered by an Ethernet connection. You will need to use a Power over Ethernet Switch to power your phone. If you do not wish to connect the phone in this way, you will need to purchase a power supply unit in addition to the phone. It is not possible to use existing IP Phones with the service as we need to configure the phone to access the FeaturePlus service.

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There will be a £25 set up fee and a delivery charge of £10 per item.

Please specify the quantity and type of equipment you require.

Equipment Requirements	Quantity	Price (ex VAT)
2 Port ATA (SPA 2102) (one per broadband connection)		£65.00 each
2 Line IP Phone (one per broadband connection if not using an ATA*)		£94.00 each
SPA Power Supply Unit (to be used with IP Phone)		£5

- Please choose an IP phone or an ATA per broadband connection
- If you choose the 2 line Linksys 942 SPA IP Phone, you will need to ensure that you either choose to purchase a Power Supply Unit, or you already have a suitable PoE (Power over Ethernet) switch. The Phone Co-op cannot provide a PoE switch.

Please note that calls will be charged at our IP Tariff.

Section 4 - Virtual Numbers

If you require a number or numbers that are not to be associated directly with any phones (like a group contact number that will forward calls to a group of users) or a number that will not be used to make outbound calls, then please complete this section. If you do not require any virtual numbers, please complete Section 5

You do not need to select any equipment as they are used only as contact numbers.

You can choose to port an existing virtual number or choose a new virtual number. If you choose to port a virtual number to the FeaturePlus service, you will need to order the number port before ordering FeaturePlus, Please contact our Business Sales Team for advice.

Do you wish to Port virtual numbers to the FeaturePlus Service? [] (Y/N)

If yes, please complete the section below:

Virtual Number(s) to be Ported	Quantity	Price (ex VAT)
		£7.45 per number per month

If you do not wish to port any existing virtual numbers and would like to order new virtual numbers, please complete the section below. You can choose more than one geographic area code.

Geographic Area Code Required e.g. 0161.	Quantity

Section 5 - Broadband Requirements

The Phone Co-op recommends that you only use the FeaturePlus service with our own Premium Business Services to ensure we provide you with maximum call quality. If you wish to use existing broadband connection that is not provided by The Phone Co-op, we cannot control the quality of the service.

In order to ensure the best call quality, we use the G711 codec. This uses greater bandwidth and so **we do not recommend you use a standard residential broadband connection** because you may find that the quality of the call will be adversely affected

If you require more than 2 subscriptions we would strongly recommend that you have a dedicated broadband connection for the FeaturePlus service.

Do you already have Broadband from The Phone Co-op? [] (Y/N)

If you already have broadband from The Phone Co-op, please supply the details below. If you have a standard Broadband connection, we would strongly recommend you upgrade to our Business Broadband service. There would be a one off fee of £15 ex VAT

Do you wish to use the Phone Co-op Broadband for your FeaturePlus Service? [] (Y/N)

If yes, Please complete the section below if you wish to order our Premium Business Services

Service Name	Data Allowance GB	Business Broadband Price (ex VAT)	Tick
Premium Business 10	10	£29	
Premium Business 20	20	£39	
Premium Business 50	50	£59	
Premium Business 100	100	£79	

1. Additional GB over inclusive limit is charged at £1.28 per GB or part thereof.
2. Contract term is 12 months. Please call our helpdesk 0845 458 9070 for information.
3. Set-up or migration is free.
4. Premium Business services come with 4 Static IP addresses. If you require additional static IP addresses, please indicate the number required and for which services they are required for (e.g. Exchange server, VPN).

Do you wish to transfer your broadband service to The Phone Co-op from another ISP? [] (Y/N)

This is recommended for the FeaturePlus Service

If Yes, please supply the MAC code (Migration Authorisation Code) _____

NB If you are currently with another provider for your broadband, we will not be able to process your order without a MAC code.

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If you do not wish to use The Phone Co-op Business Broadband for your FeaturePlus service, please provide details of your existing broadband service and current provider in the section below

Section 6 - Broadband Equipment

In addition to a broadband connection, you will need an Ethernet ADSL Router to access the FeaturePlus service. **The service is not compatible with USB modems.** If you have a USB modem or router, you will need to replace it with an Ethernet router.

If you already have an ADSL router, you must ensure that it is able to support NAT and DHCP.

Any router used must have its firewall configured to allow the various types of FeaturePlus traffic to pass freely to and from the FeaturePlus ATA or IP phone. The table below shows the list of firewall ports that must open in order for FeaturePlus to work.

We are unable to fully support any routers that are not purchased and pre-configured by The Phone Co-op. If you require any assistance in configuring your router firewall, please contact the manufacturer.

TCP Ports:	UDP Ports:
443 (SSL)	5060 & 5062 (SIP)
80 (HTTP)	514 (Syslog)
	16384 to 16482 (RTP)
	123 (NTP)
	53 (DNS)

Alternatively, The Phone Co-op can supply a pre-configured router that will work with the FeaturePlus service.

If you wish to purchase a preconfigured ADSL router, please tick as appropriate.

Equipment	Price (ex VAT)	Please Select
1 Port Router (Zyxel)	£25	
4 Port Router/Hub (Zyxel)	£39	
Microfilters	£5 each	

I agree to a 12 month contract. See website for details. I agree to the terms and conditions of service (available on request or on our website).

FeaturePlus

Section 7 - Music On Hold

Music on Hold allows you to play music to your customers whilst on hold. You can choose from the Standard option or the Custom option.

The standard option provides 10 preloaded copyright free music tracks on to the FeaturePlus system. You can control which track is played via the online FeaturePlus Interface.

If you choose the Custom option, it will allow you to upload 10 custom files such as recorded announcements to be played to your customers. The maximum duration of each file is 2 minutes. You can manage this feature through the FeaturePlus Interface allowing you to change tracks.

If you choose the Custom option, there is a charge of £32.50 each time you wish to upload new files to the FeaturePlus system

Do you require Music On Hold? [] (Y/N)

If yes, please complete the section below:

Music On Hold - Standard		£6.25 per month (Ex VAT)
Music On Hold – Custom		£6.25 per month (Ex VAT)

Music on Hold will be applied to all of your lines. It is not possible to apply Music on Hold to individual lines