Pure IP Service Description

Version 4.0, 22nd September 2021

Purpose

This document contains descriptions of the Service's functionality including:

- Service description - These sections describe the features and functionality of the Service
- Service options (optional features) - These sections describe Service options Customer may elect in configuring the Service via Orders.
- Service limitations - These sections describe limitations on the Service and configurations options.

Quick links to sections

Please use the following quick links to get to the appropriate section:

1. **PSTN Replacement**
2. **SIP Trunks**
3. **New Numbers Allocation and Activation**
4. **Number Portability**



1. PSTN Replacement

Service description

Pure IP are providing the PSTN connectivity for the customers in scope, in the countries where full PSTN Replacement is supported as per the table below.

Countries in scope for Phase 1, 2 & 3

Pure IP Region	Country	Phase 1	Phase 2	Phase 3
Europe	Bulgaria	X		
Europe	Croatia		X	
Europe	Cyprus		X	
Europe	Czech Republic (Czechia)	X		
Europe	Greece		X	
Europe	Hungary	X		
Europe	Lithuania		X	
Asia	Malaysia*	X		
New Zealand	New Zealand	X		
Europe	Portugal	X		
Americas	Puerto Rico			X
Europe	Romania	X		
Europe	Slovakia	X		
Europe	Slovenia		X	

*Number portability not supported

For Full PSTN Replacement support, Pure IP uses in country local providers in all markets. All calls to in-country specific destination, toll free numbers, short codes and emergency services are routed though Pure IP's in country carriers.

The Service is suitable to replace an existing PSTN service and comprises:

- Inbound Calling to the public phone numbers for customer locations (Direct Dial-In) from any national or international public network origin.
- Full porting of existing phone numbers or the provision of new numbers if required (Number portability is not supported in Malaysia)
- Exporting (port out) of customer owned phone numbers when out of contract
- Provisioning of new numbers where required

- National Outbound calling to the public telephone network.
- Calls to destinations in the Fixed and Mobile Networks and to Inbound Service Numbers, as well as to domestic Short Code Services incl. Emergency Services
- International Outbound Calling to fixed and mobile networks as well as to inbound services of the desired country (as far as allowed/reachable from abroad), satellite networks and generic international services.
- Support of Legal & Regulatory requirements for privacy and compliance i.e. to place anonymous calls, control calls to specific PSTN number types, such as premium rate numbers and any emergency number in-country.

Service restrictions

- Number portability not supported in Malaysia
- Long number porting lead times expected for Puerto Rico
- Please note that private telephony or extension to extension dialing is not supported by Pure IP. Customers can however continue to use extension to extension dialing if configured on their PBX or cloud phone system (this would be transparent to Pure IP).

Country	Emergency Services	Local Dian Plan	Toll / Local # (Geo)	NGN	Toll Free	UIFN	Geo Porting	Toll Free Porting
Bulgaria	✓	✓	✓		✓	✓	✓	
Croatia	✓	✓	✓		✓		✓	
Cyprus	✓	✓	✓		✓	✓	✓	
Czech Republic	✓	✓	✓		✓	✓	✓	✓
Greece	✓	✓	✓		✓	✓	✓	✓
Hungary	✓	✓	✓		✓	✓	✓	✓
Lithuania	✓	✓	✓		✓	✓	✓	✓
Malaysia	✓	✓	✓		✓			
New Zealand	✓	✓	✓		✓	✓	✓	✓
Portugal	✓	✓	✓	✓	✓	✓	✓	✓
Puerto Rico	✓	✓	✓	✓	✓		✓	✓
Romania	✓	✓	✓	✓	✓		✓	✓
Slovakia	✓	✓	✓	✓	✓	✓	✓	✓
Slovenia	✓	✓	✓		✓	✓	✓	✓

2. SIP TRUNKS

The Pure IP SIP Trunking provides a full PSTN/ISDN replacement service supporting outgoing and incoming PSTN calls, calls to emergency services and most call types to local (National) services including Premium Rate services (for the countries mentioned in section 1 above).

Features and restrictions

- By default, call to all A-Z destination are allowed and call barring is not enabled. calls to international and premium numbers will be barred. Customers can modify their profiles by requesting Pure IP to enable call barring for certain destinations like premium or international numbers. Calls to the emergency services remain unaffected irrespective of the barring applied.
- Pure IP cannot guaranty that transmission of analog fax and analog modem tones via our SIP Trunking using Internet access will be uninterrupted or error-free.
- Pure IP have a policy of terminating any call that exceeds twelve hours.
- For security reasons, Pure IP will set limits for the maximum calls per second (CPS). The default CPS value is set to 3. If this constraint is reached, we will reject calls with a SIP response 486 or 503.

Number formats and presentation

- Calling numbers or A-numbers (SIP FROM, P-Asserted-ID) should be presented in E.164 format, i.e. +442032420966. The A-number is validated by the Pure IP SBCs and it is used for correctly routing the calls to the relevant in country carrier and also for correctly billing the calls on the required sub-customer or billing entity.
- It is a requirement that the calling party (A-number) be validated to confirm the format and ensure that the number is owned by Pure IP, so that the emergency services have an accurate record of the calling customer.
- If the customer connected to the Pure IP network presents a calling number in the SIP FROM or P-Asserted-ID fields as E.164 format, the A-Number CLI will be sent by Pure IP to the PSTN/next hop network. The delivery of the Presentation Number is dependent on the terminating network and is not under the control of Pure IP.
- The Customer will send, for standard and forwarding calling scenarios, the site specific CLI, which allows the identification of the physical Customer location within the PAID (P-Asserted ID) field. The format needs to be in site specific international format like [+CCxxx] or [00CCxxx].].
- The Customer will send, in addition, for forwarding calling scenarios, the site specific CLI within the DIVERSION field. The format needs to be in site specific international format like [+CCxxx] or [00CCxxx].
- Customer can request presentation of or restriction of its CLI from being presented to the destination
- For inbound calls, A-numbers are sent to customers as received by Pure IP from other network operators.

Call Paths

- Channel assignment is based on region and call paths and channels can be shared within the region (AMER, UK, EMAEA, ASIA and NZ)
- Concurrent call paths are shared by inbound and outbound calls. Internal extension to extension calls should not be routed to Pure IP therefore will not use the allocated channels (call paths).
- The solution proposed by Pure IP is flexible and scalable and will allow for the number or channels and parallel calls routed through the centralized SBCs to be easily increased based on customer's requirements.
- Pure IP standard network design comprises of geographically redundant points of presence by default for access to SIP and the PSTN. We mirror voice trunks between in-country PoPs to ensure business continuity services.
- Per design, it has been ensured there is enough capacity on both SBCs and links to take double the traffic in such scenarios. Load sharing can also be employed between the two Pure IP sites, each link carrying 50% of the load.

Redundancy & Failover

Pure IP's network is designed to be fully redundant.

- We have two data centers in each region that are geographically separated, each having redundant Session Border Controllers and carrier interconnections (no single point of failure).
- In the event of any issues with one Session Border Controller or connection, services failover seamlessly to the to the other data center.
- From an outbound perspective, customers would start sending calls to the Pure IP alternate site. From an inbound perspective Pure IP would redirect inbound call from the alternate SBC.
- If the channel or license limit is reached on the customer own routers, PBXs or SBCs, Pure IP can redirect overflow calls to an external PSTN destination, to voicemail or can play a message.

3. New Numbers Allocation and Activation

The new numbers will be provided within the lead times in table below. Please note the information provided in the table is in effect at the time this document is written, and it is subject to change without prior notice.

Country	Requirements	Lead Time	Additional Information
Bulgaria	Local Proof of Address	Up to 5 business days	
Croatia	Local Address Required	48 business hours	
Cyprus	Local Proof of Address	Up to 5 business days	
Czech Republic	Local Proof of Address	Up to 5 business days	
Greece	Local Address Required Business Registration document	72 business hours	
Hungary	Local Proof of Address	Up to 14 business days	
Lithuania	Local Proof of Address	48 business hours	
Malaysia	Local Address Required	Up to 5 business days	
New Zealand	Customer details, contact and address	48 business hours	
Portugal	Local Proof of Address Tri-party agreement	Up to 5 business days	
Puerto Rico	Local Proof of Address	Up to 5 business days	
Romania	Local Proof of Address	Up to 15 business days	
Slovakia	Local Proof of Address Company Name Company Registration Number	Up to 5 business days	
Slovenia	Local Proof of Address the location of the end user (place of residence/business) must be within the relevant geographic zone	48 business hours	

New numbers Test & Turn-up

Once the numbers are allocated and activated, the lead time for configuring newly allocated numbers in Pure IP network is maximum 48 hours. The Pure IP provisioning engineer responsible with configuring the numbers will test the configuration on-net and off-net and will send an email in the original provisioning ticket with:

- Confirmation of the numbers allocated and configured on Pure IP switches
- Test results

Please note the new numbers can only be tested from certain mobile or landline providers the Pure IP engineers have access to, and Pure IP cannot test calls from all local in country providers.

The Pure IP provisioning engineer will work with the customer to test the configuration and ensure calls are working as expected. The ticket will only be completed and closed once the confirmation is received from the customer that all newly allocated numbers are working as expected.

4.Number portability

Please see table below for porting lead times and requirements. Please note the information provided in the table below is in effect at the time this document is written in April 2021.

Country	Time Availability	Requirements	Lead Time	Out of Hours Porting	Restrictions
Bulgaria	09 :00 to 17:00 (EET) Mon-Fri	• Letter of Authorization (LOA) in Bulgarian • POA document • Latest invoice from current phone carrier	30 BD (Expedite orders available)		No known restrictions. Depending on current provider
Croatia	09:00 to 16:00 (CET) Mon-Fri	• Letter of Authorization (LOA) • Latest invoice from current phone carrier. Note: If the invoice does not have the relevant geographic address listed then another Proof of Address document is required with the relevant address.	10 BD	OOH can be requested, current provider dependent.	No known restrictions. Depending on current provider
Cyprus	09:00 to 16:00 (CET) Mon-Fri	• Letter of Authorization (LOA) • Latest invoice from current provider	60 BD	Current provider dependent.	No known restrictions. Depending on current provider
Czech Republic	9:00 to 16:00 (CET) Mon-Fri	• Letter of Authorization (LOA) • Latest invoice from current phone carrier. Note: If the invoice does not have the relevant geographic address listed then another Proof of Address document is required with the relevant address.	10 BD	OOH can be requested, Current provider dependent.	No known restrictions. Depending on current provider Note: charges apply for number ports rejected by the current provider

Greece	9:00 to 16:00 (EET) Mon-Fri	• Letter of Authority signed and stamped by Legal Representative in Greece. • Copy of ID card of Passport of Legal Representative in Greece • Legal document providing evidence that person has legal powers to authorize the port. • Latest invoice from LCP Note: If the invoice does not have the relevant geographic address listed then another Proof of Address document is required with the relevant address.	10 BD	Current provider dependent.	Partial range porting might be possible if in blocks of 10's but not guaranteed. Once a port is accepted by current provider, there is a moth lead time for the port to be initiated
Hungary	9:00 to 16:00 (CET) Mon-Fri	• Letter of Authority • Latest invoice from LCP Note: If the invoice does not have the relevant geographic address listed then another Proof of Address document is required with the relevant address.	20 BD	No OOH available	Depending on current provider
Lithuania	09:00 to 16:00 (EET) Mon-Fri	• Letter of Authorization (provided by Pure IP) • Latest invoice from current phone carrier	7 BD	OOH can be requested, Current provider dependent.	No known restrictions. Depending on current provider
Malaysia	n/a	n/a	n/a	n/a	Number portability is not supported in Malaysia
New Zealand	08:00 to 17:00 (NZT) Mon-Fri	• Customer address (non-PO Box) and contact information • Current provider details (account + name on account) • Recent bill/invoice showing details of numbers to be ported	10 BD	Mon – Thu 6:00 PM to 10:00 PM all by request and subject to availability. OOH charges apply.	No known restrictions. Depending on current provider
Portugal	09:00 to 12:00	• Hard copy of Letter of Authorization (LOA) (customer sends it to us by	15 BD	Monday to Friday 18:00 to 21:00 GMT	No partial range porting permitted.

	14:00 to 17:00 (CET) Mon-Fri	post) signed by legal representative only. • Valid for 3 months only. • Latest invoice from current provider Note: If invoice does not have the relevant geographic address listed then additional Proof of Address document will be required. • Copy of ID (legal representative signing LOA) • Online code to access Commercial Registration or copy of document • Signed Tri-party Agreement.			No rollback of numbers possible after port completes
Puerto Rico	9:00 - 16:00 (AST) Mon-Fri	• Letter of Authorization (LOA) • Latest invoice from current provider	TBC	TBC	Depending on current provider
Romania	9:00 to 17:00 (EET) Mon-Fri	• Local Proof of Address (POA) • Letter of Authorization (LOA)	10 BD	TBC	Depending on current provider
Slovakia	12:00 to 18:00 (CET) Mon-Fri	• Letter of Authorization (LOA) • Latest invoice from current provider Note: If invoice does not have the relevant geographic address listed then additional Proof of Address document will be required.	10 BD	OOH ports can be requested - Working days between 0:00-6:00	No known restrictions. Depending on current provider
Slovenia	09:00 - 16:00 (CET) Mon-Fri	• Letter of Authorization (LOA) • Latest invoice from current provider Note: If invoice does not have the relevant geographic address listed then additional Proof of Address document will be required	9 BD	OOH can be requested, Current provider dependent.	No known restrictions. Depending on current provider