

# CLIENT HANDBOOK

The Magrathea Client Handbook is provided to customers and potential customers of Magrathea Telecommunications for information purposes and does not form part of the contractual documentation governing the relationship between Magrathea Telecommunications and its customers.

The Magrathea Client Handbook outlines current services and information, if you have saved a local copy of this document; please check our website for the most up to date copy.

For new customers looking to set up an account with Magrathea Telecommunications, please see page 23 which details our setting up procedure for new accounts.

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## Call origination

### Place your clients outbound calls over our high quality routes, using SIP or IAX

| <i>Service</i>                                                                      | <i>Description</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <i>Pricing and terms</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <b>A wholesale account to make outgoing calls.</b>                                  | Your outbound account with us would be operated on a prepaid basis. It is your responsibility to ensure that there is sufficient credit on the account to cover the cost of your calls. We will give you online access to check the balance of your account and to view the last few calls made.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | There is no set up fee for this service. Payment for call credit should be made to us by bank transfer (Minimum £250 exclusive of VAT). Please see contracts section for the relevant contract and schedule on page 19.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Choose one of our high quality tariffs including restricted dialling options</b> | <p>While you are testing our service you will be using our trial rates. The trial rate plan uses the same mix of high quality carriers as the Standard rate plan. Alternatively our Gold rate plan uses the best possible carrier available on all routes, giving exceptional reliability and quality. (You can request two accounts so you can route some traffic to each.)</p> <p>We also offer restricted tariff plans, there are two options to limit the destinations you can dial by the pence per minute on both the standard and gold route plans.</p> <p><b>High restriction:</b> A base set of UK business destinations and international routes priced at 3p per minute and under.</p> <p><b>Medium restriction:</b> A base set of UK business destinations and international routes priced at 15p per minute and under.</p> | <p>Our Standard and Gold rate plan are billed in 1 second increments, calls are charged to the nearest 1/10th of a penny and are subject to a 1p minimum call charge. All calls are rounded up. Peak time is 8am to 6pm Monday to Friday UK local time. Off peak all other times. Once you have made your first payment of £250.00 (exclusive of VAT) and returned two copies of the contract and relevant appendices, you can choose to use either our Standard rate plan or our Gold rate plan.</p> <p>Our Standard ratesheet is available to download from here: <a href="http://www.magrathea-telecom.co.uk/clientinfo">http://www.magrathea-telecom.co.uk/clientinfo</a></p> <p>Please request a copy of our Gold ratesheet from <a href="mailto:support@magrathea-telecom.co.uk">support@magrathea-telecom.co.uk</a> and we will email this to you.</p> |

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| <b>Optional reserve accounts</b>                                              | <p>You can request that an additional holding account is set up, this will be set up to hold funds only – no registration or authentication details will be associated to this account so it cannot be used to make calls. You can then use this account to hold your funds so that they can be fed onto your main account as required. To move funds from your reserve account to your main account you can email <a href="mailto:support@magrathea-telecom.co.uk">support@magrathea-telecom.co.uk</a> detailing the account number that you want to move the funds from and to and the amount to be transferred. Alternatively funds transfers can easily be made via our Client Portal.</p> | <p>There is no charge for this service. The minimum transfer amount allowed between accounts is £50. Transfers done by our support team will be done during normal business hours, but transfers can be done any time once you have logged in to our Client Portal.</p>                                                                               |
| <b>Upgrade your account to make calls to the Emergency Services - 999/112</b> | <p>We can offer your users the ability to make 999/112 emergency calls from their VoIP devices. It is ideal for internet telephony companies who are obliged to provide 999/112 access to their end users as part of their PATS requirements. If you would like to upgrade your account for access to the Emergency Services we will require an initial test period where we test your data submissions via our NTSAPI, your 24 hour contact number and the way you pass your emergency calls to our network.</p>                                                                                                                                                                              | <p>Pricing Schedule can be viewed here <a href="https://www.magrathea-telecom.co.uk/wp-content/uploads/2019/01/Annex-Schedule-5-Emergency-Services-1.pdf">https://www.magrathea-telecom.co.uk/wp-content/uploads/2019/01/Annex-Schedule-5-Emergency-Services-1.pdf</a></p> <p>Please see the contracts section for relevant contracts on page 20.</p> |

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| <p><b>Enable your account to pass Caller Line Identity</b></p> | <p>UK Networking standards do not allow calls to be sent without caller ID. To avoid the risk of calls failing as a result, caller ID should be always sent, but withheld with the appropriate privacy indications if required.</p> <p>The caller ID must be a valid, dialable number and must uniquely identify the caller. It must not be a number that connects to a premium rate service, or to a revenue sharing number that generates an excessive or unexpected call charge.</p> <p>Please download, sign and return our CLI agreement, so that this feature can be activated on your account.</p> <p>We strongly recommend that you read our 'Guidance on network &amp; presentation numbers' document which includes some key points for CLI. This is available to download here <a href="https://www.magrathea-telecom.co.uk/wp-content/uploads/2019/02/Guidance-on-Network-and-Presentation-numbers-1.pdf">https://www.magrathea-telecom.co.uk/wp-content/uploads/2019/02/Guidance-on-Network-and-Presentation-numbers-1.pdf</a></p> | <p>Our LI Agreement is available to download from here: <a href="https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/CLI-Agreement.pdf">https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/CLI-Agreement.pdf</a> Please scan and email in to support@magrathea-telecom.co.uk and follow this up with a copy by post. We can usually activate the feature within two working days of receipt of the email, however your account must have been upgraded from trial status before we can action this.</p> |
| <p><b>Two Tier Managed Billing</b></p>                         | <p>We can also offer an optional basic hosted billing service. This is useful if you do not want to get involved in billing systems yourself. The usual way this is utilised is as follows;</p> <p>User registers to your IP server. You, via an interface, register the users account on our database. You can then add funds to the individual accounts to allow them make calls to the PSTN, the cost of which will automatically be deducted from the users account balance using a tariff set by you. Simultaneously your wholesale account is debited for the call at our wholesale rate.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                             | <p>£500 set up fee and £250 per month management fee.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| <p style="text-align: center;"><b>Call Termination</b></p> <p style="text-align: center;"><b>We offer a complete range of UK and Irish numbers with many different options for terminating the call at your side.</b></p> |                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <b>Geographic Numbers - UK and Ireland</b>                                                                                                                                                                                | Complete countrywide coverage for the UK and Ireland                                                                                                                                                                                                                                                                                                       | <p><b>Standard Numbering Package:</b> Geographic numbers are charged at 50p per number per month with a minimum commitment of £100 per month.</p> <p><b>Low Start Numbering Package:</b><br/>Up to 100 geographic numbers available for £180 per quarter.</p> <p>Geographic numbers on both packages will have 10 channels by default, more can be arranged - please email <a href="mailto:sales@magrathea-telecom.co.uk">sales@magrathea-telecom.co.uk</a> with a traffic forecast if you would like a price for additional channels. Full geographic portability is available on both of these packages.</p> |
| <b>Non Geographic UK wide numbers (03)</b>                                                                                                                                                                                | These numbers allow organisations to have a single national point of contact where callers pay no more than the rate that they would to call an 01/02 number.                                                                                                                                                                                              | There is no charge for these numbers for clients on the Standard Numbering Package - there is no outpayment available.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>NGCS Numbers (084/087)</b>                                                                                                                                                                                             | <p>Number translation numbers mainly used to provide business contact numbers.</p> <p>087x numbers are governed by the Phone-paid Services Authority, but are classed as "lower cost services". These types of numbers require registration, and you will need to check if the service operating on the number needs to adhere to a Special Condition.</p> | There is no charge for these numbers - outpayments available can be viewed here: <a href="https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Annex-2-UK-NGN.pdf">https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Annex-2-UK-NGN.pdf</a>                                                                                                                                                                                                                                                                                                                                             |

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| <b>NGCS - Freephone Numbers (080)</b>   | Business contact numbers free to the caller where the service provider receiving the call pays the charge.                                                                                                                                                                                                                                                                                                                       | There is no charge for allocating these numbers - the cost of the incoming calls received are deducted from your prepaid account balance with the rate depending on whether they originate from a mobile network or a landline network, please see the pricing here: <a href="https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Annex-2-UK-NGN.pdf">https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Annex-2-UK-NGN.pdf</a> |
| <b>NGCS - Premium Rate Numbers (09)</b> | Premium Rate Numbers are available for services where the caller pays for the content delivered on their own telephone bill. In compliance to the Phone-paid Service Authority's Code of Practice, these numbers require registration. You will also need to check if the service you intend to operate must adhere to a Special Condition and provide us with any supporting documentation before they can be allocated to you. | There will be a £100.00 minimum set up fee for the first Premium Rate Number. Any additional technical requirements will be extra. Revenue earned on these numbers will be calculated at the end of each month and paid to you 45 days later in accordance with our terms and conditions.                                                                                                                                                              |
| <b>Personal Numbers (070)</b>           | Numbers to be used as 'follow me' contact numbers for example, a single number for travelling users. Please familiarise yourself with Ofcom's Guidance on the Acceptable Use of 070 and be aware that these numbers require registration.                                                                                                                                                                                        | There is no charge for these numbers - outpayments available can be viewed here: <a href="https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Annex-2-UK-NGN.pdf">https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Annex-2-UK-NGN.pdf</a> . You <b>must not</b> share any revenue or outpayments obtained with your End User.                                                                                                 |
| <b>LIECS (VoIP) numbers (05)</b>        | Designated by Ofcom for use with 'New Voice Services' as subscriber numbers.                                                                                                                                                                                                                                                                                                                                                     | There is no charge for these numbers.                                                                                                                                                                                                                                                                                                                                                                                                                  |



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| <b>Gold Numbers</b>       | Gold numbers are available for all the above number types. Memorable numbers, ending 0000 or attractive repeating digit patterns like 808080 for example, will enable your customer to maximise their sales opportunities and will provide an excellent return on investment when used in advertising.                                                                                                                                                                                                                                                                                                                           | Please email sales@magrathea-telecom.co.uk to request a quote for gold numbers. One off allocation fee for these numbers start from £100 upwards. Once a number has been allocated to you it is only subject to the standard monthly cost (where applicable.)                                |
| <b>Number Portability</b> | <p>We offer a number porting service between Magrathea and most other major networks. Our knowledgeable and efficient porting team have many years of experience of working closely with the other networks to migrate numbers into our numbering service with minimal disruption. We have an easy to navigate online portal for the submission and tracking of porting requests. Our Porting Manual can be found here:</p> <p><a href="https://www.magrathea-telecom.co.uk/wp-content/uploads/2019/04/Porting-guide-v6.4-1.pdf">https://www.magrathea-telecom.co.uk/wp-content/uploads/2019/04/Porting-guide-v6.4-1.pdf</a></p> | £10 per number to be ported, capped at £50 for a multi line port. Leadtime 4-21 working days depending on the installation type to be ported. Portability is available to customers on our Standard Numbering Package - once ported in, numbers will be charged at 50p per number per month. |

| <b>Provision and manage your inbound numbers</b><br><b>Basic Number Translation or Chargeable Number Translation</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                |
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| <b>Basic Number Translation</b>                                                                                      | Via our NTSAPI, basic level access is free of charge and gives you access to provision and manage your numbers with the options to deliver them to SIP, IAX, Voicemail to Email and Fax to Email.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Aside from any per number charges due, there is no charge for this type of account.                                                                                                            |
| <b>Chargeable Number Translation</b>                                                                                 | If you wish to point your numbers to PSTN destinations, for example if you want to forward a geographic number obtained from us to a mobile, you can choose to upgrade to a Chargeable Translation account. Then as well as all the non-chargeable destinations available with a basic NTSAPI account, you can also choose to point your numbers to PSTN destinations, with the associated cost of forwarding these calls being deducted in realtime from a prepaid account balance.                                                                                                                                                                                                                                                                                                                                         | There is a one off set up charge of £250 plus VAT if you require this type of account.                                                                                                         |
| <b>CLI on incoming calls – Network Mode:</b>                                                                         | <p>The default setting on incoming number delivery is that where the CLI is withheld, this will be delivered to you with the number withheld and so you will not see where the call originated in the call signalling.</p> <p>However we can offer the option for you to have the call passed to you in Network Mode. With this enabled, the CLI information that you receive in the signalling from Magrathea may contain additional numbering information like a withheld number (and the relevant privacy settings) which must not be passed to any end-user or end-user terminating equipment. For more information please see <a href="https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/10/Network-Mode-CLI.pdf">https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/10/Network-Mode-CLI.pdf</a></p> | There is no additional charge to use this service. Please contact <a href="mailto:support@magrathea-telecom.co.uk">support@magrathea-telecom.co.uk</a> to have this enabled on your numbering. |

## Other options to help you manage your inbound number termination services.

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| <b>SIP Resilience</b>          | <p>Magrathea's SIP Resilience product allows you to nominate a number of IP addresses for our servers to send calls to, giving greater resilience and load balancing options. Our servers will take one IP address from the pool on a round robin basis and send the call to that server. Alternatively, you may opt to set a priority ranking on your IP addresses, in which case they will be selected in order.</p> <p>Our SmartDNS system will probe each IP address several times a minute and the moment that a failure is detected it will be removed from the pool until it starts responding again. This will make sure that Invites are only sent to servers that are responding.</p> | <p>There is no charge to use this service. If you would like more information on this product or to set it up, please contact <a href="mailto:support@magrathea-telecom.co.uk">support@magrathea-telecom.co.uk</a></p>                                                                                                                                                                             |
| <b>Emergency PSTN Fallback</b> | <p>If you require emergency fallback to a PSTN number on just one or two inbound numbers we can link those numbers to your wholesale account and the cost of the PSTN call will be deducted real time. Numbers that are linked will not be available through the API, infrequent target changes can be made on request. If you wish to set PSTN targets for more of your geographic numbers, and to keep control of numbers through the API, you will need to move to a Chargeable Translation Account.</p>                                                                                                                                                                                     | <p>There is no charge to use this service, the cost of the forwarded calls will be deducted from your prepaid account balance at the end of the month. If you would like to set this service up or to make target changes to numbers using the PSTN Fallback service, please email <a href="mailto:support@magrathea-telecom.co.uk">support@magrathea-telecom.co.uk</a> during business hours.</p> |

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| <b>Number Hosting</b> | <p>If you have obtained your own Ofcom number allocations, you can avoid the expense and administration required to operate your own BT interconnect by instead leasing an interconnect partition from Magrathea. We manage all the complex processes involved with managing interconnect capacity, network routing, number builds, etc., allowing you to concentrate on building your business.</p> | <p>We have two number hosting packages. You will need to forecast your usage and then chose the most appropriate package from our price list here: <a href="http://www.magrathea-telecom.co.uk/assets/Client-Downloads/Annex-Schedule-7-Hosted-Numbering-Price-List.pdf">http://www.magrathea-telecom.co.uk/assets/Client-Downloads/Annex-Schedule-7-Hosted-Numbering-Price-List.pdf</a></p> <p>Every month you will receive a detailed report showing the revenue generated by your numbers. Because of our network's diverse points of interconnect the revenue generated from NTS numbering will be higher than the revenue generated on less well connected networks.</p> |
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| General information to help you manage your account |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <b>Client resources and documentation</b>           | <p>All of our client information documents, ratesheets etc are available to view and download here:<br/> <a href="http://www.magrathea-telecom.co.uk/clientinfo">http://www.magrathea-telecom.co.uk/clientinfo</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Privacy Policy and Data Protection</b>           | <p>We are committed to protecting your information, being transparent about what data we hold and how we use it. Our Privacy Policy can be viewed here: <a href="https://www.magrathea-telecom.co.uk/privacy-policy/">https://www.magrathea-telecom.co.uk/privacy-policy/</a></p> <p>Our Data Protection Agreement can be viewed here: <a href="https://www.magrathea-telecom.co.uk/assets/Client-Downloads/Data-Processing-Agreement-New-Client-v1.0.pdf">https://www.magrathea-telecom.co.uk/assets/Client-Downloads/Data-Processing-Agreement-New-Client-v1.0.pdf</a></p> <p>If you have any questions about Data Protection that are not dealt with by these documents, please contact <a href="mailto:support@magrathea-telecom.co.uk">support@magrathea-telecom.co.uk</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>How to make payments to us</b>                   | <p>All payments must be made by bank transfer (Minimum £250 exclusive of VAT). Transfers that are below our minimum level will be subject to a handling fee of 5% or £5, whichever is higher. All payments to our bank account should be referenced with your wholesale account number to help us identify it. It will also expedite the transaction if you send an email to <a href="mailto:accounts@magrathea-telecom.co.uk">accounts@magrathea-telecom.co.uk</a> confirming details of the payment. We will only credit your account with the funds that actually arrive in our bank, so please make sure that when transferring funds you elect to pay the transfer charges.</p> <p>Address: HSBC<br/> 6 Northbrook Street<br/> Newbury,<br/> Berkshire<br/> RG14 1DT<br/> ENGLAND</p> <p>Account Name: Magrathea Telecommunications Ltd<br/> Account No.: 01387510 Sort Code: 40-44-52</p> <p>For International payments:<br/> SWIFT BIC: HBUKGB4B<br/> BIC11: HBUKGB4166C<br/> IBAN: GB10HBUK40445201387510</p> <p>In the event that you have no option other than to send a cheque, please note that cheques drawn on a UK bank are subject to ten working days clearing, foreign cheques are not accepted and will be returned. There will be a 1% administration charge deducted from any non-electronic payments (i.e. cash or cheque).</p> |

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| <p><b>Client Portal: To check your balance and make simple changes to your account.</b></p> | <p>It is your responsibility to check you have sufficient funds on your account at all times. The Client Portal will help you manage your account with Magrathea by showing you your account balance, the details that we hold for you and will also allow you to access information on our services and make simple changes to your account – including transferring funds between your accounts and setting one of our restricted tariff options.</p> <p>We can also offer access to our RESTAPI which, in addition to all of the functionality currently offered by our existing NTSAPI, will allow you to create custom interfaces for the Client Portal features.</p> <p>There are different levels of access to these tools which means you can grant different levels of access to different people, depending on their role in your organisation.</p> <p>If you would like to have access to the RESTAPI and/or Client Portal, please sign and send back a copy of the Portal Access Agreement which can be downloaded from here:</p> <p><a href="https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Client-Portal-Access-Agreement-1.pdf">https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Client-Portal-Access-Agreement-1.pdf</a></p> <p>We will require one of these per username and once we have received these, access can be set up very quickly.</p> |
| <p><b>A note on VAT for UK based clients</b></p>                                            | <p>With effect from 1st February 2016, Wholesale VoIP termination is subject to the VAT reverse charge mechanism. Your payments are now treated as NET of VAT and the amount of VAT due to HMRC on your payment to us is to be declared by you to HMRC. You can find more information about the legislation and what this means for you at this link: <a href="https://www.gov.uk/government/publications/revenue-and-customs-brief-1-2016-vat-domestic-reverse-charge-for-businesses-wholesaling-telecommunications-services/revenue-and-customs-brief-1-2016-vat-domestic-reverse-charge-for-businesses-wholesaling-telecommunications-services">https://www.gov.uk/government/publications/revenue-and-customs-brief-1-2016-vat-domestic-reverse-charge-for-businesses-wholesaling-telecommunications-services/revenue-and-customs-brief-1-2016-vat-domestic-reverse-charge-for-businesses-wholesaling-telecommunications-services</a></p> <p>Invoicing for non-minutes based services from us will not be affected, for example geographic numbering, colocation, hosting services. These invoices and the way that VAT is accounted will not change for these services.</p>                                                                                                                                                                                                                |
| <p><b>Customers based outside of the EU</b></p>                                             | <p>Companies based outside the EU will be required to provide additional identity documentation to open an account, so please send either a copy of your Company Registration Document or Tax Registration Document back to us with your customer contact form when you initially set up your account.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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| <b>Emergencies and out of hours support</b>                        | <p>Please refer to our Service Level Agreement for full details of our support procedures and contact information :<br/> <a href="https://www.magrathea-telecom.co.uk/wp-content/uploads/2019/02/Service-Level-Agreement.pdf">https://www.magrathea-telecom.co.uk/wp-content/uploads/2019/02/Service-Level-Agreement.pdf</a></p> <p><b>Category A/Critical faults</b> (e.g. all inbound numbers cease to work or termination to all destinations has ceased) may be reported to 07803 136 339 24 hours a day, 7 days a week.</p> <p><b>Category B faults</b> (e.g. customers are unable to interface with Magrathea's network or a batch of inbound numbers are failing) should be reported to 0345 004 0040. All out of hours faults reported by telephone should be followed up with an email to <a href="mailto:support@magrathea-telecom.co.uk">support@magrathea-telecom.co.uk</a>.</p> <p><b>Category C faults and general support queries</b> (e.g. poor call quality to a single destination, CDRs unavailable etc) are to be reported by email only to <a href="mailto:support@magrathea-telecom.co.uk">support@magrathea-telecom.co.uk</a>. This address is read seven days a week and we aim to respond to all non-urgent queries within 24 hours.</p> |
| <b>Service updates</b>                                             | <p>In the event we need to send a service update, these will be emailed to our mailing list and shown on our website. Please keep us updated as to the best email address to send these updates to. To check our website for recent faults or service interruptions please go to <a href="http://www.magrathea-telecom.co.uk">www.magrathea-telecom.co.uk</a> .</p> <p>Alternatively our off site information page is <a href="http://www.magratheastatus.com">http://www.magratheastatus.com</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Using the NTSAPI and RESTAPI for numbering: Access and tips</b> | <p>Please refer to the Numbering API User Guide for details on how to activate and manage numbers via our NTSAPI.<br/> <a href="https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Numbering-API-Instructions-2.pdf">https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Numbering-API-Instructions-2.pdf</a></p> <p>All of the all of the functionality currently offered by our existing NTSAPI is now available via our RESTAPI. If you would like to have access to the RESTAPI please contact <a href="mailto:support@magrathea-telecom.co.uk">support@magrathea-telecom.co.uk</a>.</p> <p>To reassure our clients who have fully integrated our original NTSAPI into their systems and processes, we currently have no plans to retire this tool and will continue to support its features. However, we are unlikely to add any new features or commands with any future features only being incorporated in the new RESTAPI.</p> <p><b>Below are some answers to questions that come up frequently for users of the NTSAPI:</b></p> <p>Please remember that all numbers must be ACTivated and SET following the ALLOcation otherwise they may still be requested by other clients.</p>                                              |

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|                         | <p>All numbers must be used once in the first two weeks to fully activate them, and then at least once every three months to keep them active. However, if you have permission to allocate geographic numbers, all number allocated with your login will be set to never expire, it is therefore your responsibility to manage number allocations and DEACTivate any numbers that are no longer required otherwise you will continue to be charged for numbers that are not needed.</p> <p>If you wish to have a separate login for geo and non geo allocations to better manage the expiry dates of numbers, please let us know.</p> <p>In the event of non-payment for geographic numbers, Magrathea will suspend your allocation for a period of one month, after which time they will be returned to the numbering pool for re-allocation.</p> <p>If you require a large batch of numbers please email <a href="mailto:support@magrathea-telecom.co.uk">support@magrathea-telecom.co.uk</a> so that they may be pre-allocated for you.</p> |
| <b>CDRs and reports</b> | <p>We can make CDRs available to you for download via FTP on a daily basis. Files are stored for 45 days after. Please let us know if you would like this option so we can create a login for you.</p> <p>If you have revenue generating inbound numbers you will receive a statement at the end of each month where revenue due exceeds our minimum out payment of £100. You will be paid any funds due in accordance with our terms and conditions.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |



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| <b>Capacity and forecasting</b>              | <p>By default your outbound account will have access to 150 notional channels. Magrathea are constantly monitoring usage and traffic levels, however we do ask that our clients provide us with a traffic forecast whenever possible to assist us with this process. This is particularly important if you expect a sudden or large increase in traffic. If you require dedicated capacity for your project please request a quote.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Firewalls and whitelisting IP traffic</b> | <p>Traffic for Magrathea services will originate from a number of IP addresses and you should ensure that your equipment will not reject this traffic.</p> <p>Please can you ensure that at a minimum you allow incoming traffic from us on the following IP addresses:</p> <p><b>SIP:</b></p> <p>87.238.72.129<br/> 87.238.72.130<br/> 87.238.73.129<br/> 87.238.73.130<br/> 87.238.74.129<br/> 87.238.74.130<br/> 213.166.3.129<br/> 213.166.3.130</p> <p><b>IAX:</b></p> <p>87.238.72.140<br/> 87.238.73.140<br/> 87.238.74.140<br/> 213.166.3.140</p> <p><b>In addition, RTP traffic may originate from any of the IP addresses contained in the following subnets On any port &gt; 1024:</b></p> <p>87.238.72.128/26<br/> 87.238.73.128/26<br/> 87.238.74.128/26<br/> 87.238.77.128/26<br/> 213.166.2.128/26<br/> 213.166.3.128/26<br/> 213.166.4.128/26</p> <p>If you firewall UDP traffic on your network you must ensure the above subnets are permitted.</p> |

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| <p><b>Connecting to Magrathea for Wholesale call conveyance via SIP or IAX.</b></p> | <p>We can support SIP connections by Registration, IP Authentication or by a dual authentication solution which combines both ways, to increase security and also give you more choice as to how to configure your side.</p> <p>If your system requires registration, you can register to &lt;username&gt;@sipgw.magrathea.net prior to making calls. However we do not require registration before call attempts are made provided that the username and password are presented in the INVITE.</p> <p>For IP authentication for SIP calls, you will need to send traffic to sipipgw.magrathea.net. Please contact <a href="mailto:support@magrathea-telecom.co.uk">support@magrathea-telecom.co.uk</a> with a list of the IP's you would like us to authenticate traffic from.</p> <p>For dual authentication, username and password registration can have an IP mask applied to it, so that our servers recognise which account you are using but only allowing traffic using that username if the IP address is one that has been pre-registered.</p> <p>As well as offering an additional layer of security, it will also mean that you can use the same IP for authentication on two different accounts which we could not previously offer – for example when using a standard account and a gold account simultaneously.</p> <p>If you are using IAX, you will need the username and password you were issued with. The host is iaxgw.magrathea.net.</p> <p>In all cases, you should make your connection to us directly from your equipment, we do not advise that you connect your end user's equipment directly to us.</p> |
| <p><b>Codecs supported</b></p>                                                      | <p>We support the following codecs for outgoing calls: G.711 a-law; G.711 u-law, iLBC and GSM Full Rate over IAX and G.711 a-law; G.711 u-law; GSM Full Rate; G.729 and G.723.1 over SIP.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

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| <b>DTMF</b>          | We support RFC2833 DTMF and inband DTMF.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Secure Access</b> | Encrypted connections to some Magrathea services are available to all clients using their existing login details. Secure Access can be used interchangeably with the current non-encrypted version of the same service to access the NTSAPI, FTP CDR downloads, Account Balance Check and Porting Portal. For more details please see: <a href="https://www.magrathea-telecom.co.uk/wp-content/uploads/2019/06/Magrathea-Secure-Services-Access-Guide-V3.pdf">https://www.magrathea-telecom.co.uk/wp-content/uploads/2019/06/Magrathea-Secure-Services-Access-Guide-V3.pdf</a> |

## Other services

Our skills don't only lie in voice technology; supporting our services are our skills in developing an international IP network with reliability being key. For additional information on any of these services, please contact [sales@magrathea-telecom.co.uk](mailto:sales@magrathea-telecom.co.uk) or 03450040040.

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| <b>Magrathea Interconnect</b>      | We can offer you a direct interconnect to our network, cutting out the internet. We offer special wholesale rates to all customers who have co-located equipment, have a direct interconnect into us, or use our hosted billing service so an interconnect is ideal for clients who wish to benefit from a closer relationship with us and those who require secure connectivity on dedicated links. We can use various methods to set up an interconnect including BGP for ISP clients and a static link with Magrathea provided IP addressing for customers with no BGP router.                                     |
| <b>Colocation</b>                  | Colocation is a crucial value added service that we offer to clients who want to get their equipment as close as possible to our network, in a secure location. Our colocation facility is based in the world renowned Telehouse East datacentre and are available from 2U to a full 42U rack, depending on your needs. Co-locating with Magrathea also means you have access to our full internet connectivity, with multiple links to a whole variety of providers to ensure the best possible IP routes worldwide. Your customers then benefit from our world class IP network, which we are constantly monitoring |
| <b>WLR - Wholesale Line Rental</b> | <p>Our WLR enables you to provide own brand fixed line services to your customers and bill them for line rental directly.</p> <p>The service is designed for telecommunication providers who would like to offer their clients flexible pricing and a more complete package. In particular this is ideal for combining with a broadband service or with our Carrier Pre-Select option so all calls can be handled under the same account.</p>                                                                                                                                                                         |
| <b>CPS - Carrier Pre-Select</b>    | CPS is a mechanism that gives you the ability to have calls made on a fixed telephone line routed via you, without the user having to dial any additional codes on the telephone or install any new equipment. You will have a choice of receiving all calls made by your Customer over SIP - giving you full control of routing - or leaving them on our network to deliver to the PSTN directly. All call attempts will be validated against the pre-registered telephone number for maximum security and full CDRs are available daily enabling you to provide clear billing information to your Customer.         |

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| <b>Ethernet</b> | <p>We can provide an Ethernet connection between a client and our network or any other network co-located in Telehouse, London. Our Ethernet connection service enables your customer's UK based LAN and our network in Telehouse to work together as a single Ethernet domain. This simplifies file sharing and enhances your ability to deliver services such as VoIP and video conferencing. Our service uses Ethernet over MPLS technology, which can provide speeds from 10 Mbit/s up to 1 Gbit/s. It gives you carrier class reliability and quality with low latency, packet loss and jitter, which is especially important for IP based voice applications.</p> |
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| <b>Information for new clients</b><br><b>Testing our services and moving from a trial basis to a full account.</b>       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <b>Test our outbound call termination service:</b>                                                                       | <p>We can set you up with a test account with £2.00 free credit to test our services. While you are using the test account, your account will use our Trial Rates which can be viewed here:</p> <p><a href="https://www.magrathea-telecom.co.uk/clientinfo/">https://www.magrathea-telecom.co.uk/clientinfo/</a> (see the Information for new customers section, click on Trial Rates.)</p> <p>If testing goes well and you would like to use the account for your live traffic, then on receipt of your first payment of £250 and signed contracts we will move you from the trial tariff onto either the standard wholesale tariff or our gold route tariff depending on your preference.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Test our inbound numbering service:</b>                                                                               | <p>We can give you a non-geographic number, pointed to your SIP or IAX destination with no charge.</p> <p>If you would like to perform some extended testing, our Trial Geographic Numbering package may be suitable. With this package you will have access to our NTSAPI where you can provision up to 25 numbers, with 2 channels each, for £100 per year. These numbers are for your own internal use and should not be resold. Unfortunately porting is not available with this package. If you would like to use our Trial Geographic Numbering Package you will need to sign and return a copy of this Agreement: <a href="https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Geo-Trial-Package-MF-180615-1.pdf">https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Geo-Trial-Package-MF-180615-1.pdf</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Documentation that you will need to return before your account can be moved from a trial basis to a full account:</b> | <p>You will need to return contracts for each of the services you are taking from us. For links to all our contracts please see page 24. If you would like a countersigned copy of contracts, please send 2 copies back to us - one of these can then be signed and returned to you.</p> <p>We will need Network Status Declaration by email or by post with the contracts.</p> <p>If you are taking geographic numbers, please confirm which of the packages you would like to take and return a Direct Debit mandate as payment for geographic numbers will be taken by Direct Debit. This can be downloaded from here: <a href="https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/10/Direct-Debit.pdf">https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/10/Direct-Debit.pdf</a></p> <p>If you are taking outbound services, you will need to sign and return a copy of the LI Agreement as networking standards do not allow calls to be passed without a valid CLI and calls may be rejected by onward carriers if CLI is not present (flagged as withheld if appropriate.)</p> <p>If you are taking inbound numbers, please read the Network Mode CLI documentation and if appropriate, sign and return a copy of this so that the numbers can be set up as required.</p> |

## Contracts

**Please find below links to downloadable versions of our contracts on our webpage.**

Please complete, print, sign and return electronically in the first instance and also return two copies by post. We will sign and return one copy to you for your records within 2 to 4 weeks. Please address to:

Commercial Department  
Magrathea Telecommunications Ltd  
5 Commerce Park  
Brunel Road  
Theale  
Reading  
Berkshire  
RG7 4AB  
United Kingdom

Please note that this document links to the current versions of our contract documentation. If you have signed an earlier version we will issue any updates to the main contract on your account by email and will assume acceptance of changes unless we have your queries within the timescale given on the notification.

**For ease, the contracts are listed below depending on what services you will be taking from us. Please ensure that you return all relevant contracts to avoid any delay in setting up services.**

**All** clients will need to return the Network Status Declaration, the Telecommunication Services Agreement and the Data Protection Agreement as follows:

<https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Network-Status-Declaration-MF-180615.pdf>

<https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/TELECOMMUNICATIONS-SERVICES-AGREEMENT-v-3-1.pdf>

[https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Data\\_Processing\\_Agreement-New-Client-v1.0-1.pdf](https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Data_Processing_Agreement-New-Client-v1.0-1.pdf)

Clients wishing to take call origination (outbound calling) will need to return Schedule 1 and the Line Identity Agreement as follows:

<https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Schedule-1-Wholesale-Call-Conveyance-v-2-1.pdf>

<https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/CLI-Agreement.pdf>

Clients wishing to take any Non Geographic call termination (inbound numbering) services will need to return Schedule 2 as follows:

<https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Schedule-2-Inbound-Non-Geographic-Number-Servicev2.pdf>

Clients wishing to take Geographic call termination (inbound numbering) services will need to return Schedule 2, Schedule 3 and the Direct Debit form (if based in the UK, payment for inbound numbering will be taken by DD.)

<https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Schedule-2-Inbound-Non-Geographic-Number-Servicev2.pdf>

<https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Schedule-3-Wholesale-Geographic-Number-Servicev2.pdf>

<https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/10/Direct-Debit.pdf>

Clients wishing to have Network Mode enabled on their inbound call delivery will need to sign and return the Network Mode agreement here: <https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Network-Mode-CLI.pdf>

Clients wishing to pass calls to the Emergency Services will need to return Schedule 5 as follows:

<https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Schedule-5-Wholesale-Access-to-Emergency-Services-AF150817.pdf>

Clients wishing to have their own Ofcom number ranges hosted on our network will also need to return Schedule 7 as follows:

<https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Schedule-7-Hosted-Numbering-Service.pdf>

Clients who would like to take WLR services from us will also need to return Schedule 10:

<https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Schedule-10-Wholesale-Line-Rental.pdf>

Clients who would like to take CPS services from us will also need to return Schedule 11:

<https://www.magrathea-telecom.co.uk/wp-content/uploads/2018/11/Schedule-11-Carrier-Pre-Selectionv2.pdf>