

CLIENT HANDBOOK

WHAT'S INSIDE

This 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 the '[Getting Started](#)' section, which details our setting up procedure for new accounts.

VERSION	DATE	AUTHOR	CHANGES
1	7 th February 2025	LM	Rewritten and updated
1.5	7 th October 2025	SL	Various updates and revisions

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Getting Started

Welcome! As a valued client or soon to be valued client, you are front and centre of this handbook. We hope it contains everything you need to navigate our general processes and services available, however as always if there is anything you are unsure about please contact us on support@magrathea-telecom.co.uk or 0345 004 0040.

Onboarding

We have put together a simple guide to help you understand what you can expect in your first few weeks working with us or trialling our services.



A downloadable copy of this document with links can be found [HERE](#).

Your Onboarding Checklist

New to working with Magrathea? This list will help set you up for success, quickly and easily. If you are unsure about any aspect, please contact us at support@magrathea-telecom.co.uk

TASK OR TOOL	STATUS
Complete contact form and LI agreement	☐
Complete onboarding due diligence questionnaire	☐
Complete Trust ID verification	☐
Complete relevant contract documentation via DocuSign (such as the Direct Debit form, Network declaration etc.)	☐
Send over first top up payment via bank transfer (outbound accounts only)	☐
Send across GPG public key if encrypted CDRs are required	☐

Your Magrathea Services

Supporting your services. We make it easy for you to give your customers the numbering and outbound call options they need, all under your own brand. Our solutions are designed to give you the flexibility and control you need to support your clients with confidence.

Outbound Calls

SERVICE	DESCRIPTION	PRICING and TERMS
ACCOUNT SET UP	Your outbound account with us will be operated on a prepaid basis. Please ensure that there is sufficient credit on the account to cover the cost of your calls. We will guide you through due diligence and set up your account, when you will be issued with a six-figure account number. This is the key to accessing and enabling all your Magrathea Outbound services, including checking the balance of your account and to view the last few calls made.	Payment for call credit should be made to us by bank transfer (Minimum £250 exclusive of VAT). Please see contracts section in 'Useful Resources' for the relevant contract and schedule.
TESTING	While you are testing our service, you will be using our trial rates, using the same high-quality carriers as our Standard rate plan. If testing goes well and you would like to use the account for your live traffic, then on receipt of a first payment of £250 and signed contracts we will move you from the trial onto either the standard wholesale tariff or our gold route tariff depending on your preference.	We can set you up with a test account with £2.00 free credit to test our services.

Outbound Calls continued

SERVICE	DESCRIPTION	PRICING and TERMS
TARIFF PLANS	We offer 2 rate plans: Standard and Gold. Our Gold rate plan uses the best possible carrier available on all routes, giving exceptional reliability and quality. (You can request two accounts if you wish to route some traffic to each.) We also offer 2 restricted tariff plans, allowing you to limit the destinations you can dial by the pence per minute on both the standard and gold route plans. - Option A: A base set of UK business destinations and international routes priced at 3p per minute and under. - Option B: A base set of UK business destinations and international routes priced at 15p per minute and under. 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. All other times are off peak.	Once you have made your first payment of £250.00 (exclusive of VAT) and returned the contract and relevant appendices via DocuSign, you can choose to use either our Standard rate plan or our Gold rate plan. All rate sheets, including Standard and Gold can be found under 'Information for new clients' HERE.
OTHER ACCOUNTS	<u>Reserve Accounts:</u> If required, an additional holding account can be set up to deposit funds in reserve – you can then use this to feed funds into your main account as required without waiting for a bank transfer to be processed. <u>Secondary Accounts:</u> Clients may wish to manage more than one account, either to separate traffic for gold and standard routing, to manage surcharges or to split by project. We can set up additional accounts at your request and at no extra charge (limits apply).	<u>Reserve Accounts:</u> There is no charge for this service. You can make transfers of a minimum of £100 each time to the main account via the Client Portal (or API).
EMERGENCY CALLING	We can offer your users the ability to make 999/112 emergency calls from their VoIP devices. As a telephony provider you are likely to be obliged under regulation to give your users the ability to make emergency calls and we can provide a simple API or GUI to update location information for numbers assigned to your customers.	Our pricing schedule for this service can be found in the 'contracts' section HERE.

Outbound Calls continued

SERVICE	DESCRIPTION	PRICING and TERMS
SELF-SERVE SUPPORTED TOOLS	The Magrathea Integrated Connect (MAGIC) portal is your central hub for all our applications, including Back-up Switch, Broadband, Numbering, Porting - plus <i>The Guide</i> which provides detailed information on all our services. Our legacy Client Portal enables you to manage your Magrathea account by checking balances, updating your details, accessing service information and making simple changes to your account – such as transferring funds between your accounts. Over time, these features will migrate into the MAGIC portal as we expand its functionality. We also provide access to all Portal features via one of our API's, allowing you to create interfaces around our various tools and features. Both the MAGIC Portal and Client Portal support different levels of access control, so you can tailor permissions to individual roles within your organisation. All of our client information documents are available to view and download at Client Info	If you would like to have access to the RESTAPI, MAGIC Portal and/or our Client Portal, please sign and send back a copy of the Portal Access Agreement which can be downloaded from the 'Client Portal' section HERE. Please note - we do require a completed portal access agreement for each user. Once we have received these, access can be set up quickly.
FAULT GUIDE	If you have found a fault on calls being placed outbound over the Magrathea network, there are certain things we will need to enable us to investigate and, if necessary, raise the fault with our interconnect partners. See 'I HAVE FOUND A FAULT - HOW DO I REPORT THIS?' under FAQ's for more detailed information. Sometimes, if the fault is not specifically with their network, they may have to raise a fault with an up-stream provider. This may mean that we will need to wait for responses, which can cause delays. We may also be asked for more call examples and/or traces. We will do everything we can to get a timely resolution and keep you updated during the investigation process.	For audio issues, we will need to conduct a full SIP trace with RTP media for analysis. Our standard requirement is at least three examples from the last 24hrs, which is also a requirement of our interconnect partners. A fault may not be accepted if the call examples are older. If you can provide more than three examples, they would be very welcome!

Outbound Calls continued

SERVICE	DESCRIPTION	PRICING and TERMS
PRE-PAY INVOICING	All payments must be made by bank transfer to our bank account and 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 accounts@magrathea-telecom.co.uk 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. VAT for UK Clients: Wholesale VoIP termination is subject to the VAT reverse charge mechanism. All payments are treated as NET of VAT and the amount of VAT due to HMRC on your payment to us needs to be declared by you to HMRC. You can find more information about the legislation and what this means for you here. Invoicing for non-minutes-based services from us is not affected in the same way (e.g. geographic numbering, colocation and hosting services). These invoices are subject to normal VAT collection.	<u>Bank transfer:</u> (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. <u>Address:</u> HSBC 6 Northbrook Street Newbury, Berkshire RG14 1DT ENGLAND <u>Account Name:</u> Magrathea Telecommunications Ltd <u>Account No.:</u> 01387510 <u>Sort Code:</u> 40-44-52 <u>For International payments:</u> SWIFT BIC: HBUKGB4B BIC11: HBUKGB4166C IBAN: GB10HBUK40445201387510

Inbound Calls and Call Termination

When you need to provide a numbering service for your customers, we can offer you a complete range of UK and Irish numbers to choose from. You'll be accessing our world-class network using high quality carriers to deliver calls to your servers or to your customers, using robust protocols.

SERVICE	DESCRIPTION	PRICING and TERMS
GEOGRAPHIC NUMBERS	Complete countrywide coverage for the UK and Ireland. Available in two different packages, depending on volume required. Full geographic portability is available on both of these packages. Geographic numbers on both packages will have 10 channels by default. These can be managed via the MAGIC portal or our API's. Please contact support@magrathea-telecom.co.uk for access or log in details.	<u>Standard Numbering Package:</u> Geographic numbers are charged at 50p per number per month with a minimum commitment of £100 per month. <u>Low Start Numbering Package:</u> Up to 100 geographic numbers available for £180 per quarter. Additional channels can be arranged - please contact sales@magrathea-telecom.co.uk with a traffic forecast for costs.
NON-GEOGRAPHIC NUMBERS (03)	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 out-payment available.
NGCS NUMBERS (084/087)	Number translation numbers mainly used to provide business contact numbers.	There is no charge for these numbers – out-payments that are available can be viewed in the 'Contracts' section HERE.
NGCS - PREMIUM RATE NUMBERS (09)	Premium Rate Numbers are available for services where the caller pays for the content delivered on their own telephone bill. In compliance with the Regulation of Premium Rates Services Order 2024, these numbers require registration with both Magrathea and Ofcom. Magrathea are responsible for Due Diligence Measures and Risk Assessment for all individuals and/or organisations to whom we provide Premium Rate numbers.	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.

Inbound Calls and Call Termination continued

SERVICE	DESCRIPTION	PRICING and TERMS
PERSONAL NUMBERS (070)	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.	There is no charge for these numbers. You must not share any revenue obtained with your End User.
NGCS - FREEPHONE NUMBERS (080)	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 pricing in the 'Contracts' section HERE .
LIECS (VoIP) numbers (05)	Designated by Ofcom for use with 'New Voice Services' as subscriber numbers.	There is no charge for these numbers.
TESTING	We can give you a non-geographic number, pointed to your SIP or IAX destination. 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. Porting is not available with this package.	A single non-geographic number is free of charge, and can be done via NTSAPI, RESTAPI or MAGIC. If you would like to use our Trial Geographic Numbering Package you will need to sign and return a copy of our agreement via DocuSign. Please contact sales@magrathea-telecom.co.uk for this form.

Inbound Calls and Call Termination continued

SERVICE	DESCRIPTION	PRICING and TERMS
NUMBER PORTABILITY	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 guide can be found in the 'Number Porting' section HERE. In order to port numbers, you will need access to our MAGIC portal; please contact support@magrathea-telecom.co.uk to set this up.	£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 your usual rate.
GOLD NUMBERS	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 contact sales@magrathea-telecom.co.uk to request a quote for gold numbers. A one-off allocation fee for these numbers starts from £100 upwards. Once a number has been allocated to you it is only subject to the standard monthly cost (where applicable.)
NUMBER HOSTING	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. 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.	We have two number hosting packages. You will need to forecast your usage and then choose the most appropriate package from the number hosting document (Annex 7) in the 'contracts' section HERE.

Inbound Calls and Call Termination continued

SERVICE	DESCRIPTION	PRICING and TERMS
NUMBER TRANSLATION	<u>Basic Number Translation</u>: This 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. <u>Chargeable Number Translation</u>: If you wish to point your numbers to other 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.	Basic level access is free of charge, and can be done via NTSAPI, RESTAPI or MAGIC. If you require chargeable translation, there is a one off set up charge, which starts at £100 plus VAT, with the associated cost of forwarding these calls being deducted in real-time from a prepaid account balance.
EMERGENCY PSTN FALLBACK	If you require emergency fall back to a PSTN number on just one or two inbound numbers we can offer this – this is designed to be used as a PSTN failover in case of occasional emergencies. This is not to be used for large volumes of calls. If you wish to set PSTN targets for more of your geographic numbers and to control these destinations through the API, you will need to upgrade to a Chargeable Translation Account.	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 Fall-back service, please contact support@magrathea-telecom.co.uk during business hours.
NETWORK MODE	The default setting on incoming number delivery is that calls are passed to you in Network Mode. This means that 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) - these must not be passed to any end-user or end-user terminating equipment. More information can be found HERE. We can set it, if requested, so that the CLI is withheld, therefore this will be delivered to you with the number withheld and so you will not see where the call originated in the call signalling.	Please contact support@magrathea-telecom.co.uk if you wish to enable a CLI withholding change on your numbering.

Inbound Calls and Call Termination continued

SERVICE	DESCRIPTION	PRICING and TERMS
SIP RESILIENCE	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. 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.	There is no charge to use this service. If you would like more information on this product or to set it up, please contact support@magrathea-telecom.co.uk

Managing your Account

We work with all sizes of business and can scale our products and services to meet your needs. We have over 20 years of experience, working with different types and sizes of clients and we particularly pride ourselves on working alongside clients who maybe have a niche market place or unique business idea. Because all of our technical expertise is created and developed in house we have the flexibility and capability of adapting to new ideas quickly.

SERVICE	DESCRIPTION	PRICING and TERMS
CDR and REPORTS	We can make encrypted CDR's available to you for download via FTP on a daily basis. 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.	Please contact support@magrathea-telecom.co.uk so we can set this up for you.
CAPACITY and FORECASTING	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 from sales@magrathea-telecom.co.uk.
EMERGENCIES and OUT OF HOURS SUPPORT	Please refer to our Service Level Agreement for full details of our support procedures and contact information. <u>Category A/Critical faults</u> (e.g. all inbound numbers cease to work or termination to all destinations has ceased) may be reported 24 hours a day, 7 days a week. <u>Category B faults</u> (e.g. customers are unable to interface with Magrathea's network or a batch of inbound numbers are failing) should be reported to our main switchboard. All out of hours faults reported by telephone should be followed up with an email. <u>Category C faults</u> and general support queries (e.g. poor call quality to a single destination, CDRs unavailable etc.) are to be reported by email only. This address is read seven days a week and we aim to respond to all non-urgent queries within 24 hours	<u>Category A/Critical faults</u>: 07803 136 339 24 hours a day, 7 days a week. <u>Category B faults</u>: 0345 004 0040. (if OOH please follow up with an email to support@magrathea-telecom.co.uk). <u>Category C faults</u>: By email only to support@magrathea-telecom.co.uk.

Running and Managing your Account continued

SERVICE	DESCRIPTION	PRICING and TERMS
SERVICE UPDATES	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 or addresses to send these updates to.	Please check our website for recent faults or service interruptions. Alternatively, our off-site information page can be found HERE.
TWO TIER MANAGED BILLING	We can offer an optional basic hosted billing service. This is useful if you do not want to get involved in billing systems yourself. This is how it works: 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.	£500 set up fee and £250 per month management fee.
PRIVACY POLICY and DATA PROTECTION	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. Our Data Protection Agreement (Annex – TSA Data protection) can be viewed in the 'Contracts' section HERE. If you have any questions about Data Protection that are not dealt with by these documents, please contact support@magrathea-telecom.co.uk	Please note: We need a signed copy via DocuSign of the Data Processing Agreement before your account can be upgraded from a test to a full account. Please contact sales@magrathea-telecom.co.uk to receive this.

Didn't find what you're looking for? Reach out to our team via support@magrathea-telecom.co.uk, and we'll help you.

Additional Services

Although our skills lie in supporting voice technology, we also provide supporting services to ensure our clients can operate their communication solutions, knowing that they are underpinned by a knowledgeable and robust partner.

SERVICE	DESCRIPTION	PRICING and TERMS
FIBRE & PARTIAL FIBRE (SOGEA)	Whether you want to update your product portfolio from a legacy product or add something new, we can help you join the expanding fibre broadband marketplace. We are able to remove many of the barriers of entry with our wholesale expertise. By buying directly from Magrathea, you can offer your customers our Fibre to the Premises (FTTP) product and where not available there is Single Order Generic Ethernet Access (SOGEA). We have access to BT Wholesale, offering a range of speeds so you can meet the needs of your customers who use it for their leisure, work activities, or both.	To order, you will need access to our MAGIC portal, please contact support@magrathea-telecom.co.uk to obtain access details. <u>N.B. Routers/ Customer premises equipment are NOT provided.</u> BT products can be ordered directly for an extra cost.
COLOCATION	Colocation is a key value-added service for clients who want their equipment located as close as possible to our network in a secure, reliable environment. Our facility is based in the world-renowned Telehouse East datacentre, with options ranging from 2U to a full 42U rack to suit your requirements. By co-locating with Magrathea, you also benefit from our full internet connectivity, supported by multiple links to a wide range of providers for optimal global IP routing. This ensures your customers enjoy the performance of our world-class IP network, which is continuously monitored for resilience and quality	For additional information, please contact sales@magrathea-telecom.co.uk or 0345 004 0040.

Additional Services continued

SERVICE	DESCRIPTION	PRICING and TERMS
MAGRATHEA INTERCONNECT	We can provide a direct interconnect to our network, bypassing the public internet entirely. Clients who choose this option enjoy the benefit of secure, dedicated links and can also take advantage of our special wholesale rates. These rates are available to customers with co-located equipment, a direct interconnect, or those using our hosted billing service - making interconnects ideal for clients seeking a closer working relationship with us. We support a range of interconnect options, including BGP for ISP customers, or static links with Magrathea-assigned IP addresses for those without a BGP router.	For additional information, please contact sales@magrathea-telecom.co.uk or 0345 004 0040.
SECURE ACCESS	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. More details can be found in the 'Magrathea Secure Access' section HERE.	If you are interested in this, please contact support@magrathea-telecom.co.uk.

FAQs

WE ARE BASED OUTSIDE OF THE EU; CAN WE STILL WORK WITH YOU?	Yes. All companies setting up a new account with us regardless of their location will need to go through our normal due diligence and onboarding process.
I HAVE FOUND A FAULT - HOW DO I REPORT THIS?	If you have found a fault on calls being placed outbound over the Magrathea network, there are certain things we will need to enable us to investigate and, if necessary, raise the fault with our interconnect partners. • <u>A description of the issue</u>: An accurate description of the issue you would like to report is essential. This is especially the case with audio faults, where we will need to know which direction is affected and, in the case of noise or interference faults, what is heard by whom. It's also useful to know when the problem started. • <u>Can the issue be duplicated?</u> If you are experiencing an issue dialling a number: ○ Can it be dialled from a different CLI? ○ If yes, is it possible that the called party has blocked the original CLI for some reason? CLIs can also be blocked at a networks level. ○ For calls to an overseas number, is your CLI a local/national number for the country you are dialling? Many countries will not allow internationally originated calls to present a CLI that appears to be local/national. ○ Is the international CLI presented in the correct format? Please see our LI Agreement for details. • <u>If you are experiencing an audio issue</u>: ○ Is the issue present on all calls, or is intermittent? ○ Do you have examples where the audio issue is not present? This is useful for comparison purposes. ○ Is the issue present if the number is called from a different CLI or from a mobile? • <u>Call examples</u>: Call examples are very important for a variety of reasons – they help us identify any common denominators or patterns in call routing and/or carrier, any errors in CLI or number format and gives us information on where and why a call may have failed. We may need to do some testing ourselves, we will ask for permission to do this. If we are unable to duplicate the issue you have reported, we may ask for more information on the numbers being dialled or the nature of the calls being placed. • <u>Raising the fault with our interconnect partners</u>: Once the fault has been proved and we have all the information we need, we will raise the fault with the relevant interconnect partner. They in turn will open a ticket and investigate. Sometimes, if the fault is not specifically with their network, they may have to raise a fault with an up-stream provider. This may mean that we will need to wait for responses, which can cause delays. We may also be asked for more call examples and/or traces. We will do everything we can to get a timely resolution and keep you updated during the investigation process.

FAQs continued

HOW DO I USE NTSAPI AND RESTAPI FOR NUMBERING?	Please refer to the Numbering API Instructions guide (In the ' API Information' section HERE) for details on how to activate and manage numbers via our NTSAPI and Numbering Portal. All of the functionality currently offered by our NTSAPI is also available via our RESTAPI. If you would like to have access to either APIs please contact support@magrathea-telecom.co.uk . 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 <u>Below are some answers to questions that come up frequently for users of the NTSAPI:</u> Please remember that all numbers must be activated and set following the allocation otherwise they may still be requested by other clients. 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. 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. 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. If you require a large batch of numbers please contact support@magrathea-telecom.co.uk so that they can be pre-allocated for you.
THINKING ABOUT INTEROPERABILITY AND MOVING TO A FULL IP NETWORK?	Moving away from the legacy TDM infrastructure is an exciting time for the telecoms industry. At Magrathea, we have been working on moving our network to full IP for some time and are happy to share our findings and recommendations from what we have learned. Full details - including FAQ and best practices - can be found in 'Information for new clients' HERE.

Need something else? Connect with us via support@magrathea-telecom.co.uk, and we'll be happy to assist.

Useful Resources

Below are links to our most frequently requested contracts plus documentation and set up information:

ALL CONTRACTS	All contracts will be sent via DocuSign. 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. Please take the time to download and read our Service Level Agreement (SLA) in conjunction with these contracts. Our SLA can be found in 'Information for new clients' HERE. Below are the most frequently requested contracts, copies of which can be viewed in Client Info. All clients will need to return the Network Status Declaration, the Telecommunication Services Agreement and the Data Processing Annex which will be sent to you via DocuSign. Clients wishing to take call origination (outbound calling) will need to return Schedule 1 and the Line Identity Agreement. Clients wishing to take any Non-Geographic call termination (inbound numbering) services will need to return Schedule 2. Clients wishing to take Geographic call termination (inbound numbering) services will need to return Schedule 2, Schedule 3 and if based in the UK payment is by Direct Debit. Clients wishing to have Network Mode enabled on their inbound call delivery will need to sign and return the Network Mode Agreement. Clients wishing to pass calls to the Emergency Services will need to return Schedule 5. Clients wishing to have their own Ofcom number ranges hosted on our network will also need to return Schedule 7. Clients who would like to take Fibre broadband services from us will also need to return Schedule 14. If you require any of the above services please contact sales@magrathea-telecom.co.uk for the DocuSign versions of the above forms.
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TECHNICAL INFORMATION	
CODECS SUPPORTED	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.
DTMF	We support RFC2833 DTMF and inband DTMF.
CONNECTING to MAGRATHEA for WHOLESALE CALL CONVEYANCE via SIP or IAX	We offer three ways to connect to our SIP services, offering you flexibility in how to configure your side, while also enhancing security. • Registration: Simply register your system to <username>@sipgw.magrathea.net. If you prefer, you can skip registration as long as your username and password are included in each call attempt. • IP Authentication: Send traffic to sipipgw.magrathea.net and let us know at support@magrathea-telecom.co.uk which IP addresses you'd like us to authorise. • Dual Authentication: Combines registration with IP verification for extra security. This also lets you use the same IP for more than one account (e.g. a standard and gold account, simultaneously). For IAX connections, use your assigned username and password with host iaxgw.magrathea.net. 👉 Please always connect from your own equipment, not directly from your end user's devices

TECHNICAL INFORMATION	
FIREWALLS and WHITELISTING IP TRAFFIC	Traffic for Magrathea services may originate from multiple IP addresses. Please ensure your systems are configured not to block or reject this traffic. At a minimum, you permit incoming traffic from the following IP addresses by updating your firewall or access control list (ACL) rules accordingly: <u>SIP:</u> 87.238.72.129 87.238.72.130 87.238.73.129 87.238.73.130 213.166.3.129 213.166.3.130 <u>IAX:</u> 87.238.72.140 87.238.73.140 87.238.74.140 213.166.3.140 In addition, if you are filtering UDP traffic, please also ensure the following subnets are explicitly permitted. Please note, traffic may originate from any of the IP addresses contained in the following subnets on any port > 1024: 87.238.72.128/26 87.238.73.128/26 87.238.77.128/26 213.166.2.128/26 213.166.3.128/26 213.166.4.128/26

Need more help? Connect with us via support@magrathea-telecom.co.uk, and we'll guide you.