

Mobile Recording from O2



Fully auditable mobile recording

Silently captures all voice calls and texts sent and received by a recorded user.

Ensure regulatory compliance with an easily manageable recording platform from O2

Cloud Based Service



Overview

What is it?

The ability to record phone calls and SMS from our core network

Who's it for?

Virtually anyone in any sector!!

Brand, Trust, Governance, Best Practice, Security, Training, Home Working & Regulations to name a few!

Why O₂?

The service is a simple bolt-on to existing tariffs. Calls are recorded from within our core network providing a superior experience

Key Customer Benefits

1

Secure Cloud Storage

Calls & SMS are stored securely in the cloud conforming to all industry leading standards

2

Simple & Transparent Pricing Model

Customers are charged via a bolt-on pricing model which is viewable in MyO2Business

3

Amazing UX - All network based features are available

Because this is not an OTT product, all network based features are available – our competition cannot offer this!

4

Voice &/or SMS Recording

A flexible approach to meeting customer needs, voice only, sms only or Voice & SMS options. We have it covered.

5

Regulations

Call Recording can help meet FCA, MiFID II, GDPR regulations + many more

Our Proposition - Recording Features – Voice & SMS



Inbound Calls

All inbound calls are captured.



Outbound Calls

All calls from the UK and CAMEL supported countries whilst roaming are captured



Roaming Calls

Outbound calls made within our CAMEL supported footprint



Diverted Calls

Diverted calls are captured



Voicemail

All calls to voicemail are captured



3 way conferences

3 way conferences are recorded



SMS

SMS content is captured



CLI Data

Where available MO and MT CLI data is provided



Time & Date

Time, Date (UTC) & Duration are captured

Isn't Mobile Recording just for finance companies?

No! it's for everyone

MiFID II: The situation

What is it?

The Markets in Financial Instruments Directive (MiFID) is the existing EU legislation that regulates firms who provide services to clients linked to 'financial instruments' (shares, bonds, units in collective investment schemes and derivatives), and the venues where those instruments are traded.

In January 2018, the next phase of this legislation will come into effect, known as **MiFID II**. It's designed to drive greater transparency in financial markets and protection for investors, changing the way financial products and services are priced, traded and reported.

A key element of this will be the requirement to record all telephone conversations (on both fixed and mobile devices) and electronic communications relating to financial transactions.

Who does it affect?

All Financial Services companies trading in the EU and EEA. The UK has opted to comply with this legislation, even post Brexit.

Investment firms, trading venues, data reporting providers and third party firms providing investment or finance related activities are all subject to this legislation, regardless of size.

MiFID II: The situation

How will companies need to adapt to be compliant?

1. Currently, only conversations with individuals directly involved in a trade need to be recorded. MiFID II advances this, stipulating calls be recorded for anyone in the “advice chain” that could lead to a trade
2. Organisations can meet current regulations simply by recording and storing calls. But under MiFID II, compliance officers will be required to periodically review calls and be able to demonstrate this to regulators
3. Organisations must be able to demonstrate to regulators that they’ve documented and implemented policies and procedures to oversee their call recording requirement
4. The retention period for call recordings is increasing significantly. Currently organisations need to retain their call recording data for just six months, but MiFID II will extend this to a minimum of five years

How can Mobile Recording help companies comply?

- Platform stores Calls and SMS
- Date time stamps are in UTC
- Platform is certified to BS10008
- Data is encrypted
- Access to data is fully audited
- Flexible retention policies per group.
- Legal Hold capability
- Ability to export data to meet requests in a timely fashion
- Unmetered storage
- We retain your data as long as you are in contract (with a minimal charge to export everything if you need to move for any reason)

The difference O2 Mobile Recording Makes

- **Sector:** Finance
- **Industry:** Insurance
- **Profile:** A leading home & contents insurer
- **Need:** Call recording for event reconstruction, dispute resolution, fraud investigation, monitoring of back office performance, targeted employee training & ability to enables sales close deals in the field

Solution

- **Hosted Voice & SMS recording**

“Liberating our sales force from desks and driving them to transact on the road was of significant value to staff moral and let our customers trust our brand with face to face communication ”

Director of Sales Engagement

The difference O2 Mobile Recording Makes

- **Sector:** Health & Beauty
- **Industry:** Health
- **Profile:** A leading shampoo manufacturer
- **Need:** This organisation makes leading hair products, in particular, shampoo. They provide a helpline which is documented on their product bottles that can provide medical advice if people have any reactions.
- **Why:** Brand protection and dispute management

Solution

- Hosted Voice & SMS recording

“Our helpline receives all types of enquiries, although we do not get many medial questions, it is important to our CSI that we can provide outstanding service and being able to record calls means we can act appropriately and help the customer yet still be protected”

CEO

The difference O2 Mobile Recording Makes

- **Sector:** Human Health & Social
- **Industry:** Care Home
- **Profile:** A provider of care to the elderly
- **Need:** Due to the high number of Panorama type documentaries about undercover investigations and the care provided in care homes. This organisation decided to be proactive and monitor staff more closely to gain the trust of patients and their families
- **Why:** Community Trust, Brand, Best Practice

Solution

- **Hosted Voice & SMS**

“We aim to provide the best care when people need it most in their lives. Being able to provide assurance to residents families that their loved ones are safe was the driver to gaining trust”

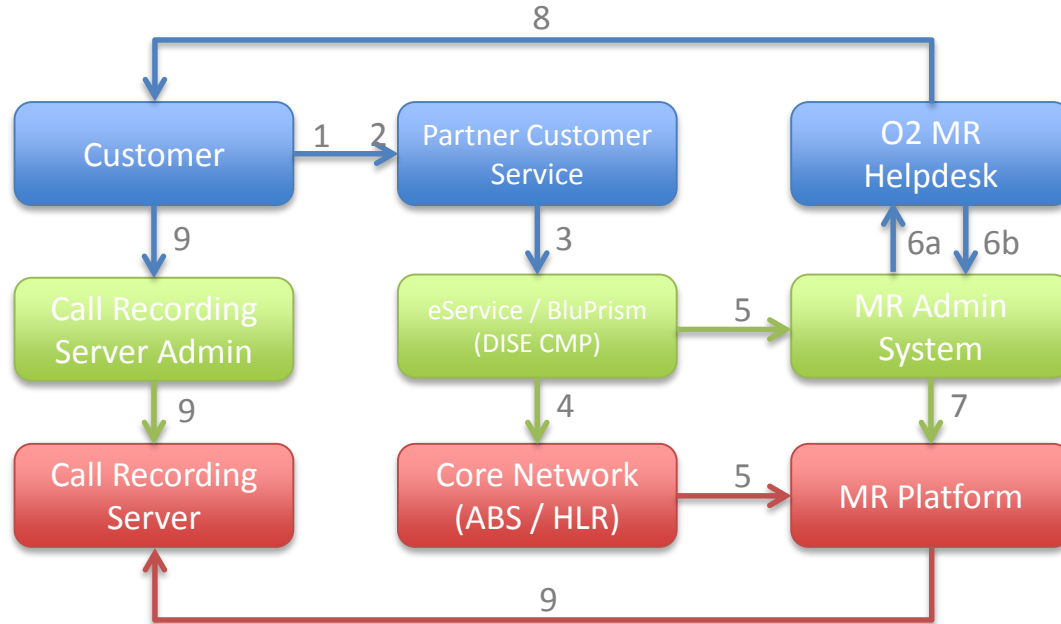
Pricing – Voice & SMS

	Bronze	Silver	Gold	Platinum
Base Setup Fee	£3,000	£5,000	£7500	£10,000
Basic Costs				
Users	1-10	11-40	41-100	100+
Monthly Bolt-on Cost	£50 per user	£45 per user	£40 per user	£35 per user
Storage included	Customer controlled – We will store and provide controls for any retention period, subject to there being an active contract within min term / min spend.			
Addition Year(s) Retention				
Advanced Features				
Monthly SFTP Download Service		Add £2500	Add £2500	Add £2500
SMS to EMAIL			Add £3000	Add £3000

Pricing– SMS Only

	Bronze	Silver	Gold	Platinum
Base Setup Fee	£2000	£3500	£5000	£7000
Basic Costs				
Users	1-10	11-40	41-100	100+
Monthly Bolt-on Cost	£20 per user	£19 per user	£18 per user	£15 per user
Storage included	Customer controlled retention - We will store and provide controls for any retention period, subject to there being an active contract within min term / min spend.			
Addition Year(s) Retention				
Advanced Features				
Monthly SFTP Download Service		Add £2500	Add £2500	Add £2500
SMS to EMAIL			Add £3000	Add £3000

Partner Process – BAU Process



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| 1. | Customer asks Partner to add recording to a MPN | 6. | Human vetting of order to ensure correctness |
| 2. | Partner vets order | 7. | O2 MR platform provisions routing of MPN to specific Call Recording Server |
| 3. | Partner completes eService form & submits to DISE | 8. | O2 MR Helpdesk sends notification to Customer |
| 4. | O2 Core Network is provisioned for recording on MPN | 9. | Customer places a test call and confirms it is recorded |
| 5. | Provisioning command sent to O2 MR Admin systems | | |