

Telephone Services to the Lifts and Office

Contact Numbers: Cloudscape - 0116 274 7360 or 0345 688 7227 Voipfone – 020 7043 5555
Version 9 - Monday, 7 January 2019 at 20.56.

Telephone Line Maintenance Levels

A subscriber can opt to upgrade from the free default maintenance level to have a more rapid response in the event of a line fault. Upgrade prices vary across phone providers with Cloudscape tariff being:

Level 1	Free	End of next working day + 1 working day, fix Monday to Friday.
Level 2	£2.50	End of next working day, fix Monday to Saturday.
Level 3	£6.50	Report AM fix PM. Report PM, fix next AM. Applies 24/7
Level 4	£7.50	Best efforts to fix within 6 hours.

For the moment MPHEM, have opted for Maintenance Level 2 for each lift, but this can be changed at any time. A line fault is reported to Cloudscape who alerts Openreach to the problem.

Openreach will handle the fault in accordance with the Maintenance Level select and pre-paid before the event. The 'fix' times will not occur if abnormal events prevail.

Emergency Call Button in Lift

If the emergency call button does not work during testing in any lift, then call the appropriate cabin. Possible responses are and action to take is:

1. A ringing tone that is never answered – Call Kone
2. A fax style tone is heard – Call Kone.
3. Silence – Call CloudScape who will alert Openreach as a line fault is probably the culprit

When operating normally, the status of the call is shown on the LED screen. Emergency lighting may come on but is not particularly bright. Voice calls are cleared down by the Call Centre, open 24/7..

Setup/Installation Fees

Until 4 January 2019 the exchange line service was provided by BT. The st of switching providers was free. The phone service in the office required the purchase TP-LINK AC250 RE200 Wi-Fi Access Point for approximately £25.00.

Perceived Running Costs

CloudScape Line Rental with Maintenance Level 2 - £11.67 + 20% VAT	Qty 4	£56.02
Voipfone Voice Rental - £3.00 + 20% VAT. (via Broadband)	Qty 6	£21.00
Exchange Line Calls generated by each lift modem 5p a day * 4 * 30	Estimated	£6.00
Exchange Line Calls from the Virtual PABX	Estimated	<u>£20.00</u>
		£103.62
Annual Budget for 2019 was £2000 for WG and £750 for MH		£2,700.00
Like for like comparison using Cloudscape £103.62 * 12		£1,243.44
Annual saving by switching suppliers		£1,456.56
Bonus saving by not needing a separate exchange line for the new Office		£240.00
Total Savings without early termination fees		£1,696.56

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VoIP Service

A hosted PABX service is used to provide a phone service for MPHEM using VoIP phones. This provides free calls between extensions with call charges going to a common account.

MPHEM Office	01252 279655	200
Norman Foster	05603 869268	201
Archie Bishop	01252 279323	202
Roger Benham	01252 279170	203
Peter Clappison	TBA	204
Carole McAuliffe	TBA	205

Exchange line numbers are not rented until a VoIP phone has been installed. Each exchange line number costs £3.60 including VAT per month. Setup and running costs to date are £14.44.

Call Costs using VoIP

There are no connection charges, with per second billing after the first minute.

Service Used	Pence per minute (ex VAT)	Pence per minute (inc VAT)
01, 02, 03	1p	1.20p
0800 & 0808	FREE	FREE
Internal and System Calls	FREE	FREE
O2, EE, Three, Virgin and Vodafone	10p	12p
Lyca and Others	20p	24p

The Lift Locations and Telephone Numbers

Regular exchange lines are used from Cloudscape

Lift Location	Landline Number	Cloudscape Account Number	Notes
Serving #4 and #5	01252 725864	00051656	GU10 1FA
Serving #7	01252 737734	00051656	GU10 1FA.
Serving #10 and #11	01252 719138	00051656	GU10 1FA
Moor Park House	01252 721222	00051656	GU10 1QP (Appledore) Incorrect

All numbers are ex-directory

BT Account number for The Walled Garden was: VP 2391 9670. The Manor House is::TH 1692 2511

Operational Status

As of Thursday, 03 January 2019 at 13:44 there was no service for the cabins in Moor Park House and that serving #4 and #5. Service call requested. Engineer called out AM on 7th and arrived on site mid-afternoon.

The Office phone can be installed whenever it is required to do so. Meanwhile calls are being diverted to 01252 266 827 (Carole McAuliffe domestic number).

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Kone Contract for the three lifts in the Walled Garden

Kone PLC currently have a contract for the 3 lifts in the WG, their contact details are:
View Point, Basing View, Basingstoke, RG21 4RG

Telephone: **01256 366972**

Email: customer-care@kone.com

Maintenance Contract Details

Kone Emergency Call Centre (to report faults): **0800 652 0692**:

Between the Customer: Merlin Estates Ltd

and

KONE plc, Global House, Station Place. Chertsey, KT16 9HW

Project: LIS - Moor Park, FARNHAM (K1) - 11454904, 06 & 07

Date: 03.07.2017 Quotation No.: T-0001900139 v1

General contract agreements

Contract Start Date 01.06.2017 Contract Term 1 Year.

This has now expired; where is the latest version?

Invoiced Quarterly in Advance. Payment Terms: 30 Days Net

They have been paid their quarterly fee through to 28/2/19

Contract Price per annum excluding VAT £1,348.91

Cabin Serial Number	Year of Manufacture	Annual Fee	Location
11454906	2012	£446.93	
11454904	2012	£446.93	#4 & #5
11454907	2011	£455.05	

Service	Option
Preventive Maintenance	KONE Modular Maintenance
KONE Customer Care Centre	Normal working hours Calls taken outside of this time maybe subject to an additional fee
Callout cover	All calls charged
Repair coverage	All parts chargeable
Planned maintenance service hours	KONE normal working hours
Call Out Response service	Not included
Breakdown service response time in working hours	24 hours
Entrapment rescue service cost	Included (24/7)
Entrapment rescue response time	1 Hour
Remote monitoring Service	Not Included
KONE Care Online	Desk Top Access included

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Extracts from the Kone Contract

Planned maintenance service hours	You choose the time for scheduled maintenance visits that best suits you
Breakdown service response time within the agreed service hours	This service defines the response time for situations where your equipment breaks down completely, is not operating as it should, or requires the immediate attention of a KONE service technician. Response time is calculated from the moment the service request is confirmed by the KONE Care Center until the moment a KONE service technician arrives at the site
Entrapment rescue service cost	KONE Entrapment Rescue Service ensures the quick and safe release of passengers trapped in elevators.
Entrapment rescue response time.	Generally within 1 hour. Emergency procedures ensure that entrapments situations are prioritized and technicians dispatched in the quickest possible manner
Contract management services	Contract Management Service allows you to include additional options into your contract to tailor it to your needs.
KONE Care Online	KONE Care Digital gives you instant access to a complete overview of all our performance, maintenance, breakdown, and repair data for all your equipment, making planning and budgeting easier. The content/functionality available is depending on the selected level.
Insurance Process Reminders	Not Printing
Preventive Maintenance	KONE Modular Based Maintenance helps to prevent problems before they appear. We maintain your equipment according to an individual plan based on factors like age and usage. This means that individual components and systems are serviced at the right time and according to all relevant regulations.
KONE Customer Care Centre	Our UK based Customer Care Centre deals with requests in a prompt and efficient manner. Customers and end-users can report any failures or faults and our staff will then dispatch a service technician to resolve your problem.
KONE Voice Link Service	An emergency two-way link between the elevator passengers and our Customer Care Center when the elevator's alarm button is pushed.

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Observations

1. Fault with Emergency Call Button reported 7 January 2019 at 09:30. Kone Lift Engineer on site at 15:15. Lift wiring not connected into Openreach DP. **Matter resolved**. Service carried out as well.. Copy of service log obtained, see image on next page. It would seem the phone service to the cabin has not been connected since July 2013. A five year period with line rental paid over those years.
2. The auto-dialler calls **03308 084 988** daily at 03:27 from each lift. Duration 60 seconds; Cost 2.4p.using CloudScape. Need to establish what information is provided with these calls.
3. I would have thought that the Emergency Call Button rings **0800 652 0692**
4. Not entirely sure what Remote Monitoring Service would provide as it is excluded within the contract for last year.
5. Credentials sought for KONE Care Online but required to email the request to customercarecentreuk@kone.com. An auto-reply was received:
*Note we are experiencing an extremely high volume of emails at present, if your query is of an urgent nature, please call **01535 687977** where one of the customer service specialists will be happy to help, please note our office hours are 08:00 – 17:00 Monday to Friday.*
6. The telephone Master Socket is found each in the lift shaft with the wiring tail terminates at the Openreach DP. The lift for apartment #7 uses a keypad to operate it. Code thought to be 8888.

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Lift Log Book Serving #4 and #5

Name and address:

Moor Park House
MOOR LANE. FARNHAM.
GU10 1QP.

Equipment number: 11454904 Elevator ID: Flat 4

On-site log card to be completed after every visit by KONE personnel

Visit date mm/yy	Basic inspection	Basic module	Shaft module	Landing door module	Door operator module	Machine module	Control panel module	Signalisation module	Annual module	Customer contact module	Call Out	Audit	Other Visit	Comments	Print Name
7.13														Visual Only - no telephone	and flooring
11.8.13														Service visit, no flooring, no telephone line - BT tomorrow	1186 D PEACH / A BLACK
15.10.13														Service visit, phone line - but barred. temp floor.	1231 D PEACH
24.1.2014														Service visit, no phone line -	1186 D PEACH
21.5.14														Service visit - " -	1826 D PEACH
4.7.14														Service visit (No Phone Line Nicola)	2178 D PEACH
24.02.15														ROUTINE SERVICE 3130	2354 D PEACH
19.05.15														ROUTINE Servicing. 3390	PETE WHEAT
21.07.15														ROUTINE Servicing. 3870	PETE WHEAT
20.11.15														ROUTINE Servicing. 4488	PETE WHEAT
11.02.16														ROUTINE Servicing. 4883	PETE WHEAT
21.04.16														ROUTINE Servicing. 5144	PETE WHEAT
06.07.16														ROUTINE Servicing. 5399	PETE WHEAT
13.09.16														ROUTINE Servicing. 5450	PETE WHEAT
19.10.16														ROUTINE Servicing. 5878	PETE WHEAT
12.01.17														ROUTINE Servicing. 6263	PETE WHEAT
17.03.17														No phone line.	PETE WHEAT
20.04.17														ROUTINE Servicing 6682	PETE WHEAT
12/7/17														Service 7071	PETE WHEAT
18.11.17														Service, stopped speech Mis Floor. No phone line	7071 D PEACH
21/1/18														Service visit. NO DIAL TONE	S. FOSTER 8083
26.4.18														Service visit (11 " " " Chap on No 2 Inland)	D PEACH 8220
24/7/18														NLD MCK 8641	PETE WHEAT
7.1.19														connected phone cable in cupboard under stairs	
														YSAK SWICE 9400	D PEACH