PiPcall

eBOOK

PiPcall Mobile+ for Rail: A Practical Guide for BYOD Compliance

How PiPcall Mobile+ enables fully auditable, safety-critical mobile communications.

PiPcall delivers call recording over the mobile voice network, secure cloud storage, and instant deployment across your rail workforce — no new phones required, and all managed from one central platform.

www.pipcall.com/so/rail-industry-mobile-compliance

Introduction

Bridging the gap between regulation and real-world communication

In UK rail operations, safety-critical communication is governed by strict standards, including the NR/L3/OPS/301 series. These standards require call recording, role-based assessments, and clear audit trails - regardless of whether communication happens on corporate or personal mobile phones.

This guide is designed to help rail operators navigate that reality.

We will show how PiPcall Mobile+ solves key communication compliance challenges across two typical scenarios. Then, we will walk through a simple six-step rollout framework for deploying Mobile+ at scale across corporate and BYOD environments.

Whether you are overseeing safety, IT, or subcontractor onboarding, this guide will give you the clarity and tools you need to deliver compliant mobile voice services without complexity.
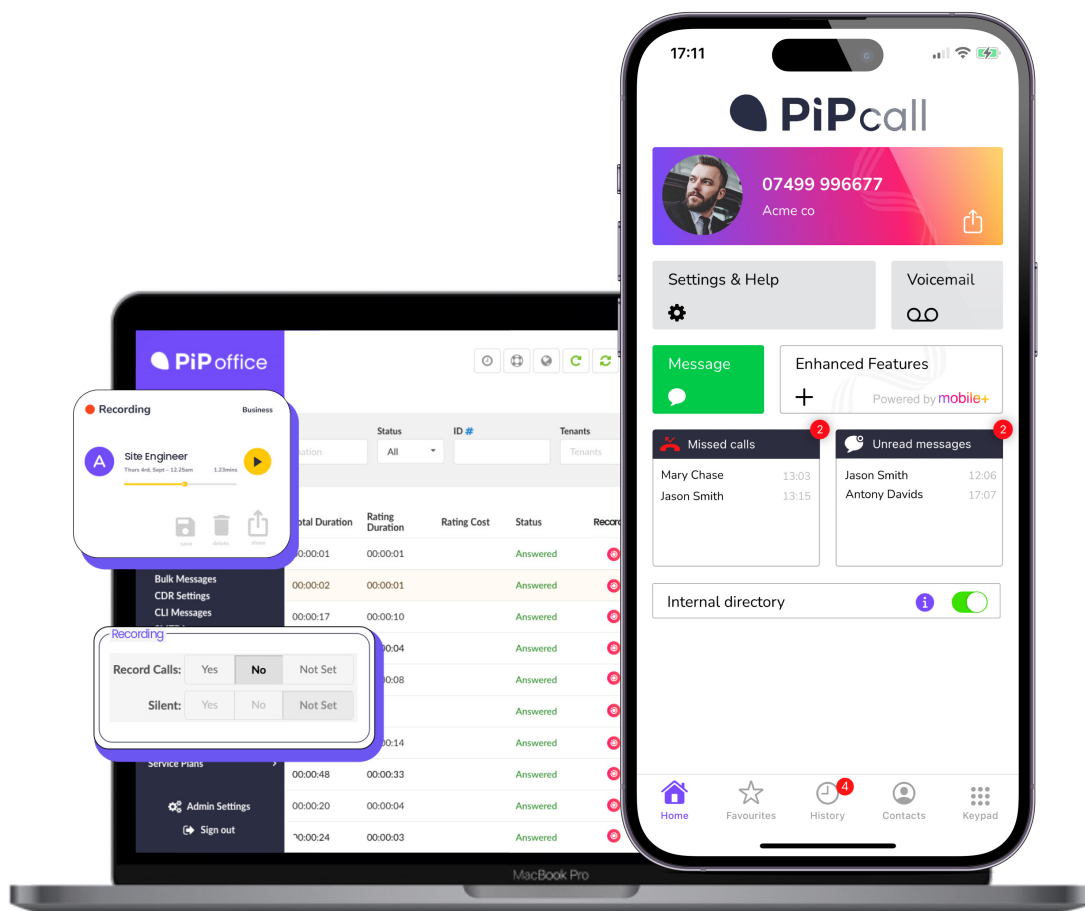
Use Case 1

Personal mobile user (subcontractor or on-site staff)

Subcontractors are frequently engaged for planned engineering works or emergency callouts. These roles often require them to coordinate directly with signallers, PICOPs, or MOMs - placing them within the scope of NR/L3/OPS/301 safety-critical communication standards.

With Mobile+:

1. The contractor uses the PiPcall Mobile+ app on their personal device.
2. All calls are automatically recorded, no user action is required.
3. Calls are placed over the dedicated mobile voice network, not VoIP.
4. Incoming calls are also recorded automatically, ensuring complete traceability.
5. Recordings are securely stored in the PiPcall cloud, not locally on the contractor's device.
6. Administrators can access, review, and download recordings via the PiPcall portal.
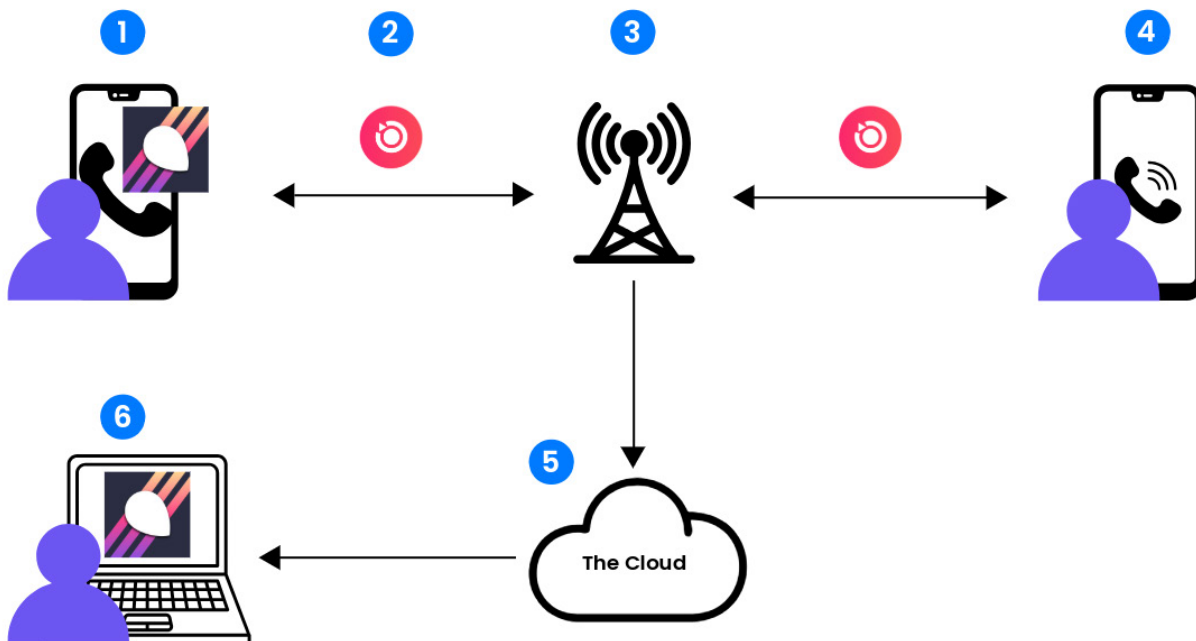
NR_GN_OPS_301 confirms safety-critical subcontractors must meet the same communication standards as full-time staff, including monitoring and assessment.

Without Mobile+

1. A contractor uses their personal smartphone to contact a PICOP and signaller.
2. Calls are made via the phone's standard dialler over the mobile voice network - but they are not recorded.
3. Incoming calls are also not recorded, creating a compliance blind spot.
4. No evidence of the call or the details of what was said is retained.
5. There is no access to call recordings or call logs for CRG monitoring, breaching NR/L3/OPS/301 requirements.
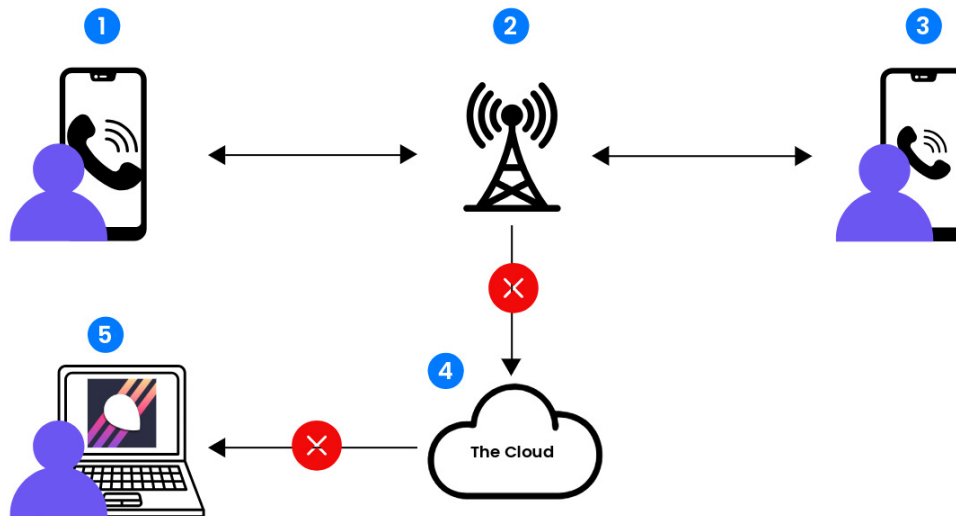
Without Mobile+ but with iOS native call recording

1. A contractor uses their personal smartphone to contact a PICOP and signaller.
2. Calls are made via the standard dialler over the mobile voice network.
3. Calls are only recorded if the contractor manually chooses to record them.
4. Evidence of the call is stored locally on the user's personal device.
5. Any recordings that exist must be retrieved directly from the user's phone.
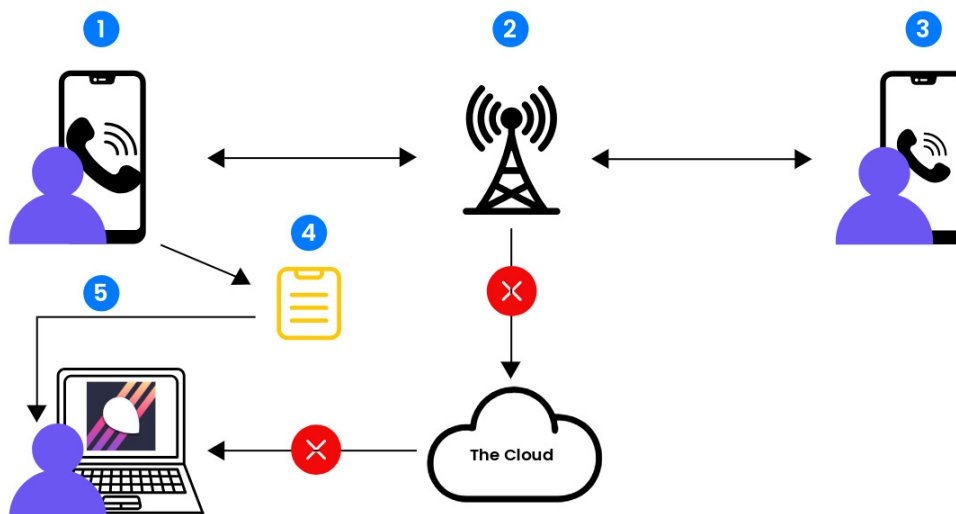
Use Case 2:

Administrator's perspective – temporary contractor onboarding

Principal Contractors are expected to brief and equip subcontractors with communication systems that comply with NR/L3/OPS/301. Administration teams often must onboard temporary workers quickly during possessions, shutdowns, or unplanned work.

With Mobile+:

1. The administrator sends setup invitations via SMS or email.
2. Contractors install the PiPcall app within minutes on their personal devices.
3. Staff with corporate devices also install the PiPcall app quickly and easily.
4. All staff, regardless of device type, are now fully call-recording compliant.
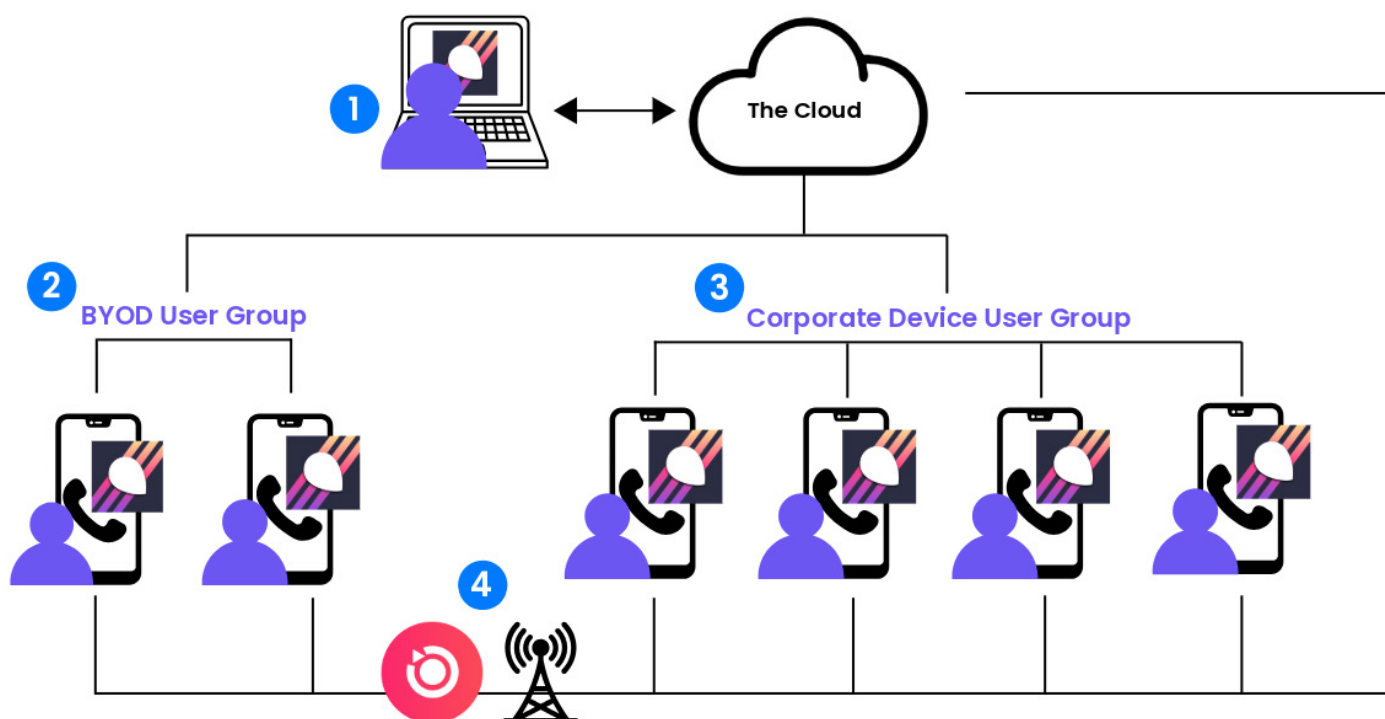
Without Mobile+:

1. Two subcontractors join for a weekend possession, but the administrator has no way to ensure call recording compliance.
2. Calls made by the subcontractors are not recorded.
3. Users with corporate devices may have the Mobile+ app installed, but coverage is inconsistent.
4. While calls are made over the mobile voice network and recordings are stored in the cloud for some users, gaps remain for those not onboarded through a compliant process.
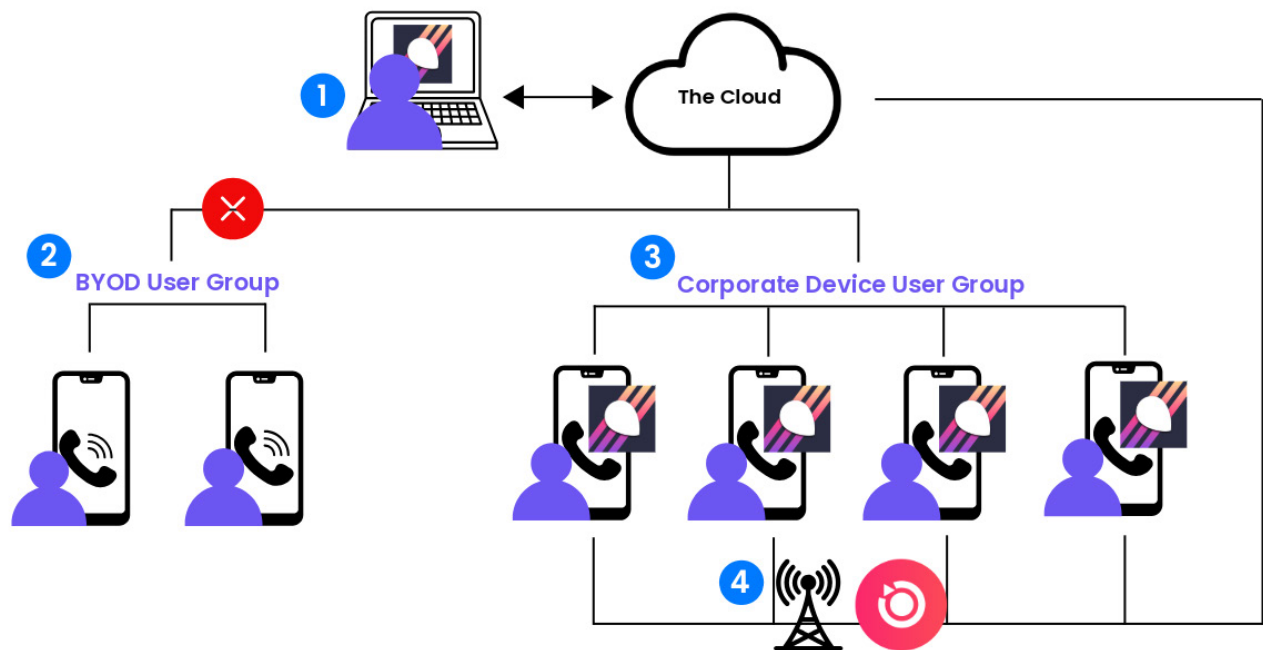
NR_GN_OPS_301 places responsibility on Principal Contractors to ensure subcontractor communication meets safety-critical standards. Mobile+ makes this instant and scalable.

Implementation:

The six steps to rolling out Mobile+ in rail teams

Deploying a compliant BYOD solution doesn't need to be complicated. In fact, one of the greatest strengths of PiPcall Mobile+ is its rapid, low-friction deployment model, whether you're equipping 5 people or 500.

This chapter outlines the practical steps to roll out Mobile+ across your organisation, aligning with the compliance mandates of NR/L3/OPS/301, while maintaining control, visibility, and ease of use.

Step 1: Identify your roles and risk zones

Use your own risk assessment frameworks or role matrices to identify which staff require:

- Call recording for safety-critical communication
- Role-based access to call logs, voicemail, or team lines
- Monitoring for CRG compliance audits

Roles	Call recording	Access to recordings	Access to call logs	Call monitoring
COSS, ES, PICOP, MOM	Yes	Yes	No	Yes
Ops Managers, Incident Officers	Yes	Yes	Yes	Yes
Subcontractor team leads	Yes	No	No	No
Night or weekend response coordinators	Yes	No	No	No

Tip: Reference NR/L3/OPS/301/03 to align with monitoring obligations for specific competencies.

Step 2: Decide your device strategy

Before deploying Mobile+, start by generating a list of staff and classifying them into two categories:

1. Personal Mobile Users (BYOD): Staff or contractors who use their own smartphones for work-related communication.
2. Corporate Mobile Users: Staff issued a phone by the organisation.

This categorisation determines which app and SIM/eSIM setup is required.

Staff Member	Employment Status	Device Status	Mobile+ Required?	eSIM / SIM Required?
ECOs	Full time	Corporate owned	Yes	No
MOM	Full time	Corporate owned	Yes	SIM
COSS	Contractor	Personal	Yes	eSIM
IWA	Temporary	Personal	Yes	No

Key Implementation Notes:

The PiPcall app enables compliant call recording and number separation across both user types.

For personal mobile users, issuing a PiPcall eSIM ensures they experience no cost or coverage gap.

For corporate devices, PiPcall can be deployed pre-installed, and SIMs/eSIMs can be centrally managed.

Once categorised, assign app profiles accordingly in the PiPcall portal and use available eSIM/SIM options to cover any voice or data needs based on role location or duration:

- Automatic call recording
- Role-based features (voicemail, IVR, team lines)
- Separation of work and personal communications

Step 3: Assign features based on role

Working with PiPcall technical support you can configure:

- Call recording: always-on or opt-out
- Call log access for supervisors
- eSIMs for travel or coverage redundancy
- Restricted calling during non-working hours
- Call monitoring of live calls

Tip: Use CRG sampling requirements to decide which roles should have auto-recording enabled for audits.

Step 4: Onboard staff with a self-service invite

Mobile+ deployment requires:

- No depot visit
- No physical SIM card (if using an eSIM)
- No app training beyond a three-minute setup

How it works:

1. The administrator sends an invitation to the staff mobile number.
2. The staff member installs the PiPcall app.
3. Calling features activate immediately based on their profile (Step 3).
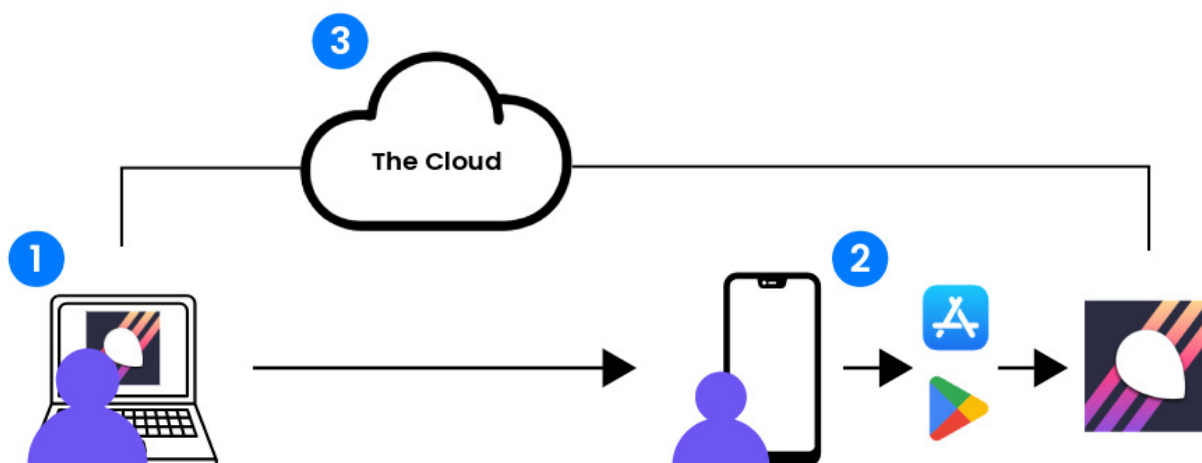
Step 5: Integrate Mobile+ into safety and audit processes
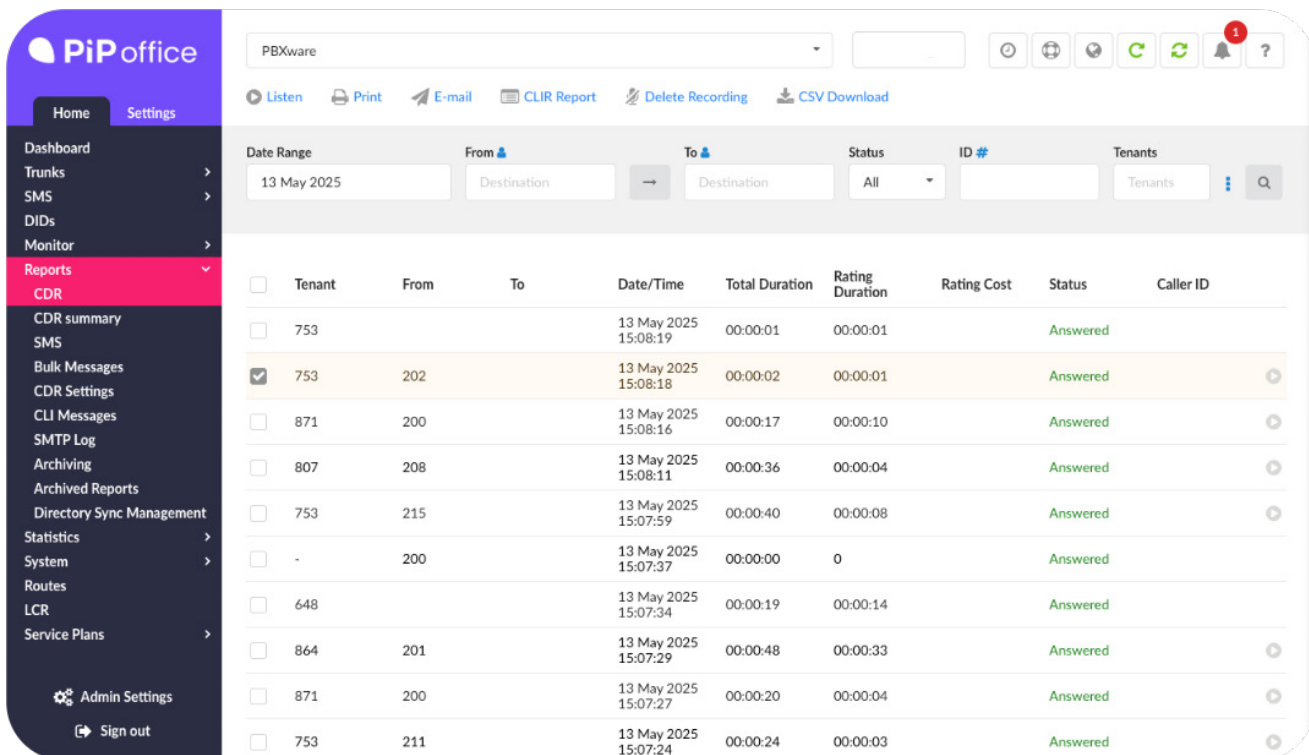
Integrate Mobile+ into your operational frameworks:

- **CRG Reviews:** Use Mobile+ call samples in NR/L3/OPS/301/04FA forms.
- **Post-incident investigations:** Mobile+ recordings meet access and audit rules in NR/L3/OPS/301/05.
- **Internal training:** Use Mobile+ recordings to coach call structure, repeat-backs, and structured handovers.

Step 6: Monitor and optimise

The dashboard allows you to:

- View call volume by user
- Identify missed calls or voicemail trends
- Review call logs for audit and CRG sample compliance
- Add or suspend users as projects begin or end

The result

A compliant, mobile-first communication layer running across any team - with no new hardware and zero delay.
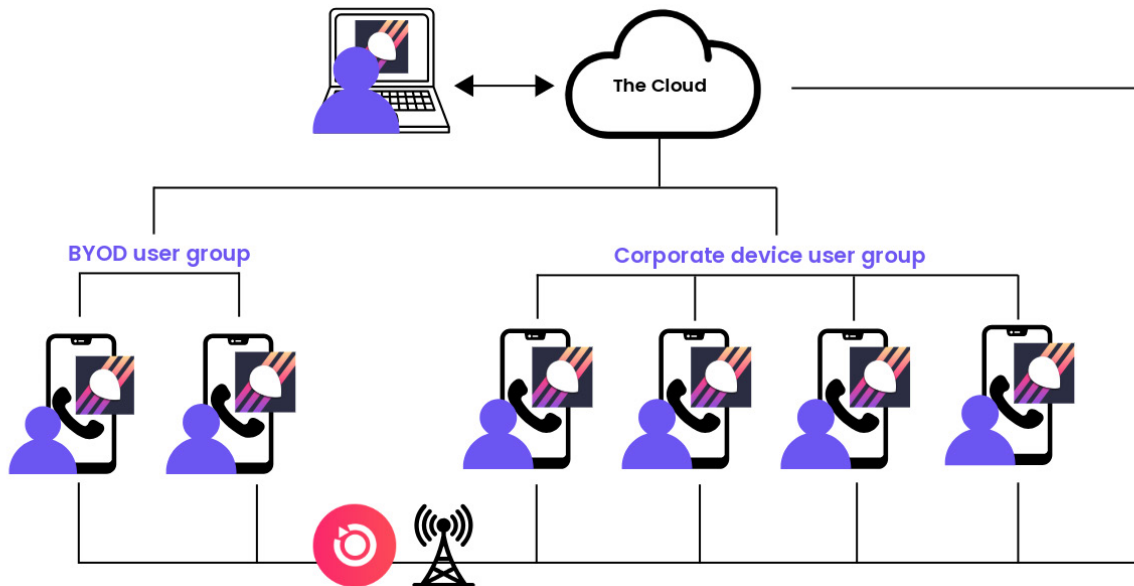
By using PiPcall Mobile+, rail operators can meet their safety and compliance obligations, without slowing down onboarding or field operations. Whether you're managing weekend works or running a year-long project, Mobile+ lets you scale communication the smart way.

Ready to take the next step?
Let's make your rail comms compliant, fast, and frictionless.

1. Book a rail communications strategy call
2. Request a trial, or
3. Simply call us with your questions

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