

eBOOK

Close the Gaps

How to close the mobile call recording compliance gaps with Mobile+



 PiPcall

Why Call Recording Matters in Rail

In the rail industry, safety doesn't just rely on signals and procedures, it depends on clear, accurate, and traceable conversations. Every call between a Controller of Site Safety (COSS) and a signaller, every instruction from a Mobile Operations Manager (MOM), and every emergency escalation must be recorded in line with the NR/L3/OPS/301 standard.

Failing to capture these communications can leave operators and contractors exposed during audits, investigations, or compliance reviews.

Mobile+ is the easiest, fastest, and simplest way to close these compliance gaps. It provides trackside workers with a mobile app that automatically records calls, and gives administrators a portal to manage these call recordings. This keeps trackside workers and organisations compliant without new phones or complex systems.



The Compliance Context

A quick refresher on the rules.

From March 2026, Network Rail requires voice recording across a wide range of safety-critical roles and scenarios. The requirements are outlined in the following NR/L3/OPS/301 modules:

- NR/L3/OPS/301/01 – Recording Systems and Access
- NR/L3/OPS/301/04 – Communication Review Groups (CRGs)
- NR/L3/OPS/301/05 – Incident & Operational Investigations

All mandate traceable, secure call recording that contractors, subcontractors, and umbrella workers must also comply with, not just Network Rail employees.

Why trackside workers are in scope.

COSS, MOMs, PICOPs, Engineering Supervisors (ES), and countless contractors often use their own mobiles to coordinate safety-critical work. These calls must be recorded.

The compliance gap.

Traditional systems like GSM-R or OCS only cover fixed roles and locations. BYOD and mixed device use leave gaps that risk non-compliance. Mobile+ fills these gaps quickly and simply, extending recording to every worker, every device, every call.



Mobile+ for Trackside Workers

For rail workers on site, whether full-time staff, contractors, or subcontractors, every call must be reliable, secure, and fully compliant.

The Mobile+ app makes this simple by:

- Recording all work calls automatically, with no action needed from the user
- Using a separate business number, so personal numbers remain private
- Working seamlessly on both personal and company devices
- Providing floating licences so temporary staff can be onboarded quickly
- Enabling instant setup via SMS or email invite, with no need for new phones



Automatic call recording

Every business call is recorded automatically, protecting workers and ensuring complete compliance traceability.



Call Monitoring

Managers can listen, coach, and support staff in real time, improving communication quality and compliance.



Crystal clear calls

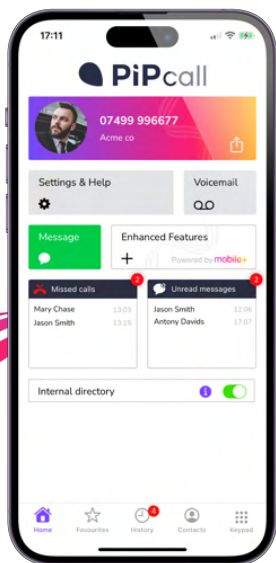
Uniquely, calls are made over the dedicated mobile voice network, not the internet like standard VoIP-based softphone apps.



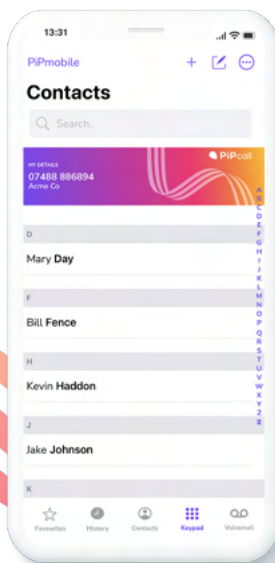
BYOD Friendly

Works seamlessly on personal or company devices, ensuring contractors and staff stay compliant everywhere.

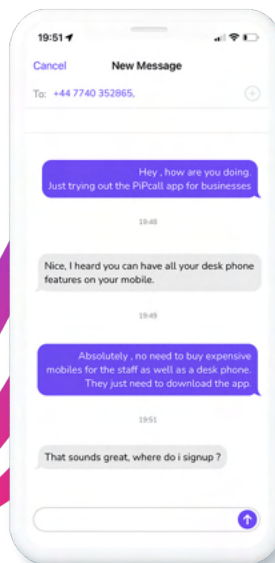
Simple interface



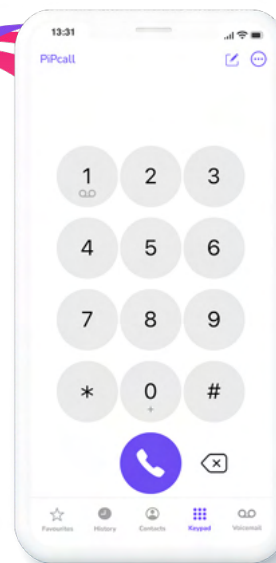
Contacts Directory



SMS Messaging



Dedicated Dialpad



Mobile+ for Administrators

For rail administrators, compliance must be visible and auditable. The Mobile+ portal makes this straightforward:

- Access and manage call recordings securely
- Apply role-based permissions for CRG monitoring
- Support incident investigations with full audit trails and GDPR-compliant storage.

The screenshot shows the PiPoffice Mobile+ portal interface. The top navigation bar includes 'Home' and 'Settings'. The left sidebar lists various modules: Dashboard, Extensions, SMS, DiDs, Conferences, Ring Groups, IVR, Queues, Voicemail, Monitor, Reports (highlighted), CDR summary, SMS, Bulk Messages, CDR Settings, Auto Provisioning, Archiving, E-mail to Fax, Touchless Provisioning, Operation times, Statistics, Fax, CRM, System, LCR, and Apps. The main content area displays a table of call recordings with columns: From, To, Date/Time, Total Duration, Rating Duration, Rating Cost, Status, and Caller ID. The table shows several entries for Joe (201) and 00447488812424, all with a status of 'Answered'.

Date range:
Search call recordings by date.

This screenshot shows the 'Date Range' filter in the PiPoffice Mobile+ portal. It includes a calendar view for August 2025, with the 15th selected. The filter also allows for a custom date range search.

Listen and download:
Click on any recording to listen and download.

This screenshot shows the audio player interface for a call recording. It includes a play button, a progress bar, and a download button.

Individuals:
Search call recordings by individual.

This screenshot shows the 'Individuals' filter in the PiPoffice Mobile+ portal. It includes a dropdown menu for selecting an individual (e.g., 201) and a search bar for the destination.

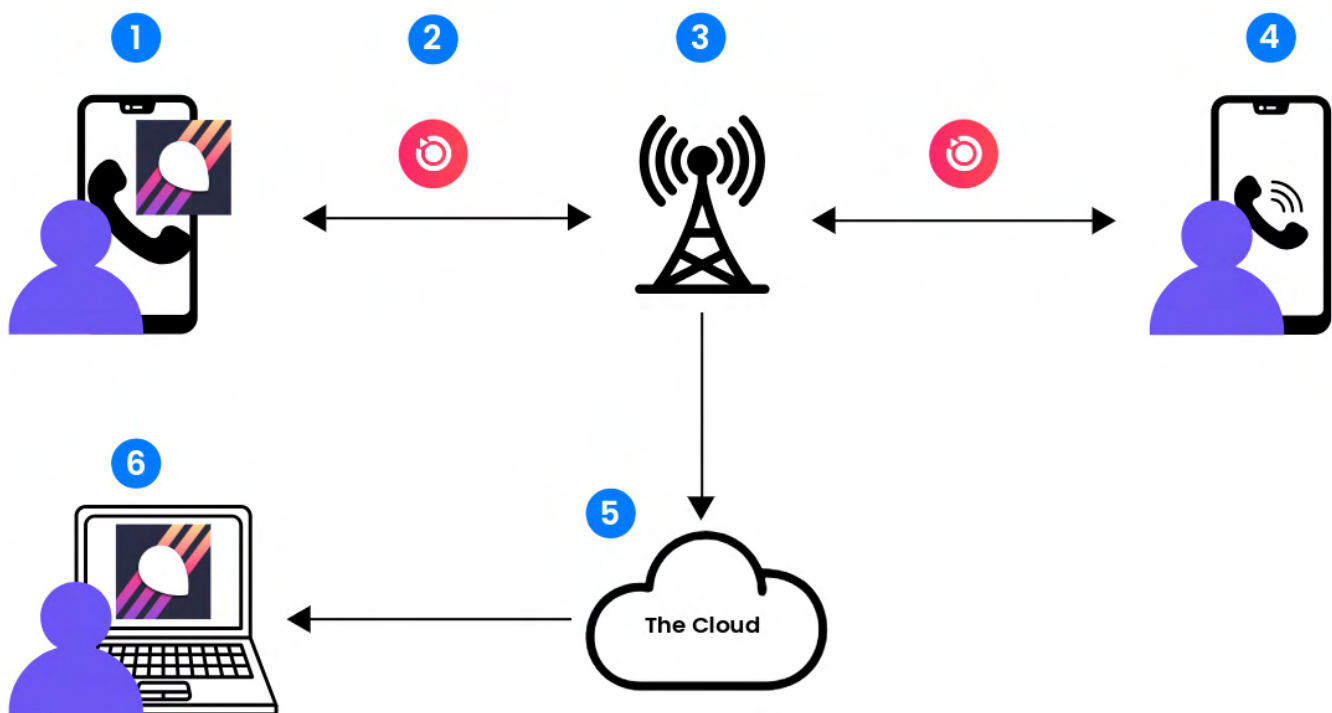
Share:
Send the call recording via email straight from the portal.

This screenshot shows the 'E-mail CDR records' form in the PiPoffice Mobile+ portal. It includes a text input field for the email address and a 'Send E-mail' button.

Real-world scenario

A COSS instructs a team during night works. Calls made through Mobile+ are automatically recorded, stored securely in the cloud, and available to administrators for CRG review or investigation. No extra effort. No missed compliance. Just the simplest way to stay covered.

1. The contractor uses the PiPcall Mobile+ app on their mobile phone.
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.



The benefits

1. Works across company-owned and personal devices.
2. Brings consistency to mixed contractor and subcontractor teams.
3. Floating licences let you cover temporary staff without added cost or complexity.

Implementation:

The six steps to rolling out Mobile+ in rail teams

Deploying a compliant mobile 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 five people or 500.

This section outlines the practical steps to roll out Mobile+ across your organisation, aligning with the compliance requirements of the NR/L3/OPS/301 standard, 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.

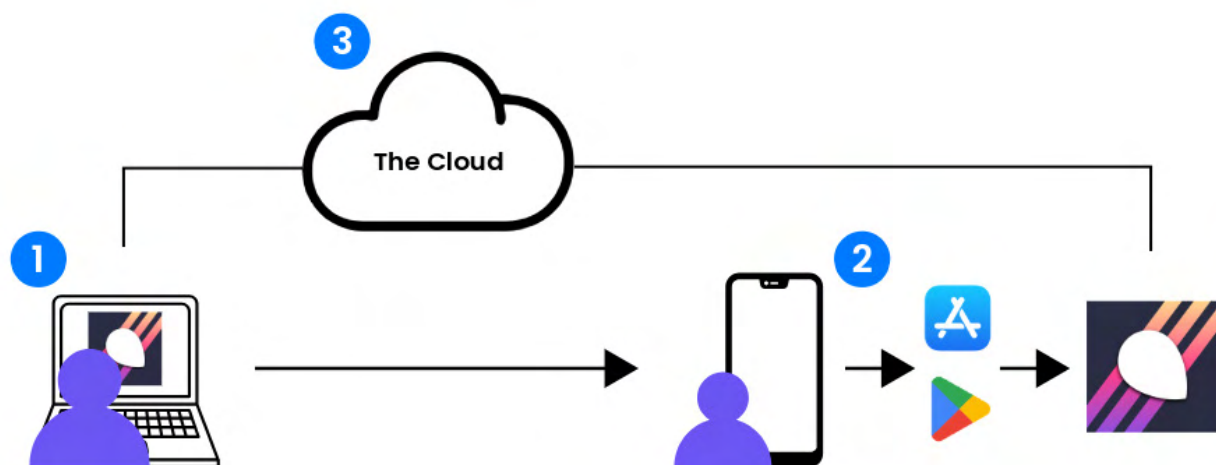
Step 4: Onboard staff with a self-service invite

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

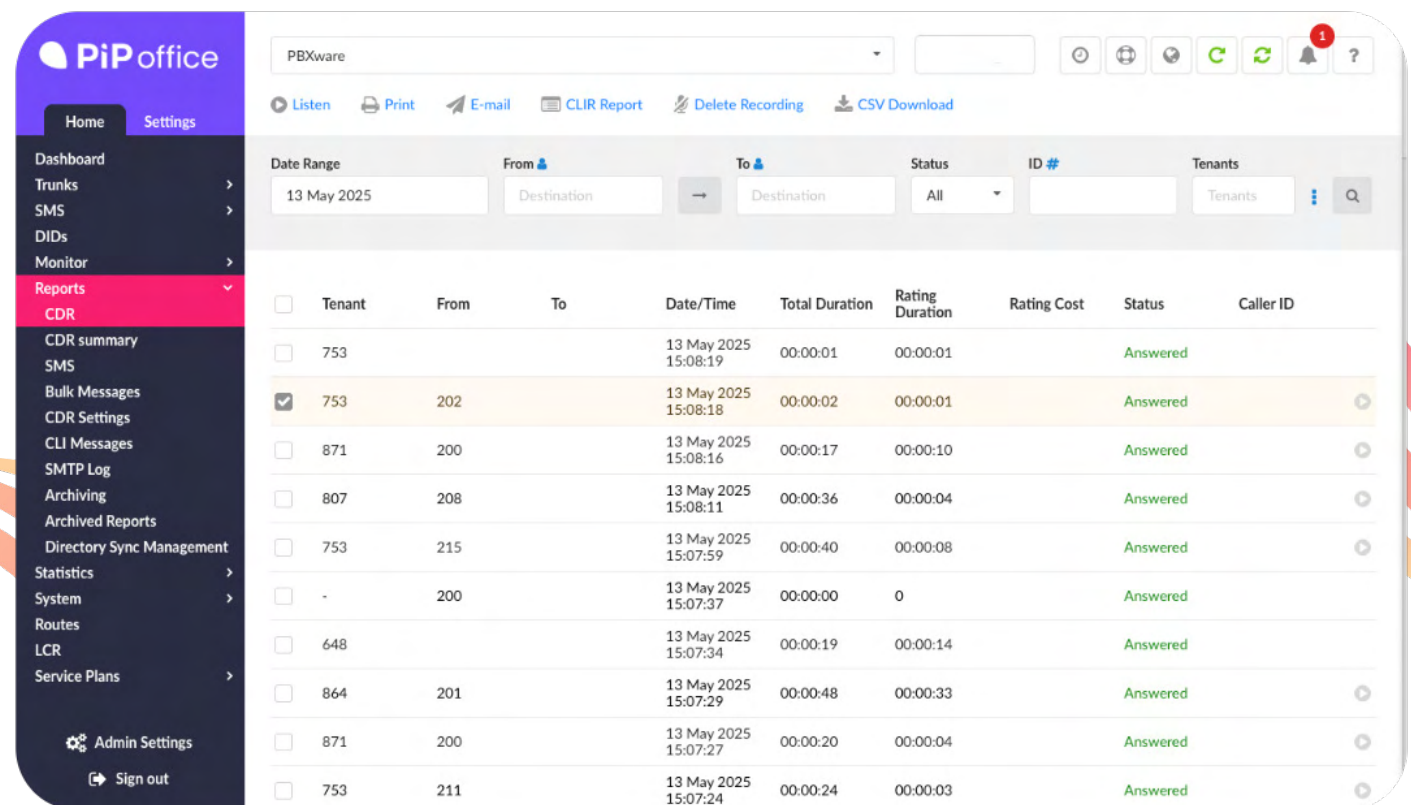
Integrate Mobile+ into your operational frameworks:

- **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 screenshot displays the PiP Office dashboard interface. On the left is a dark sidebar with navigation links: Home, Settings, Dashboard, Trunks, SMS, DIDs, Monitor, Reports (highlighted), CDR, CDR summary, SMS, Bulk Messages, CDR Settings, CLI Messages, SMTP Log, Archiving, Archived Reports, Directory Sync Management, Statistics, System, Routes, LCR, Service Plans, Admin Settings, and Sign out. The main content area has a top header with 'PiP Office' and 'PBXware'. Below this is a toolbar with icons for Listen, Print, E-mail, CLIR Report, Delete Recording, and CSV Download. A search bar is on the right. The main section features a table of call logs with columns: Tenant, From, To, Date/Time, Total Duration, Rating Duration, Rating Cost, Status, and Caller ID. The table contains 10 rows of data, with the second row (Tenant 753, From 202) highlighted in yellow. The status for all calls is 'Answered'.

Tenant	From	To	Date/Time	Total Duration	Rating Duration	Rating Cost	Status	Caller ID
753			13 May 2025 15:08:19	00:00:01	00:00:01		Answered	
753	202		13 May 2025 15:08:18	00:00:02	00:00:01		Answered	
871	200		13 May 2025 15:08:16	00:00:17	00:00:10		Answered	
807	208		13 May 2025 15:08:11	00:00:36	00:00:04		Answered	
753	215		13 May 2025 15:07:59	00:00:40	00:00:08		Answered	
-	200		13 May 2025 15:07:37	00:00:00	0		Answered	
648			13 May 2025 15:07:34	00:00:19	00:00:14		Answered	
864	201		13 May 2025 15:07:29	00:00:48	00:00:33		Answered	
871	200		13 May 2025 15:07:27	00:00:20	00:00:04		Answered	
753	211		13 May 2025 15:07:24	00:00:24	00:00:03		Answered	

The Trial Programme

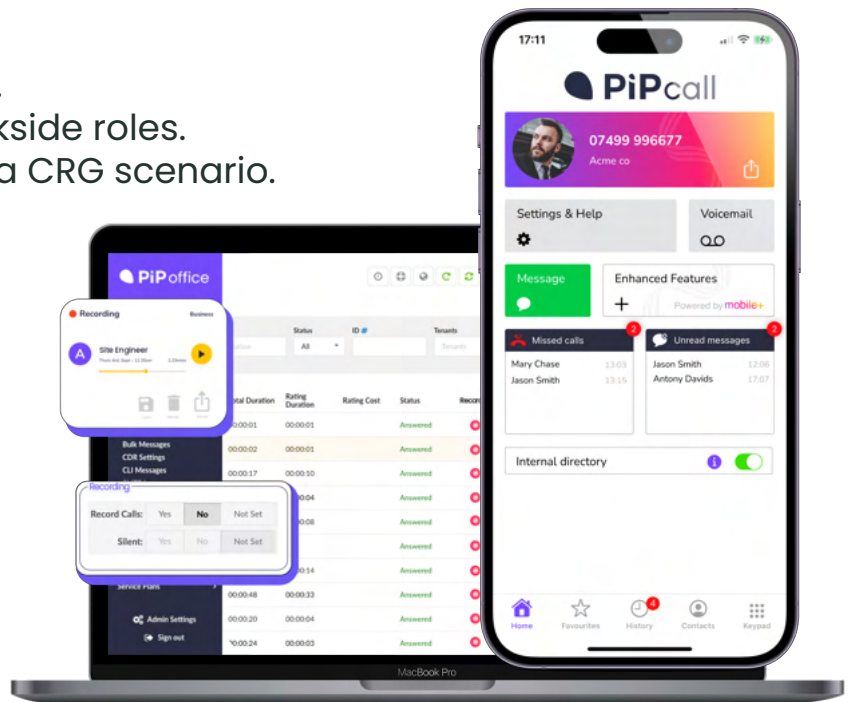
What the Mobile+ trial includes:

- Full access to the app and portal.
- Live call recording tests with trackside roles.
- Demonstration of compliance in a CRG scenario.

Measuring trial success:

- Compliance – can calls be retrieved instantly?
- Ease of use – did workers find it intuitive?
- Admin feedback – was onboarding fast and recording management simple?

The trial is the fastest way to prove compliance in your real-world environment.



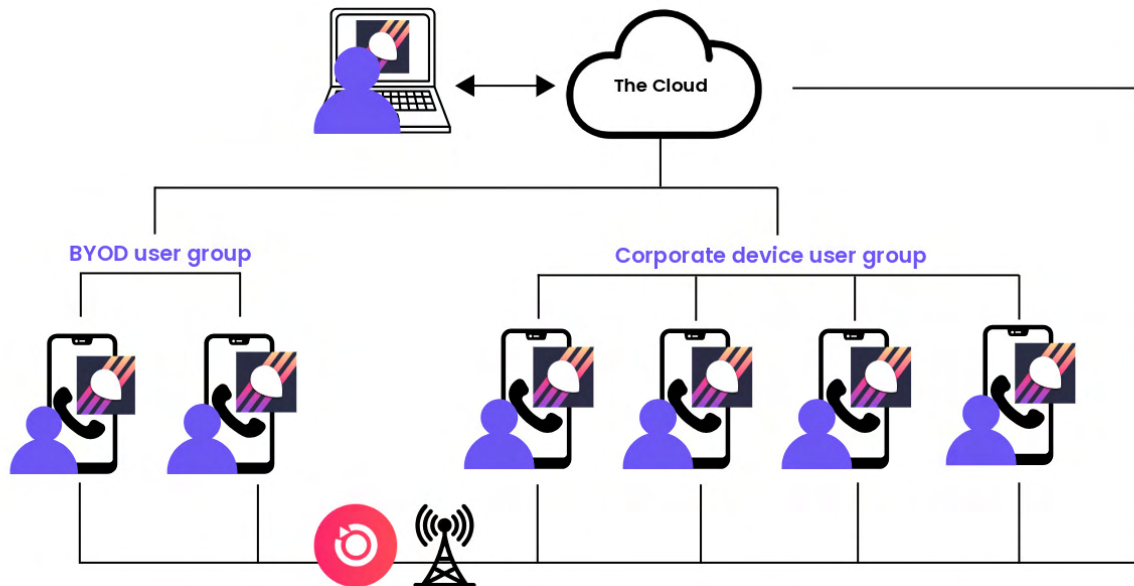
Benefits for Rail Operators

- Compliance confidence: Mobile+ meets NR/L3/OPS/301 requirements out of the box.
- Cost and simplicity: no new devices needed, BYOD-ready.
- Faster investigations: recordings can be searched, retrieved, and shared in seconds.
- Safer workforce: monitoring and reviews are easier, supporting better oversight.

With Mobile+, compliance isn't a burden. It's the simplest way to make rail communications safer and more transparent.

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 mobile calls compliant, fast, and frictionless.

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

Phone: 0330 094 8080 Email: sales@pipcall.com