

1. Definitions

“**Application**” means the software which is loaded onto Mobile Devices by the User.

“**BT One Voice Network**” means the network infrastructure that supports the BT One Voice Service.

“**BT One Voice Network Databuild**” means the configuration activity required to set up the BT One Voice Service for the Customer.

“**Calling Line Identification (CLI)**” means a system that notifies the recipient of the telephone number that is calling the recipient.

“**Call Manager**” means a software based PBX for controlling and connecting IP Telephones that are based on the internet protocol.

“**Centralized IPT**” means provisioning of the BT One Voice SIP Trunking service through a single IPT Call Manager at a central location with IP phones at multiple remote sites within the same country or within a region.

“**Channel**” means a channel that supports 1 simultaneous call.

“**CLIP**” means Calling Line Identification Presentation, which is a standardized field within the SIP call setup messages protocol that is exchanged between the customer PBX and BT One Voice.

“**CLIR**” means Calling Line Identification Restriction, which is a standardized field within the SIP call setup messages protocol that is exchanged between the customer PBX and BT One Voice.

“**DDI**” means Direct Dialling In, which allocates a direct phone number to a Private Branch Exchange extension.

“**DIVERSION**” means a standardized field within the SIP call setup messages protocol that is exchanged between the customer PBX and BT One Voice.

“**End Point**” means any device, including soft client(s), which is connected to the Customer’s PBX or equivalent.

“**Ethernet Direct**” means an access method which enables the Customer to directly connect their PBX via a 10/100/1G Ethernet connection to the One Voice SIP Trunking service.

“**FROM**” means a standardized field within the SIP call setup messages protocol that is exchanged between the customer PBX and BT One Voice.

“**Home Country**” means the country where a User’s CLI is registered to use the BT One Voice mobile access or One Voice anywhere – mobile only service.

“**IP**” means internet protocol.

“**IPT**” means a telephony service using an internet protocol; also called as IP telephony.

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“IP Telephone” (also known as IP Phone) is a telephone device that converts speech into digital IP packets. Beyond the basic functionality an IP Telephone can also provide complementary services.

“Managed Router” means a router owned and provided by BT for use with the Service, as further defined in the BT IP Connect Global Service Annex and the BT IP Connect UK Service Annex.

“Mobile Data” means any data services that provide internet access from a Mobile Device.

“Mobile Device(s)” means a mobile handset(s) meeting BT’s technical specifications for the BT One Voice mobile access or One Voice anywhere options.

“Mobile Operator” means a provider of mobile call services.

“Off-Net” means a Call that is routed via the PSTN.

“One Collaborate On-Net” means the BT proposition that enables the Customer to use another BT service, such as One Voice, as a means of accessing the BT Conferencing service.

“On-Net” means a Call that is routed between two (2) Sites of the same Customer on the same Contract.

“PAID” means a standardized field within the SIP call setup messages protocol that is exchanged between the Customer PBX and BT One Voice.

“PBX” means Private Branch Exchange.

“Port Date” has the meaning given in clause 7.5.1.

“PSTN” means Public Switched Telephone Network, which is the concentration of the world’s public circuit switched telephone networks.

“PTSP” means Public Telephony Service Provider, which is a network provider offering telephony services to the public in the respective country.

“SIP” means Session Initiation Protocol which is a technical standard used to initiate and terminate voice calls “sessions”.

“SIP Trunk” means a logical connection created for the purposes of carrying voice and other media such as IP traffic.

“Unmanaged BT Router” means a router owned and provided by BT for use with the Service, as further defined in the BT IP Connect Global Service Annex and the BT IP Connect UK Service Annex.

“Unmanaged Customer Router” means a router owned and provided by the Customer for use with the Service, as further defined in the BT IP Connect Global Service Annex and the BT IP Connect UK Service Annex.

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“VPN” means Virtual Private Network, which is used to carry voice calls between Customer Sites.

“Wi-Fi” means wireless local area network products that are based on the Institute of Electrical and Electronics Engineers' (IEEE) 802.11 standards.

Any other defined terms used in this Service Schedule shall have the meaning given in the General Terms and Conditions or in the General Service Schedule.

2. Service Description

The BT One Voice Service (“the Service”) is a technology independent global voice service that transmits voice, fax and voice-band data to facilitate the convergence of all the Customer’s voice and data applications onto a single platform and migration from traditional Time Division Multiplex (TDM) voice technology to IP.

The Customer can access the Service using either:

- (a) Indirect Access, by dialing an access number provided by BT, which can be either via;
 - (i) a PBX or;
 - (ii) a suitable mobile phone (as specified in clauses 2.1.2 and 2.1.7).
- (b) Direct Access, which can be either via:
 - (i) T1/E1 leased line connected to the Customer’s PBX;
 - (ii) Managed IP Connect Global service which can be used for both the Customer’s voice traffic and other data applications. The Customer must order Managed Routers, and the definitions, terms and conditions of the BT IP Connect Global Service Annex to the General Services Schedule shall apply unless this One Voice Service Annex states otherwise. The Service will not support n*E1/T1 access except where used in conjunction with the IP Connect Global FRF16.1 resilience option;
 - (iii) Unmanaged IP Connect Global service which can be used for both the Customer’s voice traffic and other data applications. The Customer can use either Unmanaged BT Router(s) or Unmanaged Customer Router(s) and the definitions, terms and conditions of the BT IP Connect Global Service Annex to the General Services Schedule will apply unless this Annex states otherwise. The Service will not support n*E1/T1 access except where used in conjunction with the IP Connect Global FRF16.1 resilience option; or
 - (iv) if set out in the Order, Ethernet Direct Customer access connection (SIP Trunking only) which will only be available for the Service and cannot be shared with other services/applications. The Customer will be provided with a BT managed Network Terminating Unit (NTU).

The Service is not available in all locations and the availability of Service options as listed below may vary from location to location.

2.1. Optional Features

2.1.1. BT One Voice VPN

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The BT One Voice VPN option provides the Customer with a VPN enabling Users to make “On-Net” calls to any other Site in the Customer’s voice VPN as well as “Off-Net” calls to destinations in other IP-based networks or the PSTN. BT One Voice VPN has the following features:

- (a) Global Managed Dial Plan - the Customer may use a private or a public (conforming to ITU E.164) dial plan to direct call delivery to Sites or PSTN destinations. Numbers in a private dial plan must each be the same length, of between two (2) and fifteen (15) digits;
- (b) Forced On-Net calling (FON) - “forces” a call to a Site onto the Customer’s voice VPN whether or not the User uses the dial plan number or the PSTN number of the Site;
- (c) Virtual On-Net calling (VON) - enables frequently dialled PSTN numbers to be built into the private dial plan to create a “virtual” Site; and
- (d) Overflow - during an overflow situation the BT Network will attempt to overflow calls to defined destinations in turn. After the third attempt, the caller will receive a network busy or ring tone signal, as specified by the Customer in the dial plan.

For Customers in India, it is mandatory for the Customer to be registered as an OSP with the Department of Telecommunications, Government of India for each of the sites where the Service is availed of by the Customer. The Customer in India shall also ensure that no PSTN breakout/connectivity is enabled within the territory of India.

2.1.2. BT One Voice mobile access

The BT One Voice mobile access option is an Application that enables certain calls from Mobile Devices to be routed on the BT One Voice Network. When the Application is installed on a Mobile Device the User can make international mobile calls from their Home Country via the BT One Voice Network. The Service is not supported outside the Home Country and does not support domestic calls. The Customer shall ensure that Users activate Mobile Data or Wi-Fi on their Mobile Device so that the Application can be installed.

BT cannot ensure that all call attempts will be successfully transferred to the BT One Voice Network and that the Customer shall be responsible for all charges for any calls or portion of a call transported by its existing Mobile Operator.

Users may experience a delay before connection to the dialled number whilst the Application routes the call to the BT One Voice Network. The User can bypass the BT One Voice mobile access if required, in which case the call will route via the existing Mobile Operator.

This Service is not available to Customers in India for regulatory reasons.

2.1.3. BT One Voice access to BT Conferencing (One Collaborate On-Net)

The BT One Collaborate On-Net option provides access to the BT

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Conferencing audio services using BT One Voice. The Customer must have a dial plan agreed and configured on its BT One Voice Service to enable On-Net access to its BT Conferencing audio service. This allows the Customer to conduct conference calls in part or whole using BT Conferencing interconnections with BT One Voice.

The BT Conferencing audio services are subject to additional terms and conditions contained in separate Service Annexes.

For Customers in India, it is mandatory for the Customer to be registered as an OSP with the Department of Telecommunications, Government of India for each of the sites where the Service is availed of by the Customer. The Customer in India shall also ensure that no PSTN breakout/connectivity is enabled within the territory of India.

2.1.4. BT One Voice Global SIP Trunking

The BT One Voice Global SIP Trunking option provides a full PSTN/ISDN replacement service supporting outgoing and incoming PSTN calls, calls to emergency services and most call types to local (National) services including Premium Rate services.

The Customer shall either order a geographic number range from BT or request that BT port in its existing geographic number range from its existing supplier. Number porting will be conducted only in accordance with any locally applicable regulation and if it is technically possible to do so. The Customer will be required to sign a "Letter of Authority" or equivalent document when it makes a porting request with BT.

The Customer will be able to make calls to Premium Rate and directory services that exist in the country that a Site is located.

In some locations the Customer can specify that certain outgoing calls are barred ("Call Barring"). Details of the Call Barring options available by country are available on request.

The Customer accepts that carrier selection is barred for all Users at any locations where the Service is provided.

The Customer can request presentation of or restriction of its CLI from being presented to the destination. The Customer can also specify that its legally permissible 'user provided CLI' is passed on to the destination and for a PBX this means that the User's extension will be included in the CLI. The Customer acknowledges and agrees that BT will not accept requests to restrict CLI on calls to emergency services, where any law and/or regulation requires such CLI to be presented.

BT One Voice SIP Trunking cannot be provided for Mobile Devices.

For Australian Customers: BT reserves the right to reject any calls that are presented with override dial codes. BT One Voice SIP Trunking services are subject to a minimum block of 5 service connections. The Customer Service Guarantee Standard (CSG) is not applicable to BT One Voice SIP Trunking. For number portability requests: (i) Customer must ensure that the correct numbers to be ported are submitted otherwise penalty charges may apply; and (ii) the successful portability of existing numbers to BT One Voice is not

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guaranteed and is subject to applicable technical requirements and dependent on BT's interconnect carriers having the necessary porting arrangements with the relevant carrier.

For Customers in India, it is mandatory for the Customer to be registered as an OSP with the Department of Telecommunications, Government of India for each of the sites where the Service is availed of by the Customer. The Customer in India shall also ensure that no PSTN breakout/connectivity is enabled within the territory of India.

2.1.5. Centralized SIP Trunking

If the Customer has Centralized IPT architecture with a centralized interconnect into BT One Voice, BT and the Customer will work closely together for the installation, configuration and maintenance of the interconnect between the BT One Voice SIP Trunking Service and the Customer's Centralized IPT architecture to make sure the entire solution is in line with country-specific regulations.

As the entire Centralized IPT architecture is connected only via one trunk, the Customer has the obligation to support BT to allow Customer site identification without any restrictions.

The Customer will send, for standard and forwarding calling scenarios, the site specific CLI, which allows the identification of the physical Customer location within the PAID (P-Asserted ID) field. The format needs to be in site specific international format like [+CCxxx], [00CCxxx] or [CCxxx].

The Customer will not manipulate the CLI sent in PAID at any time while the Customers' IPT architecture is connected to the BT One Voice network unless BT is informed and has agreed to the change in advance.

The Customer will send, in addition, for forwarding calling scenarios, the site specific CLI within the DIVERSION field. The format needs to be in site specific international format like [+CCxxx], [00CCxxx] or [CCxxx].

The Customer will send a presentation CLI within the FROM field. The sent number must be in line with domestic regulations and will be screened by BT. In case the CLI is failing the screening, no CLI will be sent within FROM field. The format needs to be in site specific international format like [+CCxxx], [00CCxxx] or [CCxxx].

Where Centralized SIP Trunking is used, CLIP/CLIR attributes remain unchanged.

For Customers in India, it is mandatory for the Customer to be registered as an OSP with the Department of Telecommunications, Government of India for each of the sites where the Service is availed of by the Customer. The Customer in India shall also ensure that no PSTN breakout/connectivity is enabled within the territory of India.

2.1.6. BT One Voice anywhere – global VPN

The BT One Voice anywhere option gives Users flexibility in the location from which they can make and receive calls via the Service. It is based on the integration of the BT One Voice VPN capability with the call routing capabilities of the BT VIA (Voice Innovations Applications) platform. All of the

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features described in this clause can be accessed and controlled via an intuitive web-based User Interface or smartphone User Interface. The Customer must ensure that Users activate Mobile Data or Wi-Fi on their Mobile Device so that the Application can be installed.

Users may not use the outbound/inbound features of this option in countries where such use would be unlawful and BT reserves the right to terminate the Service if this happens.

A softphone capability can be ordered, allowing Users to both make and receive calls directly on the softphone, rather than specifying a fixed or mobile extension. Users make calls via the User interface either by entering the desired number or selecting from a contact list populated from their personal address book on their PC or the Customer's Microsoft Exchange service global address list.

BT One Voice anywhere includes a voice mailbox, which Users can use to consolidate their voice mailboxes from multiple systems into a single mailbox. The Customer will choose whether Users receive notification that a voicemail has arrived either directly via the BT One Voice anywhere interface, or via email.

The Customer can order the voice to text capability which automatically transcribes received voicemail messages into text. The Customer will choose whether Users will receive notifications that a message has arrived either directly via the BT One Voice anywhere interface, or via email.

BT One Voice anywhere can be used to set up a 'group call' with up to eight (8) participants. The Customer acknowledges that this is a basic multi-person call facility and does not have the features associated with other conferencing services. If a conference call with more than three (3) participants is required, or if features such as conference control or recording are required, BT recommends the use of a BT Conferencing service.

If a User chooses not to use Wi-Fi, the BT One Voice anywhere option allows a User to place direct calls over its own 3G / 4G mobile data network if the Customer's network provider permits this. Network provider charges and conditions may apply in these circumstances, in which case the Customer is responsible for paying those charges and adhering to the relevant conditions. The CLI presented on making calls from the One Voice anywhere – global VPN service option will be the PBX numbers registered by the Customer for its Users.

This Service is not available to Customers in India for regulatory reasons.

2.1.7. BT One Voice anywhere – mobile only

The BT One Voice anywhere – mobile only option gives Users flexibility in the location from which they can make calls via the Service. It is based on the integration of the BT One Voice VPN capability with the call routing capabilities of the BT via voice platform. All of the features described in this clause can be accessed and controlled via an intuitive smartphone User interface. The Customer must ensure that Users activate Mobile Data or Wi-Fi on their Mobile Device so that the Application can be installed.

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Users may not use the outbound features of this option in countries where such use would be unlawful, and BT reserves the right to terminate the Service if this happens.

A softphone capability can be ordered, allowing Users to make calls directly on the softphone if desired, rather than specifying a fixed or mobile extension. If a User chooses not to use Wi-Fi, the BT One Voice anywhere option allows a User to place direct calls over its own 3G / 4G mobile data network if the network provider permits this. Network provider charges and conditions may apply in these circumstances, in which case the Customer is responsible for paying those charges and adhering to the relevant conditions.

The CLI presented on making calls from the One Voice anywhere – mobile only service option will be the mobile numbers registered by the Customer for their Users.

This Service is not available to Customers in India for regulatory reasons.

3. Service Delivery

- 3.1. For Indirect Access, BT will provide an in-country access number, complete the BT One Voice Network Databuild and test the Service through to the terminating number. The OSD occurs on successful completion of the test.
- 3.2. For Direct Access via E1/T1, BT will provide the Access Line(s), complete the BT One Voice Network Databuild and conduct a set of standard tests to ensure that configuration is functioning correctly. The OSD occurs on successful completion of the tests.
- 3.3. For Direct Access via IP Connect Global or IP Connect Global with Managed Routers, BT will configure the Equipment, complete the BT One Voice Network Databuild and conduct a set of standard tests to ensure that the configuration is functioning correctly. The OSD occurs on successful completion of the tests.
- 3.4. For Direct Access via IP Connect Global or IP Connect Global with Unmanaged customer Routers, BT will provide recommendations for Router configuration, complete the BT One Voice Network Databuild and conduct a set of standard tests to ensure that configuration is functioning correctly. The OSD occurs on successful completion of the tests.
- 3.5. For Direct Access via Ethernet Direct, BT will provide the Access Line(s), complete the BT One Voice Network Databuild and conduct a set of standard tests to ensure that configuration is functioning correctly. The OSD occurs on successful completion of the tests.
- 3.6. For BT One Voice mobile access option, BT will complete the BT One Voice Network Databuild and provide instructions for downloading the Application. The OSD occurs when BT successfully registers the Customer's phone number for use of the Service and provides the installation instructions.
- 3.7. For BT One Voice anywhere option, BT will complete the BT One Voice Network Databuild and provide, via email, a welcome pack to each registered User. The welcome pack contains the access URL, a username and password, and instructions on how to use the Service option. The OSD occurs when BT provides the welcome pack.

4. BT Service Management Boundary (SMB)

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- 4.1. The SMB for Service with Indirect Access is the PSTN interconnect interface which is used to hand the call over to the BT Network. The Service includes provisioning, maintenance and management of all elements up to this SMB.
- 4.2. The SMB for Service with Direct Access via E1/T1 is the NTU on the Access Line. The Service includes provisioning, maintenance and management of all elements up to this SMB.
- 4.3. The SMB for Service with Direct Access via IP Connect Global or IP Connect Global with Managed Routers is the LAN port on the Managed Router. The Service includes provisioning, maintenance and management of all elements up to this SMB. The cable which connects the NTU to the Customer Equipment is the responsibility of the Customer.
- 4.4. The SMB for Service with Direct Access via BT IP Connect Global with Unmanaged BT Routers or Unmanaged Customer Routers is the NTU of the Access Line provided by BT. The Service includes provisioning, maintenance and management of all elements up to this SMB. The cable which connects the NTU to the Customer Equipment is the responsibility of the Customer.
- 4.5. The SMB for the Service with Direct Access via Ethernet Direct is the NTU on the Access Line. The Service includes provisioning, maintenance and management of all elements up to this SMB.
- 4.6. The SMB for Service with the BT One Voice mobile access option is the Application that provides the Customer's Mobile Device with the ability to re-route calls using the BT One Voice Service.
- 4.7. The SMB for Service with One Voice anywhere – global VPN option is the web-based or smartphone interface which the User uses to control and configure its instance of the BT One Voice anywhere option.
- 4.8. The SMB for Service with One Voice anywhere – mobile only option is a smartphone interface which the User uses to control and configure its instance of the BT One Voice anywhere option.

5. The Customer's Responsibilities

- 5.1. For Indirect Access, the Customer shall order and pay for an appropriate telephone service to access the BT One Voice Network, e.g. PSTN service, from a PTSP, and shall ensure that this access service is capable of transmitting the CLI to the BT One Voice Network.
- 5.2. For Direct Access, if BT acts upon a fault reported by the Customer which is subsequently found to be outside BT's Service Management Boundary, the Customer shall pay BT for all charges reasonably incurred by BT as a result of BT acting on the Customer's fault report.
- 5.3. The Customer shall provide BT with the CLI for each PSTN line or Mobile Device that will use the Service and ensure that the CLI is presented for each call. Call attempts with no CLI will fail.
- 5.4. BT One Voice mobile access
 - 5.4.1. The Customer shall ensure that the Application is correctly downloaded onto its Mobile Device(s). BT is not responsible for incidents if the Application has

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not been downloaded correctly.

- 5.4.2. The Customer shall ensure that Users have compatible Mobile Device(s) to run the Application. BT does not provide Mobile Devices as part of the Service.
 - 5.4.3. The Customer shall ensure that the Application is removed from each Mobile Device(s) on termination of the Service.
 - 5.4.4. The Customer shall provide a single point of contact to remotely fix One Voice mobile access Application problems in accordance with BT's instructions. The Customer shall ensure that Users do not contact BT directly.
 - 5.4.5. The Customer acknowledges that it may incur charges from its mobile service provider when downloading the One Voice mobile access Application.
- 5.5. BT One Voice SIP Trunking
- 5.5.1. The Customer shall provide all reasonable assistance to enable BT to add the correct emergency centre code to the routing information in order for BT to route the call to the relevant emergency centre, failing which the Customer shall provide a separate break out for emergency calls from the relevant Site(s). In the event that the Customer Site is directly connected to the BT One Voice SIP trunking Service and is not part of a centralized architecture, the Customer must send the CLI of this location within the PAID field of the SIP message.
 - 5.5.2. The Customer agrees that its failure to comply with the requirements of clause 5.5.1 shall constitute a material breach of the Agreement. BT accepts no responsibility or liability to the Customer in the event of the Customer's failure to adhere to clause 5.5.1.
 - 5.5.3. The Customer shall comply with the terms and conditions of the VOIP Obligations Annex to the General Services Schedule.
 - 5.5.4. The Customer shall not connect End Points or Mobile Devices directly to the SIP Trunking option. When the SIP Trunking option has been selected, the Customer shall be responsible for connecting any End Points directly to its PBX (or equivalent).
 - 5.5.5. The Customer is responsible for, and shall ensure the proper configuration of its LAN, PBX equipment (or equivalent) and all End Points so that the User's location can be properly identified.
 - 5.5.6. The Customer shall ensure that Users have other means of accessing the emergency services if an End Point is moved from a Site, and is used away from the Customer's registered Sites.
 - 5.5.7. **For Australian Customers:** BT is required by law to provide details of Customer's SIP Trunking hosted numbers and registration information to the Integrated Public Number Database (IPND). Customer must notify BT with details of any change or update to its address or other registration information. Customer consents to BT disclosing this information to Telstra and third party providers solely for the purposes of maintaining the IPND. The IPND is managed by Telstra and BT is not responsible for any actions of Telstra in relation to the IPND. If requested by the Customer, Customer further consents to BT's disclosure and use of this information for publication in Sensis

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directory listings.

5.6. BT One Voice anywhere – global VPN

- 5.6.1. The Customer shall order BT One Voice VPN in order to use the BT One Voice anywhere – global VPN service.
- 5.6.2. The Customer shall specify a (non E.164) number per registered User within its One Voice VPN dial plan to be associated with that User. The number must conform to binary tree uniqueness requirements for the dial plan, that is, it cannot be the extension of another number.
- 5.6.3. If the Customer orders BT One Voice anywhere – global VPN configured as 'always-on' the Customer shall make the necessary configuration changes to its local PBX to reroute inbound calls to the number specified in the One Voice VPN dial plan for each User.
- 5.6.4. If the Customer requests that BT One Voice anywhere – global VPN interfaces with its Microsoft Exchange mail server, the Customer shall configure its corporate firewalls and server in such a way to allow BT One Voice anywhere to contact and interrogate the server.
- 5.6.5. The Customer acknowledges that BT One Voice anywhere – global VPN is not an interconnected VoIP service, does not support E.911 requirements or any other applicable emergency services requirements, and the Customer shall ensure that its registered Users have other means of accessing the emergency services.

5.7. BT One Voice anywhere – mobile only

- 5.7.1. The Customer shall specify a (E.164) mobile number per registered User to be associated with that User.
- 5.7.2. If the Customer requests that BT One Voice anywhere – mobile only interfaces with its Microsoft Exchange mail server, the Customer shall configure its corporate firewalls and server in such a way to allow BT One Voice anywhere to contact and interrogate the server.
- 5.7.3. The Customer acknowledges that BT One Voice anywhere – mobile only is not an interconnected VoIP Service, does not support E.911 requirements or any other applicable emergency services requirements, and the Customer shall ensure that its registered Users have other means of accessing the emergency services.

5.8. Regulatory Provisions

In addition to the Customer's obligations under the General Terms and Conditions of the MSA it is the Customer's responsibility to ensure that its use of the Service complies with applicable country regulatory provisions when using the Service. BT may terminate Service where the Customer's contravention of such regulatory provisions is discovered by BT or is brought to BT's attention.

6. Charges and Payment Terms

The Charges for the Service will comprise some or all of the following components,

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depending on the option(s) stated on the Order:

6.1. Access

Pricing Element	One Time Charges	Recurring Charges	How Charges will be applied
Access Line	Install/De-install	Monthly	Per line, for each Access Line connecting to the BT One Voice or IP Connect Global networks.
Port and Class of Service (CoS) Bandwidth - if the Customer has an existing or IP Connect Global service, the Customer shall order and pay for any additional port capacity and/or CoS bandwidth required to connect a Site(s) to the BT One Voice Service.	Install/De-install	Monthly	If a new BT IP Connect Global service is ordered to access the BT One Voice service the Charges will appear on the Customer's IP Connect Global bill.
Pricing Element	One Time Charges	Recurring Charges	How Charges will be applied
BT One Voice Basic Indirect Global CLI Registration ("Single Stage") - In Single Stage access a User dials (or their PBX if programmed simultaneously dials) a country specific carrier selection prefix and the target number.	Yes	No	Per CLI.

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BT One Voice Basic Indirect Global CLI Registration ("Dual Stage") - In Dual Stage access a User dials a country specific geographic number and is then prompted to dial the target number.	Yes	No	Per CLI.
BT One Voice (National and Global) Direct Channel	No	Monthly	Per Channel
BT One Voice (National and Global) Inclusive Channel	No	Monthly	Per Channel
BT One Voice VPN Dial Plan	Yes	No	Per Site.
BT One Voice mobile access CLI Registration	Yes	No	Per CLI.
Single Number (DDI)	Yes	No	Per number (where available)
Number Block	Yes	No	Per number block. Number blocks come in 10, 50, 100, 500, 1000 and 10000 blocks.
Pricing Element	One Time Charges	Recurring Charges	How Charges will be applied
			The Customer acknowledges that BT may not be able to provide contiguous numbers when it orders multiple number blocks (where available).
Number porting (SIP Trunks)	Yes	No	Where available.
BT One Voice anywhere – global VPN	No	Monthly	Per User.
BT One Voice anywhere – mobile only	Yes	Monthly	Per User.

6.2. Moves, Adds and Changes

Pricing Element	One Time Charges	Recurring Charges	How Charges will be applied
BT One Voice VPN Dial Plan changes	Yes	No	For more than 2 dial plan changes per Site, per year.

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Major Move, Adds or Change	Yes	No	Where applicable
Line Number Portability (LNP) Non-Recurring Charges	Yes	No	Where applicable.
Line Number Portability (LNP) Request Rejected Non-Recurring Charges	Yes	No	Where applicable. When Porting requests fails due to errors in information provided by the customer.
Standard LNP cancellation fee	Yes	No	Where applicable.
Expedited Cancels (cancellations within 48 hours of the FOC)	Yes	No	Where applicable.
Customer-Initiated "snapbacks" (USA) - A snapback is where the Customer decides to retain a number after placing a cancellation order.	Yes	No	Where applicable.
Pricing Element	One Time Charges	Recurring Charges	How Charges will be applied
911 Calls handled manually - Where Emergency calls must be handled manually due to no customer information or incorrect customer information in the data base.	Yes	No	Where applicable.

6.2.1. There are no additional Charges if the Customer migrates to a new PBX technology, that is from TDM to IP d. If the remainder of the old Minimum Period of Service is less than twelve (12) Months then a new Minimum Period of Service of twelve (12) Months will apply from the date of the change.

6.3. Usage (Call) Charges

Pricing Element	One Time Charges	Recurring Charges	How Charges will be applied

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BT One Voice Global Direct (National and Global)	No	Usage	Per minute. Only available if the Customer has one or more Sites connected to One Voice either via E1/T1 Leased Line(s) and/or BT IP Connect Global and/or One Voice Global SIP Trunking. This includes zero rated On-Net calls between the Customer's Sites that are included in the dial plan, if One Voice VPN is ordered.
BT One Voice Inclusive (National and Global)	No	Usage	Per minute. Only available if the Customer has one or more Sites connected to One Voice either via E1/T1 Leased Line(s) and/or BT IP Connect Global and/or One Voice Global SIP Trunking. The monthly Channel charge includes zero rated calls OnNet calls between the Customer's Sites that are included in the dial plan, if One Voice VPN is ordered. It also includes zero rated calls fixed destinations in 15 countries chosen from a list
Pricing Element	One Time Charges	Recurring Charges	How Charges will be applied
			of 30 countries. All other OffNet calls to Mobile and Low/High (Premium Rate/Shared Cost) Band destinations in the 15 countries will be charged per minute. Note that BT One Voice Inclusive covers calls to fixed geographic destinations in the specified countries. It does not intentionally include calls to shared cost type services, including Premium Rate services, in these countries. BT reserves the right charge for calls to these services if it is able to identify shared cost numbers in the specified countries.
BT One Voice anywhere – global VPN – Inbound Calls	No	Usage	Per minute. The charge is dependent on the number specified by the User as the location where it wishes to receive calls. There is no charge for On-Net calls.

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BT One Voice anywhere – global VPN – Outbound Calls	No	Usage	Per minute. The charge is dependent on how the number is called: - a VoIP call will incur a called number Off Net charge (no charge if On-Net) - a Call Back will incur a charge dependent on the number specified by the User as the location from which it wishes to make calls (no charge if On-Net) and a charge dependent on the location of the number dialled (no charge if On-net).
BT One Voice anywhere – mobile only – Outbound Calls	No	Usage	Per minute. The charge is dependent on how the number is called: - a VoIP call will incur a called number Off Net charge (no charge if On-Net) - a Call Back will incur a charge dependent on the number specified by the User as the location from which it wishes to make calls (no charge if On-Net) and a charge dependent on the location of
Pricing Element	One Time Charges	Recurring Charges	How Charges will be applied
			the number dialled (no charge if On-net) - an international call made from the Users Home Country via a local BT PoP will incur a called number Off Net charge dependent on the location of the number dialled.
Germany Call Package 1 (only available at One Voice Global SIP Sites in Germany)	No	Usage	Packages are per Channel and include 2,000 minutes per Month per Channel to national (fixed geographic numbers) destinations in Germany.
Germany Call Package 2 (only available at One Voice Global SIP Sites in Germany)	No	Usage	Packages are per Channel and include 165 minutes per Month per Channel to national mobile numbers in Germany.

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- 6.3.1. Per minute rates are the rates that were current at the time the Customer ordered the Service, unless otherwise agreed in writing.
- 6.3.2. The Customer will only pay BT for the part of "Dual Stage" calls made using the Service. This is defined as routing the call from the BT in-country switch to its final destination. The Customer is responsible for paying the charges associated with the calls made to BT in-country switches directly to its local PSTN provider.
- 6.3.3. The Customer will only pay BT for the part of One Voice Mobile calls made using the Service. This is defined as routing the call from the BT in-country switch to its final destination. The Customer is responsible for paying the mobile service charges associated with the calls made to BT in-country switches directly to its local Mobile Operator.
- 6.3.4. For BT One Voice SIP Trunking service in the US, BT will charge the Customer to recover the contributions required to be paid to emergency services funds at the US state and local level. In addition BT reserves the right to charge the Customer an additional charge (as stated on the Order) per E911 or 911 call made in the USA that is manually handled due to having incorrect or no record in the emergency calling database.
- 6.4. Traffic Profiles
- 6.4.1. BT One Voice Direct and BT One Voice Inclusive National and Global.
If the Customer orders either the BT One Voice Direct and/or BT One Voice Inclusive charging options, then the Customer shall ensure that its traffic patterns comply with all of the elements in the following profile:
- (a) The Customer shall order a minimum of 20 Channels (where each Channel supports 1 simultaneous call).
 - (b) The Customer shall have a minimum of 8 Channels per (T1/E1) connected Site and minimum of 5 Channels per IP CONNECT CLOBAL or Ethernet Direct connected Site. A minimum number of 20 Channels across all Sites will also apply.
 - (c) For BT One Voice Global Inclusive and BT One Voice National Inclusive the Customer shall not exceed more than an average total of 8,300 incoming and outgoing minutes per Channel, per Month across all of its One Voice Inclusive Channels.
 - (d) The average monthly per Channel minutes volume to zero rated destinations shall not exceed eighty (80) % of the total allowed minutes when averaged across all One Voice Inclusive Channels in the Customer network in any three (3) Month period.
- 6.4.2. Specifically for One Voice Inclusive
- (a) The Customer shall select up to fifteen (15) countries from a list of thirty (30) countries to form its One Voice Inclusive package
 - (b) The selected countries shall apply to all Sites in the Customer's network that have the One Voice Inclusive package, regardless of Direct Access type. The Customer shall not select different countries at different Sites.
 - (c) The list of fifteen (15) countries cannot be changed before the end of

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the Minimum Period of Service, and after that only if agreed in writing by BT.

- (d) Only calls to fixed or geographic numbers in the fifteen (15) selected countries will be zero rated. Calls to all other number types including but not limited to mobile or premium rate numbers will be charged per minute.
- 6.4.3. If the Customer orders BT One Voice National Direct in conjunction with SIP Trunking in the US then the Customer shall ensure that:-
- (a) Incoming Off Net traffic averaged across all BT One Voice National Direct Sites in the US shall not exceed thirty five (35)% of the total traffic at these Sites; and
 - (b) The average number of minutes per BT One Voice National Direct Channel in the US shall not exceed a total of eight thousand three hundred (8,300) incoming and outgoing minutes per Channel, per Month across all of its BT One Voice National Direct Channels in the US.
- 6.4.4. German Call Packages are available only for Site(s) in Germany and can be ordered in addition to either One Voice Direct or One Voice Inclusive.
- (a) The Customer shall order either Package 1 and/or Package 2 for use over the same Channel.
 - (b) The minutes allowance is counted per Site, and is calculated as the number of Channels multiplied by the minute allowance per Channel. For example, for ten (10) Channels at a Site with Package 1, the minutes allowance would be twenty thousand (20,000) (i.e.10 x 2,000) minutes per Month. If the 20,000 minute threshold is exceeded in any Month the Customer will be billed at standard rates for all minutes over 20,000 in that Month.
 - (c) Any unused allowance at one Site cannot be applied to another Site, nor can it be applied to a future or past Month usage at the Site.
- 6.4.5. The Customer shall pay additional charge(s) (as stated on the Order) per minute for all traffic originating from a Site in any Month where the traffic pattern does not meet these conditions in clause 6.4 and such additional charges have been invoiced by BT.
- 6.4.6. If traffic does not comply with the applicable profile at a Site for more than three (3) Months (which do not need to be consecutive) in any SLA Year, BT may suspend the delivery of all traffic from that Site on thirty (30) days' notice and/or to revise the rates to be applied to traffic at that Site.

7. Service Levels

- 7.1. The Service Levels as set out in the General Service Schedule apply, except to the BT One Voice anywhere features (global VPN and mobile only) and One Voice mobile access, which have no Service Levels. For the avoidance of doubt; if there are multiple Access Lines to a Site, and some, but not all Access Lines have failed, any Service Credit for Availability will be calculated in proportion to the total Site Charges. For example, if a Site has four Access Lines and one fails, the Service Credit will be one quarter of the

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Service Credit that would apply if all the Access Lines had failed.

If Service Delivery is delayed due to failure by BT to port numbers on time, where BT has agreed to port numbers, then the Service Levels for Service Delivery will apply.

7.2. Network Performance for BT One Voice

In addition to the Service Levels referred to in clause 7.1 above, the following network performance, normal call completion and call quality Service Levels apply:

7.2.1. A BT One Voice call can terminate over the BT IP Connect Global network or the BT One Voice Network and for each, network performance will be measured as follows:

- (a) The Network Performance Service Levels specified in the IP Connect Global Service Annex will apply to traffic carried entirely on the IP Connect Global network.
- (b) BT One Voice Network (Transmission rate and post-dial delay)
 - (i) BT's targets for transmission rates, that is the speed of transmission of voice-band and fax signals, on the BT One Voice Network for On-Net calls (including the Access Lines) or for the part of the call carried on BT's One Voice Network (including Access Line) for On-Net to Off Net calls are 9.6 Kbits per second for Voice Band data and 14.4 Kbits per second for fax. This is subject to the Customer Equipment being capable of transmitting at these rates.

If the Customer experiences transmission rates lower than the target rates on any route(s) and reports it using the fault reporting procedures specified by BT, BT will investigate the cause. If the low transmission rate is due to the BT One Voice Network, BT will resolve the problem as quickly as possible. If the problem continues for five days or more then the Customer may submit a claim and BT will pay the Customer a Service Credit of two (2) % of the monthly Site Charges for the affected (originating) Site.

- (ii) Post Dial Delay (PDD). For any route(s) for On-Net calls (including the Access Lines that BT provides) or for the part of the call carried on the BT One Voice Network (including Access Line) for On-Net to Off-Net calls ("**Qualifying Route**"), BT's target is for PDD to be five (5) seconds or less.

If the Customer experiences PDD greater than five (5) seconds on any Qualifying Route, then the Customer should report it to the BT Service Centre and a trouble ticket should be opened. BT will investigate the cause, and, if it is due to BT's Network, will resolve the fault as quickly as possible. If either the PDD persists for more than five (5) Business Days, or the Customer reports three (3) faults on the same Qualifying Route(s) in any month, then BT will give the Customer a Service Credit of two (2) % of the monthly Site Charges for the originating Site.

These targets for PDD do not apply to

- (a) Access Lines with compression applied.

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(b) Sites with Site location codes or a variable length dial plan.

7.3. Normal Call Completion

An On-Net call is complete when the caller hears a ring tone, busy tone, or network generated recorded message. The call is considered normally completed when the call is terminated by one of the callers on the call “hanging up”.

The call completion Service Level does not include completion to an Off-Net destination after the call has been delivered to the Off-Net gateway. BT will deliver the call up to where it is handed off to the PSTN and/or mobile network service providers. If a call does not complete then the Customer should report it to the BT Service Centre and a trouble ticket should be opened. BT will investigate the cause, and, if it is due to BT’s Network, will resolve the fault as quickly as possible. Call completion performance will be measured each month as the percentage of calls proven by BT to have failed against the total completed calls originating from a Site. BT will apply Service Credits as follows:

Normal call completion rate (per month)	Service credit (% of the monthly Recurring charges for originating Site)
more than or equal to 98%	0
less than 98% and more than 90%	2%
less than 90%	4 %

Abnormal call termination caused by the calling party, the called party, or resources of either party is not covered by this Service Level. If customer premise equipment (e.g. Managed Router at a Site) is disconnected deliberately, call failure is not covered by this Service Level.

This Service Level does not apply if BT successfully delivers a call to an Off-Net location but it cannot be completed due to actions of the PSTN or mobile network provider.

7.4. Call Quality

The BT One Voice Network is intended to support quality voice for On-Net calls at all Sites directly connected to the BT One Voice Network. Call quality for Off-Net calling is subject to the performance of the 3rd party egress network provider and is outside BT’s control.

Additionally, for BT One Collaborate On-Net, call quality may be dependent upon the performance of third party egress providers and / or the equipment used by the Customer to connect to the service and as such is outside BT’s control.

7.5. Number Porting (For BT One Voice SIP Trunking service in the UK, only)

- 7.5.1. BT will provide the Customer with an expected date(s) that BT will transfer/ port numbers for use as part of the Service (“**Port Date**”).
- 7.5.2. If BT fails to port the number by the Port Date, the Customer may claim from BT a Service Credit for each day’s delay, which will be equal to either:
 - (a) The monthly recurring Charges for the affected SIP Trunks or Channels, plus DDI number ranges, divided by thirty (30); or
 - (b) The quarterly recurring Charges for the affected SIP Trunks or Channels, plus DDI number ranges, divided by ninety (90), as applicable.
- 7.5.3. The Customer will not be entitled to claim Service Credits under clause 7.5.2 if in BT’s reasonable opinion:
 - (a) Someone other than BT causes a delay or prevents BT from porting the

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number; or

- (b) The number has been ported by the Port Date but any other part of the Service is unavailable.

- 7.5.4. BT may apply any amount that BT owes to the Customer under this clause 7.5 as a credit on the Customer's next phone bill/invoice as applicable.