



# BT One Voice SIP Trunk UK Schedule to the General Terms

## Contents

- A note on 'you' .....2
- Words defined in the General Terms .....2
- Part A – The Service .....2
- 1 Service Summary.....2
- 2 Standard Service Components .....2
- 3 Service Options .....2
- 4 Service Management Boundary .....3
- 5 Associated Services and Third Parties .....4
- 6 Specific Terms .....4
- Part B – Service Delivery and Management .....5
- 7 BT’s Obligations.....5
- 8 Your Obligations.....5
- 9 Notification of Incidents.....6
- 10 Invoicing .....7
- 11 Charges at the End of the Contract .....7
- 12 Service Amendment .....8
- Part C – Service Levels .....9
- 13 Service Levels .....9
- Part D – Defined Terms.....10
- 14 Defined Terms .....10

## A NOTE ON 'YOU'

'You' and 'your' mean the Customer.

Phrases that refer to 'either', 'neither', 'each of us', 'both of us', 'we each' or 'we both' mean one or both of BT and the Customer, whichever makes sense in the context of the sentence.

## WORDS DEFINED IN THE GENERAL TERMS

Words that are capitalised but have not been defined in this Schedule have the meanings given to them in the General Terms.

## Part A – The Service

### 1 SERVICE SUMMARY

BT will provide you with a network based public telephony service with centralised PSTN break-out and break-in that is compliant with Ofcom's regulatory requirements for such services and that can be used as an alternative to traditional products such as ISDN30 to make and receive voice calls ("Call(s)"). The service is comprised of:

- 1.1 the Standard Service Components; and
- 1.2 any of the Service Options as set out in any applicable Order, up to the point of the Service Management Boundary as set out in Paragraph 4 (the "Service").

### 2 STANDARD SERVICE COMPONENTS

BT will provide you with all of the following standard service components ("Standard Service Components") in accordance with the details as set out in any applicable Order:

- 2.1 Dual Parenting and Site Aggregation.
- 2.2 On-Net routing of Calls between your Sites that will be free of charge.
- 2.3 Call Screening:
  - 2.3.1 BT will screen Calls from your IP PBX to the One Voice SIP Trunk UK Platform against the Screening List and will present to the Receiving Number the associated Presentation Number in accordance with the Screening List.
  - 2.3.2 BT may for an IP PBX Call, present to the Receiving Number the Type 4 Presentation Number, provided that valid diversion information is provided by the IP PBX including the CLI of the Originating Number. You agree that where BT agrees to present a Type 4 Presentation Number:
    - (a) BT will not screen the Type 4 Presentation Number; and
    - (b) You will:
      - (i) only pass on the CLI of the Originating Number and not an alternative CLI; and
      - (ii) be responsible for compliance with the CLI Guidelines.
- 2.4 **Network Interconnection**

IP connectivity between your private network and the BT network where the Service components are located.
- 2.5 **Point to VPN Trunk connection (SIP Trunk)**

Trusted connection between one IP Address at the Customer Equipment and each of the Session Border Controllers applicable to you.
- 2.6 **Trunk Group**

A logical grouping of one or more SIP Trunks.
- 2.7 **Number range**

A range of consecutive Geographic Numbers or a single Geographic Number.
- 2.8 **Maintenance**

You will receive Prompt Care maintenance service.

### 3 SERVICE OPTIONS

BT will provide you with any of the following options as set out in any applicable Order ("Service Options") and in accordance with the details as set out in that Order:

### 3.1 SIP Channels

- 3.1.1 BT will configure SIP Channels for different traffic patterns that can be allocated at Trunk level so that individual Sites can support multiple SIP Channels. You may order some or all of the following configurations:
- (a) Normal – providing the Trunk capacity for typical business use, with peaks and troughs of traffic;
  - (b) Intense – provided to support almost constant use; or
  - (c) Dynamic – can be ordered to cover short term requirements for increased capacity and consists of pre-agreed Dynamic Capacity from which SIP Channels can be activated or de-activated at short notice, (“Channel Type”).
- 3.1.2 Each Trunk will have only one permanent Channel Type and each Trunk Group can only contain Trunks of the same Channel Type. Pre-ordered Dynamic Channels may be on any Trunk.

### 3.2 Mapping of Geographic Number Ranges

You may map Geographic Number ranges to specific Trunks or specific Trunk Groups and specify the features to be applied at that level. Geographic number ranges cannot be mapped to multiple Trunk Groups or to multiple Trunks.

### 3.3 Call Routing

- 3.3.1 BT will make available the following routing options which will specify how Calls are routed into your estate:
- (a) Priority Routing – all Calls are directed to the first Trunk, then to the second Trunk and then to the third Trunk and so on; and
  - (b) Round Robin – Calls alternate between Trunks, for example, first Call to the first Trunk, second Call to the second Trunk and so on, (“Routing Option”).
- 3.3.2 BT will apply the requested Routing Option to all Trunks in a Trunk Group.

### 3.4 Outgoing Call Barring

You may request barring of Calls to groups of destinations including:

- 3.4.1 Calls to premium rate services;
- 3.4.2 Calls to international destinations; or
- 3.4.3 all Calls.

### 3.5 Presentation Number

- 3.5.1 You may configure Type 2 Presentation Numbers, Type 3 Presentation Numbers and Type 5 Presentation Numbers.
- 3.5.2 BT may, in accordance with Paragraph 2.3.2, allow you to present Type 4 Presentation Numbers.

### 3.6 Private Dial Plan

BT will provide the following:

- 3.6.1 Private Dial Plan – you may direct Call delivery to Sites or Geographic Numbers. The Geographic Numbers will all be the same length of between two and 15 digits; and
- 3.6.2 Virtual On Net Calling – you may build frequently dialled Geographic Numbers into in the Private Dial Plan to create a ‘virtual’ Site.

### 3.7 BT One Voice Interworking

BT will, if you have BT One Voice (Global) VPN outside of the United Kingdom, allow Calls between the Service and BT One Voice (Global) VPN to be made On-Net.

### 3.8 Maintenance

You may select the Total Care maintenance service at an additional Charge as set out in the Order.

## 4 SERVICE MANAGEMENT BOUNDARY

- 4.1 BT will provide and manage the Service as set out in Parts B and C of this Schedule up to:
- 4.1.1 the Port facing the Data Network on the PE Routers between the One Voice SIP Trunk UK Platform and the Data Network connection; and
  - 4.1.2 the interconnect between the One Voice SIP Trunk UK Platform and the PSTN;
- (“Service Management Boundary”).

- 4.2 BT will be responsible within the Service Management Boundary for, Call routing, handoff to the VPN, capacity management, Call admission and security, and publication in the appropriate BT phone book.
- 4.3 BT will have no responsibility for the Service outside the Service Management Boundary and will not be responsible for performing any installation, configuration, monitoring or maintenance of:
  - 4.3.1 any Customer Equipment; and
  - 4.3.2 the Data Network.
- 4.4 BT does not make any representations, whether express or implied, about whether the Service will operate in combination with any Customer Equipment or other equipment and software.

## 5 ASSOCIATED SERVICES AND THIRD PARTIES

- 5.1 You will have the following services in place that will connect to the Service and are necessary for the Service to function and will ensure that these services meet the minimum technical requirements that BT specifies:
  - 5.1.1 an IP Connect UK and/or Ethernet Connect UK data network ("**Data Network**");
  - 5.1.2 a Virtual Private Network provided on the Data Network to carry your voice traffic; and
  - 5.1.3 compatible Customer Equipment. The Service may be used with a range of IP PBXs but cannot be provided for individual SIP enabled phones;  
(each an "**Enabling Service**").
- 5.2 If BT provides you with any services other than the Service (including, but not limited to any Enabling Service) this Schedule will not apply to those services and those services will be governed by their separate terms.

## 6 SPECIFIC TERMS

### 6.1 Minimum Period of Service

At the end of the Minimum Period of Service, unless one of us gives Notice to the other of an intention to terminate the Service in accordance with the Contract, BT will continue to provide the Service and both of us will continue to perform each of our obligations in accordance with the Contract.

### 6.2 Termination for Convenience

For the purposes of Clause 17 of the General Terms, either of us may, at any time after the Service Start Date and without cause, terminate the Service or any Order by giving 28 days' Notice to the other.

### 6.3 Access to Emergency Services

- 6.3.1 BT will, subject to you meeting your obligations in Paragraph 6.3.2, provide Users with the ability to call the emergency services by dialling "**999**" or "**112**".
- 6.3.2 You will ensure that:
  - (a) you request from BT or port or transfer to BT, at least one Geographic Number for each of your geographic locations from which a Call to the emergency services may be made via the Service; and
  - (b) Customer Equipment transmits the CLI of the Geographic Number associated with the geographic location from which the Call to the emergency services is made.

### 6.4 Predictive Diallers

- 6.4.1 The Service does not support Predictive Diallers.
- 6.4.2 You will not use or allow your Users to use Predictive Diallers with the Service.
- 6.4.3 In addition to what it says in Clause 15 of the General Terms, if you or your Users use Predictive Diallers with the Service, BT may restrict or suspend the Service; and
  - (a) you will pay the Charges that are payable for the Service until the Service ends; and
  - (b) BT may charge a re-installation fee to start the Service again.

## Part B – Service Delivery and Management

### 7 BT'S OBLIGATIONS

#### 7.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the Service, BT:

- 7.1.1 will provide you with contact details for the Service Desk;
- 7.1.2 will at your request provide you with a list of IP PBXs that are compatible with the Service;
- 7.1.3 will where requested by you and at an additional Charge, test and approve any IP PBX that you intend to use with the Service that is not in the list of IP PBXs provided in accordance with Paragraph 7.1.2;
- 7.1.4 will only progress the Order for Service if the Data Network is capable of supporting the Service and the Data Network service identifiers are made known to BT by you. The identifiers are:
  - (a) for IP Connect UK, VPNN and FTIP; and
  - (b) for Ethernet Connect UK, ETHExxx and ETHNxxx;
- 7.1.5 will, if BT considers that the Data Network cannot support the Service, cancel the Order without any further liability to BT;
- 7.1.6 will arrange for Geographic Numbers to be ported, transferred or for new Geographic Numbers to be supplied (as applicable);
- 7.1.7 will provide you with a Customer Committed Date and will use reasonable endeavours to meet any Customer Committed Date; and
- 7.1.8 will create point to VPN Trunk connections to the Data Network and define the connectivity between the Data Network and the One Voice SIP Trunk UK Platform and will specify:
  - (a) the calling capabilities; and
  - (b) capacity,of the connections. The total amount of SIP Channels defined at the SIP Trunk Group level is the total capacity available for receiving Calls from the PSTN. In all cases, the number of Channels available at each Site will be limited by the connectivity capacity of that Site to the BT Network.

#### 7.2 Commissioning of the Service

Before the Service Start Date, BT will:

- 7.2.1 configure the Service in accordance with the CRF; and
- 7.2.2 on the date that BT has completed the activities in this Paragraph 7.2, confirm to you that the Service is available for performance of any Acceptance Tests as set out in Paragraph 8.2.

#### 7.3 During Operation

On and from the Service Start Date, BT:

- 7.3.1 will respond and use reasonable endeavours to remedy an Incident without undue delay and in accordance with the Service Levels in Part C of the Contract if BT detects or if you report an Incident on the BT Network;
- 7.3.2 will maintain a web portal and server to provide you with online access to management information statistics for SIP Trunk utilisation;
- 7.3.3 may carry out Maintenance from time to time and will use reasonable endeavours to inform you at least five Business Days before any Planned Maintenance on the Service or BT Network, however, BT may inform you with less notice than normal where Maintenance is required in an emergency.

### 8 YOUR OBLIGATIONS

#### 8.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the Service, you will:

- 8.1.1 provide BT with the names and contact details of the Customer Contact, but BT may also accept instructions from a person who BT reasonably believes is acting with your authority;
- 8.1.2 provide BT with any information reasonably required without undue delay;
- 8.1.3 complete any preparation activities that BT may request to enable you to receive the Services promptly and in accordance with any reasonable timescales;

- 8.1.4 ensure that your IP PBX is:
- (a) SIP enabled and complies with the SIP interface specification provided to you by BT;
  - (b) programmed to transmit the CLI of the Geographic Number associated with the geographic location from which any call to the emergency services is being made;
- 8.1.5 inform BT in advance of any changes to the IP PBX that may affect your software version or revision level;
- 8.1.6 ensure that you put in place appropriate measures to enable Users to call the emergency services;
- 8.1.7 be in material breach of this Contract if you fail to comply with the requirements of Paragraphs 8.1.4(b) and 8.1.6. BT will have no responsibility or liability to you where you fail to comply with Paragraph 8.1.4(b) and 8.1.6;
- 8.1.8 remain responsible for management of the Data Network and ensure that there is sufficient capacity on the Data Network for handling the intended amount of concurrent Calls at each of the Sites; and
- 8.1.9 port the entire Geographic Number range where you request the port of any ISDN30 Geographic Number.
- 8.2 Acceptance Tests**
- 8.2.1 You will carry out the Acceptance Tests for the Service within five Business Days after receiving Notice from BT in accordance with Paragraph 7.2.2 (“**Acceptance Test Period**”).
- 8.2.2 The Service is accepted by you if you confirm acceptance in writing during the Acceptance Test Period or is deemed to have been accepted by you if you do not provide BT with Notice to the contrary by the end of the Acceptance Test Period.
- 8.2.3 Subject to Paragraph 8.2.4, the Service Start Date will be the earlier of the following:
- (a) the date that you confirm acceptance of the Service in writing in accordance with Paragraph 8.2.2; or
  - (b) the date of the first day following the Acceptance Test Period.
- 8.2.4 If, during the Acceptance Test Period, you provide BT Notice that the Acceptance Tests have not been passed, BT will investigate the non-conformance without undue delay and will:
- (a) remedy any BT non-conformance without undue delay and provide you Notice that BT has remedied the non-conformance and inform you of the Service Start Date; or
  - (b) where the non-conformance is due to Customer Equipment, BT will not remedy the non-conforming Customer Equipment and BT will deem the Service to have been accepted by you on expiry of the Acceptance Test Period.
- 8.3 During Operation**
- On and from the Service Start Date, you will:
- 8.3.1 ensure that Users report Incidents to the Customer Contact and not to the Service Desk;
- 8.3.2 ensure that the Customer Contact will take Incident reports from Users and pass these to the Service Desk using the reporting procedures agreed between both of us, and will be available for all subsequent Incident management communications;
- 8.3.3 monitor and maintain any Customer Equipment connected to the Service or used in connection with a Service;
- 8.3.4 ensure that any Customer Equipment that is connected to the Service or that you use, directly or indirectly, in relation to the Service is:
- (a) adequately protected against viruses and other breaches of security;
  - (b) technically compatible with the Service and will not harm or damage the Service or the BT Network or any of BT’s suppliers’ or subcontractors’ network or equipment; and
  - (c) connected, approved and used in accordance with relevant instructions, standards and Applicable Law and any safety and security procedures applicable to the use of that Customer Equipment; and
- 8.3.5 immediately disconnect any Customer Equipment, or advise BT to do so at your expense, where Customer Equipment does not meet any relevant instructions, standards or Applicable Law.

## 9 NOTIFICATION OF INCIDENTS

Where you become aware of an Incident:

- 9.1 the Customer Contact will report it to the Service Desk;
- 9.2 BT will give you a Ticket;
- 9.3 BT will inform you when it believes the Incident is cleared and will close the Ticket when:

- 9.3.1 you confirm that the Incident is cleared within 24 hours after being informed; or
- 9.3.2 BT has attempted unsuccessfully to contact you, in the way agreed between both of us, in relation to the Incident and you have not responded within 24 hours following BT's attempt to contact you.
- 9.4 If you confirm that the Incident is not cleared within 24 hours following being informed, the Ticket will remain open, and BT will continue to work to resolve the Incident.
- 9.5 Where BT becomes aware of an Incident, Paragraphs 9.2, 9.3 and 9.4 will apply.

## 10 INVOICING

- 10.1 BT will invoice you for the Charges for the Service as set out in Paragraph 10.2 in the amounts and currency as set out in any applicable Order.
- 10.2 Unless set out otherwise in any applicable Order, BT will invoice you for:
  - 10.2.1 Installation Charges, on the Service Start Date, or where the installation period is estimated to be longer than one month, monthly in arrears starting from when you place an Order until the Service Start Date;
  - 10.2.2 Recurring Charges, except Usage Charges, monthly in advance on the first day of the relevant month and for any period where Service is provided for less than one month, the Recurring Charges will be calculated on a daily basis;
  - 10.2.3 Usage Charges, monthly in arrears on the first day of the relevant month, calculated at the then current rates; and
  - 10.2.4 any Termination Charges incurred in accordance with Paragraph 11 upon termination of the relevant Service.
- 10.3 BT may invoice you for any of the following Charges in addition to those set out in any applicable Order:
  - 10.3.1 Charges for investigating Incidents that you report to BT where BT finds no Incident or that the Incident is caused by something for which BT is not responsible under the Contract;
  - 10.3.2 Charges for providing any agreed support to an Incident outside of the hours of coverage for Prompt Care, or Total Care where Total Care is included in the Order;
  - 10.3.3 Charges for commissioning the Service as set out in Paragraph 7.2 outside of Business Hours;
  - 10.3.4 Charges for expediting provision of the Service at your request after you have been informed of the Customer Committed Date; and
  - 10.3.5 any other Charges as set out in any applicable Order or the BT Price List or as otherwise agreed between both of us.

## 11 CHARGES AT THE END OF THE CONTRACT

- 11.1 If you exercise your right in accordance with Clause 17 of the General Terms to terminate the Contract, any Service, one or more SIP Channels, a Geographic Number or a block of Geographic Number ranges, for convenience you will pay BT:
  - 11.1.1 all outstanding Charges for Service rendered; and
  - 11.1.2 any other Charges as set out in any applicable Order.
- 11.2 In addition to the Charges set out at Paragraph 11.1 above, if your termination in accordance with Paragraph 11.1 occurs during the Minimum Period of Service, you will pay BT:
  - 11.2.1 for any parts of the Service, including one or more SIP Channels, a Geographic Number or a block of Geographic Number ranges terminated during the first 12 months of the Minimum Period of Service, Termination Charges, as compensation, equal to:
    - (a) 100 per cent of the Recurring Charges per terminated SIP Channel, Geographic Number or block of Geographic Number ranges for any remaining months of the first 12 months of the Minimum Period of Service;
    - (b) 20 per cent of the Recurring Charges per terminated SIP Channel, Geographic Number or block of Geographic Number ranges for the remaining months, other than the first 12 months, of the Minimum Period of Service; and
    - (c) any waived Installation Charges;
  - 11.2.2 for any parts of the Service that were terminated after the first 12 months of the Minimum Period of Service, Termination Charges, as compensation, equal to 20 per cent of the Recurring Charges per terminated SIP Channel, Geographic Number or block of Geographic Number ranges for any remaining months of the Minimum Period of Service.

**12 SERVICE AMENDMENT**

- 12.1 You may request, by giving BT Notice, a change to:
  - 12.1.1 an Order for the Service (or part of an Order) at any time before the applicable Service Start Date; or
  - 12.1.2 the Service at any time after the Service Start Date.
- 12.2 If you exercise your right in accordance with Paragraph 12.1, and except where a change results from BT’s failure to comply with BT’s obligations under the Contract, BT will, within a reasonable time, provide you with a written estimate, including:
  - 12.2.1 the likely time required to deliver the changed Service; and
  - 12.2.2 any changes to the Charges due to the changed Service.
- 12.3 BT has no obligation to proceed with any change that you request in accordance with Paragraph 12.1, unless and until BT has both agreed in writing on the necessary changes to the Charges, implementation timetable and any other relevant terms of the Contract to take account of the change.
- 12.4 If BT changes a Service prior to the Service Start Date because you have given BT incomplete or inaccurate information, BT may, in its reasonable discretion, apply additional reasonable one-time or Recurring Charges.



Part C – Service Levels

**13 SERVICE LEVELS**

BT will respond and resolve Qualifying Incidents in accordance with Prompt Care and Total Care but these are targets only and BT will not pay compensation for any failure to meet the targets.

## Part D – Defined Terms

### 14 DEFINED TERMS

In addition to the defined terms in the General Terms, capitalised terms in this Schedule will have the below meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms, these defined terms will take precedence for the purposes of this Schedule). BT has repeated some definitions in this Schedule that are already defined in the General Terms. This is to make it easier for you to find the definitions when reading this Schedule.

**“Acceptance Test Period”** has the meaning given in Paragraph 8.2.1.

**“Acceptance Tests”** means those objective tests conducted by you that when passed confirm that you accept the Service and that the Service is ready for use save for any minor non-conformities that will be resolved as an Incident as set out in Paragraph 7.3.1.

**“Allocated Number”** means a unique telephone number that will not be the extension of another telephone number and which is allocated to a User and is either a:

- (a) Geographic Number; or
- (b) Mobile Number.

**“Availability”** means the period of time when the Service is functioning.

**“BGP”** means Border Gateway Protocol a standardised exterior gateway protocol allowing the exchange of routing reachability information between the BT Network and your private network.

**“BT One Voice (Global) VPN”** means the BT Service that offers a global voice private network for corporate telephony.

**“BT Price List”** means the document containing a list of BT’s charges and terms that can be accessed at: [www.bt.com/pricing](http://www.bt.com/pricing) (or any other online address that BT may advise you).

**“Business Hours”** means between the hours of 0800 and 1700 in a Business Day.

**“Call(s)”** has the meaning given in Paragraph 1.

**“Caller Line Identification”** or **“CLI”** means the Originating Number that is identified to the recipient of the Call.

**“Channel”** means the capacity used for one Call.

**“Channel Type”** has the meaning given in Paragraph 3.1.1.

**“Charges Schedule”** means the document that forms part of the Order and that provides further detail of the Charges.

**“CLI Guidelines”** means the ‘Guidelines for the provision of Calling Line Identification Facilities and other related services over Electronic Communications Network’ issued by Ofcom which can be found at:

<http://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/telecoms-industry-guidance/calling-line-identification>.

**“Customer Committed Date”** means the date provided by BT on which delivery of the Service (or each part of the Service, including to each Site) is due to start.

**“Customer Contact”** means any individuals authorised to act on your behalf for Service management matters.

**“Customer Equipment”** means any equipment and any software provided by you and used by you in connection with a Service.

**“Customer Requirements Form”** or **“CRF”** means the form that sets out the requirements for the Service agreed between both of us including the Screening List.

**“Data Network”** has the meaning given in Paragraph 5.1.1.

**“Device”** means any mobile device, laptop, desk top computer or other device meeting BT’s technical specification, which are Customer Equipment.

**“Dual Parenting”** means the configuration by which you receive the Service at two or more Sites where each Site provides back-up for the other.

**“Dynamic Capacity”** means the capacity of a Channel that is available to you for activation at short notice.

**“Enabling Service”** has the meaning given in Paragraph 5.1.

**“Ethernet Connect UK”** means the layer 2 Ethernet Wide Area Network data network service connecting sites in the United Kingdom, marketed as BT’s Ethernet Connect UK service which is provided under its own standard terms and conditions.

**“FTIP”** means fast provide Internet Protocol identifiers.

**“General Terms”** means the general terms that this Schedule is attached to, or where not attached to this Schedule, can be found at [www.bt.com/terms](http://www.bt.com/terms), and form part of the Contract.

**“Geographic Number”** means public telephone numbers in the United Kingdom in the number space governed by Ofcom and attributed to communication providers for the purpose of enabling public telephony at a fixed location and which for this Service means a telephone number starting with 01 and 02.

**“Incident”** means an unplanned interruption to, or a reduction in the quality of, the Service or particular element of the Service.

**“Installation Charges”** means those Charges set out in any applicable Order in relation to installation of the Service.

**“Integrated Services Digital Network”** or **“ISDN”** means a set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over the traditional circuits of the PSTN.

**“Internet”** means a global system of interconnected networks that use a standard Internet Protocol to link devices worldwide.

**“Internet Protocol”** or **“IP”** means a communications protocol for devices connected to the Internet that specifies the format for addresses and units of transmitted data.

**“IP Address”** means a unique number on the Internet of a network card or controller that identifies a device and is visible by all other devices on the Internet.

**“IP Connect UK”** means BT’s multi-protocol label switching based data VPN service known as IP Clear, marketed as BT’s IP Connect UK service which is provided under its own standard terms and conditions.

**“IP PBX”** means an Internet Protocol PBX that is SIP enabled and will support BGP.

**“Microsoft”** means Microsoft Corporation, One Microsoft Way, Redmond, WA 98052, US.

**“Microsoft Exchange”** means the Microsoft messaging system.

**“Minimum Period of Service”** means a period of 12 consecutive months beginning on the Service Start Date, unless set out otherwise in any applicable Order.

**“Mobile Data Network”** means any 3G or 4G data service obtained by you that provides Internet access from a Device.

**“Mobile Number”** means a number in the United Kingdom in the number space governed by Ofcom starting with 07.

**“Non-geographic Number”** means a Mobile Number or a number in the United Kingdom in the number space governed by Ofcom, not linked with a geographic location and for this Service means a number starting with 03, 08, 09, 116 or 118.

**“One Voice SIP Trunk UK Platform”** means the part of the BT Network used to support the Service including any BT Network Session Border Controllers, routers, network services or software.

**“On-Net”** means a Call that is routed between two Sites to which the Service is provided under this Contract, or a Call routed between two of your locations one of which is a Site to which Service is provided under this Contract and the other is a site to which BT is providing BT One Voice on a separate BT One Voice contract.

**“Order”** means any order (including the associated Charges Schedule) or part of an Order you give to BT that is accepted by BT for one or more Services.

**“Originating Number”** means a Geographic Number or Non-geographic Number from which a Call originated.

**“PBX”** means a Private Branch Exchange.

**“PE Router”** means a Provider Edge router, which is a router between one network service provider's area and areas administered by other network providers.

**“Planned Maintenance”** means any Maintenance BT has planned to do in advance.

**“Port”** means the point where the access is connected to the BT Network.

**“Port Date”** means the date agreed with the outgoing communications provider upon which the porting of the Geographic Number(s) will take place.

**“Predictive Dialler”** means an outbound communication telephony dialling method that automatically dials a list of telephone numbers and only passes the telephone call to a human caller when contact is made. It may also be known as an **“auto dialler”**.

**“Presentation Number”** means the CLI nominated or provided by the caller that can be used to make a return Call.

**“Prompt Care”** means the Incident response and resolution service as set out in Section 14 of the BT Price List at: [www.bt.com/pricing](http://www.bt.com/pricing).

**“PSTN”** means Public Switched Telephone Network, which is the concentration of the world’s public circuit switched telephone networks and for the purposes of this Schedule means PSTN in the United Kingdom.

**“Qualifying Incident”** means an Incident, except where any of the following events have occurred:

- (a) the Service has been modified or altered in any way by you, or by BT in accordance with your instructions;
  - (b) Planned Maintenance;
  - (c) you have performed any network configurations that BT did not approve;
  - (d) (d) an Incident has been reported and BT cannot confirm that an Incident exists after performing tests;
- or

(e) you requested BT to test the Service at a time when no Incident has been detected or reported.

**“Receiving Number”** means the telephone number on which a Call terminates.

**“Recurring Charges”** means the Charges for the Service or applicable part of the Service that are invoiced repeatedly in every payment period (e.g. every month), as set out in any applicable Order.

**“Routing Option”** has the meaning given in Paragraph 3.3.1.

**“Screening List”** means the list of Type 2 Presentation Numbers, Type 3 Presentation Numbers and Type 5 Presentation Numbers agreed by both of us as set out in the CRF.

**“Service”** has the meaning given in Paragraph 1.

**“Service Desk”** means the helpdesk that you will be able to contact to submit service requests, report Incidents and ask questions about the Service, details of which BT will provide you with.

**“Service Management Boundary”** has the meaning given in Paragraph 4.1.

**“Service Options”** has the meaning given in Paragraph 3.

**“Session Border Controllers”** means a SIP protocol aware network element that provides a security boundary between the outside and inside network.

**“SIP”** means Session Initiation Protocol which is a technical standard specified in RFC 3261 and clarified in BT’s PBX SIP Trunking – CPE Interface Specification, available on request, used to initiate and terminate voice calls.

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

**“SIP Channel”** means a channel within a SIP Trunk.

**“Site”** means a location at which the Service is provided.

**“Site Aggregation”** means the ability to aggregate together the total telephony capacity rather than having dedicated telephony capacity at each Site. In doing so, the total telephony capacity can be smaller than the sum of the capacity at each Site without degradation of Service.

**“Softphone”** means an Application, downloaded by a User that enables the User to make and receive calls rather than specifying a fixed or mobile extension.

**“Standard Service Components”** has the meaning given in Paragraph 2.

**“Ticket”** means the unique reference number provided by BT for an Incident and that may also be known as a **“fault reference number”**.

**“Total Care”** means the Incident response and resolution service as set out in Section 14 of the BT Price List at: [www.bt.com/pricing](http://www.bt.com/pricing).

**“Trunk”** means a communications link designed to carry multiple signals simultaneously.

**“Trunk Group”** means the logical combination of one or more SIP Trunks and which governs the total size of the combined SIP Trunks as well as how incoming calls are distributed across the SIP Trunks. A single SIP Trunk will only be mapped to one Trunk Group.

**“Type 2 Presentation Number”** has the meaning given by Ofcom which can be found at: <http://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/telecoms-industry-guidance/calling-line-identification>.

**“Type 3 Presentation Number”** has the meaning given by Ofcom which can be found at: <http://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/telecoms-industry-guidance/calling-line-identification>.

**“Type 4 Presentation Number”** has the meaning given by Ofcom which can be found at: <http://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/telecoms-industry-guidance/calling-line-identification>.

**“Type 5 Presentation Number”** has the meaning given by Ofcom which can be found at: <http://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/telecoms-industry-guidance/calling-line-identification>.

**“Usage Charges”** means the Charges for the Service or applicable part of the Service that are calculated by multiplying the volume of units that you used or incurred in a period (e.g. number of Users using the Service, or the number of minutes the Service was used for) with the relevant fee as set out in any applicable Order.

**“Virtual Private Network”** or **“VPN”** means a data network that appears private to your Users while being provided over network infrastructure that is shared with other customers.

**“Voice-over-Internet Protocol”** or **“VOIP”** means delivery of voice and multimedia communications over Internet Protocol (IP) networks.

**“VPNN”** means virtual private network number identifiers.

**“Wi-fi Network”** means wireless local areas network services that are based on the Institute of Electrical and Electronic Engineers’ (IEEE) 802.11 standards.