



## 1 Definitions and Abbreviations

The following definitions and abbreviations apply, in addition to those in the General Terms and Conditions and the General Service Schedule of the Agreement.

**"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.

**"IP"** means internet protocol.

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

**"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 Device(s)"** means a mobile handset(s) meeting BT's technical specifications.

**"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.

**"OSP"** means Other Service Provider; a status applicable under the laws and regulation of India for which the Customer is required to register under for using the Service in India for various activities as set out on the website of the Government in India (see: <http://dotosp.gov.in/>)

**"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 7.4.1.

**"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.

**"RTP"** means Real-time Transport Protocol, an internet protocol standard that defines a way for applications to manage the real-time transmission of multimedia data.

**"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.

**"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.
- (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 B T 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).
  - (v) an Internet connection at the Customer's Site with sufficient bandwidth to carry the required voice traffic. Where the Customer selects Internet access for BT One Voice SIP Trunking, the Customer will select either the encrypted signaling and encrypted voice option or the encrypted signaling without encrypted voice option. The Customer acknowledges and agrees that where the Customer selects the encrypted signaling without encrypted voice option, there may be eavesdropping on RTP media and spoof, inject frames into RTP streams.

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

### 1.1 Optional Features

#### 2.1.1 BT One Voice VPN

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 Customer's Indian Users**, 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 access to BT Conferencing (One Collaborate On-Net)



## BT One Voice Service Annex to the General Service Schedule

BT Contract Reference:

Customer Contract Reference (optional):

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

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 Customer's Indian Users**, 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.

### 2.1.3 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 Customer's Australian Users:** 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 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 Customer's Indian Users**, 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.

**For Customer's Italian Users.** BT One Voice Sip Trunking allows a nomadic use of numbers within all the Italian telephone districts (i.e. limited to the Italian territory). The Customer shall comply with all the applicable mandatory Italian Laws and Regulations in the field of use of the numbering and, in particular, of what is determined by the Resolution 8/15/CIR and subsequent modifications and additions. The Customer also accepts that BT One Voice Sip Trunking cannot be used on mobile networks.

### 2.1.4 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 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] or [00CCxxx].

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] or [00CCxxx].

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] or [00CCxxx].

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

**For Customer's Indian Users,** 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.

**For Customer's Italian Users.** BT One Voice Sip Trunking allows a nomadic use of numbers within all the Italian telephone districts (i.e. limited to the Italian territory). The Customer shall comply with all the applicable mandatory Italian Laws and Regulations in the field of use of the numbering and, in particular, of what is determined by the Resolution 8/15/CIR and subsequent modifications and additions. The Customer also accepts that the BT numbers provided by BT One Voice Sip Trunking cannot be used on mobile networks.

### 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 Direct Access via the Internet, the Parties shall first agree on the encryption configuration to be implemented on the Customer Equipment to be connected to the Service; and the Customer is during the delivery process responsible for ensuring this encryption is correctly implemented. Once such encryption configuration is agreed; BT shall (if ordered from BT) provide the Internet Access, configure the BT One Voice SIP Trunking, complete the BT One Voice Network Databuild and conduct a set of standard tests to ensure that the configuration is functioning correctly. The Operational Service Date (OSD) occurs on successful completion of the tests. In the event the Customer has ordered the Internet access from a third party; it is the Customer's responsibility to ensure such Internet access is provided before BT starts with the configuration of the BT One Voice SIP Trunking. BT shall not be liable if the Service cannot be delivered due a failure of the encryption configuration on the Customer Equipment, which is a Customer obligation and any such Customer failures shall be subject to the provisions as set out in the General Terms and Conditions of this Agreement.

### 4 BT Service Management Boundary (SMB)

- 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 **For Direct Access via the Internet**
  - 4.6.1 If the Internet access is ordered from BT, the SMB is the NTU of the Access Line provided by BT with the Internet access. 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.
  - 4.6.2 If the Internet access was ordered by the Customer from a third party, the SMB is the interface on the BT firewall to the public Internet.

## **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 SIP Trunking**
  - 5.4.1 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.
  - 5.4.2 The Customer agrees that its failure to comply with the requirements of clause 5.4.1 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 5.4.1.
  - 5.4.3 The Customer shall comply with the terms and conditions of the VOIP Obligations Annex to the General Services Schedule.
  - 5.4.4 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).
  - 5.4.5 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.
  - 5.4.6 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.
  - 5.4.7 For Direct Access via the Internet:
    - (a) The Customer agrees that the successful configuration of the encryption for the BT One Voice Trunking via Internet depends on many variables and equipment and requires the cooperation of the Customer's technical team. Before ordering BT One Voice SIP Trunking with this access option; the Customer is responsible to verify with its Customer Equipment provider that such Customer Equipment can function with the BT One Voice SIP Trunking Service.
    - (b) The Customer shall comply with all specifications and prerequisites that BT provides to the Customer which is required for the provision of the BT One Voice Trunking Service over Internet access.
    - (c) If the Internet access was ordered by the Customer from a third party, the Customer is responsible for ensuring that it has a suitable Internet access connection that can accommodate voice calls,



when taking into account other traffic using that connection and for repairing faults that are outside of the SMB set out in clause 4.6.

5.4.8 **For Customer's Australian Users.** 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 directory listings.

5.4.9 **For Customer's Italian Users.** With regard to clause 5.4.6 above, the Customer acknowledges that in such case the geo location of the calls to the Emergency Services is not guaranteed, as it is not technically feasible. Considering this limitation, the Customer shall autonomously inform the Emergency Services from which place in the Italian territory it is calling. Furthermore, BT is required by law to provide details of Customer's Users and their numbers for justice related purposes. The Customer must notify BT with the details of any change or update to its address or other registration information.

## 5.5 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.

## 5.6 CLI Delivery

BT cannot guarantee delivery of CLI over third party networks.

## 5.7 Traffic Data

The Customer consents to BT acquiring specific voice traffic data and content as part of the delivery, support, reporting and billing processes. BT will not share the traffic data and content with any third party and will store the traffic data and content in order to comply with the Customer's agreed support, reporting and billing needs.

## 6 Charges and Payment Terms

The Charges for the Service will comprise some or all of the following components, 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, BT MPLS or IP Connect Global networks.
Port and Class of Service (CoS) Bandwidth - if the Customer has an existing BT MPLS 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 MPLS or IP Connect Global service is ordered to access the BT One Voice service the Charges will appear on the Customer's BT MPLS or IP Connect Global bill.
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.
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. Channel
BT One Voice (National and Global) Inclusive Channel	No	Monthly	Per Channel. Channel
BT One Voice VPN Dial Plan	Yes	No	Per Site.
Single Number (DDI)	Yes	No	Per number (where available)



# BT One Voice Service Annex to the General Service Schedule

BT Contract Reference:  
Customer Contract Reference (optional):

Pricing Element	One-time Charges	Recurring Charges	How Charges will be applied
Number Block	Yes	No	Per number block. Number blocks come in 10, 50, 100, 500, 1000 and 10000 blocks. 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.

## 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.
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.
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, provided that the number of Channels is not reduced. 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
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 MPLS and/or 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 MPLS and/or 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 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.



- 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 pays 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 pays 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 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 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.
- 6.4.5 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.
- 6.4.6 For delivery of traffic to undeclared premium rate service, BT reserves the right:
- to invoice for any such traffic;
  - to block all traffic to an undeclared premium rate service; and/or





- to request from the Customer to revise the Charges to be applied to such delivery. Any new Charges shall be agreed on a new Order. If no agreement can be reached on new Charges; then the traffic to such undeclared premium rate service shall remain blocked.

## 7 Service Levels

Except for voice calls delivered over Internet access, the Service Levels as set out in the General Service Schedule apply. For the BT One Voice SIP Trunking over Internet access, the Service Levels as set out in the General Service Schedule is only applicable up to the SMB as set out in clause 4.6 of this Service Annex. 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 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.

### 7.1 Network Performance for BT One Voice

In addition to the Service Levels referred to in clause **Error! Reference source not found.** above, the following network performance, normal call completion and call quality Service Levels apply:

7.1.1 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

- i. Access Lines with compression applied.
- ii. Sites with Site location codes or a variable length dial plan.

### 7.2 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.

**7.3 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.

The Customer accepts that its usage of the Internet access option to access the Service will be subject to the normal constraints imposed by the Internet, such as possible degradation in voice quality through packet drops, delay and non-guarantee of throughout. BT will not be responsible for any degradation in voice quality, outages or similar issues caused by the Internet access option.

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

7.4.1 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").

7.4.2 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.

7.4.3 The Customer will not be entitled to claim Service Credits under clause 7.4.2 if in BT's reasonable opinion:

- (a) Someone other than BT causes a delay or prevents BT from porting the number; or
- (b) The number has been ported by the Port Date but any other part of the Service is unavailable.

7.4.4 BT may apply any amount that BT owes to the Customer under this clause 7.4 as a credit on the Customer's next phone bill/invoice as applicable.

**8 Data Processing**

8.1 Applicable terms. The Parties agree that it is anticipated that BT may process Personal Data on behalf of the Customer as a Data Processor in connection to the Service or as a result of the provision of this Service. Any Customer Data is subject to the 'Data' clause as set out in the Agreement.

8.2 The nature and purpose of the Processing of Customer Personal Data. This Service allows telephony calls to be originated and or terminated in IP. BT provides a single virtual private network bringing voice, mobile and data services together into a BT Customer's enterprise environment through to the desktop. Limited personal data is processed by BT as the product only utilises originating and terminating Calling Line Identifiers or IP addresses which may or may not be personal data. BT provides billing information and utilises end user usage data. BT or its Sub-Processor will process the Customer Personal Data for the BT One Voice Service for as long as BT provides the BT One Voice Service and for as long as BT may be required to process the Customer Personal Data in accordance with applicable law.

8.3 The types of Customer Personal Data Processed by BT or its Sub-Processors or Customer will be:

- website or IP address;
- name;
- address;
- telephone number;
- email address;



- job title;
  - company name;
  - contact records;
  - usage records (call, internet or router logs); and
  - identity management – user profiles
- 8.4 The Customer Personal Data will concern the following categories of Data Subjects:
- Customer employees;
  - Customer customers or third parties; and
  - any Data Subject (as controlled by the Customer).
- 8.5 These lists are not exhaustive as the Customer will specify what Customer Personal Data is processed.