



Voice Single Line and Voice Emulator Schedule to the General Terms

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A note on 'you'

'You' and 'your' mean the Customer.

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 Voice Single Line and Voice Emulator Service

1 Service Summary

- 1.1 BT will provide you with a voice single line and voice emulator service, enabling Users to transmit voice information via an IP Network. This service will replace traditional PSTN voice transmission services in the UK. This service comprises:
 - 1.1.1 The Standard Service Components; and
 - 1.1.2 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 0 ("**the Voice Single Line and Voice Emulator Service**" or "**the Service**").
- 1.2 BT will stop provision of the Voice Emulator Service in December 2028 and you acknowledge that any Order you sign for this service will not allow provision beyond this date.

2 Standard Service Components

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

2.1 Voice Single Line Service:

- 2.1.1 BT will provide you with a Voice Single Line Service that allows Users to make and receive calls via an IP Network.
- 2.1.2 The Voice Single Line Service is available in the UK wherever you have an Access Line enabling the User to connect to the Internet.
- 2.1.3 You will require an IP Handset to use the Voice Single Line Service. You will have the option to connect your own IP Handset (provided it falls under 'Authorised Equipment') or purchase an IP Handset from BT, subject to Paragraph 3.2.1.
- 2.1.4 The following features are included in the Voice Single Line Service:
 - (a) call hold – enables a User to place a call on hold;
 - (b) call park – enables a User to hold a call and retrieve it from another;
 - (c) call pickup groups – enables a User to answer any ringing line within their pick up group;
 - (d) call waiting – enables a User to answer a call while already engaged in another call;
 - (e) calling line ID delivery (blocking) – enables a User to block the delivery of their calling line ID from other parties. This can be done on all calls or Users can evoke a feature code to allow delivery on certain calls;
 - (f) calling line ID delivery (external) – enables the delivery of an incoming caller's identity which can include the caller's phone number and name, from existing Users of another Site, or externally;
 - (g) calling line ID delivery (internal) – enables the delivery of an incoming caller's identity which can include the caller's phone number and name, from existing Users within the same Site;
 - (h) connected line identification restriction – enables a User to allow or restrict whether they display their number to on-net callers when another person forwards a call to them;
 - (i) last number redial – enables Users to redial the last number they dialled;
 - (j) personal contacts – enables administrators and Users to create a custom contact directory that contains a User's personal list of contacts; and
 - (k) three way calling – enables a User to make a three-way call with two other parties.

2.2 Voice Emulator Service:

- 2.2.1 BT will provide you with a Voice Emulator Service that allows Users to transmit information and data from their Special Edge Analogue Equipment via an IP Network.
- 2.2.2 The Voice Emulator Service is available wherever you have an Access Line enabling the User to connect to the Internet.



- 2.2.3 You will require an AudioCodes Gateway Box to use the Voice Emulator Service. You will purchase an AudioCodes Gateway Box from BT as part of this Service.
- 2.2.4 The Voice Emulator Service is a Multiple Line service. You will have the option to purchase up to eight lines, and a minimum of four lines.

3 Service Options

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

3.1 Voice Single Line Service:

3.1.1 ATA

BT will provide you with an option to purchase an ATA to enable Analogue Equipment to be used in connection with the Voice Single Line Service, subject to Paragraph 6.2 below.

3.1.2 Enhanced Features Pack

BT will provide you an option to purchase the Enhanced Features Pack, featuring the following:

- (a) call forwarding always – enables the User to redirect all incoming calls to another phone number. Users have the option to activate and deactivate this feature;
- (b) call forwarding busy – enables the User to redirect calls to another destination when an incoming call is not answered within a specified number of rings;
- (c) call forwarding no answer – enables the User to redirect calls to another destination when an incoming call is not answered within a specified number of rings;
- (d) call forwarding not reachable – enables the User to proactively or reactively direct incoming numbers to another telephone number if their normal destination number is unreachable;
- (e) call forward selective – enables a User to define criteria that causes certain incoming calls to be redirected to another destination; and
- (f) voicemail – enables the User to have a voicemail service which they can access from any device, as well as have all voicemails emailed to a single email address as an MP3 file.

3.2 Voice Single Line and Voice Emulator Service

3.2.1 IP Handsets.

BT will provide you with an option to purchase IP Handsets with the Service, subject to Paragraph 6.2 below.

3.2.2 Headsets.

BT will provide you with an option to purchase Headsets with the Service, subject to Paragraph 6.2 below.

3.2.3 Access to the Portal.

BT will provide you with an option to access the Customer Portal to enable configuration changes of the Service.

- (a) You will ensure proper use of any usernames, personal identification numbers and passwords used with the Purchased Equipment, and you will take all necessary steps to ensure that they are kept confidential, secure and not made available to unauthorised persons.

4 Service Management Boundary

- 4.1 BT will provide and manage the Service in accordance with Parts B and C of this Schedule and as set out in any applicable Order up to the port on the Broadband router. ("**Service Management Boundary**").
- 4.2 BT will have no responsibility for the Service outside the Service Management Boundary.
- 4.3 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.
- 4.4 BT will not be responsible for the quality of any voice calls made using the Service.
- 4.5 BT will not be responsible for any telecommunications service (or any part of such service) provided by other telecommunications service providers or using telecommunications networks other than the BT Network.

5 Associated Services

- 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 Access Line ("**Enabling Service**").



- (a) the Access Line must be provided by BT (under a separate contract) and you will need to be the account holder, or have written authority from the account holder, to use the Access Line for the Service.
- (b) if you terminate the Access Line, BT will terminate the Service and you will pay a Termination Charge as set out in Paragraph 7.8.

5.1.2 Access to a power supply ("**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 Equipment

6.1 Use of Equipment

Until title of any Purchased Equipment transfers to you in accordance with Paragraph 6.2.2, you will:

- 6.1.1 Keep the Purchased Equipment safe and without risk to health;
- 6.1.2 Only use the Purchased Equipment, or allow it to be used, in accordance with any instructions or authorisation BT may give and for the purpose of which it is designed;
- 6.1.3 Not move the Purchased Equipment or any part of it from the Site(s) without BT's written consent and, including after title in any Purchased Equipment transfers to you in accordance with Paragraph 6.2.2, you will pay BT's costs and expenses reasonably incurred as a result of such move or relocation;
- 6.1.4 Not make any alterations or attachments to, or otherwise interfere with, the Purchased Equipment, including after title in any Purchased Equipment transfers to you in accordance with Paragraph 6.2.2, nor permit any person (other than a person authorised by BT) to do so, without BT's prior written consent and, if BT gives its consent, agree that any alterations or attachments are part of the Purchased Equipment;
- 6.1.5 Not sell, charge, assign, transfer or dispose of or part with possession of the Purchased Equipment or any part of it;
- 6.1.6 Not allow any lien, encumbrance or security interest over the Purchased Equipment;
- 6.1.7 Not claim to be owner of the Purchased Equipment and ensure that the owner of the Site(s) will not claim ownership of the Purchased Equipment, even where the Purchased Equipment is fixed to the Site(s);
- 6.1.8 Obtain appropriate insurance against any damage to or theft or loss of the Purchased Equipment;
- 6.1.9 In addition to any other rights that BT may have, reimburse BT for any losses, costs or liabilities arising from your use or miss-use of the Purchased Equipment or where the Purchased Equipment is damaged, stolen or lost, except where the loss or damage to Purchased Equipment is a result of fair wear and tear or caused by BT; and
- 6.1.10 Where there is a threatened seizure of the Purchased Equipment, or an Insolvency Event applies to you, immediately provide BT with Notice so that BT may take action to repossess the Purchased Equipment.

6.2 Purchased Equipment

6.2.1 Delivery and Installation of Purchased Equipment

- (a) You will provide BT with the name and contact details of at least one individual who is responsible for receiving the Purchased Equipment at the Site(s).
- (b) Where a Site is located within the UK, BT will dispatch any Purchased Equipment for delivery to the applicable Site as set out in any applicable Order.
- (c) Where a Site is located within the UK, BT will only sell you Purchased Equipment and not any associated installation or testing of Purchased Equipment.
- (d) Purchased Equipment will be provided in conjunction with each Site roll-out of the Service.

6.2.2 Transfer of Title and Risk

- (a) Where the Purchased Equipment is delivered to a Site that is located within the UK:
 - (i) title in the Purchased Equipment (except for the Intellectual Property Rights) will pass to you upon delivery;
 - (ii) where BT delivers the Purchased Equipment, risk will pass to you on delivery of the Purchased Equipment, but you will not be liable for any loss or damage that is caused by BT's negligence; and
 - (iii) where BT does not deliver the Purchased Equipment, risk will pass to you when you take possession of the Purchased Equipment.

6.2.3 Acceptance of Purchased Equipment



- (a) Where a Site is located within the UK, BT will treat the Purchased Equipment as accepted when you accept delivery or take possession of the Purchased Equipment.
- (b) You will ensure the Service operates in combination with the Customer Equipment, or any other equipment or software.

6.2.4 Warranty

- (a) During the period of 12 consecutive months following the Service Start Date (or any other period that BT advises you in a Notice), if you report to BT in accordance with Paragraph 10 that there is an Incident in the Purchased Equipment due to faulty design, manufacture or materials, BT's negligence, or the manufacturer's negligence, BT will, or will arrange for the manufacturer or other third party to, replace or (at BT's option) repair the part affected by, or causing, the Incident free of charge, unless:
 - i. the Purchased Equipment has not been properly kept, used or maintained in accordance with the manufacturer's or BT's instructions, if any;
 - ii. the Purchased Equipment has been modified without BT's written consent;
 - iii. the Incident is due to damage, interference with or maintenance of Purchased Equipment by persons other than BT or a third party authorised by BT;
 - iv. the Incident is due to faulty design by you where the Purchased Equipment has been customised or integrated into your systems to your design; or
 - v. the Incident is due to fair wear and tear.
- (b) If requested by BT, you will return the Purchased Equipment affected by an Incident to BT or to the manufacturer or other third party, in accordance with BT's instructions, for repair or replacement in accordance with Paragraph 6.2.4(a).

6.3 WEEE Directive

- 6.3.1 You will comply with Article 13 of the Waste Electrical and Electronic Equipment Directive 2012 ("WEEE Directive") for the costs of collection, treatment, recovery, recycling and environmentally sound disposal of any equipment supplied under the Contract that has become waste electrical and electronic equipment ("WEEE").
- 6.3.2 For the purposes of Article 13 of the WEEE Directive this Paragraph 6.3 is an alternative arrangement to finance the collection, treatment, recovery, recycling and environmentally sound disposal of WEEE.
- 6.3.3 You will comply with any information recording or reporting obligations imposed by the WEEE Directive.

6.4 Sale of Goods

- 6.4.1 The UN Convention on Contracts for the International Sale of Goods will not apply to the Contract.

7 Specific Terms

7.1 Changes to the Contract

- 7.1.1 BT may amend the Contract (including the Charges) at any time by either:
 - (a) publishing the amendment online at www.bt.com/pricing or www.bt.com/terms (or any other online address that BT advises you of); or
 - (b) by giving 14 days' Notice to you.
- 7.1.2 In the event that the amendments cause you material detriment, BT will give you Notice at least 30 days before the change is to take effect and, in the case of any other amendments, at least one day before the change is to take effect.
- 7.1.3 If BT makes any amendment to the Contract that causes you material detriment, you will not have to pay any Termination Charges if you give Notice to terminate the affected Service in accordance with Clause 17 of the General Terms within:
 - (a) 90 days after the date of notification if BT has only published the amendment online in accordance with Paragraph 7.1.1(a); or
 - (b) 30 days after the date of the Notice if BT has given you Notice in accordance with Paragraph 7.1.1(b).

7.2 Minimum Period of Service

- 7.2.1 At the end of the Minimum Period of Service, unless one of us has given Notice to the other of an intention to terminate the Service in accordance with the Contract, BT will continue to provide the Service and each of us will continue to perform our obligations in accordance with the Contract.
- 7.2.2 If either of us gives Notice to the other of an intention to terminate the Service, BT will cease delivering the Service at the time of 23:59 on the last day of the Minimum Period of Service.



7.3 Customer Target Delivery Date

- 7.3.1 If you request a change to the Service or any part of the Service, then BT may revise the Customer Target Delivery Date to accommodate that change.
- 7.3.2 BT may expedite delivery of the Service for operational reasons or in response to a request from you, but this will not revise the Customer Target Delivery Date.

7.4 Service Transition

- 7.4.1 If you are transitioning your existing services to BT, you will provide any information or access BT reasonably requests at least 14 days before the Service Start date, including:
 - (a) an inventory list with information relating to each Device to be transitioned with relevant specifications, including:
 - (i) each telephone number to be transitioned;
 - (ii) the location of the Device;
 - (iii) network diagrams;
- 7.4.2 Any changes to the inventory provided in accordance with Paragraph 7.4.1 (a) will be made in writing and:
 - (a) may cause delay to the transition of your service or the Service Start Date; and
 - (b) may result in a change to the Charges to reflect the revised scope of the Service.

7.5 Access to Emergency Services

- 7.5.1 BT will provide the ability for Users to call the emergency services by dialling “999” or “112”.
- 7.5.2 The User must confirm/provide their location when making an emergency call to enable the correct emergency organisation to respond.
- 7.5.3 An emergency call made using the Service may not receive the same level of priority as an emergency call made on a mobile network or the fixed line that is being replaced by this service.
- 7.5.4 The Purchased Equipment used to access the service requires mains power to make emergency calls.
- 7.5.5 BT will not guarantee your ability to use the Service to make emergency calls at all times, including where:
 - (a) there is a failure of mains power or Access Line;
 - (b) you are accessing the Service from a mobile device and are not using the mobile network; or
 - (c) BT has suspended or interrupted the Service for any reason, including Maintenance, and, therefore, BT recommends that you consider an alternative means to support emergency calls.
- 7.5.6 Where you request, and BT moves, a telephone number from one Site to another, there may be a delay in updates to caller location information held by the emergency services and until the emergency services receive any updated location information, the location information held by the emergency services will be the address of the Site before the number was moved.

7.6 Telephone Numbers

- 7.6.1 You will not own any telephone number related to the Service and, apart from your right to number portability where you change communications provider, all your rights to use telephone numbers will cease on termination or expiration of the Service.

7.7 Invoicing

- 7.7.1 BT will invoice you for the following Charges in the amounts set out in the applicable Order:
 - (a) Charges for restoring the Service if the Service has been suspended;
 - (b) Charges for any Purchased Equipment from the Service Start Date, and those Charges that will apply from the date you take delivery or possession of that Purchased Equipment;
 - (c) Charges for any additional features or facilities that BT makes available to you after the Service Start Date, which will become payable from the date they are first provided to you;
 - (d) Recurring Charges, except Usage Charges, monthly in advance on the first day of the relevant month;
 - (e) Usage Charges, monthly in arrears on the first day of the relevant month calculated at the then current rates; and
- 7.7.2 BT may invoice you for any of the following Charges in addition to those set out in any applicable Order:
 - (a) 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;
 - (b) Charges for commissioning the Service outside of Business Hours;
 - (c) Charges for cancelling the Service;



- (d) any interest or late payment charges due on invoices not paid in accordance with the terms of this Agreement;
- (e) any Termination Charges incurred in accordance with Paragraph 7.8 upon termination of the relevant Service.
- (f) Charges for expediting provision of the Service at your request after BT has informed you of the Customer Target Delivery Date; and
- (g) any other Charges agreed between both of us.

7.8 Termination Charges

7.8.1 Termination Charges

7.8.2 Subject to Paragraph 7.9, if you terminate all or part of the Service prior to the expiry of the Minimum Period of Service the Termination Charges payable by you shall be based on a percentage of the outstanding monthly Recurring Charges per User due in each Contract Year remaining until the end of the Minimum Period of Service, as such Termination Charges are calculated from the date the early termination occurs based on the tables below.

7.8.3 If you did not pay for any Purchased Equipment as a one-off Charge:

% OF MONTHLY RECURRING PER USER PRICES FOR THE APPLICABLE CONTRACT YEAR					
MINIMUM PERIOD OF SERVICE	CONTRACT YEAR 1	CONTRACT YEAR 2	CONTRACT YEAR 3	CONTRACT YEAR 4	CONTRACT YEAR 5
1 YEAR	100%	N/A	N/A	N/A	N/A
3 YEARS	100%	100%	50%	N/A	N/A
5 YEARS	100%	100%	100%	100%	50%

7.8.4 If you have paid for any Purchased Equipment as a one-off Charge:

% OF MONTHLY RECURRING PER USER PRICES FOR THE APPLICABLE CONTRACT YEAR					
MINIMUM PERIOD OF SERVICE	CONTRACT YEAR 1	CONTRACT YEAR 2	CONTRACT YEAR 3	CONTRACT YEAR 4	CONTRACT YEAR 5
1 YEAR	25%	N/A	N/A	N/A	N/A
3 YEARS	25%	25%	25%	N/A	N/A
5 YEARS	25%	25%	25%	25%	25%

7.8.5 On termination of the service BT will refund to you any money you have paid in advance after deducting any Charges or other payments due to BT under the Contract.

7.8.6 On termination of the Service, you will advise BT immediately of any changes to the contact details of the Customer Contact.

7.9 Order Cancellation after the Service Start Date

7.9.1 You may immediately cancel an Order by Notice to BT within two weeks of the Service Start Date if the Customer Equipment does not operate with the Service.

7.9.2 Where the Customer terminates an Order in accordance with Paragraph 7.9.1, the Customer will pay to BT in accordance with Clause 9.5 of the General Terms any costs incurred by BT in relation to the provision of the AudioCodes Gateway Box.

7.10 Changes to Charges

7.10.1 If applicable to the Service, where one or more of BT's international partners increases the cost of calls from the UK to other countries BT will increase the Charges for the relevant service by the same amount. BT will Notify active users of the particular services that they are changing and you will only have a right to terminate without paying Termination Charges if the increase is of material detriment to you. We will not increase the Charges for these services in this way more than once in any month.

7.10.2 BT may automatically and without notification include an annual increase to the Charges (rounded to the nearest whole pence) equal to the annual percentage increase in the Consumer Price Index (CPI) rate figure published by the Office for National Statistics in January of that year (ignoring any negative figures). It is agreed that the change to the Charges as a result of this increase will not cause you material detriment, nor provide you with the right to terminate the Agreement, without paying Termination Charges (if they would normally be applicable).





Part B – Service Delivery and Management

8 BT's Obligations

8.1 Service Delivery

- 8.1.1 BT will use reasonable endeavours to provide the Service by the date or dates agreed with you, but all dates are estimates.
- 8.1.2 You may request, by giving Notice to BT, an amendment to:
 - (a) an Order for the Service (or part of an Order) at any time prior to the applicable Service Start Date; or
 - (b) the Service at any time after the Service Start Date.
- 8.1.3 If you exercise your rights under Paragraph 8.1.2, and except where any amendment results from BT's failure to comply with its obligations, BT will, within a reasonable time, provide a written estimate to you including:
 - (a) the likely time required to deliver the amended Service; and
 - (b) any variation to the charges arising from the amendment.
- 8.1.4 BT has no obligation to proceed with any amendment requested by you under Paragraph 8.1.2, unless and until the Parties have agreed in writing on the necessary changes to the Charges, implementation timetable and any other relevant terms to take account of the requested change.
- 8.1.5 Changes to the Service prior to the Service Start Date may result in a redesign of the Service and consequently affect delivery dates and Charges.
- 8.1.6 You will work with BT to provide accurate order information to enable the timely provision of the Service.
- 8.1.7 Before the Service Start Date and, where applicable, BT:
 - (a) will provide you with contact and access details for the Service Desk; and
 - (b) may agree with you to have access to a testing facility at a BT premise to test any Customer Equipment.

8.2 During Operation

On and from the Service Start Date, BT:

- 8.2.1 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, however, BT may inform you with less notice than normal where Maintenance is required in an emergency.
- 8.2.2 will use reasonable endeavours to provide uninterrupted Service, but from time-to-time incidents may occur.
- 8.2.3 if you report an Incident with the Service BT will respond by:
 - (a) providing advice by telephone, including advice, where appropriate, as to tests and checks to be carried out by you;
 - (b) where possible, carrying out diagnostic checks from BT premises; and
 - (c) where it is considered necessary and as soon as reasonably practicable visiting the affected Site if (a) and (b) above do not diagnose or clear the Incident.
- 8.2.4 if BT does work to correct a reported incident in the Service and finds that there is none, BT may charge the Customer for the work at BT's applicable time related Charges as detailed in the Order.

9 Your Obligations

9.1 Service Delivery

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

- 9.1.1 provide BT with access to any Site(s) during Business Hours, or as otherwise agreed, to enable BT to manage the Service;
- 9.1.2 as an employer who is legally required to make a disclosure to its Users and other employees:
 - (a) inform your Users that as part of the Service being delivered by BT, BT may monitor and report to you the use of any targeted applications by them;
 - (b) ensure that your Users have consented or are deemed to have consented to such monitoring and reporting (if such consent is legally required); and
 - (c) agree that BT will not be liable for any failure by you to comply with this Paragraph 9.1.2, you will be liable to BT for any Claims, losses, costs or liabilities incurred or suffered by BT due to your failure to comply with this Paragraph 9.1.2.

- 9.1.3 ensure that the LAN protocols and applications you use are compatible with the Service;
- 9.1.4 prepare and maintain the Site(s) for the installation of Purchased Equipment and supply of the Service, including:
- (a) providing a suitable and safe operational environment for any Purchased Equipment including all necessary trunking, conduits, cable trays, and telecommunications connection points in accordance with BT's reasonable instructions and applicable installation standards;
 - (b) take up or remove any fitted or fixed floor coverings, ceiling tiles and partition covers or provide any openings in buildings required to connect Purchased Equipment to appropriate telecommunications facilities in time to allow BT to undertake any necessary maintenance services;
 - (c) carry out any work that may be required after installation to make good any cosmetic damage caused during installation or maintenance; and
 - (d) provide a secure, continuous power supply at the Site(s) for the operation and maintenance of the Service or Purchased Equipment at such points and with such connections as BT specifies, and, in order to mitigate any interruption to the Service resulting from failure in the principal power supply, provide back-up power with sufficient capacity to conform to the standby requirements of the applicable standards.
- 9.2 **During Operation**
- On and from the Service Start Date, you will:
- 9.2.1 be responsible for obtaining, deploying and maintaining all applications, software and Customer Equipment required to use the Service;
- 9.2.2 be responsible for obtaining, deploying and maintaining suitable access as defined by BT to each Site, with sufficient band-width to provide the Service effectively for the volume of Users at that Site, as well as a mechanism to prioritise or expedite the passage of real-time binary speech encodings where these are being transported with less time critical data traffic;
- 9.2.3 ensure that any Equipment used for the Service has access to an uninterrupted power supply. Any failure by you to do this may impact Emergency Services call capability as well as any Service provided;
- 9.2.4 ensure that Users report Incidents to the Customer Contact and not to the Service Desk;
- 9.2.5 ensure that the Customer Contact reports Incidents initially to the Service Desk using the agreed reporting procedures agreed between Parties and is available for all subsequent Incident management communications. The Customer Contact will:
- (a) be available at all times and provide assistance and information during Service delivery;
 - (b) be available after the Service Start Date in accordance with the Total Care Service Care Level; and
 - (c) take incident reports from Users, who will not contact BT directly.
- 9.2.6 monitor and maintain any Customer Equipment connected to the Service or used in connection with the Service;
- 9.2.7 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) connected and used in accordance with any instructions, standards and safety and security procedures applicable to the use of that Customer Equipment;
 - (b) adequately protected against viruses and other breaches of security;
 - (c) technically compatible with the Service and will not harm or damage BT Equipment, the BT Network, or any of BT's suppliers' or subcontractors' network or equipment; and
 - (d) approved and used in accordance with relevant instructions, standards and Applicable Law;
- 9.2.8 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 and redress the issues with the Customer Equipment prior to reconnection to the Service;
- 9.2.9 distribute, manage and maintain access profiles, passwords and other systems administration information relating to the control of Users' access to the Service;
- 9.2.10 maintain a written list of current Users and provide a copy of such list to BT within five Business Days following BT's written request at any time;
- 9.2.11 ensure the security and proper use of all valid User access profiles, passwords and other systems administration information used in connection with the Service and:
- (a) immediately terminate access for any person who is no longer a User;
 - (b) inform BT immediately if a User's ID or password has, or is likely to, become known to an unauthorised person, or is being or may be used in an unauthorised way;



- (c) take all reasonable steps to prevent unauthorised access to the Service;
 - (d) satisfy BT's security checks if a password is lost or forgotten; and
 - (e) change any or all passwords or other systems administration information used in connection with the Service if BT requests you to do so to ensure the security or integrity of the Service.
- 9.2.12 ensure that the maximum number of Users will not exceed the permitted number of User identities as set out in any applicable Order;
- 9.2.13 not allow any User specific subscription to be used by more than one individual User unless it has been reassigned in its entirety to another individual User, in which case you will ensure the prior User will no longer have any right to access or use the Service;
- 9.2.14 inform BT within five Business Days if the number of Users increases by more than 5 per cent from the number of Users as set out in any applicable Order and, in these circumstances, or if BT can demonstrate by management reports that the number of Users exceeds that limit, BT may increase the Charges proportionately; and
- 9.2.15 provide accurate location information for all Users.

10 Notification of Incidents

Where you become aware of an Incident:

- 10.1 the Customer Contact will report it to the Service Desk;
- 10.2 BT will give you a Ticket;
- 10.3 BT will inform you when it believes the Incident is cleared and will close the Ticket when:
- 10.3.1 you confirm that the Incident is cleared within 24 hours after having been informed; or
 - 10.3.2 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.
- 10.4 If you confirm that the Incident is not cleared within 24 hours after having been informed, the Ticket will remain open, and BT will continue to work to resolve the Incident.



Part C – Service Care Levels

11 Service Care Levels

11.1 BT will repair a Qualifying Incident in accordance with the Service Care Level you have chosen below:

Service Care Level	Description
<p>Prompt Care</p>	<p>BT will aim to repair a Qualifying Incident by midnight on the next weekday or Saturday after the day you report the Incident to BT unless a specific appointment date is agreed. BT will treat a Qualifying Incident as 'reported' after 2100 on a weekday or a Saturday, or anytime on Sundays or on public or bank holidays, as if you reported the Qualifying Incident at 0800 on the next weekday or Saturday after the day you reported the Qualifying Incident to BT.</p>
<p>Total Care</p>	<p>BT will aim to repair a Qualifying Incident within seven hours on the weekday or Saturday after the day you report the Qualifying Incident to BT unless a specific appointment date is agreed. BT will treat a Qualifying Incident as 'reported' after 2100 on a weekday or a Saturday, or anytime on Sundays or on public or bank holidays, as if you reported the Qualifying Incident at 0800 on the next weekday or Saturday after the day you reported the Qualifying Incident to BT.</p>

11.2 If you choose Prompt Care, you may request to upgrade your Service Care Level to Total Care subject to BT confirming you are able to do so.



Part D – Defined Terms

12 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.

“Access Line” means a Circuit connecting the Site(s) to the BT Network.

“Agreement” means your agreement with BT.

“Analogue Equipment” means Customer Equipment which connects to a traditional PSTN line.

“Analogue Telephony Adaptor or ATA” means an analogue terminal adaptor used to enable Analogue Equipment and Special Edge Analogue Equipment to be used in connection with the service.

“AudiCodes Gateway Box” means a piece of equipment supplied as part of the Voice Emulator Service, that allows legacy (analogue) devices to be connected to the Service.

“Authorised Equipment” means all equipment listed in Annex 1.

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

“Circuit” means any line, conductor, or other conduit between two terminals by which information is transmitted, and that is provided as part of the Service.

“Customer Equipment” means any equipment including any Purchased Equipment and any software used by you in connection with the Service.

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

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

“Enhanced Features Pack” has the definition given to it in 4.1.2.

“General Terms” means the general terms to which this Schedule is attached or can be found at www.bt.com/terms, and that form part of the Contract.

“Headset” means a set of headphones, typically with a microphone attached, used with an IP handset.

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

“Incoterms® 2020” means the International Commercial Terms, which are a series of pre-defined commercial terms published by the International Chamber of Commerce and are a trademark of the International Chamber of Commerce.

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

“IP Handset” means any IP telephone that is compatible with the Service.

“IP Network” means telecommunications network operated on IP.

“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.

“Monthly Recurring Charges” means the monthly Recurring Charges for the Service and the sum of the Usage Charges for the three full previous months divided by three.

“Multiple Line” means more than one voice channel to the Customer over a single device.

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

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

“PSTP” means Public Service Telephone Provider.

“Purchased Equipment” means Handsets, Headsets and ATAs provided inclusive of this Service on the Order.

“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) 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.

“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.

“Service Care Levels” means the times to respond to or repair an Incident that BT will endeavour to achieve in response to a fault report and that are based on the Access Line.



“**Service Desk**” means the helpdesk that you are able to contact to submit service requests, report Incidents and ask questions about the Service.

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

“**Service Options**” has the meaning given in Paragraph 2.1.

“**Single Line**” means one voice channel to the Customer over a single device.

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

“**Special Edge Analogue Equipment**” means Customer based non-standard equipment that utilises a PSTN line for voice-band data.

“**Standard Service Components**” has the meaning given in Paragraph 1.1.

“**Supplier**” means Cisco.

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

“**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 agents using the Service, or the number of minutes the Service was used for) with the relevant fee as set out in any applicable Order.

“**User**” means any person you allow to use the Service.

“**Voice Emulator Service**” has the meaning given to it in Paragraph 2.2.

“**Voice Single Line Service**” has the meaning given to it in Paragraph 2.1.

“**Voice Single Line and Voice Emulator Service**” has the meaning given in Paragraph 1.

“**WEEE**” has the meaning given in Paragraph 6.3.1.

“**WEEE Directive**” has the meaning given in Paragraph 6.3.1.



Annex 1 – Authorised Equipment

Item	Description
Hosted Foundation User	Basic user licence required for the Service
Voice Mail	An electronically stored voice message that is left by a caller
Yealink PSU T41/42	Power supply for use with the Yealink T41P T42.
Yealink PSU T46/T48	Power supply for use with the Yealink T46 and T48
Yealink T31G	2-line HD enabled IP phone that comes with a 2.3-inch black-and-white screen. Powered using a PoE switch or a separate power supply. Supports dual gigabit Ethernet and local 5-way conferencing to maximize productivity. Includes Smart Noise Filtering to achieve a better call quality
Yealink T43U	12-line HD enabled IP phone that comes with a 3.7-inch black-and-white screen and the EXP43(expansion module) support. Powered using a PoE switch or a separate power supply. Dual USB ports make Bluetooth, Wi-Fi and USB headset connection more flexible. Includes Acoustic Shield and Smart Noise Filtering to achieve a better call quality
Yealink T46U	16-line HD enabled IP phone that comes with a 4.3-inch large colour screen and the EXP43 (expansion module) support. Powered using a PoE switch or a separate power supply. Dual USB ports make Bluetooth, Wi-Fi and USB headset connection more flexible. Includes Acoustic Shield and Smart Noise Filtering to achieve a better call quality
Yealink W53P	8-line HD enabled IP SIP DECT Phone and a 1.8-inch colour display. Powered using a PoE switch or a separate power supply. Supports up to 18-hour talk time and up to 200-hour standby time. With a 3.5 mm jack headset connection
Cisco ATA 191	Cisco ATA 191 2 Port ATA
Cisco ATA 192	Cisco ATA 192 2 Ports ATA / Router
Jabra Biz 2300 MonNC Phone	Headset - Mono NC with Phone Adapter
Jabra Biz 2300 Duo NC Phone	Headset - Duo NC with Phone Adapter
Jabra Biz 2300 MonNC USB	Headset - Mono NC with USB Cable
Jabra Biz 2300 MDuoNC Phone	Headset - Duo NC with USB Cable
Jabra PRO 920 - Mono for Polycom	PRO 920 Mono Wireless (DECT) Polycom
Jabra PRO 920 - Duo for Polycom	PRO 920 Duo Wireless (DECT) Polycom
Jabra PRO 920 - Mono for Yealink	PRO 920 Mono Wireless (DECT) Yealink
Jabra PRO 920 - Duo for Yealink	PRO 920 Duo Wireless (DECT) Yealink
Yealink W53H	HD enabled DECT handset with a 1.8-inch colour display. Empowers users with convenience of wireless communication and benefit from freedom of movement and its professional features. With Hearing Aid Compatibility (HAC) compliant to work with hearing aids equipment. Supports up to 18-hour talk time and up to 200-hour standby time
Audiocodes Gateway	Gateway for up to 8 lines, to be used as an interface for customer Analogue Equipment