

LAN and IPT Services

Schedule to the General Terms

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LAN and IPT

Where the Customer selects an option from LAN, IPT and Applications as detailed in the Order Form, the following additional conditions shall apply:

1. LAN Connect

1.1 Service Overview

- 1.1.1 LAN Connect is a modular managed service comprising the supply, installation and support of IP Telephony (that is voice communications carried on an IP network) and LAN (Local Area Network) equipment and related services.
- 1.1.2 LAN Connect offers wired and/or wireless options.
- 1.1.3 BT will supply and install Purchased Equipment as outlined in the Equipment Schedule and provide associated management and support services.
- 1.1.4 The LAN Connect wireless LAN Purchased Equipment consists of a combination of Wireless LAN Access Points and Wireless LAN Controllers.
- 1.1.5 The LAN Connect Service includes as standard the following components: Purchased Equipment, Provision options, Maintenance, Rapid Diagnostics Service or Standard or Enhanced Incident Management and Service Level options.
- 1.1.6 Additional optional Services are also available, these include: Proactive Fault Management, Configuration management, Performance reporting, Customer Service Management and Professional Services.

1.2 Service Management Boundary

- 1.2.1 BT will provide and manage the LAN Services up to the port level of the LAN media and will not extend beyond the interface on the hub, switch or router or LAN interface of the hubs, switches and/or routers. ("**Service Management Boundary**").

2. LAN Connect Cloud

2.1 Service Summary

- 2.1.1 BT will provide to the Customer a LAN Connect Cloud Service, comprised of:
 - (a) All of the service standard components set out in paragraph 2.2 as set out in the Order Form; and
 - (b) Any of the service options set out in paragraph 2.3 that are selected by the Customer as set out in the Order Form (the "Service").
- 2.1.2 LAN Connect Cloud is a cloud controlled wireless LAN and networking Service which provides:
 - (a) Customers with visibility and, where permitted, control of network Users, their User Devices, and their applications via a Dashboard; and
 - (b) Users with wireless access to the Customer's LAN and connected WAN.
- 2.1.3 BT will design and configure the Service in accordance with the details set out in the Order.
- 2.1.4 BT will provide to the Customer the following management services as standard : Project Management with BT Desk Based Project Manager, Standard Care Maintenance, Rapid Faults Diagnostics, On-time Delivery, Service Availability Tier 2, Repair SLA and if recommended by BT, a Radio Frequency Survey per Site.
- 2.1.5 BT may provide the option for Customers to self install the LAN Connect Cloud CPE.
 - (a) This option will only apply when BT provides LAN Connect Cloud CPE and will not apply to any other CPE BT provides under this Contract.

- (b) BT will be responsible for configuring any LAN Connect Cloud CPE provided as part of the Service.

2.1.6 BT may also provide to the Customer the following additional services subject to additional Charges: Face to Face Project Manager, Simple Service Requests, Customer Service Management, Professional Services, Standard Incident Management and taking over the management and maintenance of Customer Existing Equipment.

2.1.7 BT will charge the Customer for any capacity upgrades and such Charges will be agreed in writing prior to implementation of the upgrades.

2.2 Service Standard Components

BT will provide to the Customer all of the following service standard components in accordance with the details set out in any applicable Order:

2.2.1 Access Points

- (a) BT will provide Access Points that will serve as the connection point between the User Device and wired network. The Customer's Users must be within radio range of an Access Point to enable wireless access to the Customer's LAN.
- (b) The Access Points will establish secure connectivity with the LAN Connect Cloud Controller via the Internet. The Customer will ensure the Access Points are able to communicate with the LAN Connect Cloud Controller in accordance with the instructions provided by BT.

2.2.2 LAN Connect Cloud Controller

- (a) BT will provide a LAN Connect Cloud Controller which is a centralised management and control infrastructure that provides visibility of the Customer's Network and is an interface for all configuration activities.
- (b) The LAN Connect Cloud CPE will use a secure Internet connection to communicate with the LAN Connect Cloud Controller. The connection will be "out of band", which means any management traffic is separate from any Customer Traffic. Management traffic may include authentication data depending upon the options selected by the Customer.
- (c) The Customer will not transmit Customer traffic through the LAN Connect Cloud Controller.

2.2.3 Dashboard

- (a) BT will provide access to a Dashboard that will provide read only visibility of the Customer Network (including visibility of network users, their devices and the applications they are using) and an interface for permitted configuration activities.
- (b) The Customer may carry out the following activities via the Dashboard:
 - (i) run real time web based diagnostics;
 - (ii) view reports;
 - (iii) access detailed analytics;
 - (iv) monitor the Service; and
 - (v) permit visitor access (Guest Access).
- (c) BT will provide management information and Service reports that will be limited to the reporting available via the Dashboard.

2.2.4 Licences

- (a) BT will provide a licence with all LAN Connect Cloud CPE provided as part of the Service. The LAN Connect Cloud CPE will only operate once BT registers the licence with the LAN Connect Cloud Controller.
- (b) If the Customer elects to purchase additional licences during the Contract, BT will notify the Customer of any additional charges and extend the licence renewal date for all User Devices.
- (c) The Customer may purchase a licence renewal from BT. If a Customer chooses not to renew a licence the Customer will no longer be able to use the User Device associated with the licence.
- (d) The Customer will terminate the Services associated with a licence including any management services if it does not intend to renew a licence, in accordance with paragraph 12 (Service Amendment) of the MSfBT Schedule and paragraph 17 (Termination for Convenience) of the General Terms.
- (e) BT will notify the Customer of the expiry date of licences via the Dashboard.

2.3 Service Options

BT will provide to the Customer any of the following optional Services that are set out in any applicable Order and in accordance with the details set out in that Order:

2.3.1 LAN Switches

- (a) If selected by the Customer, BT will provide LAN Switches that provide onward connectivity to Host Services and necessary power for Access Points to operate.
- (b) LAN Switches will establish secure connectivity with the LAN Connect Cloud Controller via the Internet. The Customer will ensure the LAN Switches are able to communicate with the LAN Connect Cloud Controller in accordance with the instructions provided by BT.

2.3.2 Security Devices

- (a) If selected by the Customer, BT will provide Security Devices that include Firewalls which control incoming and outgoing network traffic. The Security Devices will establish secure connectivity with the LAN Connect Cloud Controller via the Internet.
- (b) The Customer will ensure the Security Devices are able to communicate with the LAN Connect Cloud Controller in accordance with the instructions provided by BT.
- (c) Each Security Device will support Stateful Firewalls and Integrated Intrusion Prevention (IPS) to secure networks.
- (d) The Customer will have visibility over each Security Device via the Dashboard.

2.4 Associated Services and Third Parties

2.4.1 Guest Access

- (a) BT will provide Guest Access that provides authorised Users access to a Customer's Wireless LAN to enable connection to the Internet. Guest Access will be subject to Guest Access terms and conditions and BT Wi-Fi or Internet Connect terms and conditions depending on the access product the Customer selects.

2.4.2 Digital Certificates

- (a) BT will provide Digital Certificates that authenticate User Devices connecting to the Customer's network and corporate network resources.
- (b) BT will issue, authenticate and manage Digital Certificates.

- (c) BT will issue Digital Certificates for a maximum duration of 1 year.
- (d) The Customer will renew Digital Certificates before expiry.
- (e) BT will revoke Digital Certificates if User Device access is no longer required.
- (f) The Customer will provide BT with a list of User Devices with preferred User names and password keys.

2.4.3 Customer Equipment

- (a) The Customer may request BT to take over the management and maintenance of the Customer's existing cloud managed WLAN equipment. This will be subject to the Customers Existing Equipment terms and conditions set out in the Equipment Schedule.
- (b) The Customer 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 specified by BT.

(i) Internet Connection

The Customer will provide an Internet connection in order to use the Service. The Internet connection may be BT provided Internet or Customer provided Internet.

The Customer will ensure all Firewall rules permit the LAN Connect Cloud CPE to connect to the Internet.

(ii) Power over Ethernet (PoE)

The Customer will be responsible for providing suitable PoE which conforms to IEEE 802.3af / 802.3at, where BT is not providing PoE for User Devices.

2.5 LAN Connect Cloud Features

- 2.5.1 BT's suppliers may introduce new LAN Connect Cloud features from time to time, that will be available to all Customers with suitable LAN Connect Cloud CPE. BT will automatically accept these new features on behalf of the Customer.

- 2.5.2 The Customer may be required to restart any dependent User Devices to ensure continuity of Service will be maintained when BT introduces new features. The Customer may lose Service if a User Device is not restarted when required.

2.6 Data

- 2.6.1 The Customer acknowledges that by using the Service they may collect data from User Devices that connect to their LAN. This may result in the transfer of data to BT and/or its suppliers for processing and storage, including data that may be classed as Personal Data (collectively, "Customer Data").

- 2.6.2 The Customer will obtain any necessary consent from their Users regarding collection, processing, and storage of Customer Data.

- 2.6.3 BT and/or its suppliers may process and store User Device Information on the Customer's behalf so the Customer may monitor the use and performance of their LAN and exercise control (such as network traffic shaping) over traffic passing over their LAN.

- 2.6.4 The Service will enable Customers to collect MAC addresses from Wi-Fi enabled Devices that are within range of their wireless LAN. BT and/or its suppliers will not store these MAC addresses on its servers, except in a de-identified form, unless a User consciously decides to connect their Device to an Access Point. The Customer will not store these MAC addresses on its LAN CPE and/or servers, except in a de-identified form. The Customer is solely responsible for the configuration of their Access Points for the transfer of MAC addresses to their LAN CPE and/or Servers and for what happens to the MAC addresses following such transfer.

3. BT Cisco IP Telephony Service (Marketed as One Enterprise Cisco)

3.1 Service Overview

- 3.1.1 The Service enables the processing, switching and transmission of voice, video and data traffic using open standard Internet Protocol technology. This is achieved by means of a variety of software applications and their associated hardware platforms including servers, routers and gateways. The Service must be connected to a LAN in order to connect to end points at the Customer's Site and may be linked to both the Customer's WAN for connectivity to other Sites and to the PSTN. The Service can support a range of IP and analogue end points including IP phones, soft phones, wireless phones, mobile phone clients and fax machines. The Service can be integrated with a range of IP.
- 3.1.2 The Service includes applications to deliver unified communications functionality including but not limited to voice mail, unified messaging, conferencing, contact centre, mobility, presence and voice recording. The Service is a managed Service which uses a remote management link to connect the Service to BT's network management centre and offers a range of additional Services as outlined below to meet the Customer's requirements.
- 3.1.3 The Service is only available to Customers that have selected Purchased Equipment, a maintenance option of Business Care or Business Premium Care, Project Management with BT Face to Face Project Manager, Rapid Diagnostics Service, or Standard or Enhanced Incident Management. The Service will also include the On Time Delivery Service Level.
- 3.1.4 Additional optional Services are available. These include Enhanced Fault Management options, Configuration Management options, Performance Reporting, additional Service Level options, Customer Service Management and Professional Services.
- 3.1.5 The Services selected by the Customer are detailed in the Order Form. Changes to these may be initiated by the Customer during the life of this Contract via the change control process detailed in the Customer Handbook.
- 3.1.6 BT does not guarantee and accepts no liability for the quality of any IP Telephony voice calls which are made across any network which is not enabled to carry Class of Service 1 data from the CoS 3 Model or Expedite Forwarding from the DSCP CoS Model.

3.2 Service Management Boundary

- 3.4.2 BT will provide and manage IPT Services up to the router or server upon which the IP Telephony solution resides and which is connected to BT's remote management interface. BT's responsibility does not extend to Site wiring, telephone handsets (or other call terminating/receiving devices), WAN or LAN. ("Service Management Boundary")

3.3 Service Components

The Service includes a choice of four Service components which offer the core call control and processing functionality with which optional applications may be integrated. The Customer must select at least one of the following four Service components:

- 3.3.1 Cisco Unified Communications Manager

Cisco Unified Communications Manager (CUCM) is a server based IP-PBX using Linux OS and provides call control and voice application features for enterprise networks. It supports Cisco IP end points using Skinny Client Control Protocol (SCCP) and Session Initiation Protocol (SIP) and can be integrated with other UC applications to deliver additional functionality including voicemail, unified messaging, contact centre, conferencing and mobility.

3.3.2 Cisco Unified Communications Manager Business Edition

Cisco Unified Communications Manager Business Edition (CUCMBE) is a scaled down version of CUCM which is offered as an integrated all in one system on a single server. CUCMBE can be integrated with the full range of IP endpoints and UC applications to deliver additional functionality including voicemail, unified messaging, contact centre, conferencing and mobility.

3.3.3 Cisco Unified Communications Manager Express

Cisco Unified Communications Manager Express (CUCME) is an IOS based IP-PBX providing call control and voice application features. It supports Cisco IP end points using Skinny Client Control Protocol (SCCP) and Session Initiation Protocol (SIP) and can support traditional PSTN connectivity options using both digital and analogue lines. CUCME can also provide integrations with TAPI clients, has a basic automatic call distribution application option and can provide an integrated auto attendant, voicemail and interactive voice response systems.

3.4 Service Features

The Service components outlined above can be integrated with other applications to offer a range of features and functionality that can be combined in different ways to meet varying requirements. The available features, functionality and permissible combinations are as specified by BT from time to time. The following key features are available, however, the Service as supplied may not include all this functionality.

3.4.1 Messaging

Messaging can be provided under 2 options:

- a) Voice Mail
- b) Unified Messaging

The Voice Mail option:

- a) Enables Users to pre-record different greetings for unanswered calls;
- b) Enables Users to retrieve and manage their voice messages, from several different media e.g. telephone, XML application, IP Phone or a mobile phone;
- c) Enables Users to configure call handling rules to direct incoming calls to the most appropriate location such as their IP phone, mobile phone or voice mail; and
- d) Enables the User to configure multiple auto attendants to appropriately welcome incoming calls and direct callers to the appropriate department.

The Unified Messaging option includes all the voice mail options above and:

- a) Enables the User to deliver, store and access voicemail and faxes within their e-mail inbox. This includes management of voicemails from the desktop, e.g. playback (via PC/laptop sound card), forwarding and deletion. It also enables Users to have access to their regular text based email messages from their phones with the text to speech functionality; and
- b) Faxes can also be sent/received, viewed, printed and deleted directly from the User's email client. Where Fax services are provided by a Third Party BT cannot guarantee features and functionality. The Customer will be responsible for working with their supplier where any issues occur with Fax Server.

3.4.2 Presence

Presence enables the User to see other Users' status (e.g. on a phone call, in a meeting, away, available).

Presence provides the following:

- a) Publication of User status - User status changes can be published automatically by recognising user keyboard activity, phone use, or device connectivity to the network;
- b) Collection of Users' status - the published information is gathered from all the available sources, privacy policies are applied, and then current status is aggregated, synchronized, and stored for use; and
- c) Use of the information - desktop applications, calendar applications, and devices can use the user status information to provide real-time updates for the end users to make better communication decisions.

3.4.3 Conferencing

Conferencing includes a range of voice, video and web conferencing capabilities, including the ability to share content and record calls.

3.4.4 Contact Centre

Contact Centre Services provide three primary functions which are interactive voice response (IVR), automatic call distribution (ACD) and computer telephony integration (CTI).

The IVR function provides interaction with callers by way of either dual tone multi frequency (DTMF - tones generated by pressing the numbers on a phone's keypad) or speech input.

The ACD function provides the ability to intelligently route and queue calls to agents.

The CTI function provides interaction with other windows-based desktop applications, such as database interrogation. This does not though extend to full CTI with (CRM) systems,

Contact Centre features may include;-

- a) Video based contact centre services.
- b) Web chat and social media integration.

3.4.5 Mobility

Where Mobility applications are provided the Service is delivered as a BT managed fixed-mobile convergence Service enabling integration of the enterprise PBX and fixed voice infrastructure with the Users' Mobile Devices. The PBX types supported, Mobile Device models supported and the functionality provided varies according to the specific solution delivered and is dependent upon the Unified Communications applications to be integrated within the overall solution. Mobility Services may be Single Mode, where the voice and data calls are carried over the mobile network only (GSM / GPRS / 3G), or Dual Mode where voice and data may be carried over mobile or Wi-Fi networks depending upon available signal strength. Mobility Services consist of two principal components; a server-based application providing the processing and call routing intelligence and software Mobile Client which provides the end user functionality on the Mobile Device. In order to function, the Mobility Service is dependent upon other elements of the overall IP Service including the enterprise PBX, firewall, Mobile Devices and (for Dual Mode solutions) the Wi-Fi infrastructure.

Mobility applications can deliver the following features (dependent upon specific hardware and software configurations). Not all features will be available on all systems.

- a) Call Log Monitoring: enables the User to access desk phone call logs from the Mobile Device so as to be alerted to missed calls on the desk phone.

- b) Corporate Directory Access: enables a User to search the corporate Microsoft Active Directory (where available) and personal contacts on Microsoft Exchange and click to call an entry.
- c) Dial Via Office: enables a User to make calls from the Mobile Device via the PBX enabling the Mobile Device number to remain private and moving calls and their associated charges from the mobile network onto the Customer's fixed IP infrastructure.
- d) Single Number Reach: enables the User to be contacted via the office telephone number whether in the office or mobile. Only the office number is presented to a caller so the mobile number need not be disclosed.
- e) Presence: enables a User to manage their own presence status and view the presence status of contacts from the Mobile Device.
- f) Visual Voicemail: enables the User to be alerted to office voicemail messages on the Mobile Device via a visual representation so the User may assess the relative priority of each message.
- g) Secure Messaging: enables a User to exchange secure text messages with other Users.

3.4.5.1 Mobility Customer Responsibilities

It is the Customer's responsibility to download the Mobile Client onto the User's Mobile Device.

The Mobile Devices provided for Users by the Customer will support other Customer provided applications which may require a client download and security settings as defined by the Customer. BT is not responsible for issues arising from interaction between the Mobile Client and other applications/clients co-resident on the Mobile Device.

For Single Mode solutions, the Customer is responsible for provision of suitable Mobile Devices and SIM cards.

For Dual Mode solutions, the Customer is responsible for the supply of suitable Dual Mode Devices and SIM cards.

The Customer is responsible for ensuring that the contract for Mobile services with its MNO is compatible with a fixed-mobile convergence service from BT.

In the event that the changes are made to the Customer's mobile service under the contract with its MNO then any impact upon the Mobility service provided by BT under this Contract attributable to such changes shall incur additional charges to restore the Service.

3.4.5.2 Mobility Service Management Boundary

BT's responsibility for the Mobility Service ends at the Software and server installed at the Customer's Site(s) and any Dual Mode Device(s) provided by BT under this Contract. This includes provisioning, maintenance and management of all elements up to this Service Management Boundary. All Customer supplied applications (including those supplied by the Customer on the Mobile Devices) and services used in conjunction with the Mobility Service are the Customer's responsibility and are outside of the Service Management Boundary.

3.4.6 Voice Recording

Voice Recording features:

- a) Enables conversations between the Customer's representatives and their end customers to be captured as well as corresponding computer desktop activity such as key strokes and data input;
- b) Enables end customer interactions to be recorded;
- c) Enables specific e mail contacts to be recorded and evaluated;

- d) Enables web chat and instant messaging interactions to be recorded and analysed; and
- e) Enables the rapid search and retrieval of recorded customer interactions.

3.4.7 Attendant Console

Attendant Console applications provide the ability to manage several calls from multiple sources. Attendant Console features include call control, busy lamp field and presence, speed dials, and directory integration.

3.5 Updates to User Licencing, Features and Software

- 3.5.1 The Customer is responsible for ensuring any changes or additions to User licencing or features made by a Third Party or the Customer do not extend the Service beyond its technical capabilities (system sizing). Where the Service is extended beyond its technical capabilities due to the issues outlined above BT will not be responsible for any resulting faults and/or downtime and any applicable Service Levels will not apply.
- 3.5.2 The Customer agrees to order any additional licences and support within 60 days of adding or configuring a new user or feature above its current entitlement. The Customer will be prevented from adding further new features or Users if it has not purchased the required additional licence(s) and/or support within the 60 day period outlined above.
- 3.5.3 Cisco Unified Communications Software Subscription includes application software upgrades for the duration of the activated subscription, provided the Customer has a current Cisco Unified Communications Essential Operate Service contract, and a valid licence for the application software covered under the subscription. The subscription is available on a number of products and applications.
- 3.5.4 Where the Customer has a mixed estate of User Connect & Unified Workspace licences, it must purchase Cisco Unified Communications Software Subscription and an Essential Operate Service for all licensed Users.
- 3.5.5 BT will not be responsible for the administration of software licences purchased from other suppliers. The administration of such licences will remain with the Customer.
- 3.5.6 Subscriptions provided via BT must be purchased and renewed within the time frames notified by BT.
- 3.5.7 BT will not be liable for the impact of any 3rd party software installed by any unauthorised 3rd parties.

3.6 Quality of Service

- 3.6.1 The Quality of Service (QoS) for the Service may be affected if any of the networks involved in providing the end-to-end service are not QoS enabled, i.e. WLAN, LAN, WAN and Data Backhaul including Teleworker Broadband line . Where no formal QoS enablement has been created, e.g. Voice Class of Service, then the Customer may experience varying voice quality on calls.
- 3.6.2 BT does not guarantee the quality of service for mobile devices when using collaboration services when connected over the internet (outside the BT provided LAN/WAN infrastructure).

3.7 IPT Application Server Backup

- 3.7.1 Where the Customer has taken the OnSite Archive and Restoration Service, BT will configure those applications with inbuilt back-up functionality to back-up to the Network Attached Storage (NAS) server which is supplied with the OnSite Archive & Restoration Service. Where the Customer wishes to back-up an application which does not have inbuilt back-up functionality, then the Customer is responsible for ensuring that they supply and license Veritas Backup Exec and SQL Agent to support IPT application backups. Where the Customer requests BT to install and configure Customer supplied backup software, BT shall do so, but an additional charge will be payable. The Customer is responsible for in-life management and updating of any Customer supplied back-up software on IPT application servers.

3.8 System Integration

- 3.8.1 Where system integration is not being provided by BT the Customer is responsible for providing its own proxy server where there is a requirement to have transparent but controlled access to the Internet. The Customer must ensure that every addressable interface in the 'private' side of the design can be addressed from the Customer address pool and policy.
- 3.8.2 The Customer is responsible for providing details of Users who have and have not got access to the Service provided.
- 3.8.3 The Customer is responsible for ensuring that testing of the security of the system is undertaken.

4. BT Avaya IP Telephony Service (Marketed as One Enterprise Avaya)

4.1 Service Overview

- 4.1.1 The BT Avaya IPT Service ("**the Service**") provides the Customer with IP Telephony, Contact Centre and Business Applications hardware and software as one integrated service package, combining Avaya's world leading Contact Centre packages with BT service and support.
- 4.1.2 The Service is delivered with remote capability so that the Purchased Equipment can be accessed without the need for a Site visit to configure the Service, make configuration changes and/or resolve faults.
- 4.1.3 The Service is only available to Customers that have selected Purchased Equipment, a maintenance option of Standard Care, Business Care or Business Premium, Project Management with BT Desk Based Project Manager, Rapid Diagnostics Service, or Standard or Enhanced Incident Management and the On Time Delivery Service Level.
- 4.1.4 Additional optional Services are available. These include Enhanced Fault Management options, Configuration Management options, Performance Reporting, additional Service Level options, Customer Service Management and Professional Services.

4.2 Service Description

- 4.2.1 The Service comprises:
- a) Hardware and Software for the following product types;
 - b) ACD voice call routing (Avaya Aura Contact Centre);
 - c) PBX voice call routing (Avaya Aura Session Manager, System Manager and Communication Manager);
 - d) Voice Messaging (Avaya Modular Messaging, Avaya Aura Communication Manager Messaging);
 - e) Avaya Communications Server 1000;
 - f) Avaya Call Pilot;

- g) Installation, Configuration and Implementation of the items specified in the Order Form and
 - h) Maintenance and support of the items specified in the Order Form.
 - 4.2.2 There are no management information and reporting elements associated with the Service.
 - 4.2.3 For the avoidance of doubt, Service Upgrades (that is Software and hardware releases that include new features and/or functionality are not included in the Service) may be ordered from BT at an additional charge. Software updates (that is changes to Software for maintenance correction) that are provided as part of the Service will be provided subject to clause 12 of the General Terms. The Customer acknowledges that BT will not be under any obligation to provide maintenance or repair of the Purchased Equipment if the Customer has not permitted BT to implement Software updates.
 - 4.2.4 The desktop Software will be installed by BT on a single, Customer provided, desktop PC to demonstrate that the Service is operating in accordance with the technical design specification. If the Customer requests in writing that BT installs and configures client software on additional workstations, and BT agrees, it will be subject to additional charges.
 - 4.2.5 BT does not guarantee and accepts no liability for the quality of any IPT voice calls which are made across any network which is not enabled to carry Class of Service 1 data from the CoS 3 Model or Expedite Forwarding from the DSCP CoS Model.
- 4.2 BT Service Management Boundary
 - 4.4.3 The Service Management Boundary is up to and including the Network Interface Card(s) (NIC) or the nearest isolation point, such as a point where a patch lead can be connected on the Purchased Equipment and for Software, up to the BT APIs and Graphical User Interface (GUI) applications supplied to the Customer. For the avoidance of doubt, the Service Management Boundary does not extend to any BT or Customer provided Wide Area Network (WAN), Local Area Network (LAN), PSTN connectivity, Customer developed Software applications, Customer desktop PC's and operating systems, Customer routing and IVR scripts or IVR applications.
- 4.4 The Customer's Responsibilities
 - 4.4.1 The Customer is responsible for:
 - a) providing computers that meet the specifications as notified by BT. If required, BT can supply such computers subject to additional charges and terms and conditions;
 - b) ensuring all Users are adequately trained to use the Service;
 - c) the repair or replacement of damaged or faulty phones. The Service supports use of the Avaya soft-phone client and specific Avaya handsets as notified by BT from time to time. For the avoidance of doubt, BT will not supply or maintain the Avaya handsets unless otherwise agreed in writing and stated in the Order Form;
 - d) giving BT remote electronic access to the Purchased Equipment in order to provide the Service. The Customer agrees that it will:
 - (i) allow BT to connect any necessary items of compatible equipment to the Service for diagnostic or configuration purposes; and
 - (ii) not disconnect any facilities or Purchased Equipment used for remote access, or otherwise impede or prevent such remote access. Any relevant response times will be extended by the period BT is, or was, unable to remotely access the Service due to the Customer;
 - e) ensuring that all software it develops, which integrates with the Service and which is not provided as part of the Service is compatible to within two releases of the prevailing Avaya Application Programme Interface (API) software release; and

- f) in order for BT to provide the Avaya IPT Service the Customer, having the following Services in place. Each service must meet the minimum requirements specified by BT.
 - i) Wide Area Network IP transport with voice QoS with any to any routing connection (e.g., BT MPLS);
 - ii) Local Area Network IP transport with voice QoS. (power over ethernet is recommended); and
 - iii) connection to a public telephony service at each Site.

4.5 Warranty

- 4.5.1 Warranty Limitation: to the maximum extent permitted by law, BT does not warrant uninterrupted or error free operation of the Service or that the Service will prevent Dial Through Fraud or any similar or related fraud. The warranty remedies expressly provided in this paragraph 4.5 will be the Customer's sole and exclusive remedies and except as expressly set out in the rest of the Contract all other representations and warranties, express or implied are excluded.
- 4.5.2 Software: BT warrants that the Software is free from all "viruses" that could have been reasonably detected by using the latest (at the date of dispatch by BT or Avaya) version of commercially available virus detection software.

5. Defined Terms

In addition to the defined terms in the General Terms and Managed Service from BT Schedule, the following defined terms apply in this Schedule (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):

"3G" means the third-generation in the context of mobile phone standards. The services associated with 3G include wide-area wireless voice telephony and broadband wireless data, all in a mobile environment.

"ACD" means Automatic Call Distribution.

"Access Point" or AP means a device that allows wireless devices to connect to a wired network using Wi-Fi Standards.

"ACM" means Avaya Call Manager.

"AES" means Avaya Enablement Services.

"Anonymised Data" means data where information identifying an individual is not visible to the Customer.

"API" means Application Programme Interface.

"Avaya" means Avaya UK.

"Business Applications" means products such as IVR and presence servers.

"CMS" means Call Management System.

"CTI" means Computer Telephony Interface.

"Customer Traffic" means data passing between the User Device and the Host Services.

"Dashboard" means the LAN Connect Cloud web interface used to access the LAN Connect Cloud Controller.

"Dial Through Fraud" means unauthorised use of telecommunications services or facilities accessed through or connected to the Service.

"Digital Certificates" means electronic credentials that are used to authenticate devices.

“Dual Mode Device” means a dual mode Mobile Device from the List of Approved Devices that is able to switch from Wi-Fi to GSM. Dual Mode Devices are not supplied as part of this contract and may be purchased separately by the Customer from BT or from third parties.

“GPRS” means General Packet Radio Service available to users of GSM phones.

“GSM” means Global System for Mobile communications.

“Host Services” means file servers, printers, applications etc. attached to the Customer’s Network.

“IVR” means Interactive Voice Response.

“LAN Connect Cloud Controller” has the meaning given in paragraph 2.1.2.

“LAN Connect Cloud CPE” means access points, optional LAN switches and security devices.

“Mailbox” means a BT configured mailbox on the Service.

“Mobile Client” means the software loaded on the User’s Mobile Device which enables voice and data traffic to be transmitted using GSM or Wi-Fi networks (when available).

“List of Approved Devices” means the list published by BT from time to time detailing the Mobile Devices suitable for use with mobility applications supplied under this Contract.

“Mobile Device” for the purpose of this clause means a mobile phone upon which the Mobile Client is loaded. The Mobile Device is procured by the Customer against a separate contract (which may or may not be with BT) and any associated charges are a matter between the Customer and their MNO and do not form any part of this Contract.

“MNO” means Mobile Network Operator.

“PBX” means a Private Branch Exchange.

“Port” means a BT administered digital connection between the ACM and the IVR.

“Private Key Infrastructure” or “PKI” means a set of hardware, software, people policies and procedures that create, manage, distribute, use, store, revoke digital certificates and manage public key encryption.

“Radio Frequency Survey” means a survey conducted by BT, normally on Site, to establish the number of Access Points needed to provide the required radio coverage for Service to be provided. The radio frequency survey also establishes the type of access points required and where they should be located.

“SIM” means Subscriber Identity Module and refers to the smart card within a mobile or cellular handset.

“Single Mode Device” means a Mobile Device operating over the mobile network only, i.e. GSM / GPRS / 3G.

“Stateful Firewall” means a Firewall that keeps track of the status of network connections travelling across it.

“User Device(s)” means any equipment including any computer, smartphone, tablet used by the Customer in connection with the Service.

“User Device Information” means information about User Devices that connect to the Customer’s LAN, such as MAC addresses, device names, device types, operating systems, geolocation information, and information transmitted by devices when attempting to access or download data or content (e.g., hostnames, protocols, port numbers, and IP addresses) via the LAN.

“Wi-Fi” means the underlying technology of WLAN based on the IEEE 80211 specifications.

“Wireless LAN” means the transmission of data over electromagnetic waves using CPE including access point and client adapter equipment.

“Working Hours” means each hour within such times and on such days applicable to the level of CPE Maintenance.