



BT ONE ENTERPRISE CISCO

Annex 1 to the LAN Connect global Schedule

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Words defined in the General Terms and Conditions

Words that are capitalised but have not been defined in this Annex have the meanings given to them in the LAN Connect global Schedule or the General Terms and Conditions.

Part A – The BT One Enterprise Cisco Service

1 Service Description

- 1.1 The BT One Enterprise Cisco ("**BTOEC**") service enables the processing, switching and transmission of voice, video and data traffic using open standard IP Telephony technology.
- 1.2 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 CoS 1 data from the CoS 3 Model or Expedite Forwarding from the DSCP CoS Model.

2 BTOEC Service Components

BT will provide to the Customer at least one of the following BTOEC components:

- 2.1 **Cisco Unified Communications Manager ("CUCM")**: CUCM supports Cisco IP end points using SCCP and SIP and can be integrated with other Unified Communications applications to deliver additional functionality including voicemail, unified messaging, contact centre, session management, conferencing and mobility.
- 2.2 **Cisco Unified Communications Manager Business Edition ("CUCMBE")**: 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.
- 2.3 **Cisco Unified Communications Manager Express ("CUCME")**: CUCME supports Cisco IP end points using SCCP and 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 BTOEC Additional Service Features

BT will provide to the Customer the following additional service features for BTOEC if selected by the Customer as set out in the Order:

- 3.1 **Messaging:**
 - 3.1.1 **Voice Mail:** enables Users to manage call handling and voice messages.
 - 3.1.2 **Unified Messaging:** a type of voice mail service that provides additional functionality by interfacing with a User's email client.
- 3.2 **Presence:** enables publication, collection and oversight of Users' status (e.g. 'on a phone call', 'in a meeting', 'away', 'available').
- 3.3 **Conferencing:** includes a range of voice, video and web conferencing capabilities.
- 3.4 **Contact Centre:** provides the following three primary functions:
 - 3.4.1 The 'interactive voice response' function provides interaction with callers by way of either dual tone multi frequency (tones generated by pressing the numbers on a phone's keypad) or speech input.
 - 3.4.2 The 'automatic call distribution' function provides the ability to intelligently route and queue calls to agents.
 - 3.4.3 The 'computer telephony integration' function provides interaction with other windows-based desktop applications, such as database interrogation. This does not though extend to full computer telephony integration with CRM systems.
 - 3.4.4 Other functions such as video based contact centre, web chat, and social media integration may also be included.
- 3.5 **Mobility**
 - 3.5.1 Where Mobility applications are provided BTOEC 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.
 - 3.5.2 The Customer will have the following responsibilities:
 - (a) It is the Customer's responsibility to download the Mobile Client onto the User's Mobile Device.
 - (b) The Mobile Devices provided for Users by the Customer will support other 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.

- (c) For Single Mode solutions, the Customer is responsible for provision of suitable Single Mobile Devices and SIM cards.
- (d) For Dual Mode solutions, the Customer is responsible for the supply of suitable Dual Mode Devices and SIM cards.
- (e) The Customer is responsible for ensuring that the contract for mobile services with the Customer's MNO is compatible with a fixed-mobile convergence service from BT.
- (f) In the event that the changes are made to the Customer's mobile service under the contract with the Customer's MNO then any impact upon the Mobility service provided by BT under this Agreement attributable to such changes shall incur additional charges to restore BTOEC.

3.5.3 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 Agreement (the "**Mobility Service Management Boundary**"). This includes provisioning, maintenance and management of all elements up to the Mobility Service Management Boundary. All the Customer's 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 Mobility Service Management Boundary. The Customer will contract directly with the MNO provider for the provision of mobile service and BT is not liable for any failure or incidents of the mobile service.

3.6 **Voice Recording:** enables the capture of conversations, and may also include instant messaging interactions, email contacts, key strokes and data input between the Customer and its customers.

3.7 **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.

4 Updates to User Licensing, Features and Software Subscriptions

4.1 The Customer may request free software upgrades for all software applications covered by the Customer's:

- (a) Cisco Unified Workspace Licenses; or
- (b) Cisco User Connect Licenses,

provided that, the Customer has in place an activated Cisco Unified Communications Software Subscription and Cisco Unified Communications Essential Operate Service for all licensed Users. BT will charge the Customer for installation and configuration of each software upgrade.

Both Cisco User Connect Licenses and Cisco Unified Workspace Licenses are perpetual software licences for Cisco UC applications.

4.2 The Customer has sole responsibility for purchasing, activating and renewing:

- (a) Cisco Unified Workspace Licenses;
- (b) Cisco User Connect Licenses;
- (c) Cisco Unified Communications Software Subscriptions;
- (d) Cisco Unified Communications Essential Operate Services; and
- (e) Cisco Enterprise Licenses.

5 Quality

5.1 Quality of Service ("**QoS**") for BTOEC may be affected if any of the networks involved in providing the end-to-end service are not QoS enabled, i.e. WLAN, LAN and WAN. Where no formal QoS enablement has been created, e.g. Voice Class of Service, then the Customer may experience varying voice quality on calls.

5.2 BT does not guarantee the quality of service for Mobile Devices when using collaboration services when connected over the Internet (outside the BT LAN/WAN infrastructure).

6 IPT Application Server Backup

6.1 Where the Customer has taken the On site Archive & Restoration Service, BT will configure those applications with inbuilt back-up functionality to back-up to the NAS server which is supplied with the On site Archive & Restoration Service.

6.2 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 necessary backup software and SQL service agent software to support IPT application backups.

6.3 Where the Customer requests BT to install and configure backup software supplied by the Customer, BT shall do so, but an additional charge will be payable as agreed in an Order.

6.4 The Customer is responsible for in-life management and updating of any of the Customer's supplied back-up software on IPT application servers.



6.5 The Customer will provide fully licensed antivirus software for IPT backup servers.

7 System Integration

- 7.1 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's address pool and policy.
- 7.2 The Customer is responsible for providing details of Users who do and do not have access to BTEOC.
- 7.3 The Customer is responsible for ensuring that testing of the security of the system is undertaken.

Part B – Defined Terms

8 Defined Terms

In addition to the defined terms in the General Terms and Conditions and the Schedule, capitalised terms in this Annex will have the following meanings, and in the case of conflict between these defined terms and the defined terms in either the General Terms and Conditions or Schedule, these defined terms will take precedence for the purposes of this Annex:

"BTEOC" has the meaning given in paragraph 1.1 of this Annex 1.

"Cisco" means Cisco Meraki, a San Francisco corporation, having its principal place of business at 500 Terry A Francois Boulevard, CA 94158, United States of America.

"Cisco Enterprise License" means a User based licensing model which is provided with the unified communications subscription service and which allows the Customer to purchase a bundled package of unified communications application options.

"Cisco Software Support Service" means a service that can be purchased by the Customer for (minimum) 1, 3 or 5 year terms and that allows BT to activate the Unified Communications Software Subscription; and access Cisco online resources and technical services on behalf of the Customer.

"Cisco Unified Communications Essential Operate Service" means the support service from Cisco including remote support for their UC products.

"Cisco Unified Communications Manager" or **"CUCM"** means a server based IP-PBX using Linux OS and providing call control and voice application features for enterprise networks.

"Cisco Unified Communications Manager Business Edition" or **"CUCMBE"** means a mid-size version of CUCM which is offered as an integrated all-in-one system on a single server, suitable for 1000 Users or less.

"Cisco Unified Communications Manager Express" or **"CUCME"** means an IOS based IP-PBX providing call control and voice application features.

"Cisco Unified Communications Software Subscription" means a subscription which can be purchased by the Customer for (minimum) 1, 3 or 5 year terms and, if activated and linked to a Cisco Software Support Service, entitles the Customer to software upgrades in accordance with paragraph 4.1 of this Annex 1.

"Cisco Unified Workspace License" means a User-based licensing model which allows the Customer to purchase a bundled package of unified communications application options.

"Cisco User Connect License" means a User-based licensing model which allows the Customer to purchase a-la-carte unified communications application options.

"CoS" means **"Class of Service"**.

"Customer Handbook" means the handbook provided to the Customer by BT which provides further information about BTEOC.

"CRM" means Customer Relationship Management.

"DCSP" means Differentiated Services Code Point.

"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 Agreement and may be purchased separately by the Customer from BT or from third parties.

"GSM" means Global System for Mobile Communications.

"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 Agreement.

"Mobile Client" means the software loaded on the User's Mobile Device which enables voice and data traffic to be transmitted using GSM or WiFi networks (when available).

"Mobile Device" 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 the Customer's MNO and do not form any part of this Agreement.

"Mobility" means extending Unified Communications applications, to mobile/cellular devices, to enable functions such as transitioning calls between desktop and mobile/cellular devices.



“**MNO**” means Mobile Network Operator.

“**NAS**” means Network Attached Storage.

“**On site Archive & Restoration Service**” means the service described in paragraph 3.1.2 of the LAN Connect global Schedule.

“**PSTN**” means Public Switched Telephone Network.

“**SIP**” means Session Initiation Protocol.

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

“**SCCP**” means Skinny Client Control Protocol.

“**SQL**” means Structured Query Language.

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

“**TAPI**” means Telephony Application Programming Interface.

“**Unified Communications**” or “**UC**” means those products that facilitate the interactive use of multiple enterprise communications methods. This can include control, management and integration of these methods. UC products integrate communications channels (media), networks and systems, as well as IT business applications and, in some cases, consumer applications and devices.

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

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