



Part A – Defined Terms

1 Defined Terms

In addition to the defined terms and abbreviations in the governing agreement, capitalised terms in this Schedule will have the following meanings (and in the case of conflict between these defined terms and the defined terms in the governing agreement, these defined terms and abbreviations will take precedence for the purposes of this Schedule):

“**Authorised User**” has the meaning given in Paragraph 8.3.10.

“**BT Partner**” means a service provider selected by BT to provide BT One Voice Global SIP Trunking 3rd Party to Sites in certain countries where BT One Voice Global SIP Trunking is not available.

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

“**Call Barring**” has the meaning given at Paragraph 3.1.3.

“**Calling Line Identification**” or “**CLI**” means the feature which provides the phone number of the caller as the call comes in.

“**Calling Line Identification Presentation**” or “**CLIP**” means a standardised field within the SIP call setup messages protocol that is exchanged between Customer's PBX and the Service.

“**Calling Line Identification Restriction**” or “**CLIR**” means a standardised field within the SIP call setup messages protocol that is exchanged between Customer's PBX and the Service.

“**Channel**” means a channel that supports one simultaneous call.

“**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 Target Date**” has the meaning given in Paragraph 7.1.2.

“**Customer Contact**” has the meaning given in Paragraph 8.1.1.

“**Customer Equipment**” means any equipment and any software, other than BT Equipment, used by the Customer in connection with a Service.

“**Customer Service Guarantee Standard**” or “**CSG**” means the Australian telecoms regulation called Telecommunications (Customer Service Guarantee) Standard 2011 as amended.

“**DDI**” means Direct Dial-in also called direct inward dialling (**DID**) and is a telecommunication service offered by telephone companies to subscribers who operate a PBX system. The feature provides service for multiple telephone numbers over one or more analog or digital physical circuits to the PBX, and transmits the dialed telephone number to the PBX so that a PBX extension is directly accessible for an outside caller, possibly by-passing an auto-attendant.

“**DIVERSION**” means a standardised field within the SIP call setup messages protocol that is exchanged between the Customer PBX and the Service.

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

“**End Point**” means any device, including soft client(s), which is connected to Customer's PBX or equivalent.

“**E911**” means the system used in North America that links emergency callers with the appropriate emergency resources.

“**FROM**” means a standardised field within the SIP call setup messages protocol that is exchanged between Customer's PBX and the Service.

“**IDD**” means international direct dialling; a way to phone someone directly in another country using an international phone number.

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

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

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

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

“**IP Telephone**” or “**IP Phone**” means a telephone device that converts speech into digital IP packets. Beyond the basic functionality an IP Telephone can also provide complementary services.

“**IP Telephony**” or “**IPT**” means a telephony service using an Internet Protocol.

“**Local Area Network**” or “**LAN**” means the infrastructure that enables the ability to transfer IP services within Sites (including data, voice and video conferencing services).

“**Minimum Period of Service**” means the minimum subscription term beginning on the Operational Service Date as set out on the Order. It can also be known as Subscription Term.

“**Mobile Device(s)**” means a mobile handset(s) meeting BT's technical specifications.

“**PAID**” means a standardised field within the SIP call setup messages protocol that is exchanged between Customer's PBX and the Service.

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



- “**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.
- “**Service**” or “**BT One Voice Global SIP Trunking Service**” has the meaning given in Paragraph 2.
- “**Service Desk**” has the meaning given in Paragraph 7.1.1.
- “**Service Management Boundary**” has the meaning given in Paragraph 4.
- “**SIP**” means Session Initiation Protocol which is a technical standard used to initiate and terminate voice calls “**sessions**”.
- “**Site**” means a location at which the Service is provided.
- “**Standard Service Components**” has the meaning given in Paragraph 3.
- “**Subscription Term**” is the period set out in the Order. It can also be known as Minimum Period of Service.
- “**Ticket**” has the meaning given in Paragraph 9.2 and may also be known as a “**fault reference number**”.
- “**VoIP**” or “**Voice-over Internet Protocol**” means delivery of voice and multimedia communications over Internet Protocol (IP) networks.

Part B – The Service

2 Service Summary

- 2.1 The BT One Voice Global SIP Trunking Service provides a full PSTN/ISDN replacement service supporting outgoing and incoming PSTN calls, calls to emergency services and most call types to local (national) services (the “**Service**”).

3 Standard Service Components

3.1 Overview

- 3.1.1 The Customer will either order a geographic number range from BT or request that BT ports in Customer's existing geographic number range from its existing supplier. Number porting will be conducted only in accordance with any locally applicable regulation and if it is technically possible to do so. The Customer will be required to sign a Letter of Authority or equivalent document when the Customer makes a porting request with BT.
- 3.1.2 In some locations the Customer will be able to make calls to directory services that exist in the country that the DDI is registered.
- 3.1.3 In some locations the Customer can specify that certain outgoing calls are barred (“**Call Barring**”). Details of the Call Barring options available by country are available on request.
- 3.1.4 The Customer accepts that carrier selection is barred for all Users at any locations where the Service is provided.
- 3.1.5 The Customer will select in the Order one of the following calling plans for each User:

| Supported Features | Calling Plans | | | |
|---------------------|--------------------|--------------------------|--|--|
| | Basic & Basic Lite | Standard & Standard Lite | Pro & Pro Lite | Advanced & Advanced Lite |
| Channel | ✓ | ✓ | ✓ | ✓ |
| DDI | ✓ | ✓ | ✓ | ✓ |
| Domestic calls | X | ✓ | ✓ | ✓ |
| International calls | X | X | For countries set out in List A in Order | For countries set out in List B in Order |

- 3.1.6 Further DDIs can be Ordered for an additional Charge as set out in the Order.
- 3.1.7 The lite version of a calling plan has a higher contention ratio.
- 3.2 **CLI Presentation**
 - 3.2.1 The Customer can request presentation of the Customer's CLI, or restriction of the Customer's CLI from being presented to the destination. The Customer can also specify that the Customer's legally permissible ‘user provided CLI’ is passed on to the destination and for a PBX this means that the User's extension will be included in the CLI. BT will not accept requests to restrict CLI on calls to emergency services, where any law and/or regulation require such CLI to be presented.
 - 3.2.2 BT will register the Customer's CLI within the BT Network to enable identification of the relevant location. BT may not terminate calls where BT is not able to identify clearly location(s) via the Customer's CLI.
 - 3.2.3 BT cannot guarantee the delivery of CLI over third party networks.



- 3.3 **Supply of Service to Site(s) in Australia:**
- 3.3.1 BT may reject any calls that are presented with override dial codes;
 - 3.3.2 BT One Voice Global SIP Trunking Services are subject to a minimum block of five service connections;
 - 3.3.3 the Customer Service Guarantee Standard (CSG) is not applicable to BT One Voice Global SIP Trunking; and
 - 3.3.4 BT cannot guarantee CLI delivery for internationally originated calls where CLI is not presented by the calling party.
- 3.4 **Supply of Service to Site(s) in Italy:**
- 3.4.1 BT One Voice Global SIP Trunking allows nomadic use of numbers within all the Italian telephone districts (i.e. limited to the Italian territory);
 - 3.4.2 The Customer will comply with all the applicable mandatory Italian laws and regulations that apply in the field of use of the numbering and, in particular, the Resolution 8/15/CIR and subsequent modifications and additions thereof;
 - 3.4.3 The Customer accepts that BT One Voice Global SIP Trunking cannot be used on mobile networks.
- 3.5 **Supply of Service to Site(s) in Spain:**
- 3.5.1 BT may reject any calls that are presented with override dial codes;
 - 3.5.2 BT One Voice Global SIP Trunking allows use of numbers as long as the customer has a site in the city of the numbering (i.e. to use 91 numbers customer must have a site in Madrid);
 - 3.5.3 The Customer must sign the Spanish Service Agreement/letter;
 - 3.5.4 The Customer accepts that BT One Voice Global SIP Trunking cannot be used on mobile networks;
 - 3.5.5 Premium rate numbers are blocked and access to them has to be required by the Customer;
 - 3.5.6 Numbers have to be used directly by Customer. The reselling of the Service by the Customer is forbidden unless previously authorised in writing by an authorised legal representative in the local BT entity.
- 3.6 **Number Portability Requests**
- 3.6.1 For number portability requests:
 - (a) the Customer must ensure that the correct numbers to be ported are submitted otherwise BT may apply Charges in accordance with Paragraph 10.3.6; and
 - (b) the successful portability of existing numbers to the Service is not guaranteed, is subject to applicable technical requirements and dependent on BT's interconnect carriers having the necessary porting arrangements with the relevant carrier.
 - 3.6.2 For standard and forwarding calling scenarios the Customer will send the specific CLI, which allows the identification of the Customer's physical location within the PAID (P-Asserted ID) field. The format needs to be in international format like [+CCxxx] or [00CCxxx].
 - 3.6.3 The Customer will not manipulate the CLI sent in PAID unless BT is informed and have agreed to the change in advance.
 - 3.6.4 The Customer will send, in addition, for forwarding calling scenarios, the CLI within the DIVERSION field. The format needs to be in international format like [+CCxxx] or [00CCxxx].
 - 3.6.5 The Customer will send a presentation CLI within the FROM field. The sent number must be in line with domestic regulations and will be screened by BT. In the event that the CLI fails the screening, no CLI will be sent within FROM field - the BT Network will forward the default CLI. The format needs to be in international format like [+CCxxx] or [00CCxxx].
 - 3.6.6 Where Centralised SIP Trunking is used, CLIP/CLIR attributes remain unchanged.
- 4 Service Management Boundary**
- 4.1 BT will provide and manage the Service as set out in this Schedule and as set out in any applicable Order up to the session border controller on the BT-provided unified communication service ("**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 the interoperability between the Service and any Customer Equipment.
 - 4.4 **Other Restrictions**
 - 4.4.1 BT One Voice Global SIP Trunking cannot be provided for Mobile Devices.
 - 4.4.2 BT cannot guarantee the delivery of CLI over third party networks.



5 Enabling Services

5.1 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 that BT specifies;

5.1.1 a BT-provided unified communication services,

5.2 If BT provides the Customer with any services other than the Service (including, but not limited to any Enabling Service) this Schedule will not apply to those services and those services will be governed by their separate terms.

6 Specific Terms and Conditions

6.1 Minimum Period of Service

The Minimum Period of Service shall be set out on the Order. At the end of the Minimum Period of Service, unless one of the Parties gives written notice to the other of an intention to terminate the Service in accordance with the General Terms and Conditions of the Agreement, BT will continue to provide the Service and each Party will continue to perform its obligations in accordance with the Agreement.

6.2 Access to Emergency Services

6.2.1 The Customer will ensure that the Customer's Users acknowledge and agree that the Service provides the ability for Users to call the emergency services by dialling the emergency service numbers applicable to the country in which the DDI is located but that caller location information will only be provided where the Customer:

- (c) informs BT of the geographic location of calling numbers to enable BT to maintain a database of calling numbers and geographic locations;
- (d) informs BT immediately of any changes to those locations; and
- (e) configures the Customer's PBX/UC platform to accurately convey correct calling number locations.

6.2.2 The Customer will provide all reasonable assistance to enable BT to add the correct emergency centre code to the routing information in order for BT to route the call to the relevant emergency centre, failing which the Customer will provide a separate break out for emergency calls from the Customer's relevant location(s).

6.2.3 The Customer will comply with the terms and conditions of the VOIP Obligations Annex to Voice Schedules.

6.2.4 The Customer will ensure that Users have other means of accessing the emergency services if a User is moved from the Customer's emergency location, and is used away from the Customer's registered emergency location.

6.2.5 BT does not guarantee the ability to call the emergency services using the Service.

6.2.6 Emergency calls may fail or call continuity may be affected, where there is a mains power failure, failure of Internet service and connectivity, or failure of access to the Service.

6.2.7 The Customer and the Customer's Users will not be able to make emergency calls if BT has suspended or interrupted the Service for any reason.

6.2.8 Wherever possible the Customer should consider an alternative means to support emergency calls should the Service not be available due to the conditions set out in Paragraphs 6.2.6 and 6.2.7.

6.2.9 Customer's failure to comply with the requirements of Paragraph 6.2 will constitute a material breach of the Agreement. BT accepts no responsibility or liability to the Customer in the event of Customer's failure to comply with Paragraph 6.2.

6.3 Traffic Data

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

6.4 Dialing to premium rate numbers.

The Service allows Users to dial premium rate numbers in some countries. It is the Customers responsibility to log into the BT-provided portal (or contact BT if portal access is not provided) and block such access if required by the Customer.



7 BT's Obligations

7.1 Service Delivery

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

- 7.1.1 will provide the Customer with contact details for the helpdesk that the Customer will be able to contact to submit service requests, report Incidents and ask questions about the Service ("**Service Desk**");
- 7.1.2 will provide the Customer with a date on which delivery of the Service (or each part of the Service, including to each Site) is due to start ("**Customer Target Date**") and will use commercially reasonable endeavours to meet any Customer Target Date.

7.2 During Operation

On and from the Operational Service Date, BT:

- 7.2.1 will respond and use reasonable endeavours to remedy an Incident without undue delay if the Customer reports an Incident on the BT Network;
- 7.2.2 where applicable, will maintain a web portal and server to provide the Customer with online access to reports;
- 7.2.3 may carry out maintenance from time to time and will endeavour to inform the Customer at least five Business Days before any Planned Maintenance on the BT Network and/or BT Equipment, however the Customer agrees that BT may inform the Customer with less notice than normal where emergency maintenance is required; and
- 7.2.4 may, where applicable, in the event of a security breach affecting the Service, require the Customer to change any or all of its passwords. BT does not guarantee the security of the Service against unauthorised or unlawful access or use.

7.3 The End of the Service

On termination of the Service by either Party, or expiry, BT may disconnect and remove any BT Equipment located at the Sites.

8 Customer Obligations

8.1 Service Delivery

Before the Operation Service Date and, where applicable, throughout the provision of the Service by BT, the Customer will:

- 8.1.1 provide BT with the names and contact details of any individuals authorised to act on Customer's behalf for Service management matters ("**Customer Contact**");
- 8.1.2 provide BT with any information reasonably required without undue delay;
- 8.1.3 complete any preparation activities that BT may request to enable the Customer to receive the Services promptly and in accordance with any reasonable timescales;
- 8.1.4 in jurisdictions where an employer is legally required to make such disclosure to its employees and/or Users:
 - (a) inform its employees (individually or via local workers councils depending on applicable law) and Users that as part of the Service being delivered by BT, BT may monitor and report to the Customer the use of any targeted applications by Customer's employees and/or Users;
 - (b) ensure that Customer's employees and Users have consented or will be deemed to have consented to such monitoring and reporting (if such consent is legally required) in accordance with applicable law,
 - (c) inform Customer's employees and Users that the Service will provide itemised billing and calls will be logged; and
- 8.1.5 agree that the Customer will be liable to BT for any claims, losses, costs or liabilities incurred or suffered by BT due to Customer's failure to comply with this Paragraph; provide and maintain Enabling Services for use with the Service;
- 8.1.6 present BT with a network CLI which belongs to a BT-provisioned number block range and/or ported number block range;
- 8.1.7 be responsible for, and ensure the proper configuration of Customer's LAN, PBX equipment (or equivalent) and all End Points so that the User's location can be properly identified;
- 8.1.8 if the Customer has requested BT to supply the Service to Site(s) in Australia, notify BT with details of any change or update to Customer's address or registration information. BT is required by law to provide details of Customer's numbers hosted by the Service and registration information to the Integrated Public Number Database (IPND). The Customer must notify BT with details of any change or update to



Customer's address or other registration information. The Customer consents to BT disclosing this information to Telstra and third party providers solely for the purposes of maintaining the IPND. The IPND is managed by Telstra and BT is not responsible for any actions of Telstra in relation to the IPND. If requested by the Customer, the Customer further consents to BT's disclosure and use of this information for publication in Sensis directory listings;

- 8.1.9 if the Customer have requested BT to supply the Service to Site(s) in Italy, with regard to Paragraph 6.2.4, the Customer acknowledges that in such case, the geo location of the calls to the emergency services cannot be guaranteed. BT is required by law to provide details of Customer's Users and their numbers to comply with Italian laws and regulations. The Customer will inform the emergency services from which place in the Italian territory the Customer is calling. The Customer must notify BT with the details of any change or update to Customer's address or other registration information.
- 8.1.10 provide all information as required under local legislation and regulation for verification and proof of the Customer's identity and local residence, including:
 - (a) the entity name, the registered address as well as the physical addresses of all locations where the Customer wishes to use fixed telephony services; and
 - (b) copies of:
 - (i) the certificate of registration of the Customer entity or other incorporation documents issued by the relevant government authority; and
 - (ii) proof of the Customer's registered address as well as the physical addresses of all locations where the Customer wishes to use fixed telephony services.

8.2 Service Operation

8.3 On and from the Operational Service Date, the Customer will:

- 8.3.1 ensure that Users report Incidents to the Customer Contact and not to the Service Desk;
- 8.3.2 ensure that the Customer Contact will take Incident reports from Users and pass these to the Service Desk using the reporting procedures agreed between the Parties, and will be available for all subsequent Incident management communications;
- 8.3.3 monitor and maintain any Customer Equipment connected to the Service or used in connection with a Service;
- 8.3.4 ensure that, where applicable, any Customer Equipment that is connected to the Service or that the Customer uses, directly or indirectly, in relation to the Service is:
 - (a) connected using the applicable BT Network termination point, or BT Partner network termination, unless the Customer has BT's permission to connect by another means 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 Partners', suppliers' or subcontractors' network or equipment; and
 - (d) approved and used in accordance with relevant instructions and applicable law;
- 8.3.5 where applicable, immediately disconnect any Customer Equipment, or advise BT to do so at Customer's expense, if Customer Equipment does not meet any relevant instructions, standards or applicable law;
- 8.3.6 where applicable, distribute, manage and maintain access profiles, passwords and other systems administration information relating to the control of Users' access to the Service;
- 8.3.7 where applicable, maintain a list of current Users and immediately terminate access for any person who ceases to be an authorised User;
- 8.3.8 where applicable, 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) inform BT immediately if a user 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; and
 - (b) take all reasonable steps to prevent unauthorised access to the Service;
- 8.3.9 where applicable, if BT requests the Customer to do so in order to ensure the security or integrity of the Service, change any or all passwords and/or other systems administration information used in connection with the Service;
- 8.3.10 where applicable, ensure that the maximum number of Users that the Customer authorises to access and use the Service ("**Authorised Users**") will not exceed the permitted number of User identities set out in the Order;



- 8.3.11 where applicable, not allow any Authorised User subscription to be used by more than one individual User unless it has been reassigned in its entirety to another individual Authorised User, in which case the Customer will ensure the prior Authorised User will no longer have any right to access or use the Service; and
- 8.3.12 where applicable, maintain a written, up to date list of current Authorised Users and provide such list to BT within five Business Days of BT's written request at any time.
- 8.3.13 Depending on the Service Options the Customer has selected this Service could comprise of a cloud service that utilises software and technology that may be subject to export control laws of various countries. The Customer is solely responsible for any compliance related to the way the Customer uses the Service and the location the Service is used including access by Users to the Service and for the Customer's Content transferred or processed using the Service, including any publication of such Content.
- 8.3.14 The Customer will indemnify BT against all Claims, losses, costs or liabilities brought against BT as a result of, or arising out of or in connection with, the Customer's non-compliance with any laws (including sanctions and export control laws) of any country the Customer uses, access or transfer Content to.

9 Notification of Incidents

Where the Customer becomes aware of an Incident:

- 9.1 the Customer Contact will report it to BT's Service Desk;
- 9.2 BT will give the Customer a unique reference number for the Incident ("**Ticket**");
- 9.3 BT will inform the Customer when BT believes the Incident is cleared, and will close the Ticket when:
 - 9.3.1 the Customer confirms that the Incident is cleared within 24 hours of being informed; or
 - 9.3.2 BT has attempted unsuccessfully to contact the Customer, in the way agreed between the Parties, in relation to the Incident and the Customer has not responded within 24 hours of BT's attempt to contact the Customer;
- 9.4 if the Customer confirms that the Incident is not cleared within 24 hours of being informed, the Ticket will remain open, and BT will continue to work to resolve the Incident.

10 Charges and Invoicing

- 10.1 The applicable Charges (including any termination charges) and the related conditions to such Charges shall be set out on the Order.
- 10.2 BT will invoice the Customer for the Charges for the Service as set out in the amounts and currency specified in any Orders.
- 10.3 BT may invoice the Customer for any of the following in addition to the Charges set out in the Order:
 - 10.3.1 Incurred costs for investigating Incidents that the Customer reports to BT where BT finds no Incident or that the Incident is caused by something for which BT is not responsible under the Agreement;
 - 10.3.2 Charges for commissioning the Service outside of Business Hours;
 - 10.3.3 Incurred costs for restoring Service if the Service has been suspended in accordance with the General Terms and Conditions of the Agreement;
 - 10.3.4 Charges for cancelling the Service in accordance with the General Terms and Conditions of the Agreement;
 - 10.3.5 Charges for expediting provision of the Service at Customer's request after the Customer has been informed of the Customer Target Date;
 - 10.3.6 Costs BT may incur as a result of the Customer supplying incorrect information;
 - 10.3.7 Charges for any continued use of the Service after termination or expiry of the Service;
 - 10.3.8 where the Customer have selected BT One Voice Global SIP Trunking Service in North America, any Charges to recover the contributions required to be paid to emergency services funds at the North American state and local level. In addition BT may charge the Customer an additional Charge (as set out in the Order) per E911 or 911 call made in North America that is manually handled due to having incorrect or no record in the emergency calling database; and
 - 10.3.9 Charges for not complying with traffic profile requirements as in out in Paragraph 11.

11 Traffic Profiles and Fair Use Policy

- 11.1 The Customer agrees the pricing and quality of service is based on reasonable use of a PSTN service dedicated to business-oriented activities.



- 11.2 The User rental is subject to a fair usage allowance which is based on an aggregated average usage limit of 2580 minutes per User per annum. The international call usage limit is 250 minutes per User per annum in case of calling plans that include bundled international call minutes. The calling plans include calls to the following call types: Geographic, fixed to mobile, fixed IDD, and mobile IDD. All other call types are chargeable. If the average aggregated minutes per User per annum exceeds 2580 minutes then BT has the right to raise a one off charge for the additional minutes at a rate as set out in the Order.
- 11.3 For deviations from reasonable use of a PSTN service, BT may:
- 11.3.1 block all traffic; and/or
 - 11.3.2 revise the Charges to be applied to such delivery. Any new Charges will be agreed on a new Order. If the Customer and BT do not reach agreement on the new Charges to apply then the traffic will remain blocked.
- 11.4 The Customer is responsible for paying all Charges for communications originated by abuses, failures, frauds, etc. originated in equipment and content managed by the Customer, including those originated by persons not authorized by the Customer who have accessed the equipment or content by any means, either locally or remotely.

12 Service Amendment

- 12.1 The Customer may request, by giving BT written notice, a change to:
- 12.1.1 an Order for the Service (or part of an Order) at any time before the applicable Operational Service Date; or
 - 12.1.2 the Service at any time after the Operational Service Date.
- 12.2 If the Customer exercises its right under Paragraph 12.1, and except where a change results from BT's failure to comply with BT's obligations under the Agreement, BT will, within a reasonable time, provide the Customer with a written estimate, including:
- 12.2.1 the likely time required to deliver the changed Service; and
 - 12.2.2 any changes to the Charges due to the changed Service.
- 12.3 BT has no obligation to proceed with any change that the Customer requests under Paragraph 12.1, unless and until the Parties agree in writing on the necessary changes to the Charges, implementation timetable and any other relevant terms of the Agreement to take account of the change.
- 12.4 If BT changes a Service prior to the Operational Service Date because the Customer have given BT incomplete or inaccurate information, the Customer shall pay any extra costs incurred by BT for such change.

13 Data Processing

This Paragraph supplements the data provisions as set out in the governing agreement:

- 13.1 **The nature and purpose of the Processing of Customer Personal Data.**
- (a) The BT One Voice Global SIP Trunking Service provides a full PSTN/ISDN replacement service supporting outgoing and incoming PSTN calls, calls to emergency services and most call types to local (national) services.
 - (b) BT provides billing information and utilises end user usage data.
 - (c) Due to the nature of the Service, Personal Data of across all categories could be processed, eg: included within voice mail messages or collaboration session recordings but for these, the Customer is the Data Controller.
 - (d) Telephone regulatory obligations require BT to store address / site information for IP number ranges that BT manages and provides to the Customer. IP to telephone number to site address information is required by emergency and law enforcement services.
- 13.2 **The types of Customer Personal Data Processed**
- The types of Customer Personal Data Processed by BT or its Sub-Processors or the Customer will be:
- (a) website or IP address;
 - (b) name;
 - (c) business address;
 - (d) telephone number;
 - (e) email address;
 - (f) job title;



- (g) company name;
- (h) contact records;
- (i) Call / usage records
- (j) Customer consents (evidence of obtaining) and marketing preferences
- (k) Service plans (details of products and services taken by Customer)
- (l) Customer account number and billing details
- (m) Call or voice recordings
- (n) Password details
- (o) Location data
- (p) Traffic data (including type of traffic)

13.3 Data Subjects categories

The Customer Personal Data will concern the following categories of Data Subjects:

- (a) Customer employees;
- (b) Customer customers or third parties; and
- (c) any Data Subject (as controlled by the Customer).

13.4 Above lists are not exhaustive as the Customer will specify what Customer Personal Data is processed.