

BT One Voice SIP Trunk Service Schedule Part A – Service Terms

Section A Service Terms

1. SERVICE SUMMARY

- 1.1** BT's One Voice SIP Trunk Service is a network based public telephony service with centralised PSTN break-out and break-in that is compliant with Ofcom's regulatory requirements for such services and can be used as an alternative to traditional products such as ISDN30 to make and receive voice calls ("**Call(s)**"). The service is comprised of:
- 1.1.1** the standard components of the Service set out in Part B; and
 - 1.1.2** any optional components described in Part B and set out in any applicable Order, up to the point of the Service Management Boundary ("**Service**").
- 1.2** This Part A sets out the specific terms and conditions applicable to the Service, and Part B sets out the service description and the terms relating to how BT manages the Service.
- 1.3** This Schedule will not apply for the provision of any other services provided by BT (including the Enabling Services) as such services will be governed by their separate terms and conditions.

2. MAINTENANCE, CHANGES AND SUSPENSION TO THE SERVICE

- 2.1** BT may carry out Planned Maintenance on the Service from time to time. BT will inform the Customer at least seven (7) calendar days in advance.
- 2.2** BT may change the Service provided the performance and quality of the Service is not materially adversely affected. Prior to introducing any change to the Service BT shall provide the Customer with as much notice as is reasonably practicable. Such changes may include:
- 2.2.1** introducing or removing features of the Service; or
 - 2.2.2** replacing the Service with a materially equivalent Service.
- 2.3** BT may occasionally suspend the Service in an event of emergency and/or to safeguard the integrity and security of its network and/or repair or enhance the performance of its network. Where possible, BT shall inform the Customer without undue delay in advance. Where it is not possible to inform the Customer in advance of restriction or suspension of any affected Service BT shall explain as soon as is reasonably practicable afterwards why such restriction or suspension was required.

3. GENERAL CUSTOMER OBLIGATIONS

- 3.1** The Customer will:
- 3.1.1** provide BT with the names and contact details of the Customer contact;
 - 3.1.2** without undue delay provide BT with any information or assistance reasonably required by BT to enable it to comply with Applicable Law and perform its obligations with respect to the Service;
 - 3.1.3** use the Incident reporting procedures notified to the Customer by BT, and ensure the Customer operational contact is available for all subsequent Incident management communications;
 - 3.1.4** complete any preparation activities that BT may request to enable the Customer to receive the Service promptly and in accordance with any agreed timescales;
 - 3.1.5** procure services that are needed to permit the Service to operate, including Enabling Services as defined in Part B, and ensure they meet the minimum technical requirements specified by BT;

- 3.1.6** where the Customer has provided its own or a third party Enabling Service, ensure and confirm to BT that the Enabling Service is working correctly before reporting Incidents to BT;
- 3.1.7** inform BT of any planned maintenance on any third party provided Enabling Service;
- 3.1.8** ensure that the IP PBX is:
 - (a)** SIP enabled and complies with the SIP interface specification provided by BT;
 - (b)** programmed to transmit the CLI of the Geographic Number associated with the geographic location from which any call to the emergency services is being made;
- 3.1.9** inform BT in advance of any changes to the IP PBX that may affect the Customer's software version or revision level;
- 3.1.10** ensure that appropriate measures are in place to enable Users to call the emergency services;
- 3.1.11** remain responsible for management of the Data Network and ensure that there is sufficient capacity on the Data Network for handling the intended amount of concurrent Calls at each of the Sites;
- 3.1.12** port the entire Geographic Number range where the Customer requests the port of any ISDN30 Geographic Number; and
- 3.1.13** be responsible for its Content and that of its Users (including any Content hosted by the Customer or any User on behalf of third parties).

4. CUSTOMER EQUIPMENT AND SITE REQUIREMENTS

4.1 The Customer will:

- 4.1.1** monitor and maintain any Customer equipment connected to the Service or used in connection with a Service;
- 4.1.2** ensure that any Customer equipment that is connected to the Service or that the Customer uses, directly or indirectly, in relation to the Service:
 - (a)** is adequately protected against viruses and other breaches of security;
 - (b)** will not harm or damage the BT Network, or any of BT's suppliers' or subcontractors' network or equipment; and
 - (c)** is approved and used in accordance with relevant instructions, standards and Applicable Law and any safety and security procedures applicable to the use of that Customer equipment;
- 4.1.3** immediately disconnect any Customer equipment, or advise BT to do so at the Customer's expense, where the Customer's equipment:
 - (a)** does not meet any relevant instructions, standards or Applicable Law; or
 - (b)** contains or creates material that is in breach of the Acceptable Use Policy and the Customer is contacted by BT about such material,and redress the issues with the Customer equipment prior to reconnection to the Service.
- 4.1.4** for Sites not under BT's control, get all the consents, licences, permissions and authorisations BT and the Customer need and keep them up to date so BT can provide the Service at the Sites, including for:
 - (a)** making alterations to buildings;
 - (b)** getting into property;
 - (c)** dealing with local authorities, landlords or owners;
 - (d)** installing equipment; and
 - (e)** using the Service over the Customer's network or at a Site; and



- 4.1.5** provide BT, or third parties acting on BT's behalf, with access to any Site(s) during Business Hours, or as otherwise agreed in an Order, to enable BT or its third parties, to set up, deliver, manage, maintain and restore the Service.

Section B Acceptable Use Policy

5. INTRODUCTION

- 5.1** The Customer acknowledges that it has read and agrees to be bound by and to ensure that any Users will comply with this Section C ("**Acceptable Use Policy**" or "**AUP**").

6. USE OF THE SERVICE

- 6.1** The Customer will not use the Service in breach of Applicable Law or in any way that is considered to be:
- 6.1.1** detrimental to any person or in a manner which violates or otherwise encroaches on the rights of others (including rights of privacy and free expression); and
 - 6.1.2** detrimental to the provision of services to the Customer or any other BT customer.
- 6.2** The Customer will not use the Service to intentionally take, or attempt to take, any action that could:
- 6.2.1** transfer files that are, contain or are made up of viruses, worms, Trojans, distributed denial of service, any back door or time-bomb or other harmful programmes or software designed to violate the security of BT, any other person or company; or
 - 6.2.2** prevent, block or obstruct access to any programme installed on, or data saved in, any computer or damage or harm the operation of any of these programmes or the reliability or accuracy of any of this data.
- 6.3** Unless agreed in writing with BT:
- 6.3.1** the Customer will only use the Services for the commercial and business purposes for which they have been designed; and
 - 6.3.2** the Customer will not modify, amend, change, reconfigure or otherwise repurpose all or any part of the Services for uses other than those pursuant to paragraph 6.3.1 above.
- 6.4** Predictive Diallers
- 6.4.1** The Service does not support Predictive Diallers.
 - 6.4.2** The Customer will not use or allow your Users to use Predictive Diallers with the Service.
 - 6.4.3** If the Customer or its Users use Predictive Diallers with the Service, BT may restrict or suspend the Service; and
 - (a)** The Customer will pay the Charges that are payable for the Service until the Service ends; and
 - (b)** BT may charge a re-installation fee to start the Service again.

7. USE OF MATERIALS

- 7.1** The Customer will not create, download, receive, store, send, publish, transmit, upload or otherwise distribute any material, including information, pictures, music, video or data, that is considered to be:
- 7.1.1** harmful, immoral, improper, indecent, defamatory, offensive, abusive, discriminatory, threatening, harassing or menacing;
 - 7.1.2** promoting or encouraging of illegal, socially unacceptable or irresponsible behaviour, or that may be otherwise harmful to any person or animal;
 - 7.1.3** in breach of the intellectual property rights of BT or any other company or person, for example by using, distributing or copying protected or 'pirated' material without the express permission of the owner;

- 7.1.4 in breach of the privacy or data protection rights of BT or any other person or company; or
- 7.1.5 in contravention of any licence, code of practice, instructions or guidelines issued by a regulatory authority.
- 7.2 The Customer will ensure that all material that is derived from the machines or networks that it uses in connection with the Service is not in breach of this AUP.

8. SYSTEMS AND SECURITY

- 8.1 The Customer will not:
 - 8.1.1 take any action that could:
 - (a) damage, interfere with, weaken, destroy, disrupt, harm, violate, disable, overburden, overtake, compromise, hack into or otherwise adversely affect any computer system, network or the internet access of the BT Network or network of any other person or company; or
 - (b) adversely affect or tamper with BT's security, the BT Network or any system or security network that belongs to any other person or company.
 - 8.1.2 access any computer system or network belonging to any person or company for any purpose without permission, including to probe, scan or test the security of a computer system or network or to monitor data traffic;
 - 8.1.3 connect the BT Network to machines, equipment or services that do not have adequate security protection or that are able to be used by others to carry out conduct that is not allowed by this AUP; or
 - 8.1.4 collect, take or harvest any information or data from any BT services, BT's system or network or attempt to undermine any of BT's servers or systems that run BT services.

Section C Compliance and Regulation

9. ACCESS TO EMERGENCY SERVICES

- 9.1 Emergency Calls Access
 - 9.1.1 BT will supply Emergency Calls Access as part of the Service on the terms set out in this Schedule.
 - 9.1.2 Subject to the provisions of this paragraph 9, BT will convey Emergency Calls to the BT Emergency Centre and, if the geographic location of the Emergency Call can be sufficiently identified, hand over such Calls to an Emergency Services Organisation. This Service will only be available for access where the Emergency Call originates from a calling party located in the UK having a telephone number conforming to the National Telephone Numbering Plan, and being either from a geographic number range or from Non-geographic Number ranges 055, 056, 03 or 08. BT will insert the appropriate "ii" digits to identify the Call as VoIP originating.
 - 9.1.3 The Customer will not acquire or order the Emergency Calls Access component of the Service on its own.
 - 9.1.4 BT will use reasonable endeavours to convey Emergency Calls in accordance with this schedule.
 - 9.1.5 BT will give the Customer not less than two months' prior written Notice of any material change to the Emergency Calls Access under this Schedule, or such lesser period as may be agreed.
- 9.2 Emergency Calls: Access Planning And Set Up
 - 9.2.1 The Customer will provide details, for each fixed network termination point or equivalent used, of the relevant telephone number, the Customer's User's name and installation address (including the post code) in an agreed format as set out in the Product Handbook.

9.3 Emergency Calls: Our Obligations

- 9.3.1** Subject to the provisions of this Schedule, where Emergency Calls are conveyed to the Service platform, BT will:
- (a)** convey Emergency Calls to one of the relevant BT Emergency Centres;
 - (b)** if the geographic location of the Emergency Call can be sufficiently identified, provide an onwards connect service to the relevant Emergency Services Organisation via a BT Emergency Centre telephone operator by means of two-way voice telephony; and
 - (c)** liaise and co-operate with the customer in attempting to resolve problems that may arise and assist the Emergency Services Organisations with requests for information in an attempt to identify the geographic location of the Emergency Call and the User telephone number if not automatically provided.
- 9.3.2** BT will, based upon the geographic location information available, connect an Emergency Call to the Connect To Number on the BT Emergency Centre's Emergency Services Database shown for the Emergency Services Organisation.
- 9.3.3** If BT receive an Emergency Call for which it is not possible to clearly confirm the geographic location and appropriate Connect To Number, or the information is incorrect or corrupted, BT will use reasonable endeavours to convey the Call to a Connect To Number for the appropriate Emergency Services Organisation.
- 9.3.4** BT will correct Incidents which affect Emergency Calls in accordance with our normal engineering practices. BT does not warrant that the Service is, or will be, free from faults.

9.4 Emergency Calls: Customer's Obligations

- 9.4.1** In relation to Emergency Calls Access, the Customer will provide BT with initial and accurate User data and regular updates of that data via the order process, or other mechanism agreed by the Parties to ensure the accuracy of the Emergency Services Database, as set out in the Product Handbook.
- 9.4.2** The Customer will inform BT whether each User will use, or be likely to use, more than a single network termination point or equivalent.
- 9.4.3** The Customer will handle, process and reply to all enquiries and complaints about Emergency Calls in a timely manner.
- 9.4.4** The Customer will provide and as appropriate amend and delete its customer records, maintaining data accuracy by providing BT the following records in a timely manner:
- (a)** a telephone number that may be used to Call the User; and
 - (b)** the User's name and installation address (including the post code) for each network termination point or equivalent used. For Users with nomadic applications that use more than one network termination point or equivalent the installation address is (until dynamic methods to update the address can be agreed) the address where the application is normally used.
- 9.4.5** The Customer will provide User records in a format as may be agreed by the Parties from time to time to support the handling of Emergency Calls.
- 9.4.6** The Customer will be responsible for informing Users (and potential Users) of the limitations of Emergency Calls Access, including the following:
- (a)** that the User's equipment used to access the Customer Service requires mains power to make Emergency Calls; and
 - (b)** that the User is required to provide its location when making an Emergency Call to enable the correct Emergency Organisation to respond.



9.5 Commencement

- 9.5.1** The Customer may convey Emergency Calls to BT and BT will convey those Calls on the Service Start Date or such later date the Parties may agree.

Section D Charges, Subscription Term and Termination

10. CHARGES

- 10.1** The Customer will pay the Charges for the Service and any optional features (including upgrades and re-configuration) as specified in the Order.
- 10.2** In addition to the Charges set out in the Order, the Customer may be liable for the following additional Charges:
- 10.2.1** Charges for (de-)commissioning the Service outside of Business Hours;
 - 10.2.2** Charges for expediting provision of the Service at Customer's request after BT has informed Customer of the delivery date;
 - 10.2.3** Charges for investigating Customer reported Incidents where BT finds no Incident or that the Incident is outside the Service Management Boundary;
 - 10.2.4** any other Charges as set out in any applicable Order or the BT Price List or as otherwise agreed between the Parties;
 - 10.2.5** Charges for any delivery activities outside of Business Hours;
 - 10.2.6** Charges for restoring Service if the Service has been suspended by BT in accordance with the terms of the Governing Agreement; and
 - 10.2.7** Charges per element re-configured after the Operational Service Date must be agreed and documented in a new Order.

11. SUBSCRIPTION TERM AND TERMINATION

- 11.1** The Order sets out any Subscription Term (also called "**Minimum Period of Service**") applicable to the Service, as well as any associated volume commitments, invoicing terms and the termination Charges that are specific to the Service.
- 11.2** Unless otherwise agreed to the contrary, following the expiration of the Subscription Term, the Service shall continue unless and until terminated in accordance with the terms of the Governing Agreement referenced in the Order.

12. END OF SERVICE

- 12.1** On termination of the Service, the Customer will:
- 12.1.1** retrieve all Customer data from the Service;
 - 12.1.2** provide BT with all assistance necessary to remotely decommission all network and applications supporting the Service at each customer Site(s);
 - 12.1.3** return to BT the software or intellectual property provided by BT and all copies of such.
- 12.2** On termination of the Service BT will:
- 12.2.1** provide configuration information relating to the Service provided at the Site(s) in a format that BT reasonably specifies;
 - 12.2.2** decommission all network and applications supporting the Service at each Customer Site(s); and
 - 12.2.3** where permitted under applicable mandatory law, delete any Content, including stored logs or any configuration data relating to BT's management of the Service.



Section E Service Levels and Service Credits

13. SERVICE LEVELS

- 13.1** BT will respond and resolve Qualifying Incidents in accordance with Prompt Care and Total Care but these are targets only and BT will not pay compensation for any failure to meet the targets.

Section F Data Protection

This section supplements the data provisions that may be set out in the Governing Agreement:

14. DURATION OF THE PROCESSING OF PERSONAL DATA

BT or its Sub-Processor will Process the Customer Personal Data for the BT One Voice SIP Trunking Service as set out in this Annex for as long as BT provides the BT One Voice SIP Trunking Service and for as long as BT may be required to Process the Customer Personal Data in accordance with Applicable Law.

15. THE NATURE AND PURPOSE OF THE PROCESSING OF PERSONAL DATA

- 15.1** BT provides a SIP Trunking Service that allows telephony calls to be originated and/or terminated in IP.
- 15.2** Limited data is Processed by BT as the Service only utilises originating and terminating Calling Line Identifiers or IP addresses which is unlikely to be Personal Data in the hands of BT. BT considers this data to be pseudonymised.

16. TYPES OF PERSONAL DATA AND CATEGORIES OF DATA SUBJECTS

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

- 16.1.1** website or IP address;
- 16.1.2** name;
- 16.1.3** address;
- 16.1.4** telephone number;
- 16.1.5** email address;
- 16.1.6** job title;
- 16.1.7** company name;
- 16.1.8** contact records;
- 16.1.9** identity management - user profiles;
- 16.1.10** call and usage records; and
- 16.1.11** voice and voice mail recording.

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

- 16.2.1** Customer's customers or third parties;
- 16.2.2** Customer's employees, directors and contractors; and
- 16.2.3** Any Data Subject (as controlled by the Customer)

Section G Defined Terms and Abbreviations

For the purposes of this Schedule defined terms and abbreviations shall have the meaning ascribed to them within the body of the Schedule or below:

"Acceptable Use Policy" means the policy as set out at Part A, Section B.



"Acceptance Tests" means those objective tests conducted by the Customer that when passed confirm that the Customer has accepted the Service and that the Service is ready for use save for any minor non-conformities that will be resolved as an Incident.

"Applicable Laws" means the laws as set out in the Governing Agreement as may be amended from time to time.

"BT Emergency Centre" means the premises where our operators answer Emergency Calls.

"BT Network" means the communications network owned or leased by BT and used to provide the Service.

"BT Price List" means the document containing a list of BT's charges and terms that can be accessed at: www.bt.com/pricing (or any other online address that BT may advise).

"Business Day" means generally accepted working days at the locality of the Site, excluding any national or bank holidays.

"Business Hours" means between the hours of 0800 and 1700 in a Business Day at the locality of the specific Site.

"Call(s)" has the meaning given in Part A, paragraph 1.

"Caller Line Identification" or **"CLI"** means the Originating Number that is identified to the recipient of the Call.

"Channel" means the capacity used for one Call.

"Channel Type" has the meaning given in Part B, paragraph 2.1.

"CLI Guidelines" means the 'Guidelines for the provision of Calling Line Identification Facilities and other related services over Electronic Communications Network' issued by Ofcom which can be found at:

<http://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/telecoms-industry-guidance/calling-line-identification>

"Content" means applications, data, information (including emails), video, graphics, sound, music, photographs, software or any other material.

"Controller" shall have the meaning given to it in the GDPR.

"Customer Committed Date" means the date provided by BT on which delivery of the Service is due to start.

"Customer Personal Data" means any Personal Data Processed as a Processor by BT in the context of providing the Services under this Governing Agreement.

"Customer Requirements Form" or **"CRF"** means the form that sets out the requirements for the Service agreed between both of us including the Screening List.

"Data Subjects" shall have the meaning given to it in the GDPR.

"Dual Parenting" means the configuration by which the Customer will receive the Service at two or more Sites where each Site provides back-up for the other.

"Dynamic Capacity" means the capacity of a Channel that is available to the Customer for activation at short notice.

"Emergency Call" means a Call to 999 or 112.

"Emergency Calls Access" means the service conveying Emergency Calls as set out in Part A, paragraph 9.1 and which forms part of the Service.

"Emergency Services Database" means the 999 or 112 Call routing and address database.

"Emergency Services Organisation" means the relevant local police, fire, ambulance and coastguard services and other similar organisation providing assistance to the public in emergencies.

"Enabling Services" means the services as defined in Part B – Service Description

"Ethernet Connect UK" means the layer 2 Ethernet Wide Area Network data network service connecting sites in the United Kingdom, marketed as BT's Ethernet Connect UK service which is provided under its own standard terms and conditions.

"FTIP" means fast provide Internet Protocol identifiers.



“GDPR” means the General Data Protection Regulation (EU) 2016/679 (“EU GDPR”) and any amendment or replacement to it, (including any corresponding or equivalent national law or regulation that implements the GDPR as applicable to the Processing).

“Geographic Number” means public telephone numbers in the United Kingdom in the number space governed by Ofcom and attributed to communication providers for the purpose of enabling public telephony at a fixed location and which for this Service means a telephone number starting with 01 and 02.

“Governing Agreement” means the general terms and conditions which govern this Schedule.

“Incident” means any 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 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 Address” means a unique number on the internet of a network card or controller that identifies a device and is visible by all other devices on the internet.

“IP Connect UK” means BT’s multi-protocol label switching based data VPN service known as IP Clear, marketed as BT’s IP Connect UK service which is provided under its own standard terms and conditions.

“IP PBX” means an Internet Protocol PBX that is SIP enabled and will support BGP.

“Non-geographic Number” means a mobile number or a number in the United Kingdom in the number space governed by Ofcom, not linked with a geographic location and for this Service means a number starting with 03, 08, 09, 116 or 118.

“One Voice SIP Trunk UK Platform” means the part of the BT Network used to support the Service including any BT Network Session Border Controllers, routers, network services or software.

“On-Net” means a Call that is routed between two Sites to which the Service is provided under this Schedule, or a Call routed between two Customer locations one of which is a Site to which Service is provided under this Schedule and the other is a site to which BT is providing BT One Voice on a separate BT One Voice contract.

“Operational Service Date” means the date upon which the Service is made operationally available to the Customer at a Site and may be called the “Service Start Date” in some Governing Agreements.

“Order” means means an Order that accompanies a Service Schedule for a new Service and contains the Parties agreement on Charges, rate card (where applicable) and any other relevant commercial information related to the Service referred to in the Order.

“Originating Number” means a Geographic Number or Non-geographic Number from which a Call originated.

“PBX” means a Private Branch Exchange.

“PE Router” means a Provider Edge router, which is a router between one network service provider’s area and areas administered by other network providers.

“Personal Data” shall have the meaning given to it in the GDPR.

“Planned Maintenance” means scheduled maintenance that is planned in advance.

“Predictive Dialler” means an outbound communication telephony dialling method that automatically dials a list of telephone numbers and only passes the telephone call to a human caller when contact is made. It may also be known as an **“auto dialler”**.

“Presentation Number” means the CLI nominated or provided by the caller that can be used to make a return Call.

“Product Handbook” means the handbook containing information relating to the Service to assist the Customer which is available on the BT Website or as BT we make available to the Customer.

"Prompt Care" means the Incident response and resolution service as set out in Section 14 of the BT Price List at: www.bt.com/pricing.

"PSTN" means Public Switched Telephone Network, which is the concentration of the world's public circuit switched telephone networks and for the purposes of this Schedule means PSTN in the United Kingdom.

"Processing" and **"Processor"** shall have the meaning given to it in the GDPR.

"Qualifying Incident" means any Incident affecting the Service within the Service Management Boundary, with the exception of Incidents caused by:

- modifications or alterations to the Service made by Customer, or by BT in accordance with Customer's instructions;
- Planned Maintenance;
- network configurations that BT did not approve;
- incidents that have been reported but BT cannot confirm that an incident exists after performing tests; or
- Customer requests BT to test the Service at a time when no incident has been detected or reported.

"Receiving Number" means the telephone number on which a Call terminates.

"Screening List" means the list of Type 2 Presentation Numbers, Type 3 Presentation Numbers and Type 5 Presentation Numbers agreed by both of us as set out in the CRF.

"Service Desk" means the helpdesk the Customer will be able to contact to submit service requests, report Incidents and ask questions about the Service.

"Session Border Controllers" means a SIP protocol aware network element that provides a security boundary between the outside and inside network.

"SIP" means Session Initiation Protocol which is a technical standard specified in RFC 3261 and clarified in BT's PBX SIP Trunking – CPE Interface Specification, available on request, used to initiate and terminate voice calls.

"SIP Trunk" means a logical connection created for the purposes of carrying voice and other media as IP traffic.

"SIP Channel" means a channel within a SIP Trunk.

"Site" means the physical Customer location to which the Service will be provided. Such Site may be Customer or third party owned.

"Site Aggregation" means the ability to aggregate together the total telephony capacity rather than having dedicated telephony capacity at each Site. In doing so, the total telephony capacity can be smaller than the sum of the capacity at each Site without degradation of Service.

"Sub-Processor" means a BT Affiliate or BT's supplier or subcontractor that BT engages to Process Customer Personal Data for the purposes of this Governing Agreement.

"Subscription Term" means the term contracted for this Service as set out in the Order. In some Governing Agreements this may also be called "Minimum Period of Service".

"Total Care" means the Incident response and resolution service as set out in Section 14 of the BT Price List at: www.bt.com/pricing.

"Trunk" means a communications link designed to carry multiple signals simultaneously.

"Trunk Group" means the logical combination of one or more SIP Trunks and which governs the total size of the combined SIP Trunks as well as how incoming calls are distributed across the SIP Trunks. A single SIP Trunk will only be mapped to one Trunk Group.

"Type 2 Presentation Number" has the meaning given by Ofcom which can be found at: <http://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/telecoms-industry-guidance/calling-line-identification>.

"Type 3 Presentation Number" has the meaning given by Ofcom which can be found at: <http://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/telecoms-industry-guidance/calling-line-identification>.



"Type 4 Presentation Number" has the meaning given by Ofcom which can be found at: <http://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/telecoms-industry-guidance/calling-line-identification>.

"Type 5 Presentation Number" has the meaning given by Ofcom which can be found at: <http://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/telecoms-industry-guidance/calling-line-identification>.

"User" means any person who is permitted by the Customer to use or access a Service.

"Virtual Private Network" or **"VPN"** means a data network that appears private to Users while being provided over network infrastructure that is shared with other customers.

"Voice-over-Internet Protocol" or **"VOIP"** means delivery of voice and multimedia communications over Internet Protocol (IP) networks.

"VPNN" means virtual private network number identifiers.