

BT One Voice SIP Trunk Service Schedule Part B – Service Description

Section A The Service

1. STANDARD COMPONENTS OF THE SERVICE

BT will provide the Customer with the following Services in accordance with the details as set out in the Order:

1.1 Dual Parenting and Site Aggregation.

1.2 On-Net routing of Calls between Customer Sites.

1.3 Call Screening:

1.3.1 BT will screen Calls from the Customer's IP PBX to the One Voice SIP Trunk UK Platform against the Screening List and will present to the Receiving Number the associated Presentation Number in accordance with the Screening List.

1.3.2 BT may for an IP PBX Call, present to the Receiving Number the Type 4 Presentation Number, provided that valid diversion information is provided by the IP PBX including the CLI of the Originating Number. The Customer accepts that where BT agrees to present a Type 4 Presentation Number:

(a) BT will not screen the Type 4 Presentation Number; and

(b) The Customer will:

- (i) only pass on the CLI of the Originating Number and not an alternative CLI; and
- (ii) be responsible for compliance with the CLI Guidelines.

1.4 Network Interconnection

IP connectivity between the Customer's private network and the BT network where the Service components are located.

1.5 Point to VPN Trunk connection (SIP Trunk)

Trusted connection between one IP Address at the Customer equipment and each of the Session Border Controllers applicable to the Customer.

1.6 Trunk Group

A logical grouping of one or more SIP Trunks.

1.7 Number range

A range of consecutive Geographic Numbers or a single Geographic Number.

1.8 Call Routing

1.8.1 BT will make available as standard the following routing options which will specify how Calls are routed into the Customer's estate:

(a) Priority Routing – all Calls are directed to the first Trunk, then to the second Trunk and then to the third Trunk and so on; and

(b) Round Robin – Calls alternate between Trunks, for example, first Call to the first Trunk, second Call to the second Trunk and so on,

("Routing Option").

1.8.2 BT will apply the requested Routing Option to all Trunks in a Trunk Group.

1.9 Outgoing Call Barring

The Customer may request barring of Calls to groups of destinations including:



- 1.9.1** Calls to premium rate services;
- 1.9.2** Calls to international destinations; or
- 1.9.3** all Calls.

1.10 Presentation Number

- 1.10.1** The Customer may configure Type 2 Presentation Numbers, Type 3 Presentation Numbers and Type 5 Presentation Numbers.
- 1.10.2** BT may, in accordance with Paragraph 2.3.2, allow the Customer to present Type 4 Presentation Numbers.

1.11 Private Dial Plan

BT will provide the following:

- 1.11.1** Private Dial Plan – The Customer may direct Call delivery to Sites or Geographic Numbers. The Geographic Numbers will all be the same length of between two and 15 digits; and
- 1.11.2** Virtual On Net Calling – The Customer may build frequently dialled Geographic Numbers into in the Private Dial Plan to create a 'virtual' Site.

1.12 Maintenance

The Customer will receive as standard Prompt Care maintenance service.

2. SERVICE OPTIONS

BT will provide the Customer with any of the following options as set out in any applicable Order and in accordance with the details as set out in that Order:

2.1 SIP Channels

- 2.1.1** BT will configure SIP Channels for different traffic patterns that can be allocated at Trunk level so that individual Sites can support multiple SIP Channels. The Customer may order some or all of the following configurations:

- (a)** Normal – providing the Trunk capacity for typical business use, with peaks and troughs of traffic;
- (b)** Intense – provided to support almost constant use; or
- (c)** Dynamic – can be ordered to cover short term requirements for increased capacity and consists of pre-agreed Dynamic Capacity from which SIP Channels can be activated or de-activated at short notice, ("Channel Type").

- 2.1.2** Each Trunk will have only one permanent Channel Type and each Trunk Group can only contain Trunks of the same Channel Type. Pre-ordered Dynamic Channels may be on any Trunk.

2.2 Mapping of Geographic Number Ranges

The Customer may map Geographic Number ranges to specific Trunks or specific Trunk Groups and specify the features to be applied at that level. Geographic number ranges cannot be mapped to multiple Trunk Groups or to multiple Trunks.

2.3 BT One Voice Interworking

BT will, if the Customer has BT One Voice (Global) VPN outside of the United Kingdom, allow Calls between the Service and BT One Voice (Global) VPN to be made On-Net.

2.4 Maintenance

The Customer may select the Total Care maintenance service at an additional Charge as set out in the Order.

3. SERVICE MANAGEMENT BOUNDARY

- 3.1** BT's responsibility to provide and manage the Service is physically and logically limited to the following service management boundary:
- 3.1.1** BT will provide and manage the Service up to the port facing the Data Network on the PE Routers between the One Voice SIP Trunk UK Platform and the Data Network connection; and
 - 3.1.2** the interconnect between the One Voice SIP Trunk UK Platform and the PSTN;
- 3.2** Paragraphs Error! Reference source not found. - Error! Reference source not found.2 together constitutes the **"Service Management Boundary."**
- 3.3** BT will be responsible within the Service Management Boundary for, Call routing, handoff to the VPN, capacity management, Call admission and security, and publication in the appropriate BT phone book.
- 3.4** BT will have no responsibility for the Service outside the Service Management Boundary and will be unable to investigate and/or resolve incidents outside of the Service Management Boundary. BT shall not be responsible for performing any installation, configuration, monitoring or maintenance of:
- 3.4.1** any Customer equipment; and
 - 3.4.2** the Data Network.
- 3.5** BT does not make any representations, whether express or implied, about whether the Service will operate in combination with any Customer equipment or other equipment and software.

4. ENABLING SERVICES

- 4.1** The Customer will have the following services in place that are necessary for the Service to function and will ensure that these services meet the minimum technical requirements that BT specifies:
- 4.1.1** A BT IP Connect UK, BT Ethernet Connect UK, or BT Net data network ("**Data Network**");
 - 4.1.2** a Virtual Private Network provided on the Data Network to carry the Customer's voice traffic; and
 - 4.1.3** compatible Customer equipment. The Service may be used with a range of IP PBXs but cannot be provided for individual SIP enabled phones;
- (each an **"Enabling Service"**)

5. SERVICE DELIVERY

- 5.1** Before the Operational Service Date and, where applicable, throughout the provision of the Service, BT will:
- 5.1.1** at the Customer's request provide a list of IP PBXs that are compatible with the Service;
 - 5.1.2** where requested by the Customer and at an additional Charge, test and approve any IP PBX that the Customer intends to use with the Service that is not in the list of IP PBXs provided in accordance with Paragraph 5.1.1;
 - 5.1.3** only progress the Order for Service if the Data Network is capable of supporting the Service and the Data Network service identifiers are made known to BT by the Customer. The identifiers are:
 - (a)** for IP Connect UK – VPNN and FTIP;
 - (b)** for Ethernet Connect UK - ETHE and ETHN; and
 - (c)** for BTNet - FTIP
 - 5.1.4** arrange for Geographic Numbers to be ported, transferred or for new Geographic Numbers to be supplied (as applicable);
 - 5.1.5** will provide the Customer with a Customer Committed Date and will use reasonable endeavours to meet any Customer Committed Date; and
 - 5.1.6** will create point to VPN Trunk connections to the Data Network and define the connectivity between the Data Network and the One Voice SIP Trunk UK Platform and will specify:



- (a) the calling capabilities; and
- (b) capacity,

of the connections. The total amount of SIP Channels defined at the SIP Trunk Group level is the total capacity available for receiving Calls from the PSTN. In all cases, the number of Channels available at each Site will be limited by the connectivity capacity of that Site to the BT Network.

6. COMMISSIONING OF THE SERVICE

6.1 Before the Operational Service Date, BT will:

- 6.1.1 deliver and configure the Service in accordance with the CRF;
- 6.1.2 conduct a series of standard tests on the Service to ensure that it is configured correctly;
- 6.1.3 connect the Service to each Enabling Service;
- 6.1.4 on the date that BT has completed the activities in this paragraph 6.1, confirm to the Customer that the Service is available for performance of any Acceptance Tests.

7. ACCEPTANCE TESTS

- 7.1 The Customer will carry out the Acceptance Tests for the Service within five (5) Business Days after receiving notice from BT ("**Acceptance Test Period**").
- 7.2 The Service is accepted by the Customer if the Customer confirms acceptance in writing during the Acceptance Test Period or is treated as being accepted by the Customer if the Customer does not provide BT with notice to the contrary by the end of the Acceptance Test Period.
- 7.3 Subject to paragraph 7.4, the Operational Service Date will be the earlier of the following:
 - 7.3.1 the date that the Customer confirms or BT deems acceptance of the Service in writing in accordance with paragraph 7.2;
 - 7.3.2 the date of the first day following the Acceptance Test Period; or
 - 7.3.3 the date the Customer starts to use the Service.
- 7.4 If, during the Acceptance Test Period, the Customer provides BT notice that the Acceptance Tests have not been passed, BT will remedy the non-conformance without undue delay and provide the Customer notice that BT has remedied the non-conformance and inform the Customer of the Operational Service Date.

Section B Service Management

8. SERVICE MANAGEMENT

- 8.1 The Customer will by default be provided with a Prompt Care level of service. The Customer can choose a higher service level for this Service by opting for Total Care for an additional charge. Further details of the Service Care options are as follows:
 - 8.1.1 **Prompt Care:**
 - (a) Fault Reporting – The Customer will be able to report faults Monday to Friday 24/7 including bank and public holidays. BT will respond within 4 Business Hours of receipt of a fault and start remote diagnostics. Response will include the confirmation that the fault is accepted and the provisions of a fault reference number. BT will advise the Customer of the progress being made to clear the fault. Where applicable, the Customers can request the option to divert their line to an alternative number.
 - (b) Fault Repair - BT will fix faults by the end of the next Business Day (up to 23:59 hours).
 - 8.1.2 **Total Care:**



- (a)** Fault Reporting – The Customer will be able to report faults Monday to Sunday 24/7 including bank and public holidays. BT will respond within 4 Business Hours hours of receipt of the fault and start remote diagnostics. Response will include the confirmation that the fault is accepted and the provision of a fault reference number. BT will advise the Customer of the progress being made to clear the fault. Where applicable, the Customers can request the option to divert their line to an alternative number.
- (b)** Fault Repair - BT will fix the fault within 24 hours of the fault being reported (unless the Customer has elected for an appointment outside of this time).