Inbound Contact Global 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 and what the Customer has configured in the Call Traffic Controller:

1.1 **Access Line**

BT will arrange for the Site(s) to be connected to an Inbound Node on the BT Network using the type of Access Line set out in the Order, or BT's agent may do this on BT's behalf. The Access Line option(s) available at a Site may vary according to the location of the Site. The Access Line may be provided by BT or the Customer as set out in the Order. If the Access Lines are provided by the Customer, the Customer shall ensure the Access Lines will comply with the specifications set out by BT to support the Service.

1.2 **Call Screening**

The Service will screen calls according to the Customer's requirements based on:

1.2.1 The Caller's Service Number, if available; and

1.2.2 The Caller's Authorisation Codes.

1.3 **Call Routing**

The Service will route calls according to Customer's requirements based on:

1.3.1 Geographic Routing;

1.3.2 PIN Routing;

1.3.3 Time dependent routing, which has three features in a fixed hierarchy as follows:

(a) Holiday routing, which defines routing by a specific calendar day(s);
(b) Day of week routing, which defines routing for each day of the week; and
(c) Time interval routing which routes calls to different call centres based on the time of day of the incoming call;

1.3.4 Load balancing which distributes calls to multiple call centres based on:

(a) Call distribution/percentage allocation; and
(b) Uniform load distribution/maximum calls allowed.

1.3.5 Quick menu routing and mid call announcements that route calls to pre-defined end points depending on Caller interaction.

1.4 **Traffic Termination Features**

The traffic termination capabilities of the Service will deliver calls using the following features:

1.4.1 Dialled Number Identification Service ("**DNIS**") that enables the Customer to specify which digits are delivered to an Access Line for more effective management of calls. For example, ensuring that a call is answered in the correct language queue. DNIS routing will be supported on dedicated Access Lines, however, some functionality of DNIS can be replicated over PSTN using International Direct Dialling ("**IDD**") numbers, each pointing to a specific application, when requested in an Order;

1.4.2 An alternative termination for overflow calls may be specified by the Customer in the Routing Plan when Customer's call centre cannot handle the volume of incoming calls. This may be referred to as an "**Overflow**";

1.4.3 Calling Line Identity ("**CLI**") is available in some locations, if the Customer ordered Access Line(s) as the Delivery Method; and

1.4.4 The queuing feature that allows calls to be held for a period of time before forwarding to an available agent.

1.5 **Service Numbers**

BT will provide the following Service Number types. Not all Service Number types are available in all locations.

(a) Domestic Toll Free;
(b) National Call Rate;
(c) Shared Cost;
(d) Caller Pays ("**PSTN**");
(e) International Toll Free;
(f) Universal International Freephone Numbers ("**UIFN**");
(g) WebRTC;
(h) SMS Virtual Long Numbers ("**VLNs**") for Short Message Service ("**SMS**") only; and
(i) Mobile Access Numbers for standard mobile numbers for use of voice and SMS.

1.6 **Delivery Method**

1.6.1 Calls will be delivered to Customer's call centre(s) either by an Access Line or Switched Egress.

1.6.2 BT will determine whether regulation permits a call to be carried on the BT Network and terminated at the call centre based on the termination type, point-of-entry country code and termination country code.

1.6.3 Calls that cannot be terminated via a dedicated Access Line for regulatory reasons will be blocked unless the Customer provides an alternative PSTN number to terminate the calls.

1.7 **Routing Plans**

1.7.1 BT will route calls in accordance with Customer Routing Plan, or, when requested by the Customer in accordance with the Alternative Routing Plan.

1.7.2 In the event that the Routing Plan or the Alternative Routing Plan contravenes the terms set out in this Schedule, the User Guide or the Order, BT may choose not to implement the Routing Plan or Alternative Routing Plan, and/or to suspend the Services until such time as the contravention is removed.

1.8 **Provisioning - Call Traffic Controller**

1.8.1 BT will provide the Customer with the agreed level of access to the Call Traffic Controller. Certain levels of access will require the Users to be trained and certified in the use of the Call Traffic Controller prior to access being provided.

1.9 **Traffic Reports**

1.9.1 BT will provide the Customer with a traffic reporting tool allowing them to create reports based on traffic data.

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 the Order and what the Customer has configured in the Call Traffic Controller:

2.1 **WebRTC (real time communication)**

2.1.1 WebRTC gives the Customer a capability to develop and build software applications that provide the ability for Users to call designated contact centre agents via an on-net VoIP call over the Customer's network from a computer, tablet, mobile phone etc. The call will be initiated via an application programming interface from the Customer's website.

2.1.2 WebRTC is supported on a variety of web browsers and mobile operating systems.

2.1.3 The Customer may choose any of the following functionalities within WebRTC:

(a) Country Blocking – BT will provide ability to block Callers from specified countries. BT cannot guarantee all calls will be blocked where IP address are manipulated;

(b) Reporting – BT will provide reports to help the Customer manage its business. Reports will comprise valuable information when determining the success of marketing campaigns, analysing trends like geographic, usage and device patterns, including:

(i) Type of device the Callers are using;
(ii) Country of origin of the Caller;
(iii) Ability to see individual calls;
(iv) Summary reports based on country and device; and
(v) Ability to "slice and dice" by origin of country, day of week, device.

2.2 **SMS Virtual Log Numbers**

2.2.1 SMS Virtual Log Numbers gives the Customer a capability to send and receive messages from their Customer base as an additional channel to compliment the Toll Free Number and Caller Pays services. It will allow the Customer to send the following types of messages (not exhaustive):

(a) delivery update;
(b) account alerts;
(c) service notification; and
(d) one-time-passwords.

2.2.2 The SMS Virtual Log Numbers will be built via the Service and billed as an additional line, but the traffic will not go via the Inbound Contact global platform. BT's supplier will build the Customer SMS number on BT's supplier platform and also establish connectivity directly between BT's supplier and the Customer. This connectivity will be available either on BT's supplier web portal, or via an Application Programming Interface ("**API**") over internet. The contact center agents can use either the BT's supplier web portal or the API built into the Customer's contact center solution to drive each SMS conversation.

2.2.3 SMS Virtual Log Numbers supports SMS only and it does not support voice.

2.3 **Mobile Access Numbers**

2.3.1 Mobile Access Numbers allows for Users to dial companies using a mobile phone number for a more personalised contact and it would route over the Service platform as per other number types such as the Toll Free Number.

2.3.2 Mobile Access Numbers supports both SMS and voice services on the same mobile number.

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 if an Access Line is used, between the Service Number and the Network Terminating Unit on the Access Line;

3.1.2 if Switched Egress is used, between the Service Number and the interface with the PSTN on the Outbound Node

3.2 BT is under no obligation to attempt to deliver calls to any destination not stated in the Routing Plan.

3.3 BT will not be responsible for the ability of the Customer or its Callers to access the Service to enable delivery of calls to the Inbound Node

3.4 With regards to Number Porting, BT will not support the porting of PSTN ("**Caller Pays**") access numbers from the Service and are not liable for outages that may occur during the conversion of these numbers from BT to another carrier.

3.5 For any Services delivered over the internet:

3.5.1 BT will not be responsible for the originating access to WebRTC or SMS via Virtual Long Number or Mobile Access Numbers;

3.5.2 BT does not guarantee the quality of the Service provided over the internet;

3.5.3 BT will not be responsible for notifying the internet provider of any Incidents; and

3.5.4 BT will not resolve any Incidents of quality or connectivity for any Services delivered over the internet, however, BT will use reasonable endeavours to troubleshoot connectivity issues between the internet provider and the BT Network.

3.6 Paragraphs 3.1 – 3.5 together constitutes the "**Service Management Boundary**."

3.7 BT will have no responsibility for the Service outside the Service Management Boundary.

3.8 BT does not make any representations, whether express or implied, about whether the Service will operate in combination with any Customer's equipment or other equipment and software.

4 Commissioning of the Service

4.1 Before the Operational Service Date, BT will:

4.1.1 deliver and configure the Service;

4.1.2 will provide the capacity for the Access Lines stated in the Order in the event the Customer orders Access Lines from BT;

4.1.3 will make platform capacity available up to the level that the Customer have committed to in the Order. If the Customer requires capacity in excess of the commitment level to meet peak demands, then BT will use reasonable endeavours to make capacity available, but BT does not commit to provide such capacity;

4.1.4 conduct a series of standard tests on the Service to ensure that it is configured correctly;

4.1.5 provide Service Numbers, Access Lines (where required) and implement the Routing Plan; and

4.1.6 on the date that BT has completed the activities in this paragraph 4.1, confirm to the Customer that the Service is available for performance of any Acceptance Tests.

5 Acceptance Tests

5.1 The Customer will carry out the Acceptance Tests for the Service within five (5) Business Days after receiving notice from BT ("**Acceptance Test Period**").

5.2 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.

5.3 Subject to paragraph 5.4, the Operational Service Date will be the earlier of the following:

5.3.1 the date that the Customer confirms or BT deems acceptance of the Service in writing in accordance with paragraph 5.2;

5.3.2 the date of the first day following the Acceptance Test Period; or

5.3.3 the date the Customer starts to use the Service.

5.4 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

6 Service Management

6.1 The Service Management Schedule as referred to in the Order will apply to this Service.