One Voice Global SIP Trunking – 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 and in accordance with the details as set out in the Order:

1.1 Geographic numbers.

1.1.1 Paragraphs 1.1.2 - 1.1.6 only apply when BT provides the Service as a full PSTN/ISDN replacement.

1.1.2 The Customer will either order a geographic number range from BT or request that BT ports in the Customer's existing geographic number range from its existing supplier.

1.1.3 In some locations the Customer will be able to make calls to directory services that exist in the country that the DDI is registered.

1.1.4 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.

1.1.5 Carrier selection is barred for all Users at any locations where the Service is provided.

1.1.6 The Customer will select in the Order a Channel, DDI, usage based model or, 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

(a) Further DDIs can be ordered for an additional Charge as set out in the Order.

(b) The lite version of a calling plan has a higher contention ratio.

1.1.7 When BT does not provide the Service as a full PSTN/ISDN replacement, BT will not provide the geopgraphic numbers and the Service will be provided based on a channel and usage model.

1.2 CLI Presentation

1.2.1 When BT provides the Service as a full PSTN/ISDN replacement, 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.

1.2.2 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 unable to identify clearly location(s) via the Customer's CLI.

1.2.3 BT cannot guarantee the delivery of CLI over third party networks.

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2. SERVICE OPTIONS

2.1 When BT provides the Service as a full PSTN/ISDN replacement, the Customer may order the following Service Options:

2.1.1 Dial Plan – the Customer may use a private or a public (conforming to ITU E.164) dial plan to direct call delivery to Sites or PSTN destinations. Numbers in a private dial plan must each be the same length, of between two and 15 digits, (the "**Dial Plan**");

2.1.2 Forced On-Net calling (FON) – forces a call to a Site onto your voice VPN whether or not the User uses the Dial Plan number or the PSTN number of the Site;

2.1.3 Virtual On-Net calling (VON) – enables frequently dialled PSTN numbers to be built into the private Dial Plan to create a virtual Site; and

2.1.4 Overflow – during an overflow situation the BT Network will attempt to overflow calls to defined destinations in turn. After the third attempt, the caller will receive a network busy or ring tone signal, as set out by the Customer in the Dial Plan.

3. ENABLING SERVICES

3.1 In order to access the Service, the Customer will have one of the following services in place that are necessary for the Service to function:

3.1.1 **BT Managed Access** which either can be:

(a) a BT IP VPN service connection which is used for both voice traffic and other data applications; or

(b) an BT Internet connection with sufficient bandwidth to carry the required voice traffic. The Customer will select either the:

(i) encrypted signalling and encrypted voice option; or

(ii) encrypted signalling without encrypted voice option.

Where the Customer selects the encrypted signalling without encrypted voice option, there may be:

(i) eavesdropping on RTP media;

(ii) spoofing, and

(iii) Injection of frames into RTP streams.

3.1.2 **Third party internet access** with sufficient bandwidth to carry the required voice traffic.

3.1.3 **BT One Voice Global SIP Trunking 3rd Party also known as GSIP Lite via a BT Partner.** In certain countries, BT may use BT Partners to provide a SIP trunking service over the BT Partner's network with an internet connection to the Customer's Site ("BT One Voice Global SIP Trunking 3rd Party"). Features on BT One Voice Global SIP Trunking 3rd Party may vary from those available on BT One Voice Global SIP Trunking. Centralised SIP Trunking implemented on Sites provisioned on BT One Voice Global SIP Trunking 3rd Party cannot be combined with Centralised SIP Trunking Sites provisioned on the BT Network.

3.1.4 For some countries the Customer is required to have Inbound Contact Global as Enabling Service.

4. SERVICE MANAGEMENT BOUNDARY

4.1 BT's responsibility to provide and manage the Service is physically and logically limited to the following service management boundary:

4.1.1 when BT Managed Access is used to access the Service, BT will provide and manage the Service up to the LAN port on the router provided with the Enabling Service. If the router is not provided

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and managed by BT, the cable which connects the NTU to the Customer equipment shall be the Customer's responsibility;

4.1.2 when third party internet access is used to access the Service, BT will provide and manage the Service up to the interface on the BT firewall to the public Internet;

4.1.3 when BT One Voice Global SIP Trunking 3rd Party is used to access the Service, BT will provide and manage the Service up to the interface of the BT Partner's firewall to the public internet;

4.1.4 where the Service is used as access to another service; e.g. as a unified communication service, BT will provide and manage the Service up to the session border controller of such other service.

4.2 The Customer acknowledges and accepts:

4.2.1 The Service cannot be provided for Mobile Devices; and

4.2.2 BT cannot guarantee the delivery of CLI over a third party networks.

4.3 Paragraphs 4.1-4.2 together constitutes the "Service Management Boundary."

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

4.5 BT does not make any representations, whether express or implied, about whether the Service will operate in combination with any Customer equipment, other third party service or other equipment and software.

5. COMMISSIONING OF THE SERVICE

5.1 Before the Operational Service Date, BT will:

5.1.1 when the Service is accessed via BT Managed Access, provide the Access Lines as part of the respective Enabling Service as set out in paragrah 3.1.1 and complete the network data build;

5.1.2 when the Service is accessed using an internet connection (either a BT internet connection or a third party internet access), agree with the Customer the encryption configuration to be implemented on the Customer equipment connected to the Service;

5.1.3 when the Service is accessed via BT One Voice Global SIP Trunking 3rd Party, agree with the Customer and the BT Partner the encryption configuration to be implemented on the Customer equipment, complete the network databuild and work with the BT Partner to connnect the Service to the BT One Voice Global SIP Trunking 3rd Party service, and, if the BT Partner provides an internet connection as access, agree with the Customer and the BT Partner the encryption configuration to be implemented on the Customer equipment;

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

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

6. ACCEPTANCE TESTS

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

6.2 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.

6.3 Subject to paragraph 6.4, the Operational Service Date will be the earlier of the following:

6.3.1 the date that the Customer confirms or BT deems acceptance of the Service in writing in accordance with paragraph 6.2;

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

6.3.3 the date the Customer starts to use the Service

6.4 If, during the Acceptance Test Period, the Customer provides BT notice that the Acceptance Tests have

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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

1. SERVICE MANAGEMENT

1.1 The Service Management Schedule as referred to in the Order will apply to this Service, with the following exceptions:

1.1.1 proactively detecting Incidents and automatically generating tickets by BT's monitoring systems does not apply to this Service.

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