



# Presentation Number Service Option Annex to the BT Cloud Voice and Cloud Voice SIP-T Schedule to the General Terms

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## A NOTE ON 'YOU'

'You' and 'your' mean the Customer.

## WORDS DEFINED IN THE GENERAL TERMS

Words that are capitalised but have not been defined in this Annex have the meanings given to them in the General Terms or the BT Cloud Voice and Cloud Voice SIP-T Schedule to the General Terms.

## Part A – The Presentation Number Service Option

### 1 APPLICATION OF THIS ANNEX

- 1.1 The terms in this Annex apply in addition to those in:
  - 1.1.1 the BT Cloud Voice and Cloud Voice SIP-T Schedule to the General Terms; and
  - 1.1.2 the General Terms.

### 2 PRESENTATION NUMBER SERVICE OPTION SUMMARY

- 2.1 BT will provide you with a right and capability to use the Presentation Number feature in accordance with the Ofcom document 'Guidance on the Provision of Calling Line Identification Facilities and Other Related Services' dated 30 July 2018 as may be amended, updated or replaced from time to time (the "Ofcom Guidance"). You will be permitted to use a Presentation Number as detailed in the PN Service Option Order.

### 3 PN SERVICE OPTION COMPONENTS

- 3.1 BT will provide you with a right to use a Presentation Number in accordance with the details set out in any Presentation Number Service Option Order and this Annex.
- 3.2 BT does not make any representations, whether express or implied, about whether the Presentation Number Service Option will operate in combination with any Customer Equipment or other equipment and software. You will need to ensure and verify that your PBX equipment is sufficient to adequately support the PN Service Option.

### 4 SPECIFIC TERMS AND CONDITIONS

#### 4.1 Termination for Convenience

For the purposes of clause 17 of the General Terms, either of us may, at any time after the PN Service Option Start Date and without cause, terminate the PN Service Option or any PN Service Option by giving 28 days' Notice to the other or such other notice period as may be agreed between us.

#### 4.2 Unilateral Co-terminous termination

In the event that your BT Cloud Voice and Cloud Voice SIP-T Service terminates, the PN Service Option will terminate with immediate effect. Termination of the PN Service Option will not affect your obligations under the Cloud Voice and Cloud Voice Sip-T Service Schedule, in particular the Minimum Period of Service.

#### 4.3 Termination

BT may terminate the PN Service Option with immediate effect if you fail to comply with any of your obligations as set out at paragraph 6.1.

## Part B – SI Service Delivery and Management

### 5 BT'S OBLIGATIONS

- 5.1 BT will configure, activate, enable and support the PN Service Option in accordance with the PN Service Option Order.
- 5.2 **The End of the Service**

On termination of the PN Service Option by either one of us, or expiry or termination of the BT Cloud Voice and Cloud Voice SIP-T Service, BT will disable the PN Service Option.

### 6 YOUR OBLIGATIONS

- 6.1 In ordering and using the PN Service Option you confirm that:-
  - 6.1.1 you are authorised to do so;

- 6.1.2 you accept and understand that your PN Service Option Order is subject to BT's acceptance;
  - 6.1.3 you accept and understand that your PN Service Option Order is subject to the terms and conditions for BT Cloud Voice and Cloud Voice SIP-T Schedule to the General Terms as set out above;
  - 6.1.4 the Presentation Number and all your dealings with the Presentation Number conforms and complies with all the requirements and obligations set out in Section 5 of the Ofcom Guidance;
  - 6.1.5 you confirm that any Presentation Number you choose complies with the International Public Telecommunication Numbering Plan published by the International Telecommunication Union, as may be amended, updated or replaced from time to time;
  - 6.1.6 if a Presentation Number that you wish to use is a UK number, it is designated as a "Telephone Number available for Allocation" as detailed in the Ofcom document "The National Telephone Numbering Plan" dated 26 April 2018 as may be amended, updated or replaced from time to time, and is shown as allocated in the National Numbering Scheme;
  - 6.1.7 the Presentation Number is a diallable number;
  - 6.1.8 the Presentation number uniquely identifies the caller;
  - 6.1.9 the Presentation number does not connect to a Premium Rate Service or to a revenue sharing number that generates an excessive or unexpected call charge;
  - 6.1.10 you have the right to use the Presentation Number;
  - 6.1.11 if the Presentation Number has been allocated to a third party, you confirm that you have obtained that third party's explicit permission and retained proof of such permission;
  - 6.1.12 where the Presentation Number belongs to a third party, you have the permission of that third party to use the number (and will provide BT with a copy of that permission on request).
- 6.2 You understand and agree that BT will not check that the third party permission detailed above has been obtained.
  - 6.3 You agree that BT accepts no liability for claims arising from your use of any Presentation Number for which full, proper and adequate permission was not obtained by you;
  - 6.4 You hereby indemnify BT against any claims or legal proceedings that may be brought or threatened against BT by a third party. BT will notify you of any such claims or proceedings and keep you informed as to the progress of such claims or proceedings;
  - 6.5 Where the PN Service Option is to be configured on any equipment which is not managed or maintained by BT, you will be responsible for the execution of such configuration works;
  - 6.6 If the PN Service Option is cancelled by BT or by you and then re-added to the Cloud Voice and Cloud Voice SIP-T Service you will be deemed to have placed a new PN Service Option Order;
  - 6.7 If you have placed numerous PN Service Option Orders, the most recently dated PN Service Option Order held by BT will take precedence.
  - 6.8 On termination of the PN Service Option by either one of us, or expiry, or expiry or termination of the BT Cloud Voice and Cloud Voice SIP-T Service you will with immediate effect cease to use or benefit from any the PN Service Option.

## 7 INVOICING

- 7.1 BT will invoice you for the PN Service Option as detailed in the PN Service Option Order which may include additional time related charges or in-line with the BT Cloud Voice and Cloud Voice SIP-T Schedule.

## Part D – Defined Terms

### 8 DEFINED TERMS

In addition to the defined terms in the General Terms and the terms of the BT Cloud Voice and Cloud Voice SIP-T Schedule to the General Terms, capitalised terms in this Annex will have the following meanings (and in the case of conflict between these defined terms, the defined terms in the BT Cloud Voice and Cloud Voice SIP-T Schedule to the General Terms, and the defined terms in the General Terms, these defined terms will take precedence for the purposes of this Annex):

**"National Numbering Scheme"** means the detailed data published by Ofcom and updated from time to time in relation to the allocation and availability of telephone numbers.

**"Network Number"** means a number which identifies the origin of a call. Where a caller has not selected to use a different number for display to the recipient of the call, the Presentation Number is the same as the Network Number.

**"PN Service Option"** means the Presentation Number Service Option as detailed in Part 1 of this Annex.

**“PN Service Option Order”** means any order of yours or part of an order accepted by BT for the installation, delivery, maintenance and provision of the PN Service Option to you that includes details of your PN Service Option as agreed between both of us, and that forms part of the Contract.

**“PN Service Option Start Date”** means the date detailed in the PN Service Option Order on which the PN Service Option starts

**“Presentation Number”** means a number nominated or provided by a caller that can identify that caller and be used to make a return or subsequent call and is therefore a diallable number. It does not necessarily identify a call’s point of ingress to a public network.