



BT One Cloud Cisco Sovereign Schedule to the General Terms

1 Words defined in the General Terms

Words that are capitalised but have not been defined in this Schedule have the meanings given to them in the General Terms.

In addition to the defined terms in the General Terms, capitalised terms in this Schedule will have the below meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms, these defined terms will take precedence for the purposes of this Schedule). BT has repeated some definitions in this Schedule that are already defined in the General Terms.

“Access Line” means a circuit connecting the Site(s) to the BT Network.

“Agreement” means collectively this One Cloud Cisco Schedule, the Order and the General Terms and is also known as the Contract.

“Analogue Telephony Adapter” means a device located at the Site that provides an interface to a line powered analogue telephone or a local mains powered telephone, typically a DECT cordless telephone, and performs the conversion to VoIP media and signalling, and onward transmission to an Ethernet interface.

“Base User” means a User with a single configured voice device only.

“BT Equipment” means any equipment and any related Software that BT owns or that is licensed to BT and that BT uses to provide the Service.

“BT IP Connect” means BT’s MPLS, (Multiprotocol Label Switching), Virtual Private Network.

“BT Network” means the telecommunications network owned or leased by BT and used to provide the Service.

“CBIBO” means centralised break-in and break-out for incoming and outgoing calls.

“Cessation Allowance” means an allowance that the Customer is entitled to exercise during the Minimum Period of Service, such that the Customer is unilaterally permitted to cease up to 10 percent of the then total Contracted User Volumes (Collaborate Users, Voice Users and Base Users only) per Contract Year without any Termination Charges. For any User volumes that are ceased over and above the Cessation Allowance Termination Charges will apply as specified in Paragraph 11.

“Charges” means the charges that are payable in relation to the Service, as the same are specified in the Order, or calculated in accordance with the terms set out in this Schedule.

“Cisco Unified IP Phone” means an Internet Protocol telephone manufactured by Cisco.

“CLI” means calling line identity.

“Collaborate User” means a User with a single configured voice device only and optional single number reach. The configured device can either be an IP SIP or SCCP handset. Extension mobility is also available for these Users depending on the device being used.

“Contract Year” means (a) for the purposes of the Cessation Allowance each consecutive rolling period of 12 months starting from the Service Start Date of the first Site installed (or the date specified in the Order, whichever is later); and (b) in relation to the calculation of Termination Charges each consecutive rolling period of 12 months starting from the Service Start Date of each Site installed (or the date specified in the Order, if later).

“Contracted User Volume” means a) for the first Contract Year the total number of Collaborate Users, Voice Users and Base Users set out in the initial Order that the Customer has committed to; and b) for all remaining Contract Years the total number of Collaborate Users, Voice Users and Base Users at the start of that Contract Year.

“Customer” means the legal entity set out on the Order or signature page of this Agreement and may also be referred to as **“you”** in the General Terms.

“Customer Contact” means the contact details of the individual(s) who are authorised to act on behalf of the Customer for service management matters, as the same are notified to BT from time to time.

“Customer Equipment” means any customer owned or provided equipment to be used in conjunction with the Service.

“Customer Requirements Form” or **“CRF”** means a BT form that sets out specific requirements for the Service as agreed between the Customer and BT which forms part of the Order. It also includes the data as captured and used as part of the bulk load capability and the data captured in Solutions Builder.

“Domain Name” means a readable name on an Internet page that is linked to a numeric IP Address.

“Emergency Services” means the ability for Users to place a call to a public emergency system.

“Ethernet” means a family of computer networking technologies for LANs.



"Extension Mobility" means that Users are allowed to temporarily access their User configuration such as speed dials, from another User's Cisco Unified IP Phone.

"Features" means the components that make up the Service as described in Paragraph 14.

"General Terms" means the set of master terms governing this Schedule and may also be referred as the product and services agreement (PSA).

"Headsets" means a set of headphones, typically with a microphone attached, used with an IP handset.

"Incident" means an unplanned interruption to, or a reduction in the quality of, the Service or particular element of the Service.

"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 Handsets" means any IP telephone that's compatible with the Service.

"Internet" means a global system of interconnected networks that use a standard Internet Protocol to link devices worldwide.

"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, and for relaying datagrams across network boundaries.

"Internet Service Access" means the ability for VPN devices to access the Service via the Internet. Note that voice quality can be affected when connecting through this Service Option, i.e. the internet has no voice priority.

"LAN" means a local area network.

"LAN Switch" means networking hardware that connects devices on a computer network by using packet switching to receive and forward data to the destination device.

"Maintenance" means any work on the BT Network or Service, including to maintain, repair or improve the performance of the BT Network or Service.

"Media Access Control" means a sublayer of the data link layer in the seven-layer OSI network reference model and is responsible for the transmission of data packets to and from the network-interface card, and to and from another remotely shared channel.

"Minimum Period of Service" means a period of Contract Year(s) specified in the Order, measured per Site from the Service Start Date or date set out in the Order whichever is later.

"Minimum Term" means that all One Cloud Cisco Service Options have a 28 day minimum term, and all Service Options require a minimum 28 day advance cease notification. Any Service Option selected for a period of fewer than 28 days will be chargeable on the basis of a minimum 28 days of usage.

"MAC" means a Media Access Control address.

"Notice" means the written method of communication as set out in the General Terms, but if none is given means written communication that may include email but only to authorised addresses notified by the parties to each other.

"One Cloud Cisco Sovereign" has the meaning given to it in Paragraph 2.1

"Order" means any order for the Service that references and incorporates the Agreement.

"PBX" means Private Branch Exchange.

"PBX Equipment" means Private Branch Exchange hardware

"Planned Maintenance" means any Maintenance BT has planned to do in advance.

"PSTN" means the public switched telephone network.

"PTSP" means Public Telecommunications Service Provider, which is a provider of telecommunications services but excludes BT for the purposes of this Schedule.

"Service" means One Cloud Cisco Sovereign.

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

"Service Management Boundary" or **"SMB"** means the demarcation point up to which BT will manage the Service, as described in Paragraph 6.

"Service Options" means those options selected by the Customer in the Order, which includes Collaborate User, Voice User, Base User, Unified Messaging, Internet Service Access.

"Service Start Date" means the date when BT provides the Service to the Customer.

"Site" means the Customer's physical site address or business location to which BT agrees to provide the Service.

"Solutions Builder" or the **"White Paper"** Design means the high-level design tool that BT uses to design the Service based on the Customer's requirements and Service boundaries.

"Supplier" means Cisco International Limited, having a principal place of business at 9-11 New Square Park, Bedfont Lakes, Feltham, England TW14 8HA, United Kingdom.

"Supplier Software" means any Software provided by the Supplier for use with the Service.

"Supplier Terms" has the meaning given to it in Paragraph 7.9.



"Time Related Charges" or **"TRC"** means the hourly labour rate applicable for work to be undertaken by BT on behalf of the Customer.

"Total Care Maintenance" means that BT will provide the following maintenance for the Service:

- (a) a target of 4 hours to respond to any Incident reported on the Service by the Customer; and
- (b) a target of 24 hours to resolve any Incident reported on the Service by the Customer.

"Unified Communications" means the integration of real-time, enterprise, communication services with non-real-time communication services.

"Unified Messaging" means a voice mail and unified messaging application with a comprehensive feature set.

"User(s)" means an employee, including consultants or agency workers, who is configured as an Collaborate User, Voice User or Base User. A User can also be a shared or unallocated device e.g. hot desk, lobby phone, fax and other peripheral devices, with no named employee.

"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.

"Voice User" means a User with a single configured voice device only and optional single number reach. Extension mobility is also optional for these Users depending on the device being used.

"WAN" means wide area network.

2 Service Description

- 2.1 BT will provide the Customer with a cloud-based voice platform hosted centrally in data centres in the UK ("One Cloud Cisco Sovereign").
- 2.2 One Cloud Cisco Sovereign consists of a range of Features and Service Options that can be combined in different ways to meet varying Customer requirements. The Service Options selected by the Customer are detailed on the Order and can be varied from time to time as agreed between the parties as required. One Cloud Cisco Sovereign is designed to utilise a range of IP devices, including IP Handsets and Analogue Telephony Adapters. The Customer may:
 - (a) make on-net calls (within the Customer's network) as well as accept inbound and make outbound calls from any of their registered devices or User profiles. IP Handsets are not provided as part of the Service and can be ordered separately from BT;
 - (b) use a range of PBX-like Unified Communications features and services that are defined by the configuration options selected on the Customer Requirements Form; and
 - (c) use the Service, rather than using lines, as the media path beyond the VoIP platform that is provided by the Customer's existing WAN and LAN.
- 2.3 The Service allows access to Emergency Services in accordance with Paragraph 3.
- 2.4 The Customer needs an IP Handset to use the Service.
- 2.5 The Customer can request presentation of, or restriction of, its CLI from being presented to the destination. The Customer can also specify that its 'User provided CLI' is passed on to the destination. The Customer acknowledges and agrees that BT will not accept requests to restrict CLI on calls to the Emergency Services or where the laws and regulations require CLI to be presented. The Customer also accepts that where calls are passed to another operator BT accepts no responsibility for the onward operator's treatment of the CLI.

3 Emergency Services

- 3.1 The Service allows access to Emergency Services via CBIBO. If the Customer provides reasonable cooperation with instructions provided by BT for compliance with applicable emergency access rules, then BT will route the call as dialled to the appropriate Emergency Services.
- 3.2 The ability for Users to call the Emergency Services is dependent on, amongst other things:
 - (a) the LAN, WAN or voice terminals being used;
 - (b) the Service Options the Customer has selected, and the Customer Equipment the Customer uses (particularly with regard to the adequacy and resilience of the selected networks and the component apparatus that Customer is running the Service Options on); and
 - (c) in all cases the security and reliability of the power sources that Customer uses for the Service.

4 Service Delivery

- 4.1 BT will use reasonable endeavours to provide the Service by the date or dates agreed with the Customer, but all dates are estimates.



- 4.2 When BT's installation work is complete, BT will conduct a set of standard tests to ensure that the Service configuration is functioning correctly. The Service Start Date occurs on successful completion of the tests.
- 4.3 The Customer may request, by giving Notice to BT, an amendment to:
 - (a) an Order for the Service (or part of an Order) at any time prior to the applicable Service Start Date; or
 - (b) the Service at any time after the Service Start Date.
- 4.4 If the Customer exercises its right under Paragraph 4.3, and except where any amendment results from BT's failure to comply with its obligations, BT will, within a reasonable time, provide a written estimate to the Customer including:
 - (a) the likely time required to deliver the amended Service; and
 - (b) any variations to the Charges arising from the amendment.
- 4.5 BT has no obligation to proceed with any amendment requested by the Customer under Paragraph 4.3, unless and until the Parties have agreed in writing on the necessary changes to the Charges, implementation timetable and any other relevant terms to take account of the requested change.
- 4.6 Changes to requirements prior to the Service Start Date may result in a redesign of the Service and consequently affect delivery dates and Charges.
- 4.7 Changes to Service Options or Features following the Service Start Date will be subject to the Charges as outlined on the Order.
- 4.8 The Service will include planned engineering works and platform upgrades from time to time which will be done automatically.
- 4.9 The Customer will work with BT to provide accurate order information to enable the timely provision of the Service.

5 Customer Responsibilities

- 5.1 On and from the Service Start Date, the Customer will:
 - (a) be responsible for obtaining, deploying and maintaining all applications, software and Site terminating equipment required to use the Service including IP Handsets, Analogue Telephony Adapters, and PBX Equipment. The Customer must ensure that all such devices, applications and software conform to the current One Cloud Cisco Sovereign build level and where devices are no longer supported by Cisco as a result of a mandatory platform upgrade the Customer has the responsibility to replace such devices with ones that comply with the latest build level. BT will advise the Customer in advance of any upgrade as to which devices will no longer be supported;
 - (b) be responsible for obtaining, deploying and maintaining suitable WAN access as defined by BT to each Site, with sufficient bandwidth to provide the Service effectively for the volume of Users at that Site, as well as a mechanism to prioritise or expedite the passage of real-time binary speech encodings where these are being transported with less time critical data traffic;
 - (c) ensure that any equipment used for the Service has access to an uninterrupted power supply. Any failure by the Customer to do this may impact Emergency Services call capability as well as any Service provided;
 - (d) obtain, deploy and maintain a LAN access at a Site between the WAN and the One Cloud Cisco Sovereign termination equipment configured to prioritise or expedite the passage of real-time binary speech encodings where these are being transported with less time critical data traffic;
 - (e) ensure that the Customer Contact reports Incidents initially to the Service Desk using the agreed reporting procedures and will be available for all subsequent Incident management communications. The Customer Contact will:
 - (i) be available at all times and provide assistance and information during Service delivery;
 - (ii) be available after the Service Start Date in accordance with the Total Care Maintenance service; and
 - (iii) take Incident reports from Users, who will not contact BT directly;
 - (f) provide accurate location information for all Users and IP devices;
 - (g) ensure that any Customer Equipment that is connected to the Service or that is used, directly or indirectly, in relation to the Service is:
 - (i) connected and used in accordance with any instructions, standards and safety and security procedures applicable to the use of that Customer Equipment;
 - (ii) technically compatible with the Service and will not harm or damage BT Equipment, the BT Network, or any of BT's suppliers or subcontractors' network or equipment; and
 - (iii) approved and used in accordance with relevant instructions and Applicable Law;



- (h) immediately disconnect any Customer Equipment, or advise BT to do so at the Customer's expense, if Customer Equipment does not meet any relevant instructions, standards or Applicable Law;
- (i) maintain a list of current Users and immediately terminate access for any person who ceases to be an authorised User; and
- (j) ensure the security, distribution, ongoing management, maintenance and proper use of all valid User access profiles, passwords and other systems administration information used in connection with the Service and:
 - (i) inform BT immediately if a User ID or password has, or is likely to, become known to an unauthorised person, or is being or may be used in an unauthorised way;
 - (ii) take all reasonable steps to prevent unauthorised access to the Service;
 - (iii) satisfy BT's security checks if a password is lost or forgotten; and
 - (iv) if BT requests that the Customer should do so in order to ensure the security or integrity of the Service, change any or all passwords and/or other systems administration information used in connection with the Service.

BT reserves the right to suspend User ID and password access to the Service if BT considers that there is, or is likely to be, a breach of security.

- 5.2 BT and the Customer will agree on an installation plan for all the Sites. The Customer must perform its obligations to ensure that the installation plan timescales can be achieved.
- 5.3 The Customer acknowledges that the Service does not qualify as a full replacement of a PSTN service and that the Customer's PTSP is responsible for all obligations applicable to the provision of PSTN services.
- 5.4 In jurisdictions where an employer is legally required to make such disclosure to its employees, it is the Customer's responsibility to:
 - (a) inform its employees and Users that as part of the Service being delivered by BT, the use of any targeted applications by the Customer's employees and/or Users may be monitored and reported to the Customer by BT; and
 - (b) ensure that its employees and Users have consented or will be deemed to have consented to such monitoring and reporting, if such consent is legally required, and BT shall not be liable for any failure of the Customer to comply with this instruction and the Customer shall indemnify BT from and against any claims or actions brought by its employees or Users against BT arising out of the delivery of Services by BT in accordance with the terms hereof.
- 5.5 The Customer must comply with one of the BT approved dial plans provided with the Service.

6 Service Management Boundary

- 6.1 The SMB is the WAN port on the BT IP Connect provider edge router. The Service does not include connectivity between the BT IP Connect service and the Customer's Sites. Where the Customer orders Internet service access, the SMB is the port on the One Cloud Cisco Sovereign router which connects to the Internet service provider.
- 6.2 BT is not responsible in any way for any telecommunications service (or any part of such service) provided by other telecommunications service providers or using telecommunications networks other than the BT Network.
- 6.3 BT will not be responsible for the quality of any voice calls made over the Internet Service Access.

7 Other Specific Terms and Conditions

- 7.1 The Service begins on the Service Start Date of the first Site.
- 7.2 BT reserves the right to vary the terms of this Schedule on 14 days prior notice to the Customer by either:
 - (a) publishing the revised terms at <http://www.bt.com> or any other address notified to the Customer; or
 - (b) by giving Notice to the Customer.
- 7.3 If BT makes any amendment to the Agreement that causes the Customer material detriment, the Customer will not have to pay any Termination Charges if the Customer gives Notice to terminate the affected Service in accordance with terms governing termination in the General Terms within:
 - (a) 90 days after the date of notification if BT has only published the amendment online in accordance with Paragraph 7.2(a); or
 - (b) 30 days after the date of the Notice if BT has given the Customer Notice in accordance with Paragraph 7.2(b).
- 7.4 The Customer may terminate part of the Service to one or more Sites by giving BT no fewer than 28 days' written Notice. Except where provided under the Cessation Allowance, if the Customer terminates the Services or any part thereof prior to the expiry of the applicable Minimum Period of Service, the Customer shall be liable to pay all applicable Termination Charges as calculated in accordance with Paragraph 11 below.



- 7.5 Except for IP Addresses expressly registered in the Customer's name, all IP Addresses, BT based Domain Names and telephone numbers made available with the Service shall at all times remain the property of BT or its suppliers and shall be non-transferable. All the Customer's rights to use such IP Addresses, Domain Names or telephone numbers will cease on termination or expiration of the Service.
- 7.6 BT may monitor and record calls relating to customer services and telemarketing for training purposes and to improve the quality of BT's customer services. BT may also record Emergency Services calls.
- 7.7 In the event of any inconsistency between this Schedule and any other document forming part of the Agreement, the order of precedence shall be as follows:
 - (a) Order;
 - (b) this Schedule;
 - (c) the CRF, bulkload data and Solutions Builder;
 - (d) General Terms; and
 - (e) any other document that expressly forms part of the Agreement.
- 7.8 BT reserves the right to remove MAC addresses from the One Cloud Cisco Sovereign platform which have not registered on the platform in the immediately preceding six months, and BT reserves the right to do so without notice.
- 7.9 By entering into this Agreement, the Customer hereby acknowledges and agrees that the Customer's access to and use of Supplier Software provided under this Agreement is subject to the Supplier's General Terms in the form set out at: <https://www.cisco.com/site/us/en/about/legal/contract-experience/index.html> ("Supplier Terms"), as may be amended or supplemented from time to time by the Supplier.
- 7.10 BT will only provide the Service if the Customer and its Users observe and comply with the Supplier Terms for any use of the Supplier Software.
- 7.11 In addition to what it says in Clause 15 of the General Terms, if the Customer does not comply with the Supplier Terms, BT may restrict or suspend the Service upon reasonable Notice, and:
 - (a) the Customer will continue to pay the Charges for the Service until the end of the Minimum Period of Service; and
 - (b) BT may charge a re-installation fee to re-start the Service.
- 7.12 Notwithstanding anything to the contrary in the Supplier Terms, the terms of this Agreement relating to data protection shall apply exclusively and in all respects to the Processing of Personal Data.
- 7.13 The Customer acknowledges and agrees that it enters into the Supplier Terms for its own benefit and the rights, obligations, acknowledgements, undertakings, warranties and indemnities granted in accordance with the Supplier Terms are between the Customer and the Supplier; and the Customer will deal with the Supplier with respect to any loss or damage suffered by either of them as such loss or damage will not be enforceable against BT.
- 7.14 Notwithstanding Clause 14 of the General Terms, no identifiable Personal Data related to the provision of the Service that is uploaded to or held within the VoIP platform will be stored or processed outside of the UK.

8 Charges and Payments

- 8.1 The Charges for the Service that apply during the Minimum Period of Service are set out in the Order.
- 8.2 The Charges that apply after the expiry of the Minimum Period of Service will also be set out in the Order and may be different to the Charges that apply during the Minimum Period of Service. These revised charges will apply unless and until a new Minimum Period of Service is agreed in writing.

9 Maintenance

- 9.1 BT will provide the Service with Total Care Maintenance included.
- 9.2 BT will use reasonable endeavours to provide uninterrupted Service, but from time to time Incidents may occur.
- 9.3 If the Customer reports an Incident with the Service BT will respond by:
 - (a) providing advice by telephone, including advice, where appropriate, as to tests and checks to be carried out by the Customer;
 - (b) where possible, carrying out diagnostic checks from BT premises; and
 - (c) where it is considered necessary and as soon as reasonably practicable visiting the affected Site if (a) and (b) above do not diagnose or clear the Incident.
- 9.4 If BT does work to correct a reported Incident in the Service and finds that there is none, BT may charge the Customer for the work at BT's applicable Time Related Charges as detailed in the Order.



9.5 In addition to any Maintenance performed during BT's regularly scheduled maintenance windows, BT may carry out Planned Maintenance from time to time and BT will aim to inform the Customer at least:

- (a) seven days before any Maintenance affecting the BT Network or BT Equipment; or
- (b) as soon as reasonably possible for any Maintenance to Access Lines provided by BT's suppliers.

10 Failure to Meet Contracted User Volumes

10.1 If the Customer cancels or fails to rollout the Contracted User Volumes set out in the initial Order prior to the end of the Minimum Period of Service or by 12 months after the date the initial Order is signed (whichever is earlier), the Customer shall be liable to pay to BT:

- (a) three months recurring Charges for each User not brought into Service, at the per User prices specified in the Order; and
- (b) the costs of any equipment provided by or ordered from third parties, including BT's suppliers.

11 Termination Charges

11.1 In the event that the Customer terminates all or part of the Service prior to the expiry of the Minimum Period of Service in accordance with Paragraph 7.4, the Termination Charges payable by the Customer shall be based on a percentage of the outstanding monthly recurring Charges per User due in each Contract Year remaining until the end of the Minimum Period of Service, as such Termination Charges are calculated from the date the early termination occurs based on the table below:

% OF MONTHLY RECURRING PER USER PRICES FOR THE APPLICABLE CONTRACT YEAR					
MINIMUM PERIOD OF SERVICE	CONTRACT YEAR 1	CONTRACT YEAR 2	CONTRACT YEAR 3	CONTRACT YEAR 4	CONTRACT YEAR 5
3 YEARS	100%	95%	90%	N/A	N/A

11.2 On termination of the Service BT has the right to disconnect and remove any BT Equipment that may be located at the Site(s).

11.3 On termination of the Service, the Customer will:

- (a) disconnect any BT Equipment from the Service; and
- (b) advise BT immediately of any changes to the contact details of the Customer Contact.

12 End of Minimum Period of Service

12.1 After the Minimum Period of Service expires the Service will continue and pricing will change to the pricing specified in the Order unless and until a new Minimum Period of Service is agreed in writing.

13 Invoicing

13.1 With the exception of the calculation of Termination Charges under Paragraph 11 and those charges set out in Paragraph 13.2, all other Charges for the Service are specified within the relevant Order.

13.2 BT reserves the right to invoice Customer for any of the following Charges in addition to those set out in the Order:

- (a) Charges for investigating Customer's reported Incidents where BT finds no Incident or that the Incident is outside the SMB;
- (b) Charges for commissioning the Service outside of normal business hours in the relevant jurisdiction;
- (c) Charges for restoring Service if the Service has been suspended;
- (d) Charges for cancelling the Service;
- (e) Charges for any additional features or facilities that BT makes available to Customer after the Service Start Date, which will become payable from the date they are first provided to Customer;
- (f) Charges for failure to meet the Contracted User Volumes as set out in Paragraph 10;
- (g) Any interest or late payments charges due on invoices not paid in accordance with the terms of this Agreement; and
- (h) any other Charges agreed between the parties.

14 One Cloud Cisco Sovereign Main Features



Feature – subject to device	Brief Description	Physical Devices	
		Network Connected Employee, (MPLS)	Internet Service Access Connected User
+ Dialling (E.164)	Dial full E164 numbers including the + sign	✓	✓
Blind Transfer	Transfer a call to another user without waiting for them to answer	✓	✓
Consultative Transfer	Transfer an active call to another number internal or external	✓	✓
Call Back (from call history)	Ability to place a call to a recently received or called number from phone menu	✓	✓
Call Back feature	Receive call-back notification on the Customer's Cisco Unified IP Phone when a called party line becomes available	✓	✓
Call Forwarding	Ability to forward calls automatically to internal and external numbers	✓	✓
Call Park	Place call on hold and retrieve from another on-net device	✓	✓
Call Waiting	Ability to receive another call while on an active call	✓	✓
Caller ID	Display of inbound call number, (On Net and Off Net if available)	✓	✓
Directed Call Park	Ability to park a call to a specific number	✓	✓
Distinctive Ring per line appearance	Specify a specific ring pattern per line configured on a device	✓	✓
Hold	Place a call on hold	✓	✓
Join Across Lines	Join two or more active calls on a phone, (device dependent)	✓	✓
Voicemail (including Message-waiting indicator)	Light on phone to notify if user has a voicemail, (device dependent)	✓	✓
Music on hold	Music played when a call is placed on hold	✓	✓
Network Class of Service	Define user calling capabilities	✓	✓
No Call Forwarding Off-Net, by default	Ability to block users from forwarding calls off-net. This is part of Network Class of Service settings	✓	✓
Personal directory	End users have the ability to create their own directory of frequently called numbers, (device dependent)	✓	✓
Private Line Automated Ringdown (PLAR)	When a handset is picked up the device automatically rings a designated number such as a security device	✓	✓
Redial	Place a call to a recently dialled number from a soft key	✓	✓



Feature – subject to device	Brief Description	Physical Devices	
		Network Connected Employee, (MPLS)	Internet Service Access Connected User
Shared line	Single number configured on two or more devices	✓	✓
Silent monitoring	Monitor a call in progress on a shared line	X	X
Single Button Barge	Barge into a shared line call with a single soft key press (device dependent)	✓	✓
Single Number Reach (Mobile Connect)	Ability for an inbound call to ring multiple other selected numbers, (User type dependent)	✓	✓
Speed Dial	User assigned fast dial keys, (device dependent)	✓	✓
Time and date display	Dependent upon phone model	✓	✓
Audio Codec support (G.711)	Audio Codec support (G.711)	✓	✓
Audio Codec support (G.729)	Audio Codec support (G.729)	✓	✓