BT One Phone Portal
Annex to the BT One Phone SME Schedule

Contents

A note on 'you'

'You' and 'your' mean the Customer.

Words defined in the General Terms and Schedule

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

Part A –BT One Phone Portal

1   This Annex

1.1   The terms of this Annex apply in addition to the terms of the General Terms and the Schedule.

1.2   This Annex will apply to your use of the BT One Phone Portal, as set out in an applicable Order.

2   Service Summary

2.1   BT will provide you with a right to access and use the management and administration portal, enabling:

2.1.1   management by an Administrator (who has full access rights) of the BT One Phone Service;

2.1.2   analysis by an Administrator of statistics (including call information) associated with the BT One Phone Service enabling cost management;

2.1.3   analysis by a User of the following applicable to a Subscription;

2.1.4   in the call settings user area, management by an Administrator of the VPBX functionality;

2.1.5   in the call settings user area, access by a User (who has limited access rights) of the VPBX functionality including the following activities; and

2.1.6   in the Attendant workplace, access by an Attendant User to the Attendant workplace to handle incoming calls on the Attendant queues and configure settings for the Attendant workplace.

2.1.7   Following successful registration:

(a)   the Administrator will be able to access the BT One Phone Portal in order to manage the BT One Phone Service on your behalf as set out in this Annex; and

(b)   the User will be able to access the BT One Phone Portal in order to manage the settings of a Subscription as set out in this Annex.

3   Alert Client

3.1   The Alert Client Software enables a User to:

(a)   set their presence status;

(b)   send Texts (which will decrement any inclusive text allowance applicable to the relevant Subscription);

(c)   log into the VPBX; and

(d)   view notification of caller information when receiving an incoming call and, after answer of incoming call hold the call, set up consultation or conference call.

3.2   The installer of the Alert Client Software will have administrative privileges on the PC to which the Alert Client Software is downloaded and installed.

4   TAPI Software

4.1   The TAPI Software provides:

(a)   set up of outgoing calls from the User;

(b)   end calls to and from the User;

(c)   notification of incoming calls to the User; and

(d)   monitor line status for the User.

5   Click to Call (TAPI) Extra

The Click to Call (TAPI) Extra is a Company Extra and further details are available in Section 10c of the BT Price List.

6   Specific Terms

6.1   **Use of the BT One Phone Portal**

6.1.1   Information relating to the BT One Phone Service will be accessible online and will be available for analysis or download as soon as registration has been successfully completed.

6.1.2 BT does not guarantee that the BT One Phone Portal will be available at all times or will be free of Incidents. BT will use reasonable endeavours to provide uninterrupted access to the BT One Phone Portal, but from time to time Incidents may occur.

6.1.3 Occasionally, for commercial or operational reasons, including the provision of service enhancements or software upgrades, BT may:

(a) change any codes, numbers or URLs, provided that if BT deems it appropriate, BT will notify you within a reasonable time before the event;

(b) change, without notice, the performance or functionality of the BT One Phone Portal including all information, materials and Content, or the way BT provides the BT One Phone Portal; or

(c) without notice, interrupt or suspend access to the BT One Phone Portal. If this happens BT will restore access as quickly as possible.

6.1.4 For the purposes of Paragraph 6.1.3, BT may give you Notice by publication of the changes on the BT One Phone Portal.

6.1.5 All reporting and management on the BT One Phone Portal will occur after the relevant call, Text or data session has completed.

6.2 **Suspension and termination of the BT One Phone Portal**

6.2.1 BT may without notice:

(a) suspend your access to or use of the BT One Phone Portal or any part of the BT One Phone Portal in the event that BT believes that you, an Administrator or User is or may be in a breach of this Annex; and

(b) terminate a User or Administrator access if the User or Administrator has not accessed the BT One Phone Portal for over 24 months.

6.2.2 If you order additional or new Subscriptions, Subscription Extras or Company Extras following registration, the data will be recorded automatically in the BT One Phone Portal.

6.2.3 BT may be unable to provide information on the BT One Phone Portal if the call data exceeds 3.5 million call records per bill.

6.3 **System Requirements**

6.3.1 You will comply with the following minimum technical requirements for the BT One Phone Portal or as notified by BT from time to time:

(a) a PC with:

(i) Mac or Windows operating system; and

(ii) a Compatible Browser; and

(b) a continuous Internet connection with a minimum speed of two (2) Mbps.

6.3.2 You will comply with the following minimum technical requirements for Alert Client System or as notified by BT form time to time:

(a) the PC upon which the Alert Client Software is downloaded and installed will have:

(i) GHz processor;

(ii) 512 MB RAM;

(iii) 100 MB available hard disk space;

(iv) Windows 7 or Windows 8, Windows 2008 Server, Windows 2008 Server R2, MacOS (10.6 or later);

(v) an operating system supported by Adobe Air; and

(b) a continuous Internet connection with a minimum speed of two (2) Mbps.

6.3.3 You will comply with the following minimum technical requirements for TAPI Software and Click to Call (TAPI) Extra or as notified by BT from time to time:

(a) the PC upon which the TAPI Software and Click to Call (TAPI) Extra is downloaded and installed will have Microsoft Windows operating system which you will configure to use TAPI Software and Click to Call (TAPI) Extra;

(b) a continuous Internet connection with a minimum speed of two (2) Mbps.

6.3.4 Use of the TAPI Software may not be compatible with concurrent use of other non-TAPI telephony related services.

6.4 **Licences**

6.4.1 Where BT provides you with a non-transferable and non-exclusive licence to use the:

(a) Alert Client Software;

(b) TAPI Software; or

(c)   Click to Call (TAPI) Extra,

in object code form, solely as necessary for use of the BT One Phone Service, you agree to be bound by the click to accept licence and you will ensure that all Users use of the Alert Client Software is in accordance with that licence; and

6.4.2   For Alert Client Software, Adobe Air software will be installed at the same time and you will accept any licence applicable to Adobe Air software. The Adobe Air software will not be provided under this Contract.

6.4.3   For TAPI Software and Click to Call (TAPI) Extra, Microsoft TAPI 2.x compatible application software is required and you will accept any licence applicable to Microsoft TAPI 2.x. The Microsoft TAPI 2.x software is not provided under this Contract.

7   Your Obligations

7.1   You will comply with the following terms whether or not Users or Administrators complete the registration process and are requested to accept terms as part of that registration process:

7.1.1   Users and Administrators will supply User Security Details and BT will accept registration from Users or Administrators who have those User Security Details available to them.

7.1.2   You will not permit or make any attempt to disassemble, deconstruct, break down, hack or otherwise interfere with the BT One Phone Portal or any part of it.

7.2   You will, for Alert Client download and install the Alert Client:

7.3   You will for TAPI Software and Click to Call (TAPI) Extra:

7.3.1   download and install the TAPI Software onto the PC for which administrative privileges are required;

7.3.2   will be responsible for the integration of any applications with the Click to Call (TAPI) Extra Software and their functionality. BT has no responsibility or liability for the integration or functionality of such applications;

Part B – Defined Terms

8   Defined Terms

In addition to the defined terms in the General Terms and the Schedule, capitalised terms in this Annex will have the below meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms and in the Schedule, these defined terms will take precedence for the purposes of this Annex). BT has repeated some definitions in this Annex that are already defined in the General Terms and in the Schedule. This is to make it easier for you to find the definitions when reading this Annex.

"**ACD Groups**" means the ability to Queue calls into a group of Users and have the calls distributed to the most suitable and available User based on the configured setting.

"**Administrator**" means any individual authorised by you to have full access rights to the BT One Phone Portal and who is responsible for administering Users.

"**Alert Client Software**" means a computer application that allows the User to control incoming calls.

"**Attendant**" means an individual or individuals who manage inbound calls on behalf of you via a Queue using the attendant workplace on an Internet connected PC.

"**Click to Call (TAPI) Extra**" is a Company Extra, with further details set out in Section 10c of the BT Price List.

"**Company Directory**" means the single telephone directory that Users details will appear in.

"**Compatible Browser**" means a browser compatible with the BT One Phone Portal, with further details set out at www.bt.com/btonephoneportal.

"**Hunt Group**" means the ability to route incoming calls to a group of Users by following a predefined hunt sequence, including parallel alerting of up to five Users in each step in the hunt sequence.

"**IVR**" means interactive voice response which is the facility enabling the setup for inbound callers to be directed to a telephone menu system to play announcements and manage call routing through the use of DTMF tones input via the caller's telephone keypad.

"**PC**" means a personal computer.

"**Queue**" means the ability for calls received on a specific number to be held waiting to be answered.

"**Schedule**" means BT One Phone SME Schedule to the General Terms.

"**TAPI Software**" means, Microsoft Windows Telephony Application Programming Interface (TAPI) version 2.x

"**User Security Details**" allow the User to access the BT One Phone Portal, Alert Client Software and SIP Devices.

"**VPBX**" means the virtual private branch exchange.