



Annex for Private Voice Extra & Private Data Extra

1. Where the Service includes Private Data Extra or Private Voice Extra the following Clauses will apply in addition to the:

- (a) Order Form;
- (b) BT Price List;
- (c) Annex for BlackBerry (where this is included in the Contract);
- (d) Annex for BT One Phone Call Recording (where this is included in the Contract);
- (e) Annex for the BT One Phone Portal;
- (f) Annex for BT One Phone Coverage Solutions (where this is included in the Contract) including any BT One Phone Coverage Plan;
- (g) Service Schedule for BT One Phone Connect;
- (h) Conditions for BT Business Service.

- (b) Short Codes of between 3 and 8 digits to be allocated allowing the Customer to dial from a Customer PBX Extension to a Device or Customer Handset containing a BT One Phone SIM Card provided under this Contract and from a Device or Customer Handset containing a BT One Phone SIM Card provided under this Contract to a Customer PBX Extension.

2. General Description

2.1 The following options are available:

Company Shared Extra	Options Available
Private Data Extra	Private APN with Fixed Data Link
	Private APN with Indirect Data Link
Private Voice Extra	Private Voice with Fixed Link
	Private Voice with Indirect Link

Details of which are set out below.

2.2 The Minimum Period applicable to Private Voice Extra and Private Data Extra is set out Section 10d of the BT Price List or as amended via the Order Form, On Boarding Contract Amendment or any other agreed contract amendment document.

Private Voice Extra

2.3 Private Voice Extra is a Company Extra that allows:

- (a) Customer PBX Extensions to be connected to a Device or Customer Handset containing a BT One Phone SIM Card provided under this Contract; and

2.4 The following options are available:

- (a) Private Voice with Indirect Link provides a connection between a Customer PBX Extension and a Device or Customer Handset containing a BT One Phone SIM Card provided under this Contact using the BT Network. No BT Equipment will be installed at the Site and the Customer will provide a Business PSTN line as set out in Clause 4.5 of this Annex;
- (b) Private Voice with Fixed Link provides a connection between Customer PBX Extension and a Device or Customer Handset containing a BT One Phone SIM Card provided under this Contact using a Private Link which is provided by BT under this Contract. BT will install the Private Link at the Site and may install BT Equipment at the Site(s) in order to deliver the Service.

Private Data Extra

2.5 Private Data Extra is a Company Extra that allows the Customer to create a data link or Virtual Private Network ("VPN") between the Customer's LAN and a Device or Customer Handset containing a BT One Phone SIM Card provided under this Contract.

2.6 The following options are available:

- (a) Private APN with Indirect Data Link provides an encrypted connection over the internet between the BT One Phone SIM Cards provided under this Contact and the

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Customer's LAN. BT will not provide a Private Link under this Contract but BT may install BT Equipment at the Site;

- (b) Private APN with Fixed Data Link provides a connection between the BT One Phone SIM Cards provided under this Contract and the Customer's LAN using a Private Link which is provided by BT under this Contract. BT will install the Private Link at the Site and may install BT Equipment at the Site(s) in order to deliver the Service.

3. Provision of Private Data Extra and Private Voice Extra

- 3.1 Unless otherwise agreed between BT and the Customer, all delivery, installation and commissioning work to be performed by BT under this Contract will be carried out on Working Days.
- 3.2 BT will conduct a set of standard configuration tests and the Customer will provide BT with all reasonable assistance in carrying out the tests. Upon BT confirming to the Customer that the tests have been successfully completed, acceptance by the Customer of the Service will be deemed to have taken place.

Private APN with Indirect Data Link

- 3.3 Intermittent service loss can occur with Private APN with Indirect Data Link and no quality of service can be guaranteed. After an intermittent loss of service, the Private APN may take a number of minutes to re-establish. The Customer acknowledges and agrees that intermittent service loss is not a fault.

Private Voice with Fixed Link, Private APN with Fixed Data Link & Private APN with Indirect Data Link

- 3.4 If, through no fault of BT, BT is unable to carry out an installation at or gain access to a Site or BT is unable to complete the installation, BT will not be liable to the Customer for any failure or delay in providing the Service. In these circumstances, BT may charge the Customer any reasonable additional costs and expenses incurred.

4. Customer Obligations

4.1 The Customer will:

- (a) provide BT with any IT support reasonably requested by BT and any information that may reasonably be required by BT to configure and implement the Service, including the information set out in the Technical Requirements Form;
- (b) comply with any requirements set out in the Technical Requirements Form;
- (c) Ensure that all preliminaries set out in Clauses 4.1 to 4.7 of this Annex, Clauses 2.4 (as amended by Clause 22.1 of the Service Schedule), 2.5 and 2.8 of the Conditions are completed in advance of any installation work; and
- (d) Comply with Clauses 2.4 to 2.8 and 3.3 of the Conditions and Clauses 1.6 to 1.7, 3.3 and 16.1 to 16.10 of the Service Schedule.

Customer Equipment and Customer Network

4.2 In addition to the Customer responsibilities set out in Clause 4.1 of this Annex, the Customer will at its own expense:

- (a) provide and maintain all Customer Equipment including all Routers, the Customer PBX and/or computer hardware to be used in connection with the Service;
- (b) ensure that the Customer Equipment connected to the Service conforms to the interface specifications (including routing protocols) specified by BT;
- (c) ensure the compatibility of any applications it wishes to use with the Service; and
- (d) provide a suitable Customer Network and associated network services to support the Service

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including where applicable Customer Equipment.

Installation - Private Voice with Fixed Link, Private APN with Fixed Data Link and Private APN with Indirect Data Link

4.3 In order for BT to provide Private Voice with Fixed Link, Private APN with Fixed Data Link and Private APN with Indirect Data Link, the Customer will in addition to its obligations under Clauses 4.1 and 4.2 of this Annex and at its own expense:

- (a) provide a suitable environment, accommodation, and foundations, including all necessary trunking, conduits and cable trays in accordance with the relevant installation standards This includes:
 - (i) providing cable length from Network Terminating Units and other BT Equipment to the Router/PBX rack less than 10m with either X.21, G703 or other industry standard interfaces;
 - (ii) Up to 3U of rack or shelf space in a secure environment;
- (b) take up or remove, any fitted or fixed floor coverings, ceiling tiles, suspended ceiling and partition covers, as BT advises are necessary, and carry out afterwards any making good or decorator's work required; and
- (c) provide up to 3 Standard UK 3-pin 240v power sockets.

Installation - Private APN with Indirect Data Link and Private Voice with Indirect Link

4.4 In order for BT to provide Private APN with Indirect Data Link and Private Voice with Indirect Data Link, the Customer will in addition to its obligations under Clauses 4.1, 4.2 and 4.3 of this Annex and at its own expense provide BT with a public IP address on a Router facing the Internet.

4.5 In order for BT to provide Private Voice with Indirect Link, the Customer the Customer will in addition to its obligations under Clauses 4.1, 4.2, 4.3 and 4.4 of this Annex at its own expense provide a suitable Customer PBX and BT Business PSTN line with a Direct Dial In ("DDI") range allocated. For the avoidance of doubt the BT Business PSTN line is not provided under this Contract.

Installation - Private APN with Fixed Data Link and Private APN with Indirect Data Link

4.6 In order for BT to provide Private APN with Fixed Data Link and Private APN with Indirect Data Link the Customer will in addition to its obligations under Clauses 4.1, 4.2, 4.3, 4.4 and 4.5 of this Annex and at its own expense:

- (a) configure the Router and connect the Router to the Network Terminating Unit at each Site so as to establish end-to-end connectivity, providing any cabling where applicable or other items as may be necessary for the purpose, and to carry out any ancillary work which may be required, such as configuration of any software on equipment to be connected to the Service; and
- (b) provide where required by the Customer a Radius Server which can authenticate as required and can be configured to work with the Private APN provided by BT under this Contract, for the avoidance of doubt BT will not provide the Radius Server.

Installation - Private Voice with Fixed Link

4.7 In order for BT to provide Private Voice with Fixed Link the Customer will in addition to its obligations under Clauses 4.1, 4.2 and 4.3 of this Annex and at its own expense:

- (a) configure the Customer PBX;
- (b) connect the Customer PBX to the BT Equipment at each Site so as to establish end-to-end connectivity;

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- (c) provide any cabling BT deems necessary;
- (d) where applicable and as advised by BT provide other items as may be necessary for the provision of the Service; and
- (e) carry out any ancillary work which may be required, such as configuration of any software on Customer Equipment to be connected to the Service.

Use of the Service - Private Voice with Fixed Link and Private APN with Fixed Data Link

- 4.8 Where power noise occurs on the mains power supply, the Customer is responsible for resolving power noise by using either a mains conditioner or Uninterrupted Power Supply ("UPS") system. BT recommends the use of a "noise" filter between the mains power and the BT Equipment to minimise the impact of any "noise" interference from the mains power circuit.

5. CONTRACT AMENDMENT

Contract Amendment During the On Boarding Period

- 5.1 Where during the On Boarding Period:
- (a) BT considers it necessary, following a survey of the Site(s) to provide the provide Private Voice with Fixed Link and Private APN with Fixed Data Link using non-standard methods incurring greater expense than is normal; or
 - (b) Private Voice with Fixed Link and Private APN with Fixed Data Link is provided at greater expense to BT than is normal as a result of a request from the Customer; or
 - (c) a change to the Contract is agreed between BT and the Customer,
- the change will be documented in the On Boarding Contract Amendment.

- 5.2 The Customer must within 14 days of BT issuing the On Boarding Contract Amendment either:

- (a) sign the On Boarding Contract Amendment, which will upon signature by BT form part of the Contract; or
- (b) cancel the Contract, in which case BT will apply the charges set out in Clause 19 of the Service Schedule.

- 5.3 Where the Customer does not sign the On Boarding Contract Amendment or give notice of cancellation of the Contract within the 14 day period, BT may terminate the Contract in which case BT will, by way of compensation, charge BT's reasonable expenses incurred in getting ready to provide the Service and any usage charges incurred up to the date of cancellation.

Contract Amendment After the On-Boarding Period

- 5.4 Where after expiry of the On Boarding Period, the Customer requests an amendment or addition to the Private Voice Extra or Private Data Extra, the Customer will issue a contract amendment request and BT will notify the Customer whether or not BT agrees to the amendment or addition and will issue a contract amendment which will include any special terms and conditions and the charges.

- 5.5 The Customer will within 14 days of BT issuing the contract amendment:

- (a) confirm their acceptance of the special terms and conditions and charges set out in the contract amendment by signing the contract amendment and returning it to BT. Upon signature of the contract amendment by BT, the contract amendment will form part of the Contract; or
- (b) give written notice of their rejection of the special terms and conditions and charges in the contract amendment. Where the Customer rejects the contract amendment the Customer may:

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- (i) withdraw the request to amend the Contract in which case BT will continue to provide the Service and will apply the charges applicable to the Contract before the request to amend the Contract was issued; or
 - (ii) terminate the Contract in accordance with Clause 19 of the Service Schedule.
 - (c) where the Customer does not sign the contract amendment, withdraw the request or terminate the Contract as set out in Clause 19 of the Service Schedule, within the 14 day period, BT may terminate the Contract in which case BT will, by way of compensation, charge the Customer the early termination charges stated in Section 10d of the BT Price List Entry or as amended via the Order Form, On Boarding Contract Amendment or any other agreed contract amendment document.
- 5.6 In the period covered by Clauses 5.4 to 5.5 inclusive of this Annex, BT will continue to provide the Service and the Customer will pay the charges applicable to the Contract before the request to amend the Contract was issued.
- 6. Faults**
- 6.1 BT provides the Helpdesk for the reporting of faults in the Service details of which and the Service Level that applies are set out in Section 2 of Section 10d of the BT Price List.
- 7. Charges**
- 7.1 The Charges are set out in in the Order Form, On Boarding Contract Amendment or any other agreed contract amendment document. All charges are subject to survey and may be amended in accordance with Clause 5 of this Annex.
- 8. Termination**
- 8.1 Where either Private Voice Extra or Private Data Extra or Voice Extras are terminated the Contract will continue and BT will continue to provide all other elements of the Service unless the Contract is terminated in accordance with Clause 6 of the Conditions and/or Clause 19 of the Service Schedule.
- 8.2 Where the Customer terminates the BT Business PSTN lines set out in Clause 4.5 of this Annex, the Customer acknowledges and agrees that Private Voice with Indirect Link will terminate. The Contract will continue and BT will continue to provide all other elements of the Service unless the Contract is terminated in accordance with Clause 6 of the Conditions and/or Clause 19 of the Service Schedule.
- 8.3 Where the BT One Phone Connect Contract is terminated or the Service is terminated in its entirety, Private Voice Extra and Private Data Extra will terminate.
- 8.4 Upon termination in accordance with Clauses 8.1, 8.2 or 8.3 of this Annex, BT:
- (a) may in accordance with Clause 20.2 of the Service Schedule upon written notice request return of the BT Equipment at the Customer's expense or recover the BT Equipment; and
 - (b) apply any applicable early termination charges as set out in Section 10d of the BT Price List or as amended via the Order Form, On Boarding Contract Amendment or any other agreed contract amendment document.
- 9. AMENDMENTS TO THE SERVICE SCHEDULE AND CONDITIONS**
- 9.1 Where the Contract includes BT Private Voice Extra and/or Private Data Extra – the notice period set out in Clause 19.3 of the Service Schedule is amended to three month's written notice to the other.
- 9.2 The following definitions are amended:
- BT Equipment** means any equipment, including any Software, BT Signal Assist Equipment and On-Site Transmission Equipment, Session Border Controller, Signalling Protocol Converter owned or

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controlled by BT and placed on the Site to provide the Service.

Customer Network means the Customer's communications network including its LAN, Business PSTN lines provided under a separate contract and any intranet services.

10. DEFINITIONS

10.1 In this Annex, unless the context requires otherwise, in addition to the defined terms set out in the Conditions and the Service Schedule, the Annex for BlackBerry (where this is included in the Contract), the Annex for BT One Phone Call Recording Extra, the Annex for the BT One Phone Portal and the Annex for BT One Phone Coverage Solutions (where this is included in the Contract) capitalised terms in this Annex will have the following meaning:

BT Network	Means BT's PSTN network.
Customer PBX	Means a system that connects the Customer's telephone extensions to outside public telephone networks and is included in the definition of Customer Equipment.
DDI	Has the meaning set out in Clause 4.5 of this Annex.
Extension	Means an internal telephone line attached to a Customer PBX
Network Terminating Unit	Means the point where the Customer's wiring, equipment or existing qualifying service is connected to the BT Network. This acts as the demarcation point between the BT & Customers Network.
Private APN	Means the access point name given to the point or points at which the Customer Network or public network such as the

	internet may connect with the Mobile Network.
Private Link	Means a physical connection between the Customer Network and the BT Mobile Network.
Router	Means a dedicated Router supplied by the Customer and configured by the Customer for use with the Service and is included in the definition of Customer Equipment.
VPN	Means a Virtual Private Network, a network which appears private to its users whilst being provided on a shared infrastructure and restricting communication to those Sites belonging to the VPN.