



# Convergence Services

## Annex to the BT One Phone SME Schedule

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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 in the Schedule.

## Part A – Convergence Services

### 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 where you have ordered Convergence Services, as set out in an applicable Order or On Boarding Contract Amendment.

### 2 Service Summary

- 2.1 BT will provide you with enhanced support and project management during the Implementation Phase and, where applicable, throughout the life of the Contract, where your Order includes any of the following:
- 2.2 Convergence Services will apply where you have taken any of the following from BT:
  - 2.2.1 Onsite SIP Network;
  - 2.2.2 Onsite Mobile Network;
  - 2.2.3 Private Voice Extra; and
  - 2.2.4 Private Data Extra.

### 3 Project Management

- 3.1 BT will provide you with a BT Employed Project Manager who will:
  - 3.1.1 be your single point of contact on behalf of BT during the Implementation Process;
  - 3.1.2 where appropriate, provide a project plan and manage the milestones set out in that project plan;
  - 3.1.3 ensure that set up and configuration is optimised;
  - 3.1.4 keep stakeholders updated at least weekly during the Implementation Process;
  - 3.1.5 carry out any visits to your Site, as agreed between both of us; and
  - 3.1.6 support you for up to two weeks following the relevant Service Start Date.

### 4 Landline Porting

- 4.1 BT will, during the Implementation Process, manage and implement the end to end process for porting your numbers across to use with the BT One Phone Service.
- 4.2 You may port:
  - 4.2.1 single PSTN numbers;
  - 4.2.2 ISDN numbers;
  - 4.2.3 DDI ranges; and
  - 4.2.4 split DDI ranges.
- 4.3 You will not be able to port premium rate non-geographic numbers.
- 4.4 You may experience downtime on your BT One Phone Service of up to:
  - 4.4.1 four (4) hours, in the case of fixed number ports; and
  - 4.4.2 twenty-four (24) hours, in the case of mobile number ports.

### 5 Training

- 5.1 BT will deliver training to you, your Attendants, Administrators and Users either online or at a Site to demonstrate how to use and administer the BT One Phone Service.
- 5.2 You may also access standard BT One Phone Service training videos and guides 24x7x365 during the Contract.
- 5.3 BT will provide the following training modules:

#### Administrator Training

- 5.3.1 BT will provide Administrator Training on:



- (a) the BT One Phone Portal;
- (b) VPBX sessions; and
- (c) call and Text recording.

5.3.2 Administrator Training may be delivered:

- (a) at a Site, with sessions lasting up to four (4) hours; or
- (b) remotely, with sessions lasting up to two (2) hours.

**Attendant Training**

5.3.3 BT will provide Attendant Training on:

- (a) overview of console functions;
- (b) presence changes for Users;
- (c) call handling control and interface; and
- (d) hands on session.

5.3.4 Attendant Training may be delivered:

- (a) at a Site, with sessions lasting up to ninety (90) minutes; or
- (b) remotely, with sessions lasting up to ninety (90) minutes.

**User Training**

5.3.5 BT will provide User Training on:

- (a) service overview (If desired);
- (b) device call handling;
- (c) BT One Phone Portal registration;
- (d) Alert Client;
- (e) BT One Phone Service mobile application; and
- (f) VPBX.

5.3.6 User Training may be delivered:

- (a) at a Site, with sessions lasting up to sixty (60) minutes; or
- (b) remotely, with sessions lasting up to sixty (60) minutes.

5.4 BT will provide the following number of training sessions which are dependent upon the number of Subscriptions set out in your Order:

Number of Users at Service Start Date	Training Modules available		
	Administrator Training	Attendant Training	User Training
<100 Users	1 x on Site day or equivalent webinar modules		
101-250 Users	2 x on Site days or equivalent webinar sessions		
251-500 Users	3 x on Site days or equivalent webinar sessions		
501+ Users	Defined and agreed as part of the project management plan.		

**6 In-life Service and Monitoring**

6.1 BT will provide 24x7x365 monitoring and support on your:

- 6.1.1 Onsite Mobile Network;
- 6.1.2 SIP Network; and
- 6.1.3 Private Voice and Data Extra.



## Part B – Service Delivery and Management

### 7 Your Obligations

You will:

- 7.1 provide BT with any relevant information requested in relation to the planning, implementation and support of the BT One Phone Service;
- 7.2 give your Project Manager access to the relevant Site(s) in order to capture configuration details and other information for the BT One Phone Service;
- 7.3 complete a letter of authority giving BT the authority to port numbers on your behalf; and
- 7.4 agree the relevant Service Start Date with the Project Manager.



## Part C – 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, 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. This is to make it easier for you to find the definitions when reading this Annex.

“**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.

“**Administrator Training**” means training delivered to your Administrators, as set out in Paragraph 5.3.1.

“**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.

“**Attendant Training**” means training delivered to your Attendants, as set out in Paragraph 5.3.3.

“**DDI**” means direct dialling in.

“**Implementation Phase**” means the period before the Service Start Date where you transition to the BT One Phone Service.

“**ISDN**” means a set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over the traditional circuits of PSTN.

“**Project Manager**” means a person provided by BT to manage the implementation of the BT One Phone Service.

“**PSTN**” means Public Switched Telephone Network, which is the concentration of the world's public circuit switched telephone networks.

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

“**Schedule**” means BT One Phone Service Schedule to the General Terms.

“**User Training**” means training delivered to your Users, as set out in Paragraph 5.3.5.

“**VPBX**” means virtual private branch exchange.