



Private Voice & Data Extra Annex to BT One Phone Schedule

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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 – Private Voice & Data Extra

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 Private Voice Extra, Private Voice (VPN) Extra or Private Data Extra, as set out in an applicable Order.

2 Service Summary

- 2.1 BT will provide you with:
 - 2.1.1 a Private Voice Extra or Private Voice (VPN) Extra service that allows:
 - (a) Customer PBX Extensions to be connected to the BT One Phone Service allowing direct calls to be placed between the Customer PBX and BT One Phone systems;
 - (b) Calls to be placed from the Customer PBX extensions to be connected to the Private Voice Extra service, allowing calls to be placed between the Customer PBX and external numbers; and
 - (c) short codes of between three and eight digits to be allocated allowing you to dial from a Customer PBX Extension to a Device or Customer Handset containing a BT One Phone SIM Card and from a Device or Customer Handset containing a BT One Phone SIM Card to a Customer PBX Extension; or
 - 2.1.2 a Private Data Extra service that allows you to create a data link or VPN between your LAN and a Device or Customer Handset containing a BT One Phone SIM Card ("**Private Data Extra**").
- 2.2 A Minimum Term applies to any Order for Private Voice Extra, Private Voice (VPN) Extra and Private Data Extra.
- 2.3 **Private Voice Extra Link**
 - 2.3.1 For Private Voice Extra, BT will install the Private Link at the Site and may install BT Equipment at the Site(s) in order to deliver the service.
 - 2.3.2 If you make a voice call from your PBX across the Private Voice Extra to non-BT One Phone users, you will pay the standard out of allowance call rate for those calls.
- 2.4 **Private Voice (VPN) Extra Link**
 - 2.4.1 For Private Voice (VPN) Extra, BT will install BT Equipment at the Site(s) in order to deliver the service.
 - 2.4.2 If you make a voice call from your PBX across the Private Voice (VPN) Extra to non-BT One Phone users, you will pay the standard out of allowance call rate for those calls.
 - 2.4.3 Calls will be transferred between the Site and BT One Phone using your Internet connection and a secure Virtual Private Network (VPN).
- 2.5 **Private Data Extra Links**

BT will provide you any of the following options as set out in any applicable Order and in accordance with the details as set out in that Order for Private Data Extra:

 - 2.5.1 **Private APN – UK Only with Fixed Data Link:** provides a connection between the BT One Phone SIM Cards and your LAN for use only in the UK, using a Private Link provided by BT under this Contract. BT will install the Private Link at the Site(s) and may install BT Equipment at the Site(s);
 - 2.5.2 **Private APN – UK Only with Indirect Data Link:** provides an encrypted connection over the Internet between the BT One Phone SIM Cards and your LAN for use only in the UK. BT will not provide a Private Link, but BT may install BT Equipment at the Site(s);
 - 2.5.3 **Private APN – UK & International with Fixed Data Link:** provides a connection between the BT One Phone SIM Cards and your LAN for use in the UK and when Roaming using a Private Link provided by BT under this Contract. BT will install the Private Link at the Site(s) and may install BT Equipment at the Site(s); and
 - 2.5.4 **Private APN – UK & International with Indirect Data Link:** provides an encrypted connection over the Internet between the BT One Phone SIM Cards and your LAN for use in the UK and when Roaming. BT will not provide a Private Link, but BT may install BT Equipment at the Site(s).



- 2.5.5 With Private APN with Indirect Data Link, intermittent service loss may occur and no quality of service will be guaranteed. After an intermittent loss of service, the Private APN may take a number of minutes to re-establish, and intermittent service loss will not be an Incident for the purposes of Paragraph 13 of the Schedule.

3 Specific Terms

- 3.1 BT will perform delivery, installation and commissioning work under this Annex on Business Days, unless BT and you both agree otherwise.
- 3.2 **Power Noise - Private Voice with Fixed Link and Private APN with Fixed Data Link**
Where power noise occurs on the mains power supply, you will be responsible for resolving power noise by using either a mains conditioner or uninterrupted power supply 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.

4 Your Obligations

4.1 Installation

For BT to provide:

- 4.1.1 Private Voice with Fixed Link, Private APN with Fixed Data Link and Private APN with Indirect Data Link, you will provide at your own expense:
- (a) a suitable environment, accommodation and foundations, including all necessary trunking, conduits and cable trays in accordance with the relevant installation standards, including:
 - (i) 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; and
 - (ii) up to three units of rack or shelf space in a secure environment; and
 - (b) up to three standard UK 3-pin 240v power sockets.
- 4.1.2 Private APN with Indirect Data Link, you will provide at your own expense a public IP Address on a Router facing the internet.
- 4.1.3 Private APN with Fixed Data Link and Private APN with Indirect Data Link, you will at your 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 Private Data Extra; and
 - (b) provide, where you require, 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.
- 4.1.4 Private Voice with Fixed Link and Private Voice (VPN) Extra, you will at your 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;
 - (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 Private Voice Extra; 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 Private Voice Extra.



Part B – Service Delivery and Management

5 Service Delivery

You will:

- 5.1 provide BT with any IT support BT reasonably requests and any information that BT may reasonably require to configure and implement the Private Voice Extra, Private Voice (VPN) Extra or Private Data Extra, including the information set out in the technical requirements form;
- 5.2 comply with any requirements set out in the technical requirements form;
- 5.3 at your 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 Private Voice Extra, Private Voice (VPN) Extra or Private Data Extra;
 - (b) ensure that the Customer Equipment connected to the Private Voice Extra, Private Voice (VPN) Extra or Private Data Extra conforms to the interface specifications (including routing protocols) specified by BT;
 - (c) ensure the compatibility of any applications you request to use with the Private Voice Extra, Private Voice (VPN) Extra or Private Data Extra; and
 - (d) provide a suitable Customer Network and associated network services to support the Private Voice Extra, Private Voice (VPN) Extra or Private Data Extra including, where applicable, Customer Equipment.



Part C – Defined Terms

6 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 Schedule 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.

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

“BT Business PSTN” means a PSTN line provided by BT.

“Customer Network” means your communications network including your LAN, BT Business PSTN lines provided under a separate contract and any intranet services.

“Customer PBX” means a system that connects your telephone extensions to outside public telephone networks and is Customer Equipment for the purposes of this Annex.

“DDI” means direct dial in.

“Extension” means an internal telephone line attached to a Customer PBX.

“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.

“Network Terminating Unit” means the socket where your wiring, equipment or existing qualifying data service is connected to the Access Line.

“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 APN – UK & International with Fixed Data Link” means a Private Data Extra option, as set out in Paragraph 2.5.3.

“Private APN – UK & International with Indirect Data Link” means a Private Data Extra option, as set out in Paragraph 2.5.4.

“Private APN – UK Only with Fixed Data Link” means a Private Data Extra option, as set out in Paragraph 2.5.1.

“Private APN – UK Only with Indirect Data Link” means a Private Data Extra option, as set out in Paragraph 2.5.2.

“Private Link” means a physical connection between the Customer Network and the Mobile Network.

“Private Data Extra” has the meaning given in Paragraph 2.5.

“Private Voice (VPN) Extra” has the meaning given in Paragraph 2.4

“Private Voice Extra” has the meaning given in Paragraph 2.3

“Private Voice with Fixed Link” means a Private Voice Extra option, as set out in Paragraph 2.3.

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

“Radius Server” means a networking protocol that provides centralised authentication, authorisation and accounting management for users who connect and use a network service.

“Router” means a dedicated router that you supplied and configured for use with the Private Voice Extra or Private Data Extra and which is Customer Equipment for the purposes of this Annex.

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

“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.