



Annex to the Service Schedule for BT One Phone – BT One Phone Portal

1. The following Clauses apply to use of the BT One Phone Portal, My BT Business Account and Alert Client. They apply in addition to:
 - (a) The Order Form (including the BT One Phone Coverage Plan and where applicable the Flexible Caller Line Identity (CLI) Extra – Order Form)
 - (b) The BT Price List
 - (c) The Annex for BlackBerry
 - (d) The Annex for BT Signal Assist
 - (e) The Annex for Call Recording Extra
 - (f) The Annex for Onsite Mobile Network
 - (g) The Annex for Private Voice Extra & Private Data Extra
 - (h) Service Schedule for BT Business One Phone
 - (i) The Conditions for BT Business Service
2. **My BT Business Account**
 - 2.1 My BT Business Account provides the ability to link to the:
 - (a) summary bill; and
 - (b) BT One Phone Portal which can be found at <http://www.bt.com/btonephoneportal> or any other url that BT notifies to the Customer.
 - 2.2 My BT Business Account is subject to the terms and conditions for My BT Business Account, copies of which can be found at www.bt.com/terms under Billing and Analysis Services.
3. **BT One Phone Portal**
 - 3.1 The BT One Phone Portal consists of the following which are accessed via the BT One Phone Portal:
 - (a) Management by an Administrator (who has full access rights) of the Service including the following activities:

BT One Phone SIM Cards and activating/de-activating Subscription Options;
Adding and removing Company Extras;
 - (b) Analysis by an Administrator of statistics (including call information) associated with the Service enabling cost management, including:

Usage and the associated costs;
Monthly charges, call charges and other one off charges.
 - (c) Analysis by a User of the following applicable to the Subscription Option:

Usage and the associated costs;
Subscription Options
Monthly charges, call charges and Reporting faults with the Service
 - (d) In the Call Settings user area - Management by an Administrator (who has full access rights) of the VPBX functionality including the following activities:

Configure the VPBX settings;
Apply IVR settings;
Configure barring lists;
Configure Hunt / ACD and Pick Up Groups;
Configure Attendant Queues and settings
Apply Call control functionality;
Utilise Call routing & settings tools,
 - (e) In the Call Settings user area - Access by a User (who has limited access rights) of the VPBX functionality including the following activities:

Viewing the current routing set for the numbers allocated to the User;
Viewing the Company Directory;
Change presence status;
Change follow me forwarding number
Access the Call log with incoming and outgoing calls and voicemail messages;
Additional functions for which permissions have been provided to the User.

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- (f) 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.

System Requirements

3.2 To use the BT One Phone Portal, the Customer will comply with the minimum technical requirements set out below or as notified by BT from time to time:

- (a) PC with:
 - (i) Mac or Windows operating system;
 - (ii) A browser – Internet Explorer, Mozilla Firefox or Google Chrome – further details of supported browsers can be found at www.bt.com/btonephoneportal
- (b) a continuous internet connection with a minimum speed of 2Mbit per second.

3.3 By accessing the BT One Phone Portal, the Customer agrees to be bound by the following terms and conditions which apply between the Customer and BT whether or not Users and/or Administrators complete the registration process and are requested to accept terms and conditions as part of that registration process:

- (a) The User and/or Administrator will be required to supply User Security Details. The Customer acknowledges and accepts that BT will accept registration from Users and/or Administrators who have those User Security Details available to them.
- (b) Following successful registration:
 - (i) the Administrator will be able to access the BT One Phone Portal in order to manage the Service on behalf of the Customer including those tasks listed in Clause 3.1 (a), (b) and (d) of this Annex;

- (ii) the User will be able to access the BT One Phone Portal in order to manage the settings of a Subscription as stated in Clause 3.1 (c) and (e) of this Annex.

(c) The Customer agrees to its data being accessible online.

(d) BT will not guarantee that the BT One Phone Portal will be available at all times or will be fault free. BT will try to provide uninterrupted access to the BT One Phone Portal, but the Customer understands and agrees that from time to time faults may occur.

(e) Occasionally, for commercial or operational reasons, including the provision of service enhancements and/or software upgrades, BT may at any time:

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

(ii) 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

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

For the purposes of Clause 3.3 (g) of this Annex BT may give notice by publication of the changes on the BT One Phone Portal.

(f) BT may, at BT's sole discretion and without notice:

- (i) suspend the Customer's access to or use of the BT One Phone Portal or any part of the

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BT One Phone Portal in the event that BT believes the Customer, Administrator or User is or may be in breach of this Contract Terms or any other contract with BT;

- (ii) terminate a User or Administrator access if the User or Administrator has not accessed the BT One Phone Portal for over 24 months;
 - (iii) terminate User and Administrator access if the Service or Contract is terminated.
- (g) BT may terminate User access to the BT One Phone Portal or part of the BT One Phone Portal on 28 days' written notice to the Customer.
- (h) Any equipment used by the Customer to access, view or use the BT One Phone Portal must be technically compatible and not harm BT's network or another customer's equipment.
- (i) The Customer 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.
- (j) Data will be available for analysis and/or download as soon as registration has been successfully completed.
- (k) If the Customer contracts for additional and / or new Subscriptions, Subscription Options or Company Extras following registration, the data will be recorded automatically in the BT One Phone Portal.
- (l) 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.

4. Alert Client

4.1 The Software ("Alert Client Software") enables the User to:

- (a) set their presence status;
- (b) send text messages (which will decrement any inclusive text allowance applicable to the Subscription);
- (c) log into the VPBX;
- (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.

4.2 It is the Customer's responsibility to download and install the Alert Client Software and:

- (a) the installer of the Alert Client Software must have administrative privileges on the PC to which Alert Client Software is downloaded and installed;
- (b) the Customer agrees to be bound by the Software licence in Clause 8.2 of the Conditions and Clause 6 of the Service Schedule;
- (c) Adobe Air software will be installed at the same time as the Alert Client Software and the Customer will accept any licence applicable to Adobe Air software. The Customer accepts and agrees that the Adobe Air software will not be provided under this Contract.

System Requirements

4.3 The Customer agrees and accepts that the PC upon which the Alert Client Software is downloaded and installed must meet the minimum technical requirements or as notified by BT from time to time:

- (a) GHz processor;
- (b) 512 MB RAM;
- (c) 100 MB available hard disk space;
- (d) Windows 7 or Windows 8, Windows 2008 Server, Windows 2008 Server R2, MacOS (10.6 or later);

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- (e) An operating system supported by Adobe Air; and
- (f) a continuous internet connection with a minimum speed of 2Mbit per second.

licence applicable to Microsoft TAPI 2.x and accepts and agrees that the Microsoft TAPI 2.x software is not provided under this Contract.

5. TAPI Software

5.1 Where Click to Call (TAPI) Extra is included in the Contract, details of which are set out in Section 10 of the BT Price List, the following additional Clauses will apply:

- (a) The Software (“TAPI Software”) provides:
 - (i) set up of outgoing calls from the User;
 - (ii) end calls to and from the User;
 - (iii) notification of incoming calls to the User;
 - (iv) monitor line status for the User.
- (b) The Customer:
 - (i) will download and install the TAPI Software onto the PC for which administrative privileges are required;
 - (ii) is responsible for the integration of any applications with the TAPI Software and their functionality and accepts that BT has no responsibility or liability for the integration or functionality of such applications;
 - (iii) by downloading and installing the TAPI Software agrees to be bound by the Software licence in Clause 8.2 of the Conditions and Clause 6 of the Service Schedule;
 - (iv) accepts that Microsoft TAPI 2.x compatible application software is required to make use of the service and the Customer will accept any

System Requirements

5.2 The Customer agrees and accepts that the PC upon which the TAPI Software is downloaded and installed must meet the minimum technical requirements set out below (or as notified by BT from time to time):

- (a) Microsoft Windows operating system which must be configured by the Customer to use TAPI Software;
- (b) a continuous internet connection with a minimum speed of 2Mbit per second.

5.3 The Customer agrees and accepts that use of the TAPI Software may not be compatible with concurrent use of other non-TAPI telephony related services.

6. Definitions

In this Annex, unless the context requires otherwise, in addition to the defined terms set out in the Conditions, the Service Schedule, the Annex for Blackberry, the Annex for BT Signal Assist, the Annex for Call Recording Extra, the Annex for Onsite Mobile Network, and the Annex for Private Voice Extra & Private Data Extra capitalised terms in this Annex will have the following meaning:

TAPI Software	Means Microsoft Windows Telephony Application Programming Interface (TAPI) version 2.x
VPBX	Means the Virtual Private Branch Exchange