



Annex to the Service Schedule for BT One Phone –SIP Networks

1.1 Where the Service includes SIP Networks, the following additional Clauses will apply in addition to the:

- (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 the BT One Phone Portal
- (d) The Annex for BlackBerry
- (e) The Annex for BT Signal Assist
- (f) The Annex for Call Recording Extra
- (g) The Annex for Onsite Mobile Network
- (h) The Annex for Private Voice Extra & Private Data Extra
- (i) The Service Schedule for BT Business One Phone
- (j) The Conditions for BT Business Service

2. General Description

2.1 SIP Networks

Where SIP Networks are provided in conjunction with the Dedicated Mobile Network and Onsite Mobile Network this is chargeable and is subject to survey. Further details of which can be found in the BT Price List in Section 10c. Full details of SIP Networks are set out below.

3. SIP Networks

3.1 The SIP Networks will provide the Customer with the ability to make and receive voice calls from a BT provided Device (BT One Phone SIP Phone).

3.2 Where a BT One Phone provided Device is installed:

- (a) it will connect to the SIP Networks provided that it are enabled to do so;
- (b) if the SIP Networks are not available and/or not enabled to

connect, it will not be able to make or receive calls;

3.3 In order to provide the SIP Networks, BT will:

- (a) visit the Site to conduct a survey (or surveys) of the Site;
- (b) provide details as to where the Devices will be located as part of the BT One Phone Coverage Plan.

Clauses 2.4 (as amended by Clause 22.1 of the Service Schedule) to 2.8 inclusive of the Conditions apply to site visits and installation of the Onsite SIP Network Equipment.

3.4 BT will install BT Equipment onsite to support the SIP Networks as follows:

- (a) A suitable backhaul connection that the SIP Phone traffic will be routed down;
- (b) A BT One Phone supplied access router to interconnect the SIP networks to the site backhaul connection;
- (c) BT One Phone supplied network data switches to connect the Devices to and which will interconnect to the Onsite BT One Phone access router.

3.5 If the Customer is using their existing onsite structured cabling infrastructure the Customer will be responsible for:

- (a) ensuring that the onsite structured cabling that is supporting the SIP Networks are of the required specification, as defined by BT;
- (b) supplying the correct number of data points to plug the required number of Devices into;
- (c) ensuring the data points are wired back to the BT One Phone installed network data switch;
- (d) directly cabling the local network data switches back to the BT One Phone access router;



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- (e) ensuring the BT One Phone Network data switches are provided with a clean connection across the Customer data backbone (using separated VLAN) to the BT One Phone access router;
 - (f) ensuring that the BT One Phone demarcation point is the data port at the BT One Phone data switch, all further cabling and data points are the responsibility of the Customer.
- 3.6 If the Customer has requested BT One Phone to undertake alterations to their existing structured cabling the Customer will be responsible for:
- (a) ensuring that the existing onsite structured cabling that is supporting the SIP Networks is of the required specification, as defined by BT;
 - (b) supplying the correct number of Data points on the existing cabling to plug the required number of Devices into;
 - (c) ensuring the existing data points are wired back to the BT One Phone installed network data switch;
 - (d) directly cabling the local network data switches back to the BT One Phone access router;
 - (e) ensuring the BT One Phone network data switches are provided with a clean connection across the Customer data backbone (using separated VLAN) to the BT One Phone access router;
 - (f) ensuring that the BT One Phone demarcation point is the data port at the BT One Phone data switch for all existing cabling, all further cabling and data points are the responsibility of the Customer;
- 3.7 If the Customer has requested BT One Phone to install the structured cabling the customer will be responsible for ensuring the BT One Phone network data switches are provided with a clean connection across the Customer data backbone (using separated VLAN) to the BT One Phone access router.
- 3.8 If the Customer has requested BT One Phone to install the structured cabling, or make any alterations to the existing onsite structured cabling. Issues found with these cabling changes will be maintained within the month from the date of install. Any further faults received after this period will be treated as a new site survey evaluation request and is chargeable.
- 3.9 The Customer is also responsible for:
- (a) preparing the Site in accordance with Clauses 2.4 (as amended by Clause 22.1 of the Service Schedule) and 2.5 of the Conditions to enable installation of the SIP Networks Equipment;
 - (b) allowing access to the Site in accordance with Clause 2.4 of the Conditions (as amended by Clause 22.1 of the Service Schedule) to enable BT to install the SIP Networks Equipment;
 - (c) keeping the SIP Networks Equipment in accordance with Clause 2.4 of the Conditions (as amended by Clause 22.1 of the Service Schedule); and
 - (d) notifying BT of any suspected or unauthorised use of the SIP Networks Equipment.
- 3.10 The Customer will not use the SIP Networks Equipment in any way which BT thinks may damage or affect the operation of the network.
- 3.11 The ability of the SIP Networks to support Subscriptions at a Site will be monitored by BT. Where the Customer requires an increase in the number of Subscriptions at a Site, the Customer will notify BT in writing and the process set out in



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Clauses 12.4 to 12.8 inclusive of the Service Schedule for BT One Phone will apply.

3.12 Where in BT's reasonable opinion the SIP Networks at a Site are unable to adequately support the number of Subscriptions at that Site, BT may request, via a contract amendment, that additional SIP Networks Equipment and/or other infrastructure is installed for which BT will levy a charge. Where the Customer refuses to agree to the variation to the Contract, BT may suspend the Service Level.

Charges

3.13 Where an SIP Networks are included in the Contract, The Minimum Term and Charges are as set out in Section 10c of the BT Price List, or as amended via the Order Form, On Boarding Contract Amendment or any other agreed contract amendment document. The Minimum Term and charges commence when the SIP Networks are activated on the service.

3.14 Charges for calls made using the SIP Networks are the same charges applicable to calls made using the BT One Phone Mobile Network which are set out in Section 10c of the BT Price List Entry and the Order Form.

3.15 Upon initial fault diagnosis by BT, those faults that in BT's opinion are caused by fair wear and tear on the BT SIP Networks, BT will endeavour to resolve. Faults determined to be within the customer cabling environment will be subject to BT standard Time and Material charges.

Contract Amendment During the On Boarding Period

3.16 Where during the On Boarding Period:

- (a) BT considers it necessary, following a survey of the Site(s) to provide the SIP Networks (wholly or partially) using non-standard

methods incurring greater expense than is normal; or

- (b) the SIP Networks are 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.

3.17 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 19.2 of the Service Schedule.

3.18 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

3.19 Where additional SIP Networks Equipment is required after expiry of the On Boarding Period the Customer will issue BT with a contract amendment request. BT will notify the Customer whether or not BT agrees to provide the additional SIP Networks Equipment and will issue a contract amendment which will include any special terms and conditions and the charges.

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



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- (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:
 - (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 19.3 of the Service Schedule in which case the charges in Clause 17.8 of the Service Schedule will apply.
- (c) where the Customer does not sign the contract amendment, withdraw the request or terminate the Contract as set out in Clause 3.16 of this Annex, 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 Clause 17.8 of the Service Schedule.

3.21 In the period covered by Clauses 3.12 to Clause 3.15 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.

4. SIP for SOHO

Voice Quality Conditions

4.1 Before BT can supply the SIP for SoHo Service the Customer will:

- (a) provide a suitably enabled Access Service with sufficient bandwidth that will adhere to the following requirements:

	Good Voice Quality
Minimum Bandwidth Download	>80KB per call
Minimum Bandwidth Uplink	>80KB per call
Maximum Jitter	<35ms
Maximum latency	<140ms
Packet loss	<1%

- (b) provide a suitable LAN infrastructure (with a minimum of CAT5e structured cabling);
- (c) provide a power supply for the BT One Phone SIP Device and ensure that it meets the required specifications:

Power consumption (PSU)	1.05 - 3.23W
Power consumption (PoE)	1.7 - 3.2W
External universal AC Adapter	AC100 – 240v input and DC 5V/600Ma output

4.2 The Customer acknowledges and agrees that changes to the Customer's voice and data usage may result in changes being required to the Customer's Network, including the need for additional bandwidth. The Customer will be responsible for paying any charges associated with such changes.



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5. General

5.1 The SIP Networks Equipment

- (a) remains BT's property as set out in Clause 3.3 of the Service Schedule.
- (b) is only compatible with the BT SIP Networks and cannot be used with other telecommunication networks;

5.2 The Customer is responsible for:

- (a) compliance with Clause 2.8 of the Conditions where the SIP Networks Equipment is removed.
- (b) notifying BT if it believes that the SIP Networks Equipment or the Service is being used for fraudulent or illegal purposes.
- (c) ensuring that the SIP Networks Equipment is not moved or modified in any way.

5.3 The Customer acknowledges and agrees that:

- (a) The SIP Networks Equipment will only be used in the United Kingdom and in accordance with the guidelines, instructions and other specifications provided with the SIP Networks Equipment as may be provided by BT from time to time;
- (b) BT and Ofcom may require access to the SIP Equipment to ensure that it is being used in accordance with Clause 4 of this Annex, has not been modified
- (c) from time to time BT may access the SIP Networks Equipment remotely in order to provide updates to the SIP Networks Equipment.

5.4 BT retains the right to suspend Service to the SIP Networks where there has been no activity on the SIP Networks Equipment for three consecutive months. During any period of suspension, the

Customer will not be able to use the SIP Networks Equipment to make calls including emergency calls.

5.5 BT will terminate Service to the SIP Networks Equipment where:

- (a) the SIP Networks Equipment becomes permanently incompatible with the Network; or
- (b) there is a breach of this Contract; or
- (c) BT is directed to do so by Ofcom; or
- (d) the Customer's contract for access to the BT SIP Networks is terminated.

5.6 It will not be possible to make 999 or 112 emergency calls:

- (a) from a SIP device using the Service (but 999 or 112 calls may be possible over the mobile network); or
- (b) if BT has suspended or interrupted the Service for any reason.

BT recommends that the Customer:

- (c) makes alternative arrangements to cover circumstances such as a loss of mains electricity or Access Service; and
- (d) maintains a primary PSTN telephone line.

5.7 Where Service to the SIP Networks Equipment is terminated under Clause 6 of the Conditions, Clause 19 of the Service Schedule or Clauses 3.12 to 3.14, 3.16 and 4.2 of this Annex, BT may on written notice request return of the SIP Networks Equipment which will be at the Customer's expense or at BT's discretion, BT may recover the SIP Networks Equipment in which case the Customer will comply with the obligations set out in Clauses 2.4 (as amended by Clause 22.1 of the Service Schedule), 2.6 and 2.8 of the Conditions and Clause 20.2 of the Service Schedule.



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6. Amendments to the Service Schedule and Conditions

6.1 The following definitions are amended:

BT Equipment means any equipment, including any software, network data switch(s), access router, SIP Networks Equipment, Devices owned or controlled by BT and placed on the Site to provide the Service.

6.2 Clause 13.1 of the Service Schedule is amended as follows:

BT provides the Helpdesk for the reporting of faults for BT Mobile Network, BT Signal Assist, Onsite Mobile Network and SIP Networks where applicable details of which and the Service Level that applies are set out in Section 10c of the BT Price List.

6.3 Clause 16.3 (e) of the Service Schedule is amended as follows:

knowingly distribute malicious software or permit hacking or unauthorised modification of any Device, Software or of the Network.

6.4 Clause 18.1 of the Service Schedule is amended as follows:

BT may bar a BT One Phone Device preventing the Customer from making calls (other than to the emergency services), disconnect it from the Network or suspend the Service:

- (a) if the Customer fails to comply with Clauses 3.3 and 3.4 of the Conditions, Clauses 3.4, 3.5 and 16.3 to 16.5 inclusive of the Service Schedule and Clauses 3.3 to 3.8 and 4.2 to 4.3 inclusive of this Annex;
- (b) in the event of loss or theft of the Device;
- (c) if BT has reasonable cause to suspect fraudulent use of the BT One Phone Device; or

(d) upon instruction by emergency services or any other government, regulatory or appropriate authority.

6.5 Clause 18.2 of the Service Schedule is amended as follows:

The Customer will pay an unbarring charge and, if applicable, a re-connection charge if the Service is temporarily barred and/or the BT One Phone Device is disconnected from the Network for the reasons stated in Clause 18.1 of this Schedule. If BT has barred or disconnected the Service, BT will not re-provide it unless the Customer complies with the terms of the Contract or satisfies BT that the Customer will do so in future, or that the Service will not be used again in a way that is forbidden. BT may require the Customer to authorise a direct debit authority for the payment of such charges.

6.6 Clause 18.3 of the Service Schedule is amended as follows:

If BT bars the BT One Phone SIP Device, disconnects it from the Network or suspends the Service, the Contract will continue. The Customer will pay all charges until the Contract is ended by notice under Clause 6 of the Conditions (as amended by Clause 19.3 of the Service Schedule).

6.7 Where the Contract includes an SIP Networks the notice period set out in Clause 19.3 of the Service Schedule is amended to three month's written notice to the other.

7. Definitions

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, the Annex for the BT One Phone Portal, the Annex for BT One Phone 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:



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BT One Phone Coverage Plan	Means the plan setting out the coverage of the SIP Networks, where the Devices will be located and the location of the SIP Networks Equipment required to provide that coverage and connectivity
Alternative SIP Network	Means the SIP Network accessed via an app via a mobile device, Mac or PC.
OnsiteSIP Network	Means the onsite SIP Network provided via the Onsite SIP Networks Equipment at the Site or Sites accessed via BT One Phone SIP Devices provided under this Contract.
Network	Means the SIP Networks.
SIP Networks Equipment	Means Network data switches and associated transmission provided by BT under this Contract which is BT Equipment.
SoHo	Means a Small Office or Home Office.
SIP for SoHo	Means an installation that allows users to install and use BT One Phone SIP Devices in unmanaged network in the SoHo environment.
Access Service	Means a type of data connection, that can be used with the Service