1 Definitions

The following definitions apply, in addition to those in the General Terms and Conditions and the General Services Schedule of the Agreement.

"Caller" means the person calling the Customer.

"Delivery Method" means a logical link between the Outbound Node and the call centre which may be an Access Line or Switched Egress.

"Inbound Node" means the Node where incoming calls access the Inbound Contact global Network.

"NTP" means a network terminating point which is the physical point at which calls exit the Service. It is located at a Site where the Delivery Method used is an Access Line or at the Outbound Node if the Delivery method used is Switched Egress.

"Outbound Node" means the Node which is connected to a Site by the Delivery Method.

"Premium Rate Number" means a Service Number which has a specified premium or higher than standard rate call charge and which may be eligible for a revenue credit.

"Routing Plan" means the plan which contains the preferred path or paths through the CCS (International) Network, the PSTN and the Delivery Method(s) via which a call may be delivered to a Site designated by the Customer and other routing parameters as agreed between BT and the Customer.

"Service Number" means the number(s) provided to the Customer for its Callers to use to access the Service.

"Switched Egress" means a link between the Outbound Node and a Site using the PSTN.

"Transmission Rate" means the speed of transmission of voice-band and fax signals.

2 Service Description

The BT Inbound Contact global Service, ("the Service"), is a global virtual private network service which allows telephone calls to be carried between an Inbound Node and the Customer's call centre(s). The Service has centralised intelligent routing capabilities that enable the Customer to link its call centres in different countries and provide Callers with a consistent, resilient and flexible service. The Customer can customise its call centre networks using different routing options and features at each Site, to create virtual private networks to manage incoming calls.

The Service carries telephone calls on the Inbound Contact global Network between the Inbound and Outbound Nodes and from the Outbound Nodes to the Customer's Site(s) via the Delivery Method specified in the Routing Plan. BT will provide the Customer with numbers located at or delivered to an Inbound Node. Callers to these numbers will be connected to the call centre specified in the Routing Plan.

2.1 The Inbound Contact global Network can screen calls according to the Customer's requirements based on:

2.1.1 Caller number (A number), if available

2.1.2 Caller entered digits, Authorization Codes.

2.2 The Inbound Contact global Network routes calls according to the Customer's requirements based on:

2.2.1 Origin Dependent Routing/Geographic Routing, where routing configurations are defined based on a call's point of origin.

2.2.2 PIN Routing, where routing id determined by Caller entered digits.

2.2.3 Time Dependent Routing, which has three features in a fixed hierarchy as follows:

(a) Holiday Routing, which defines routing by a specific calendar day(s).

(b) Day of Week Routing, which defines routing for each day of the week.

(c) Time Interval Routing which routes calls to different call centres based on the time of day of the incoming call.

2.2.4 Load Balancing which distributes calls to multiple call centres based on:

(a) Call Distribution/Percentage Allocation

(b) Uniform Load Distribution/Maximum Calls Allowed

2.3 The traffic congestion control capabilities of the Network will deliver calls with the following features:

2.3.1 Dialled Number Identification Service (DNIS) which enables the Customer to specify which digits are delivered to an Access Line for more effective management of calls. For example ensuring that a call is answered at the correct language queue. DNIS routing is supported on Dedicated Access Lines, however, much of the functionality of DNIS can be replicated over PSTN using International Direct Dialling (IDD) numbers, each pointing to a specific application.

2.3.2 Overflow is used when the Customer's call centre cannot handle the volume of incoming calls. An alternative termination for overflow calls can be specified in the Routing Plan.

2.3.3 CLI Delivery is available in some locations, if the Customer has ordered Access Line(s) as the Delivery Method.

The Call-types and Service options required will be stated in the Order.

2.4 Service Components

2.4.1 Service Numbers

The following Service Number types are available. Not all Service Number types are available in all locations.

(a) National Toll Free

(b) National Rate and Shared Cost (the Caller pays a portion of the PSTN call charges to connect to the Inbound Node)

(c) Caller Pays/PSTN (the caller will pay the PSTN call charges to connect to the Inbound Node)

(d) International Toll Free

(e) Universal International Freephone Numbers (UIFN)

2.4.2 Delivery Method

Calls are delivered to the Customer's call centre(s) either by an Access Line or Switched Egress. The Inbound Contact global Network will determine whether regulation permits a call to be carried on the Inbound Contact global Network and terminated at the call centre based on the termination type, point-of-entry country code and termination country code. Calls that cannot be terminated via a Dedicated Access Line for regulatory reasons will be blocked unless the Customer provides an alternative PSTN number to terminate the calls.

2.4.3 Routing Plans

The Inbound Contact global Network is programmed based on Greenwich Mean Time (GMT), which means that all configurations and Routing Plans must be presented in GMT.

The Customer is identified in BT systems by a Corporate Identifier (Corp ID). An Application ID is an identifier used to tag specific routing applications within the Customer's Routing Plan. Application IDs are associated with the Service Numbers a Caller dials and can be used to establish multiple different routing configurations.

Routing plans can be designed and implemented at the Application ID or Corporate ID level. The Customer must specify a specific routing plan for how incoming calls are handled and distributed to its call centre(s). Any routing feature can lead the hierarchy in the Routing Plan. However, the same routing feature cannot be followed by the same feature (i.e., Day of Week routing strategy immediately followed by another Day of Week strategy). The Customer can specify combinations of routing features or select no features.

The Customer may specify an Alternative Routing Plan, to be activated on request in the event of an emergency or a Customer event such as a marketing campaign.

2.5 Service Optional Features

2.5.1 Customer Reports – Call Traffic Reporter (Reporter)

The Call Traffic Reporter features a set of standard reports and a Call Detail Report.

Standard reports are available as a daily (hour by hour for the selected day) and/or monthly (day by day for the selected month) summary. The reports include:

(a) Comprehensive Summary

(b) Corporate Summary Report

(c) Access Number Report

(d) Destination Summary Report

The Call Detail Report includes detailed analysis of individual calls.

2.5.2 Call Traffic Controller (Controller)

Provides a web interface through which the Customer can gain immediate control over its Service applications (e.g., Emergency plan activation, modification of routing plan parameters, verification of customer data).

2.5.3 Network Interactive Voice Response (NIVR) system

NIVR is a network-based, interactive voice recognition and response service that enables the Customer to conduct business any time of day, even when there are no call centre agents available. Activated by sophisticated multilingual voice recognition technology or simple telephone keypad input, NIVR is designed to direct the Caller to the fastest access point for information. Callers navigate menu options using Dual-Tone Multifrequency (DTMF), click/pulse or voice recognition. The following features are available:

(a) Host Connect allows information to be exchanged between a Caller and the Customer's host computer giving automated access to host or client/server data.

(b) Automatic Speech Recognition, which is the NIVR system's ability to accept and process speech input to navigate an NIVR application.

(c) Text-to-speech. The NIVR system converts names, addresses and other computer data into natural, readily understood speech. It digitally converts text messages into synthetic speech.

(d) Web Host Connect allows Callers to access information from the Customer's web site(s) using NIVR requests. The NIVR system prompts the Caller for details via DTMF or voice, accesses the Customer's servers to retrieve information, and relays it back to the Caller via text to speech technology.

(e) NIVR Call Extension provides call extensions to any Customer location as a standard part of the menu or as a pre-scripted response to a "time-out" caused by the Caller failing to provide input as directed.

(f) Automated Attendant provides automated call routing 24 hours a day to chosen destinations after playing a recorded message.

3 Service Delivery

BT will provide Service Numbers, Access Lines and implement the Routing Plan and conduct a set of standard tests to ensure that the configuration is functioning correctly. The OSD occurs on successful completion of the tests.

4 BT Service Management Boundary (SMB) and Service Limitations

4.1 The SMB if an Access Line is used is between the Service Number and the network terminating unit on the Access Line. This includes provision, maintenance and management of all elements up to this SMB.

4.2 The SMB if Switched Egress is used is between the Service Number and the interface with the PSTP on the Outbound Node. This includes provision, maintenance and management of all elements up to this SMB.

4.3 If the Customer orders Access Lines from BT, BT and the Customer will agree the capacity of the Access Lines and this will be stated on the Order.

4.4 Unless BT informs the Customer otherwise, BT will be responsible for obtaining appropriate telephone numbers from a local telecommunications provider. BT reserves the right to withdraw such numbers from the Customer on reasonable notice.

4.5 If the Customer is unable to receive calls at the telephone numbers stated in the Routing Plan, then BT is under no obligation to attempt to deliver calls to any destination not stated in the Routing Plan.

4.6 BT is not responsible for the ability of the Customer or its Callers to access the Service to enable delivery of calls to the Inbound Node.

4.7 Number Porting: BT does not support the porting of PSTN (Caller Pays) access numbers from the Service or any other number type. Any number acquired by BT for the Service and provided to support the Customer's application is the property of BT. BT will provide a release document for Non-Geographic Numbers (Normally; Toll Free, Shared Cost or National Rate Numbers) to allow the Customer to move these services to another carrier if they choose to on termination of the Service. BT does not warrant that the numbers provided can be ported to another carrier as the decision to allow portability of Non-Geographic Numbers is made by the originating carrier. BT is also not liable for outages that may occur during the conversion of these numbers from BT to another carrier.

4.8 BT is not responsible for the Customer's systems, equipment or connectivity to the Customer's systems which are used as part of NIVR applications, unless otherwise agreed in writing.

5 The Customer's Responsibilities

5.1 If the Delivery Method for a Site includes Switched Egress the Customer will be responsible for providing telephone service at such Sites and for any related charges.

5.2 If the Customer has provided an Alternative Routing Plan it must follow BT's processes when it wants the plan activated.

5.3 The Customer acknowledges and agrees that NIVR is not suitable for hosting life-support or other critical applications where the failure or potential failure of NIVR can cause injury, harm and/or death. The Customer acknowledges and agrees that use of NIVR to support

such applications is fully at Customer's own risk and that Customer assumes all risk arising out of such use.

5.4 The Customer acknowledges that BT will make platform capacity available up to the level that the Customer has committed to. If the Customer requires capacity in excess of the commitment level to meet peak demands, then BT will use reasonable endeavours to make capacity available, but does not commit to do so.

5.5 The Customer shall at all times ensure that all Inbound (Premium Rate Services) offered fully comply with those regulatory and legal obligations and local guidelines applicable within the country where those Services are offered. It is the sole responsibility of the Customer to ensure that Services comply at all times with such obligations and guidelines and BT cannot be held responsible for termination of Services that do not comply.

6 Charges and Payment Terms

The Charges for the Service will comprise some or all of the following components, depending on the Option selected on the Order:

Product	**One-time Charge**	**Recurring Charge**	**Notes**
Access Line	Install/De-install	Monthly	
Service Number	N/A	Monthly	
Usage	N/A	Per minute	Charges vary dependent on the Service Number type, Delivery Method and country pair (country of call origination and country of call termination). All Usage Charges will be at BT's standard rates, a copy of which will be provided on request, unless otherwise agreed in writing. There is a minimum 6 (six) seconds charge for Dedicated Termination and 18 (eighteen) seconds for Switched Termination calls.
Optional Features	Install/De-install	Monthly	
Reports	Set-up	Monthly	Charges vary depending on the frequency and complexity of the Report ordered.
Call Traffic Controller	Set up	For up to 5 (five) Users	
NIVR	Application development and set-up	The Customer can elect to pay either port or usage (per minute) charges.	Charges vary depending on features selected and the complexity of the application. The Customer cannot switch between (port or usage) charging.

6.1 BT reserves the right to apply a re-configuration charge for Customer requests of more than 5 (five) changes per Site per year.

6.2 The Customer acknowledges that some or all of the components of the Service may be referred to as "CCS", or CCS (International) or similar names on the invoice.

7 Service Levels

If a Qualifying Fault is due to a failure of a Service Number(s), Service Credits will be calculated based on the monthly charge for that Service Number(s).

8 Network Performance for Inbound Contact global Service

The BT Voice Network is designed to meet international standards and ITU recommendations for call quality in normal use.

8.1 Post Dial Delay (PDD).

BT's target is for PDD on any route(s) for On-net calls (including the Access Lines) or for the part of the call carried on the Inbound Contact global Network (including Access Line) for On-net to Off-net calls to be 5 (five) seconds or less.

If the Customer experiences PDD greater than 5 (five) seconds on any route, then the Customer should report it to BT using the fault reporting procedures outlined in the General Service Schedule. BT will investigate the cause, and, if it is due to BT's Network, will resolve the fault as quickly as possible. If either the PDD persists for more than 5 (five) Business Days, or the Customer reports 3 (three) faults (on the same route(s)) in any Month, then BT will give the Customer a Service Credit of 2 (two) % of the Site Charges of the originating Site.

8.2 Transmission Rate

BT's targets for Transmission Rates on the Inbound Contact global Network on any route(s) for On-net calls (including the Access Lines) or for the element of the call carried on the Inbound Contact global Network (including Access Line) for On-net to Off-net calls are 9.6 Kbits per second for Voice Band data and 14.4 Kbits per second for fax. This is subject to the Customer's equipment being capable of transmitting at these rates.

If the Customer experiences lower transmission rates on any route(s), then the Customer should report it to BT. BT will investigate the cause, and if it is due to BT's Network will resolve the fault as quickly as possible. If the low transmission rate persists for more than 5 (five) Business Days, or the Customer reports 3 (three) faults (on the same route(s)) in any Month, then BT will give the Customer a Service Credit of 2 (two) % of the Site Charges of the originating Site.

8.3 The targets for PDD and Transmission Rate do not apply if the Customer has ordered compression on an Access Line.

8.4 The targets for PDD do not apply if the Customer uses Site location codes or has a variable length dial plan.