BT One Voice - Service Annex to the General Service Schedule

1. Definitions

"Application" means the software which is loaded onto the Mobile Devices by the User as part of the BT One Voice Mobile Access option.

"Chairperson" means a User authorised and registered by the Customer to use the BT One Voice Conferencing Service.

"Customer Acceptance Tests" means such tests that BT considers reasonably necessary to determine that the Service is working properly.

"GPRS" means General Packet Radio Service which is relevant to the BT One Voice Mobile Access option**.**

"Mobile Device(s)" means a mobile handset(s) meeting BT's technical specifications for the BT One Voice Mobile Access option.

"Mobile Operator" means a provider of mobile call services.

"**SIP**" means Session Initiation Protocol which is a technical standard used to initiate and terminate voice calls ("sessions").

"**SIP Trunk**" means a logical connection created for the purposes of carrying voice and other media as IP traffic.

"Post Dial Delay" ("PDD") means the time from when the node to which the Site is connected receives the last digit of a valid number to when ringing tones are returned to the Customer Equipment at that Site.

2. Service Description

The BT One Voice Service ("the Service") is a technology independent global voice service that transmits voice, fax and voice-band data to facilitate the convergence of all the Customer's voice and data applications onto a single platform and migration from traditional Time Division Multiplex (TDM) voice technology to IP.

The Customer can access the BT One Voice Network using either:

(a)   Indirect Access, by dialling an access number. This is suitable for home workers, mobile phones and Sites with traffic volumes under 25,000 minutes per Month; or

(b)   Direct Access, which can be either:

   (i).   via a T1/E1 leased line connected to the Customer's Private Branch Exchange (PBX) ("TDM access"); or

   (ii).   via a BT MPLS service which can be used for both the Customer's voice traffic and other data applications. The Customer must order Managed Routers, and the terms and conditions of the BT MPLS service annex to the General Services Schedule will apply unless this Annex states otherwise. The Service will not support n*E1/T1 access; or

   (iii).   via BT One Voice Global SIP Trunking which is capable of providing a full PSTN/ISDN replacement service supporting outgoing and incoming PSTN calls, calls to emergency services and most call types to local (National) services including Premium Rate services. SIP Trunks are only available in a small number of countries.

2.1. Optional Features

2.1.1.   BT One Voice VPN.
BT One Voice VPN provides the Customer with a virtual private network (VPN) enabling Users to make "On-Net" calls to any other Site in the Customer's voice VPN as well as "Off-Net" calls, to destinations on the public switched telephone network (PSTN). BT One Voice VPN has the following features:

(a)   Global Managed Dial Plan. The Customer may use a private or a public (conforming to ITU E.164) dial plan to direct call delivery to Sites or PSTN destinations. Numbers in a private dial plan must each be the same length, of between 2 (two) and 15 (fifteen) digits;

(b)   Forced On-Net calling (FON) "forces" a call to a Site onto the Customer's voice VPN whether or not the User uses the dial plan number or the PSTN number of the Site;

(c)   Virtual On-Net calling (VON) enables frequently dialled PSTN numbers to be built into the private dial plan to create a "virtual" Site; and

(d)   Overflow. During an overflow situation the network will attempt to overflow calls to defined destinations in turn. After the third attempt, the caller will receive a network busy or ring tone signal, as specified by the Customer in the dial plan.

2.1.2.   BT One Voice Mobile Access

BT One Voice Mobile Access is an application that enables certain portions of calls from Mobile Devices to be routed on the BT One Voice Network. When the application is installed on a Mobile Device the User can make domestic and international mobile calls from the home country of the Mobile Device. The Service does not work outside the home country. When the Customer registers the mobile telephone number(s) with the BT One Voice service, a text message is sent to the Mobile Device(s). The application will automatically be installed to the Mobile Device. The Customer must ensure that Users activate GPRS/Wap or Wifi so that the application can be installed.

The Customer acknowledges that BT cannot ensure that all call attempts will be successfully transferred to the BT One Voice Network and that the Customer is responsible for all charges for any calls or portion of a call transported by its existing Mobile Operator.

Users may experience a delay before connection to the dialled number whilst the Application routes the call to the BT One Voice Network. The User can bypass the BT One Voice Mobile Access if required, in which case the call will route via the existing Mobile Operator.

2.1.3.   BT One Voice Conferencing

BT One Voice Conferencing provides the Customer with access to the BT Conferencing platform and the BT MeetMe Service via the BT One Voice Network from On-Net locations. The service can also be accessed from Off-Net locations by dialling the local access numbers that BT provides. BT reserves the right to change the access numbers from time to time.

2.1.4.   BT One Voice Global SIP Trunking

The Customer may order a geographic number range from BT or request that BT port in its existing geographic number range from its existing supplier. Number Porting will be conducted only in accordance with any locally applicable regulation and if it is technically possible to do so. The Customer will be required to sign a "Letter of Authority" or equivalent document when it makes a porting request with BT.

The Customer will be able to make calls to Premium Rate and directory services that exist in the country that a Site is located.

In some locations the Customer can specify that certain outgoing calls are barred ("Call Barring"). Details of the Call Barring options available by country are available on request.

The Customer can request presentation of or restriction of its CLI from being presented to the destination. The Customer can also specify that its legally permissible 'user provided CLI' is passed on to the destination, and for a PBX this means that the User's extension will be included in the CLI. The Customer acknowledges and agrees that BT will not accept requests to restrict CLI on calls to emergency services, where the laws and regulations require CLI to be presented.

SIP Trunking cannot be provided for any mobile device.

2.1.5.   BT One Voice Anywhere

The BT One Voice Anywhere feature gives Users flexibility in the location from which they can make and receive calls via the Service. It is based on the integration of the BT One Voice VPN capability with the call routing capabilities of the Ribbit voice platform. All of the features described in this section can be accessed and controlled via an intuitive web-based User Interface.

Users may not use the outbound features of the service in countries where such use would be unlawful, and BT reserves the right to terminate service if this happens.

A softphone capability can be ordered, allowing Users to both make and receive calls directly on the softphone if desired, rather than specifying a fixed or mobile extension.

BT One Voice Anywhere service includes a voice mailbox, which Users can use to consolidate their voice mailboxes from multiple systems into a single unified mailbox. The Customer will choose whether Users will receive notification that a voicemail has arrived either directly via the BT One Voice Anywhere interface, or via email.

The Customer can order the voice to text capability which automatically transcribes received voicemail messages into text. The Customer will choose whether Users will receive notifications that a message has arrived either directly via the BT One Voice Anywhere interface, or via email.

Users make calls via the User Interface either by entering the desired number or selecting from a contact list populated from their personal address book on their PC or the Customer's Microsoft Exchange service global address list.

BT One Voice Anywhere can be used to set up a 'group call' with up to 8 participants quickly. The Customer acknowledges that this is a basic multi-person call facility and does not have the features associated with other conferencing services. If a conference call with more than 3 (three) participants is required, or if features such as conference control or recording are required, BT recommends the use of a BT Conferencing service.

3.   Service Delivery

3.1.   For Direct Access, including SIP Trunking, BT will provide the Access Line(s), complete the BT One Voice network databuild and conduct a set of standard tests to ensure that configuration is functioning correctly. The OSD occurs on successful completion of the tests.

3.2.   For Indirect Access, BT will provide an in-country access number, complete the BT One Voice network databuild and test the Service through to the terminating number. The OSD occurs on successful completion of the test.

3.3.   For Service with Managed Routers, BT will configure the Managed Router(s), CoS and Access Lines, so that traffic can be transmitted from one Site to another or the PSTN, and conduct a set of standard tests. The OSD occurs on successful completion of the tests.

3.4.   For BT One Voice Mobile Access, BT will provide instructions for downloading the Application. The OSD occurs when the Customer has successfully downloaded the Application onto the Mobile Device.

3.5.   For BT One Voice Conferencing, BT will provide each registered Chairperson with a welcome pack containing the appropriate PIN codes required to access the service and instructions on how to use the service. The OSD occurs when BT provides the PIN(s) and instructions.

3.6.   For BT One Voice Anywhere, BT will provide, via email, a welcome pack to each registered User. The welcome pack contains the access URL, a username and password, and instructions on how to use the service. The OSD occurs when BT provides the welcome pack.

4.   BT Service Management Boundary (SMB)

4.1.   The SMB for service with TDM access is the network termination unit on the Access Line. This includes provisioning, maintenance and management of all elements up to this SMB.

4.2.   The SMB for Indirect Access is the Port. This includes provisioning, maintenance and management of all elements up to this SMB.

4.3.   The SMB for Service with Managed Routers and/or SIP Trunking is the LAN port on the Managed Router. This includes provisioning, maintenance (except if the Managed Router is Customer Equipment) and management of all elements up to this SMB. The cable which connects to the Customer Equipment (i.e. the customer IP or TDM PBX) is the responsibility of the Customer.

4.4.   The SMB for the BT One Voice Mobile Access option is the ability to re-route calls using the BT One Voice Service which is enabled once the application has been installed.

4.5.   The SMB for One Voice Anywhere is the web-based interface the User uses to control and configure its instance of the BT One Voice Anywhere service.

5.   The Customer's Responsibilities

5.1.   For Indirect Access, the Customer must order and pay for an appropriate telephone service to access the BT One Voice Network, e.g. PSTN service, from a PTSP, and ensure that this access service is capable of transmitting the calling line identification ("CLI") to the BT One Voice Network.

5.2.   The Customer must provide BT with the CLI for each PSTN line or Mobile Device that will use the Service and ensure that the CLI is presented for each call. Call attempts with no CLI will fail.

5.3.   BT One Voice Mobile Access.

5.3.1.   The Customer is responsible for ensuring that the application is properly downloaded onto its Mobile Devices. BT is not responsible for incidents if the application has not been downloaded correctly.

5.3.2.   BT does not provide Mobile Devices as part of the Service. The Customer is responsible for ensuring that Users have compatible Mobile Device(s) to run the application.

5.3.3.   The Customer is responsible for ensuring that the application is removed from each Mobile Device(s) on termination of the Service.

5.3.4.   BT will work with the Customer's nominated single point of contact to remotely fix One Voice Mobile Access application problems. Users may not contact BT directly. Incidents identified as a suspected application problem by BT are not Severity One Incidents.

5.3.5.   The Customer acknowledges that it may incur charges from its mobile service provider when downloading the One Voice Mobile Access application.

5.4.   BT One Voice Conferencing.
5.4.1.   The Customer must order One Voice VPN to enable use of the One Voice Conferencing service.

5.4.2. The Customer must specify a number within its One Voice VPN dial plan to be used with the BT One Voice Conferencing Service. The number must conform to binary tree uniqueness requirements for the dial plan, that is, it cannot be the extension of another number.

5.4.3. The Customer must provide BT with details of all Chairperson(s) authorised to use the Service and promptly inform BT of any changes to the list of Chairperson(s).

5.5. SIP Trunking

5.5.1. The Customer will provide all reasonable assistance to enable BT to add the correct emergency centre code to the routing information in order for BT to route the call to the relevant emergency centre or alternatively accepts that a break out for emergency calls needs to be provided.

5.5.2. For service in the US, BT will charge the customer to recover the contributions required to be paid to emergency services funds at the US state and local level. In addition BT reserves the right to charge the Customer an additional charge (as stated on the Order) per E911 or 911 call made in the USA that is manually handled due to having incorrect or no record in the emergency calling database.

5.5.3. The Customer will comply with the terms and conditions of the VOIP Obligations Annex to the General Services Schedule.

5.5.4. The Customer acknowledges that it will not add any mobile devices to the SIP Trunking service, and that it is responsible for the proper configuration of its LAN and all other devices so that the User's location can be properly identified.

5.5.5. It is strongly recommended that the Customer ensures that Users have other means of accessing the emergency services if a device is moved from a Site, and is used away from the Customer's registered Sites.

5.6. BT One Voice Anywhere

5.6.1. The Customer must order BT One Voice VPN in order to use the BT One Voice Anywhere service.

5.6.2. The Customer must specify a (non E.164) number per registered User within its One Voice VPN dial plan to be associated with that User. The number must conform to binary tree uniqueness requirements for the dial plan, that is, it cannot be the extension of another number.

5.6.3. If the Customer orders BT One Voice Anywhere configured as 'always-on' the Customer must make the necessary configuration changes to its local PBX to reroute inbound calls to the number specified in the One Voice VPN dial plan for each User.

5.6.4. If the Customer requests that BT One Voice Anywhere interfaces with its Microsoft Exchange mail server, it must configure its corporate firewalls and server in such a way to allow BT One Voice Anywhere to contact and interrogate the server.

5.6.5. The Customer acknowledges that BT One Voice Anywhere is not an interconnected VoIP Service, does not support E.911 requirements, and the Customer must ensure that its registered Users have other means of accessing the Emergency Services.

6. Charges and Payment Terms

The Charges for the Service will comprise some or all of the following components, depending on the option(s) stated on the Order:

6.1. Access

Pricing Element	One Time Charges	Recurring Charges	Notes
Access Line	Install/De-install	Monthly	Charges are per line, for each Access Line connecting to the BT One Voice or BT MPLS networks.
BT MPLS Port and CoS.	Install/De-install	Monthly	If a new BT MPLS service is ordered to access the BT One Voice service. If the Customer has an existing BT MPLS service, the Customer is responsible for ordering and paying for any additional MPLS port capacity and/or CoS required to connect a Site(s) to the BT One Voice Service. The Charges will appear on the Customer's BT MPLS bill.
BT One Voice Basic Indirect Global CLI Registration (Single Stage)	Yes	No	Charges are per CLI. In Single Stage access a User dials (or their PBX if programmed) a country specific carrier selection prefix and the target number in one go.
BT One Voice Basic Indirect Global CLI Registration (Dual Stage)	Yes	No	Charges are per CLI. In Dual Stage access a User dials a country specific geographic number and is then prompted to dial the target number.
BT Onevoice (National & Global) Direct 'Lite' Channel	No	Monthly	Per channel. Each channel supports 1 simultaneous call.
BT One Voice (National and Global) Direct Channel	No	Monthly	Per channel. Each channel supports 1 simultaneous call.
BT One Voice (National and Global) Inclusive Channel	No	Monthly	Per channel. Each channel supports 1 simultaneous call.
BT One Voice VPN Dial Plan	Yes	No	Charges are per Site.
BT One Voice Mobile Access CLI Registration	Yes	No	Charges are per CLI
BT One Voice Conferencing	No	No	If Conferencing is an On-Net destination
BT One Voice Conferencing (Call Recording)	Yes	No	Charges are per recording, and will be invoiced separately.
Single Number (DDI)	Yes	No	Per number
Number Block	Yes	No	Per number block. Number blocks come in 10, 50, 100, 500, 1000 and 10000 blocks. The Customer acknowledges that BT may not be able to provide contiguous numbers when it orders multiple number blocks.
Number porting (SIP trunks)	Yes	No	Where available.
BT One Voice Anywhere	No	Monthly	Per User

6.2.   Moves, Adds and Changes

Pricing Element	One Time Charges	Recurring Charges	Notes
BT One Voice VPN Dial Plan changes	Yes	No	For more than 2 dial plan changes per Site, per year.
Major Move, Adds or Change	Yes	No	
Line Number Portability (LNP) Non-Recurring Charges	Yes	No	where applicable
Standard LNP cancellation fee	Yes	No	where applicable
Expedited Cancels (cancellations within 48 hours of the FOC)	Yes	No	where applicable
Customer-Initiated "snapbacks" (USA)	Yes	No	A snapback is where the Customer decides to retain a number after placing a cancelation order.
911 Calls handled manually	Yes	No	Emergency calls that must be handled manually due to no customer information or incorrect customer information in the data base.

6.2.1.   There are no additional Charges if the Customer migrates to a new PBX technology, that is from TDM to IP, provided that the number of channels is not reduced. If the remainder of the old Minimum Period of Service is less than 12 (twelve) Months then a new Minimum Period of Service of 12 Months will apply from the date of the change.

6.3.   Usage (Call) Charges

Pricing Element	One Time Charges	Recurring Charges	Notes
BT One Voice PAYG (pay as you go)	No	Usage	Per minute for One Voice Indirect and One Voice Mobile Access originated calls.
BT Onevoice Direct 'Lite' (National & Global channels)	No	Usage	Per minute. Only available if the Customer has one or more Sites connected to One Voice via either E1/T1 Leased Line(s) and/or BT MPLS and/or One Voice Global SIP Trunking.
BT One Voice Global Direct (National and Global).	No	Usage	Per minute. Only available if the Customer has one or more Sites connected to One Voice either via E1/T1 Leased Line(s) and/or BT MPLS and/or Onevoice Global SIP Trunking. This includes zero rated On-Net calls between the Customer's Sites that are included in the dial plan, if One Voice

Pricing Element	One Time Charges	Recurring Charges	Notes
			VPN is ordered.
BT One Voice Inclusive (National and Global)	No	Usage	Per minute. Only available if the Customer has one or more Sites connected to One Voice either via E1/T1 Leased Line(s) and/or BT MPLS and/or Onevoice Global SIP Trunking The monthly channel charge includes zero rated calls OnNet calls between the Customer's Sites that are included in the dial plan, if Onevoice Voice VPN is ordered. It also includes zero rated calls fixed destinations in 15 countries chosen from a list of 30 countries. All other OffNet calls to Mobile and Low/High (Premium Rate/Shared Cost) Band destinations in the 15 countries will be charged per minute Note that BT One Voice Inclusive covers calls to fixed geographic destinations in the specified countries. It does not intentionally include calls to shared cost type services including Premium Rate services, in these countries. BT reserves the right charge for calls to these services if it is able to identify shared cost numbers in the specified countries.
BT One Voice Anywhere – Inbound Calls	No	Usage	Per minute. The charge is dependent on the number specified by the User as the location where it wishes to receive calls. There is no charge for On-Net calls.
BT One Voice Anywhere - Outbound Calls	No	Usage	Per minute. There are two charge elements for outbound calls - a charge dependent on the number specified by the User as the location from which it wishes to make calls (no charge if On-Net). a charge dependent on the location of the number dialled (no charge if On-net)
Germany Call Package 1 (only available at One Voice Global SIP Sites in Germany)	No	Usage	Packages are per channel and include 2,000 minutes per Month per channel to national (fixed geographic numbers) destinations in Germany.
Germany Call Package 2 (only available at One Voice Global SIP Sites in Germany	No	Usage	Packages are per channel and include 165 minutes per Month per channel to national mobile numbers in Germany.

6.3.1.   Per minute rates are the rates that were current at the time the Customer ordered service, unless otherwise agreed in writing.

6.3.2.   The Customer will only pay BT for the part of Dual Stage calls made using the BT One Voice service. This is defined as routing the call from the BT in-country switch to its final destination. The Customer is responsible for paying the charges associated with the calls made to BT in-country switches directly to its local PSTN provider.

6.3.3.   The Customer will only pay BT for the part of One Voice Mobile calls made using the BT One Voice service. This is defined as routing the call from the BT in-country switch to its final destination. The Customer is responsible for paying the mobile service charges associated with the calls made to BT in-country switches directly to its local Mobile Operator.

6.4.   Traffic Profiles

6.4.1.   BT Onevoice Direct 'Lite', BT Onevoice Direct and BT Onevoice Inclusive National and Global
If the Customer orders either the BT Onevoice Direct 'Lite' and/or BT One Voice Direct and/or BT One Voice Inclusive charging options, then the Customer's traffic patterns must comply with all of the elements in the following profile:

(a)   The Customer must order a minimum of 20 Channels

(b)   The Customer must have a minimum of 8 Channels per TDM (T1/E1) connected Site. There is no minimum number of channels per individual Site connected using MPLS or SIP Trunking but the minimum number of 20 channels across all Sites will apply.

(c)   For BT One Voice Global Inclusive and BT One Voice National Inclusive the Customer may not exceed more than an average total of 8,300 incoming and outgoing minutes per channel, per Month across all of its One Voice Inclusive channels.

(d)   The average monthly per channel minutes volume to zero rated destinations may not exceed 80 (eighty) % of the total allowed minutes when averaged across all Inclusive channels in the Customer network in any 3 (three) Month period.

6.4.2.   Specifically for Onevoice Inclusive

(a)   The Customer may select 15 (fifteen) countries from a list of 30 (thirty) countries to form its Onevoice Inclusive package

(b)   The selected countries will apply to all sites in the Customer's network that have the Onevoice Inclusive package, regardless of direct access type. The Customer may not select different countries at different Sites.

(c)   The list of 15 countries cannot be changed before the end of the Minimum Period of Service, and after that only if agreed in writing.

(d)   Only calls to fixed or geographic numbers in the 15 (fifteen) selected countries will be zero rated. Calls to all other number types including but not limited to mobile or premium rate numbers will be charged per minute.

6.4.3.   If the Customer orders BT One Voice National Direct in conjunction with SIP Trunking in the US then

(a)   Incoming Off-Net traffic averaged across all BT One Voice National Direct Sites in the US may not exceed 35% of the total traffic at these Sites; and

(b)   The average number of minutes per BT One Voice National Direct channel in the US may not exceed a total of 8,300 incoming and outgoing minutes per channel, per Month across all of its BT One Voice National Direct channels in the US.

6.4.4.   German Call Packages, are available only for Site(s) in Germany and can be ordered in addition to either Onevoice Direct 'Lite', Onevoice Direct or Onevoice Inclusive.

(a)   The Customer may order either Package 1 and/or Package 2 for use over the same channel.

(b)   The minutes allowance is counted on per Site, and is calculated as the number of channels multiplied by the minute allowance per channel. For example, for 10 channels at a Site with Package 1, the minutes allowance would be 20,000 (10 x 2,000) minutes per Month. If the 20,000 minute threshold is exceeded in any Month the Customer will be billed at standard rates for all minutes over 20,000 in that Month.

(c)   Any unused allowance at one Site cannot be applied to another Site, nor can it be applied to a future or past Month usage at the Site.

6.4.5.   BT reserves the right to charge the Customer an additional charge (as stated on the Order) per minute for ALL traffic originating from a Site in any Month where the traffic pattern does not meet these conditions in section 6.4.

6.4.6.   If traffic does not comply with the applicable profile at a Site for more than three Months (which do not need to be consecutive) in any SLA Year, BT reserves the right to suspend the delivery of all traffic from that Site on 30 days notice and/or to revise the rates to be applied to traffic at that Site.

7.   Service Levels

7.1.   The Service levels as set out in the General Service Schedule apply, except to the BT One Voice Anywhere feature, which has no service levels. For the avoidance of doubt; if there are multiple Access Lines to a Site, and some, but not all Access Lines have failed, any Service Credit for Availability will be calculated in proportion to the total Site Charges. For example, if a Site has four Access Lines and one fails, the Service Credit will be one quarter of the Service Credit that would apply if all the Access Lines had failed.

If Service Delivery is delayed due to failure to port numbers on time, where BT has agreed to port numbers, then the Service Levels for Service Delivery will apply.

7.2.   Network Performance for BT One Voice

In addition to the Service Levels referred to in Section 7.1 above, following network performance, normal call completion and call quality Service Levels apply:

7.2.1.   A BT One Voice call can terminate over the MPLS network or the BT One Voice Network and for each, network performance will be measured as follows:

(a)   The Network Performance Service Levels specified in the BT MPLS Annex will apply to traffic carried entirely on the BT MPLS Network.

(b)   BT One Voice Network (Transmission rate and post-dial delay)

(i).   BT's targets for transmission rates, that is the speed of transmission of voice-band and fax signals, on the BT One Voice Network for On-Net calls (including the Access Lines) or for the part of the call carried on BT's Voice 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) and reports it using the fault reporting procedures specified by BT, BT will investigate the cause. If it is due to the BT One Voice Network, BT will resolve the problem as quickly as possible. If the problem continues for five days or more then the Customer may

submit a claim and BT will give the Customer a Service Credit of 2% of the monthly Site Charges for the affected (originating) Site.

(ii). Post Dial Delay (PDD). BT's target is for PDD to be less than five (5) seconds. Where PDD exceeds 5 seconds then, on receipt of a valid claim, BT will give the Customer the following Service Credits.

PDD of 5 seconds or less as % of calls placed per Month	Service Credit (% of the monthly Recurring Charges for originating Site)
> = 98%	0
> = 90%	2%
< = 90%	4 %

These targets for PDD do not apply to

(a) Access Lines with compression applied.

(b) Sites with Site location codes or a variable length dial plan

(c) One Voice Mobile Access calls

7.2.2. Normal Call Completion

An On-Net call is complete when the caller hears a ring tone, busy tone, or network generated recorded message. The call is considered normally completed when the call is terminated by one of the callers on the call, "hanging up".

The call completion Service Level does not include completion to an Off-Net destination after the call has been delivered to the Off-Net gateway. BT will deliver the call up to where it is handed off to the PSTN and/or mobile network service providers. Call completion performance will be measured each Month as the percentage of completed calls of the total calls originating from a Site in that Month. BT will apply Service Credits as follows:

Normal call completion rate (per month)	Service credit (% of the monthly Recurring charges for originating Site)
more than or equal to 98%	0
less than 98% and more than 90%	2%
less than 90%	4 %

Abnormal call termination caused by the calling party, the called party, or resources of either party is not covered by this Service Level. If customer premise equipment (CPE) (e.g. MPLS router at a Site) is disconnected deliberately call failure is not covered by this Service Level.

This Service Level does not apply if BT successfully delivers a call to an Off-Net location but it cannot be completed due to actions of the PSTN or mobile network provider.

7.2.3. Call Quality

The BT One Voice Network is intended to support toll quality voice for On-Net calls at all Sites directly connected to the One Voice Network. Call quality for Off-Net calling is subject to the performance of the 3rd party egress network provider and is outside BT's control.

Additionally, for BT One Voice Conferencing, call quality may be dependent upon the performance of third party egress providers and / or the equipment used by the Customer to connect to the service, and as such is outside BT's control.