BT Inbound Contact Global
Service Annex to the General Service Schedule

BT Contract Reference:
Customer Contract Reference (optional):

PARTIES:	The Customer	BT Spain
Name or Corporate name	XXXXXXXXXX (hereinafter referred to as "**The Customer**")	**BT GLOBAL ICT BUSINESS SPAIN, S.L.U.** (hereinafter referred to as "**The Provider**", "**Supplier**" or **"BT"**)
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1 Definitions and Abbreviations

The following definitions and abbreviations shall apply, in addition to those in the General Terms and Conditions and the General Service Schedule of the Agreement:

"**Advanced Speech Recognition**" means the feature set out in Paragraph 2.2.3 (b).
"**Alternative Routing Plan**" has the meaning given in Paragraph 2.1.7.
"**Application ID**" means an application identifier used to tag specific routing applications within the Customer's Routing Plan.
"**Authorisation Code**" means a set of dialled digits a Caller enters that validate a User's identity. If digits are incorrect or not entered, the call will be disconnected.
"**Automated Attendant**" means the feature set out in Paragraph 2.2.3 (f).
"**BT Auto Connect Call Extension**" means the feature set out in Paragraph 2.2.3.
"**BT Auto Contact**" means the collection of features set out in Paragraph 2.2.3.
"**Business User Interface**" means the feature set out in Paragraph 2.2.3(k).
"**Call Detail Report**" means the report which includes detailed analysis of individual calls.
"**Caller**" means the person calling the Customer.
"**Calling Line Identity**" or "**CLI**" is the feature on the Service which identifies the call number to the User.
"**Caller Pays**" means the Caller will pay the PSTN call charges to connect to the Inbound Node.
"**Call Threshold Monitor**" is a customer-configurable tool to flag calls that exceed the specified thresholds of call duration or unexpected number of calls on the access numbers and sends the Customer an email if thresholds are exceeded.
"**Call Traffic Controller**" means the web interface through which the Customer can gain immediate control over Service applications (e.g., emergency plan activation, modification of Routing Plan parameters, and verification of the Customer data).
"**Call Traffic Reporter**" means the set of standard reports as set out in the User Guide and the Call Detail Report.
"**Corporate ID**" means a corporate identifier which identifies the Customer on the BT systems.
"**Dedicated Access Line**" means an Access Line which provides a direct access connection between a Site and the Outbound Node.
"**Delivery Method**" means a logical link between the Outbound Node and the call centre which may be an Access Line or Switched Egress as set out in Paragraph 2.1.26.
"Dialled Number Identification Service" or **"DNIS"** means the feature described in Paragraph 2.1.4.1.
"**Domestic Toll Free**" means the method by which a Caller makes a voice call using a telephone number that is usually free to the Caller and which is normally picked up in the BT network in the originating country. (Calls may not be free for all Callers, such as calls from mobile telephones or hotels).
"Dual Tone Multi Frequency" or "**DTMF**" means a signal used by the telecommunication network to route telephone calls or pass along information.
"**Enabling Service**" means a service supplied by BT under another Service Annex that is necessary for the Service to function. Such Enabling Service is provided subject to separate terms.
"**Geographic Routing**" means routing configurations are defined based on a call's point of origin.
"**Harmful Code**" means any program, routine or device which is designed to delete, disable, deactivate, interfere with or otherwise harm any software, program, data, device, system or service, including without limitation, any 'time bomb', virus, drop dead device, malicious logic, worm, Trojan horse or trap or back door.
"**Host Connect**" means the feature set out in Paragraph 2.2.3(a).

"**Inbound Node**" means the Node where incoming calls access the BT Inbound Contact Global Network.
"**ISDN**" means "Integrated Services Digital Network"; a set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over the traditional circuits of the PSTN.
"Interactive Voice recognition and Response" or "**IVR**" means; a technology that usually prompts for the Caller to provide information either verbally or manually to enable routing of calls
"International Direct Dialling" or "**IDD**" means; the method by which a Caller makes an international voice call by dialling the telephone number of a different country and connecting to the called party without involving an operator.
"**International Toll Free**" means the method by which a Caller makes a voice call using a telephone number that is usually free to a Caller where the call is routed internationally before reaching the BT network. (Calls may not be free for all Callers, such as calls from mobile phones or hotels).
"**National Call Rate Number**" means the Caller pays a portion of the PSTN call charges to connect to the Inbound Node.
"Network Terminating Equipment" or **"NTE"** means; the BT Equipment used to provide the Service, either at the point of connection between the BT Network and the Access Line, or provided at the Site(s) for connection to the Network Terminating Unit.
"Network Terminating Unit" or **"NTU"** means; the socket where the Customer's wiring, equipment or existing qualifying data service is connected to the Access Line.
"**Node**" means a point on the Inbound Contact global network where equipment allows the Customer to connect to the Inbound Contact global network.
"**Non-Geographic Number**" means a number with no geographic significance so not tied to any specific local office or exchange typically managed using a network that overlays the PSTN.
"**Number Porting**" means the ability for a Customer to change service provider (or for a service provider to change access provider) for his services, without having to change his already existing, and often well-known access numbers in the different countries.
"**Off-net Call**" means a call, some or all of which is transported on the PSTN.
"**On-net Call**" means a call that is routed between two Sites on the BT network without using the PSTN at any point.
"**Outbound Node**" means the Node which is connected to a Site by the Delivery Method.
"Payment Card Industry" or **"PCI"** means; security standards developed by the payment card industry (Visa, Mastercard, Amex, etc.) on handling consumer information.
"**PIN Routing**" means the feature that defines the outcome of a call based on the digits entered by a Caller. If no match is found, a call will go to a default outcome.
"**Post Dial Delay**" or "**PDD**" means the feature as set out in Paragraph 7.2.1.
"Public Switched Telephone Network" or **"PSTN"** means, which is the concentration of the world's public circuit switched telephone networks.
"**Public VOIP**" means a consumer grade VOIP service primarily accessed by the Internet, which includes third party services such as Skype.
"**Public VOIP Access Number**" means an Access Line number using Public VOIP.
"**Qualifying Route**" has the meaning given in Paragraph 7.2.1.
"**Reporter Direct**" provides a near real-time feed of Customer's statistical call record files via BT's secure gateway.
"**Routing Plan**" means the plan which contains the preferred path or paths through the BT Inbound Contact Global 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.
"**Shared Cost Number**" means the Caller pays a portion of the PSTN call charges to connect to the Inbound Node.
"**Switched Egress**" means a link between the Outbound Node and a Site using the PSTN.
"**Toll Free Number**" means a Service Number that is free of charge to the Caller.
"**Transmission Rate**" means the speed of transmission of voice-band and fax signals.
"**Universal International Freephone Number**" or "**UIFN**" means the method by which a Caller makes a voice call using a telephone number that is usually free to the Caller and which has the unique format + 800 xxxx xxxx. The voice call may be picked up in the BT network in the originating country, or be routed internationally before reaching the BT network (Calls may not be free for all Callers, such as calls from mobile phones or hotels).
"**User Guide**" means the document setting out the instructions and guidelines for the Customer in relation to using the Service.
"**Voice Band Data**" means one of the frequencies, within part of the audio range that is used for the transmission of speech.
"Voice-over-Internet Protocol" or **"VOIP"** means; the protocol used for delivery of voice and multimedia communications over Internet Protocol (IP) networks.

"Virtual Private Network"; or **"VPN"** means a network that appears private to Users while being provided over network infrastructure that is shared with other customers. Unless otherwise agreed in writing, communications over the Customer VPN is restricted to those Sites belonging to the Customer VPN.
"**Web Button**" means a defined area on a web page that the user can click on to trigger a script.
"**Web Host Connect**" means the feature set out in Paragraph 2.2.3(a).
"**WebRTC**" means a capability to build applications that provide the ability to call designated contact centre agents via an on-net VoIP call over the Customer's network from a computer, tablet, mobile phone etc.

2 Service Description

BT Inbound Contact Global, is a global virtual private network service that 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 BT 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 Standard Service Components

BT will provide to the Customer all of the following service standard components in accordance with the details set out in any applicable Order:

2.1.1 **Access Line**. BT or its agent will arrange for the Site(s) to be connected to an Inbound Node on the Inbound Contact global network using the type of Access Line and the required capacity as set out in the Order. The Access Line option(s) available at a Site may vary according to the location of the Site. Where applicable, BT will arrange for any surveys to be conducted to confirm the availability of a suitable Access Line to the Sites. If the surveys identify that additional engineering work is required in order to provide a suitable Access Line to the Sites, BT may provide a new quote to the Customer, detailing the additional Charges the Customer will need to pay for the engineering work to be completed.

(a) if the Customer accepts the new quote, BT will cancel the existing Order to the affected Sites, will generate a new Order for the affected Sites and will arrange for the additional engineering works to be carried out; or

(b) if the Customer does not accept the new quote, BT will cancel the existing Order for the provision of Service to the affected Sites and BT will have no obligation to provide the Service.

2.1.2 **Call Screening**. The Service will screen calls according to the Customer's requirements based on:

2.1.2.1 Caller Service Number, if available;

2.1.2.2 Caller entered digits, Authorisation Codes.

2.1.3 **Call Routing**. The Service will route calls according to the Customer's requirements based on:

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

2.1.3.2 PIN Routing, where routing is determined by Caller entered digits.

2.1.3.3 Time dependent routing, which has three (3) features in a fixed hierarchy as follows:

i. Holiday routing, which defines routing by a specific calendar day(s).
ii. Day of week routing, which defines routing for each day of the week.
iii. Time interval routing which routes calls to different call centres based on the time of day of the incoming call.

2.1.3.4 Load balancing which distributes calls to multiple call centres based on:

i. Call distribution/percentage allocation; and
ii. Uniform load distribution/maximum calls allowed.

2.1.3.5 Quick menu routing and mid call announcements that route calls to pre-defined end points depending on Caller interaction. Quick menu routing and mid call announcements will not be used by the Customer for terminating a call for any reason (including for emergency situations).

2.1.4 **Traffic Congestion Control**. The traffic congestion control capabilities of the Service will deliver calls with the following features:

2.1.4.1 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.

2.1.4.2 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.

2.1.4.3 Calling Line Identity ("**CLI**") is available in some locations, if the Customer has ordered Access Line(s) as the Delivery Method.

2.1.4.4 The queuing feature allows calls to be held for a period of time before forwarding to an available agent.

2.1.5 Service Numbers

Not all Service Number types are available in all locations. Any Service Number acquired by BT for the Service and provided to the Customer is the property of BT. The following Service Number types are available:

- Domestic Toll Free
- National Call Rate
- Shared Cost
- Caller Pays ("PSTN")
- International Toll Free
- Universal International Freephone Numbers ("**UIFN**")
- Public Voice-over-Internet Protocol ("**VOIP**")
- Short Message Service ("**SMS**") – enables texting on Toll Free Numbers and Caller Pays ("**PSTN**") numbers.

2.1.6 Delivery Method

Calls will be delivered to the Customer's call centre(s) either by an Access Line or Switched Egress. BT 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.

2.1.7 Routing Plans

The Inbound Contact global network is programmed based on Greenwich Mean Time ("**GMT**"), which means that all configurations and Routing Plans will be presented in GMT by the Customer.

The Customer is identified in BT systems by a Corporate ID. 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, a routing feature cannot be followed by the same feature (i.e., a day of week routing strategy immediately followed by another day of week routing strategy). The Customer may 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 ("**Alternative Routing Plan**").

In the event that the Routing Plan or the Alternative Routing Plan contravenes the terms set out in this Service Annex, the User Guide or the Order, BT may choose not to implement the Routing Plan or Alternative Routing Plan, and/or to suspend the Services until such time as the contravention is removed.

2.2 Service Optional Features

2.2.1 **Traffic Reports.** BT will provide the Customer with access to any of the following reports:

(a) Call Traffic Reporter;
(b) Call Threshold Monitor; or
(c) Reporter Direct.

2.2.2 **Call Traffic Controller.** Call Traffic 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 and verification of Customer data). Access to the Call Traffic Controller can

be given to up to five Users without incurring an additional Charge. The Customer is responsible for any changes made in the Call Traffic Controller.

BT will provide the Customer with the agreed level of access to Call Traffic Controller. Certain levels of access will require the Users to be trained and certified in the use of Call Traffic Controller prior to access being provided.

2.2.3 BT Auto Contact

BT Auto Contact is a self-service cloud platform. The following features are available as may be agreed in the Order:

(a) Host Connect - allows information to be exchanged between a Caller and the User computer giving automated access to the host or client/server data;
(b) Advanced Speech Recognition - allows the BT Auto Contact platform to accept and process speech input to navigate an application;
(c) Text-to-Speech - where BT Auto Contact 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 web service requests. BT Auto Contact prompts the Caller for details via DTMF, voice, or text, and then accesses the Customer servers to retrieve information, and relays it back to the Caller via text to speech technology;
(e) BT Auto Connect Transfer Connect - allows calls to be transferred or conferenced in a third party;
(f) Automated Attendant - provides automated call routing to chosen destinations after playing a recorded message, for 24 hours a day;
(g) Outbound applications - allows the platform to initiate automated customer service transactions. The Customer will be required to purchase BT's outbound services to support this functionality;
(h) multi-channel contact to BT Auto Contact - the multi-channel contact application servers are provided as part of this Service, however the availability of the relevant channel is outside the scope of this Service;
(i) PCI compliant payment applications;
(j) BT Auto Contact reports – are available on-line in addition to the reports provided by the Call Traffic Reporter; and
(k) Business User Interface - provides the Customer with the ability to change certain parameters in the application. The Customer will access the Business User Interface over the Internet. Available parameters will be agreed by BT in advance.

Subject to Paragraph 5.1.13, prompts used in the BT Auto Contact applications can be changed by the Customer. All prompts must comply with BT's specifications as set out in the User Guide.

The Customer will reserve a minimum capacity on the BT Auto Contact platform as set out in the Order. In the event that the Customer consistently exceed that capacity, the Customer will be required to increase its minimum commitment.

Where applicable, the portion of BT Auto Contact through which content will pass, and the servers on which content will be stored, will not be segregated or in a separate physical location from servers on which BT's other customers' content is or will be transmitted or stored.

2.2.4 WebRTC (Real Time Communication)

WebRTC gives the Customer a capability to develop and build software applications that provide the ability for the Customer's Users to call designated contact centre agents via an on-net VoIP call over the Customer's network from a computer, tablet, mobile phone etc. The call will be initiated via an application programming interface from the Customer's website or phone. WebRTC may not be functioning on all available web browsers and mobile operating systems. It cannot be used in countries where calls over the Internet are prohibited.

3 BT Obligations

3.1 Before the Operational Service Date and, where applicable, throughout the provision of the Service, BT will:

3.1.1 provide (if ordered from BT) the ordered Access Line(s) and the respective capacity as set out in the Order. Where applicable, BT will arrange for any surveys to be conducted to confirm the availability of a suitable Access Line to the Sites. If the surveys identify that additional engineering work is required in order to provide a suitable Access Line to the Sites, BT may provide a new quote to the Customer, detailing the additional Charges the Customer will need to pay for the engineering work to be completed.

(a) if the Customer accepts the new quote, BT will cancel the existing Order to the affected Sites, will generate a new Order for the affected Sites and will arrange for the additional engineering works to be carried out; or

(b) if the Customer does not accept the new quote, BT will cancel the existing Order for the provision of Service to the affected Sites and BT will have no obligation to provide the Service

3.1.2 be responsible for obtaining appropriate Service Numbers from a local telecommunications provider unless BT advises the Customer otherwise. BT may withdraw such numbers from the Customer on reasonable notice;

3.1.3 inform the Customer if it is necessary for the Customer to provide any input(s), including any Enabling Service, in order for the Service to function;

3.1.4 if applicable, configure the Enabling Service to enable it to operate with the Service;

3.1.5 will make platform capacity available up to the level that as agreed in the Order. 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 do not commit to provide such capacity;

3.1.6 implement the Routing Plan;

3.1.7 configure the Service;

3.1.8 maintain a web portal and server to provide the Customer with online access to performance reports;

3.1.9 conduct a series of standard tests on the Service to ensure that it is configured correctly; and

3.1.10 on the date that BT has completed the activities in this Paragraph 3.1, confirm to the Customer that the Service is available for performance of any acceptance tests in accordance with Paragraph 5.2.

3.1.11 On termination or expiry of the Service;

- provide configuration information relating to the Service provided at the Sites in a format that BT specifies;
- provide a release document for Non-Geographic Numbers (normally; Toll Free, Shared Cost or National Call Rate Numbers) to allow the Customer to move these numbers to another carrier if the Customer choose to on termination of the Service. However, BT will not be responsible if the numbers provided cannot be ported to another carrier as the decision to allow portability of Non-Geographic Numbers is made by the originating carrier and for any outages that may occur during the porting of these numbers from BT to another carrier; and
- disconnect and remove any BT Equipment located at the Sites.

4 BT Service Management Boundary (SMB) and Service Limitations

4.1 The BT Service Management Boundary,

4.1.1 if an Access Line is used, is between the Service Number and the Network Terminating Unit on the Access Line;

4.1.2 if Switched Egress is used, is between the Service Number and the interface with the PSTN on the Outbound Node.

4.2 BT will have no responsibility for the Service outside the Service Management Boundary and does not make any representations, whether express or implied, about the interoperability between the Service and any Customer Equipment.

4.3 BT is under no obligation to attempt to deliver calls to any destination not stated in the Routing Plan.

4.4 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.

4.5 BT is not responsible for the Customer's systems or equipment or connectivity to any Customer's systems by any BT Auto Contact applications, unless otherwise and to the extent agreed in the Order.

4.6 As Public VOIP services use the Internet to deliver the Service, BT does not recommended its use to access the Service where data or content is confidential in nature.

4.7 For any Services delivered over Public VOIP:

4.7.1 BT is not responsible for the Customer's use of Public VOIP to access the Service;

4.7.2 BT provides no guarantees as to the quality of the Service provided by Public VOIP;

4.7.3 BT is not responsible for notifying the Public VOIP carrier of any Incidents.

4.7.4 the Service Levels as set out in the General Service Schedule do not apply;

4.7.5 BT will not resolve any Incidents of quality or connectivity for any Services delivered over Public VOIP, but BT will endeavour to troubleshoot connectivity issues between the Public VOIP carrier and the BT Inbound Contact global network; and

4.7.6 the Customer acknowledges and agrees that it is responsible for any ordering and maintenance of its Public VOIP access, including, as applicable, all fees associated with the Public VOIP access and setting up any required user profiles.

4.8 Access to Emergency Services. The Customer acknowledges and agrees that the Service does not provide the ability for Users to call the emergency services by dialling e.g. "**110**" or "**112**", nor does it provide caller location information.

5 The Customer's Responsibilities

5.1 Before the Operational Service Date and, where applicable, throughout the provision of the Service, the Customer shall (next to its obligations under the general terms and conditions and/or the General Service Schedule):

5.1.1 have the Enabling Service(s) in place that meets the minimum technical requirements specified by BT from/to the Site(s) that will connect to the Service;

5.1.2 provide and maintain a PSTN, ISDN or broadband line(s) at the Site(s) for exclusive use with the Service. The Customer will pay all charges related to provision and use of such line and report any incidents in such line(s) directly to the supplier of the line;

5.1.3 ensure that it puts appropriate measures in place to enable Users to call emergency services;

5.1.4 provide all Public VOIP Access Numbers or Web Buttons;

5.1.5 integrate any channels to the BT Auto Contact platform to support multi-channel contact, unless it is specified as BT's responsibility in the Order; and

5.1.6 ensure that it has ordered the platform capacity required to meet its business need.

5.1.7 ensure that the maximum number of Users that the Customer authorises to access and use the Service will not exceed the permitted number of User identities set out in the Order, maintain a written, up to date list of current authorised Users and provide such list to BT within five (5) Business Days of BT's written request at any time. The Customer will not allow any authorised User subscription to be used by more than one individual User unless it has been reassigned in its entirety to another individual authorised User, in which case the Customer will ensure the prior authorised User will no longer have any right to access or use the Service.

5.1.8 inform BT within five working days if the number of Users increases by more than five per cent from the number of Users set out in the Order;

5.1.9 be responsible for providing telephone service for a Site where the Delivery Method for a Site includes Switched Egress, and for any related charges;

5.1.10 follow BT's processes when the Customer wants an Alternative Routing Plan activated;

5.1.11 ensure that no content will be knowingly transmitted by the Customer or a User using the Service containing any Harmful Code;

5.1.12 ensure that all Call Traffic Controller Users are trained as set out in Paragraph 2.2.2;

5.1.13 be responsible for all BT Auto Contact application content, and will ensure that the prompts comply with the laws and regulations of each country the application supports. The Customer is solely responsible for the creation, editorial content, control, and all other aspects of the content, and will obtain, prior to transmission, all authorisations and permissions required to use and transmit the content over the BT Auto Contact platform;

5.1.14 be responsible for providing required Public VOIP information in accordance with BT's process as communicated to the Customer;

5.1.15 accept that any access to the Service using the Internet is at Customer's own risk;

5.1.16 ensure that no quick menu routing and mid call announcements will be used by the Customer for terminating a call for any reason (including for emergency situations);

5.1.17 present all configurations and Routing Plans in Greenwich Mean Time ("GMT");

5.1.18 specify a specific Routing Plan for how incoming calls are handled and distributed to the Customer´s call centre(s), and the Customer will ensure that a routing feature will not be followed by the same feature (i.e., a day of the week routing strategy immediately followed by another day of the week routing strategy);

5.1.19 specify combinations of routing features or no features in the Routing Plan;

5.1.20 specify an Alternative Routing Plan if one is required by Customer; and

5.1.21 in relation to WebRTC, be responsible for using the Service compliantly and ensuring the Customer's Users use the service compliantly.

5.2 **Acceptance Tests.** After receiving notice from BT, the Customer shall carry out the acceptance tests for the Service (or the applicable part of Service) within five Business Days. The Operational Service Date for the Service (or the applicable part of Service) occurs on:

- the date on which the Customer has confirmed acceptance in writing during this five Business Days test period; or
- the expiry date of this five Business Days test period; except if the Customer has notified BT in writing that the Service has not passed the acceptance tests.

In the event that the acceptance tests are not passed, BT shall remedy the non-conformance without undue delay and notify the Customer that BT has remedied the non-conformance and inform the Customer of the new Operational Service Date.

6 Charges and Payment Terms

6.1 The Charges for the Service will be set out on the Order(s) and will be paid in accordance with the payment conditions as set out in general terms and conditions of the Agreement.

6.2 BT reserves the right to apply additional Charges (as agreed by an Order) for:

- the provision of professional services including application development, special Customer requests and/or training services;
- for more than five configuration changes per Site per year; and/or
- for enabling more than five Users to access Call Traffic Controller; and/or
- in case the Customer informs BT that the number of Users is increased by more than five per cent from the number of Users set out in the Order, or if BT can demonstrate by management reports that the number of Users exceeds that limit.

7 Service Levels

7.1 **Delivery and Availability.**

The Service levels set out in the General Services Schedule shall apply. 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).

7.2 **Network Performance for BT Inbound Contact Global Service**

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

7.2.1 Post Dial Delay (PDD).

For any route(s) for On-net Calls (including the Access Lines that BT provides) or for the part of the call carried on the Inbound Contact global network (including Access Line) for On-net to Off-net Calls ("**Qualifying Route**"), BT's target is for PDD to be five (5) seconds or less.

If the Customer experiences PDD greater than five (5) seconds on any Qualifying Route, then the Customer should report it to the BT Service Centre. 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 five Business Days, or the Customer reports three faults on the same Qualifying Route(s) in any month, then BT will give the Customer a Service Credit of two per cent (2%) of the monthly Site Charges of the originating Site.

7.2.2 Transmission Rate

For any Qualifying Route, BT's targets for Transmission Rates 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 Qualifying Route(s), then the Customer should report it to BT using the fault reporting procedures. 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 five Business Days, or the Customer reports three faults on the same Qualifying Route(s) in any month, then BT will give the Customer a Service Credit of two per cent (2%) of the monthly Site Charges of the originating Site.

7.2.3 **Exclusion.** The targets for PDD and Transmission Rate do not apply if the Customer has ordered compression on an Access Line and/or for any Services delivered over Public VOIP.

8 Data Processing

8.1 Applicable terms. The Parties agree that it is anticipated that BT may receive or process Personal Data on behalf of the Customer as a Data Processor in connection to the Service or as a result of the provision of this Service. Any Customer Data is subject to the 'Data' clause as set out in the Agreement.

8.2 The nature and purpose of the Processing of Customer Personal Data by BT entails the routing and termination of telephone calls from end users into Customer's contact centre. BT passes the telephone numbers used by end users ("**Call Line Identifiers**") where such identifiers are available and this is the extent of BT's Processing of personal information.

8.3 The types of Customer Personal Data Processed by BT or its Sub-Processors or the Customer will be:

- end-user telephone number.

8.4 The Customer Personal Data will concern the following categories of Data Subjects:

- the Customer employees;
- the Customer customers or third parties; and
- any Data Subject (as controlled by the Customer).

8.5 Above lists are not exhaustive as the Customer will specify what Customer Personal Data is Processed.

In witness whereof, the Parties execute this document electronically, been effective from the date of the second signatory.

Customer [Include Complete Customer name]	BT Global ICT Business Spain, S.L.U.
Signed: (Authorised representative)	Signed: (Authorised representative)
(Name)	Paul Rhodes
Legal representative	Legal representative