INTECHNOLOGY

# LINES AND CALLS SERVICE DEFINITION

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inTechnology
MANAGED SERVICES

**Lines and Calls Service Definition ..... 3**
Introduction ..... 3
Service Description ..... 4
Overview ..... 4
Lines ..... 4
Calls ..... 4
Order Types ..... 5
New Connection ..... 5
Transfer ..... 5
Re-grade / Conversion ..... 5
Cease ..... 6
Numbering ..... 6
Allocation ..... 6
Portability ..... 6
Moving Premises ..... 6
Line Types ..... 6
Analogue Lines ..... 6
Single Analogue line ..... 6
Multi Line Services ..... 6
NTE ..... 7
NTTP ..... 7
Single Analogue Telephone ..... 7
Multiple Analogue Telephones with Individual Numbers ..... 7
Multiple Analogue Telephones with Shared Single Number ..... 7
PBX Telephone System ..... 7
For Provision of ADSL Service ..... 7
Availability Matrix ..... 7
Notes ..... 9
ISDN2 Lines ..... 11
Digital Standard ..... 11
Digital System ..... 11
Service Feature Summary ..... 11
Small Office with Digital Devices ..... 11
Office with Phone System ..... 11
Analogue Network and Calling Features ..... 12
Digital Network and Calling Features ..... 12
ISDN30 Lines ..... 13
ISDN30e (ETSI) ..... 13
ISDN30 DASS ..... 13
Office Telephone System ..... 13
ISDN30 Business Continuity Services ..... 13
Calling and Network Features ..... 15
Other Calling and Network Services ..... 16
Incompatible Services ..... 17
Service Maintenance Levels ..... 17
InTechnology's Service Products for Wholesale Line Rental ..... 17
Appointment and Engineer Visits ..... 18
Time Related, Excess and Cancellation Charges ..... 19
Time Related and Excess Charges ..... 19
Cancellation Charges ..... 19
Headline Ordering Information ..... 19
Ordering Part Codes: ..... 19
Order Lead Times ..... 19
New Provision – New Customer ..... 19

New Provision, Conversion & Move – Existing Customer ..... 20
WLR Transfer of Existing Service – New Customer ..... 20
WLR Transfer of Existing Service – Existing Customer ..... 20
Professional Services ..... 20
Technical Data ..... 20
Responsibilities ..... 20
Customer Responsibilities ..... 20
InTechnology Responsibility ..... 20
Service Level Agreement ..... 20
Provisioning and De-provisioning of the Service ..... 21
Lines ..... 21
Provisioning of new special services ..... 21
Maintenance of the Service ..... 22
Care Level 1 ..... 22
Care Level 2 ..... 22
Care Level 3 ..... 22
Care Level 4 ..... 23
Voice Specific SLA Parameter ..... 23
Core Voice System Availability - 99.99%, TSR 10 minutes ..... 23
Core Voice System Service Availability Limitations ..... 23
InTechnology's WLR Provisioned Lines SLA/SLGs ..... 24
Core Network ..... 24
Lines ..... 24
Orders ..... 24
REPAIR ..... 25
APPOINTMENTS ..... 25
Disconnections in Error ..... 25
COMPENSATION CAPS ..... 26
SLG Payments ..... 26
Exclusions ..... 26
InTechnology Line Charges ..... 26

# Lines and Calls Service Definition

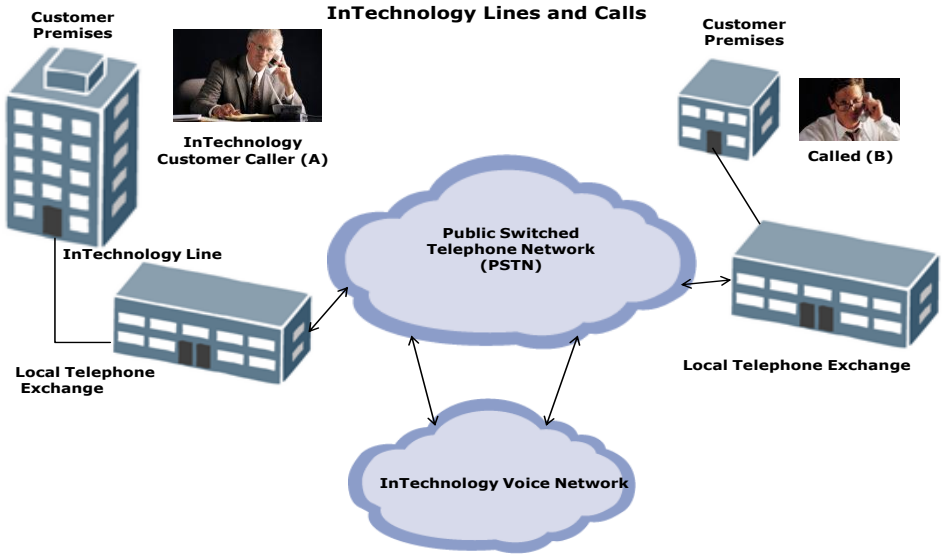
## Introduction

Lines and Calls is a business telephony service providing the customer with the ability to make and receive telephone calls, using compatible equipment, via the Public Switched Telephone Network (PSTN).

Using the Carrier Pre-select Service (CPS), InTechnology carry telephone calls across their voice network, enabling the supply of a single bill to the customer for both line rental charges and call charges.

# Service Description

## Overview




## Lines

Denoted by "InTechnology Line" on the above diagram, lines are installed into the customer premises and connect to the local telephone exchange. The making and receiving of calls can then be made via compatible customer equipment (such as telephones or telephone systems) correctly connected to the line.

There are three major types of line available:

Analogue (commonly referred to as a PSTN)
ISDN2
ISDN30

New installations of these lines can be ordered from InTechnology.

Existing lines can also be transferred to InTechnology.

## Calls

InTechnology Lines and Calls service uses Carrier Pre-select (CPS) to carry calls from the PSTN and onto the voice network (denoted by the left hand yellow flash).
Calls are then passed back onto the PSTN (denoted by the right hand yellow flash) where they are then directed to their destination.

This enables InTechnology to provide a bill for both line services and call charges.

Calls that can be made using the service include:

- Geographic calls (e.g. 01, 02)
- Non-geographic calls (e.g. 0800, 0845)
- Premium rate calls (e.g. 09)
- Calls to mobile phones
- International calls
- Emergency calls
- Other services (118 etc.)

The service can receive calls from any source capable of making a call to a UK geographic telephone number.

# Order Types

There are a number of order types available with Lines and Calls. These are detailed as follows:

### New Connection

The provision of service by InTechnology by the installation of new line(s).

For a new connection an engineer visit is normally required. An appointment will be arranged between InTechnology and the customer.

Where required, an engineer will carry out works as agreed between InTechnology and the customer. The engineer cannot carry out any additional works that have not already been agreed between InTechnology and the customer.

In some cases, a survey of the site may be required prior to the installation.

### Transfer

The transferral of an existing service from the current provider to InTechnology.

Normally, the current provider will contact the customer to advice of the transfer – there is usually no action required by the customer to continue with the transfer.

There are a number of BT line, call and network features that are not compatible with Lines and Calls and such services will cease at transfer. Please see the Incompatible Services section of this service definition for details on incompatible services.

If there are open orders for maintained or rented products or services with the existing provider on the line that is being transferred at the time of the transfer, InTechnology will be unable to carry out the transfer. After orders with the existing provider have completed, the transfer can be resubmitted.

Under normal circumstances there is no break in service during the transfer.

### Re-grade / Conversion

A conversion facilitates the change from one type of line service into another, for examples converting a single analogue line into an ISDN2e line.

Such conversions will normally incur service disruption and a charge.

Due to technical reasons, it is possible that InTechnology will be unable to guarantee the retention of the existing telephone number when converting.

Cease

Lines that are no longer required may be ceased.

# Numbering

Allocation

For new installations InTechnology will allocate the next available number in the Local Exchange Area range or an existing number associated with the premises.

Portability

Existing lines being transferred to InTechnology will normally retain their current telephone number. Numbers can be ported from other Communication Providers (CP) to InTechnology provided lines. To enable this to take place Number Porting rules must be adhered to.

Moving Premises

Lines and Calls telephone numbers can normally be retained if moving within the same telephone exchange area however this cannot be guaranteed. If moving outside of this area they cannot be retained.

# Line Types

## Analogue Lines

### Service Overview

There are four variants of analogue line services available from InTechnology:

- Single analogue line on NTE
- Single analogue line on NTTP
- Analogue Multiline Aux on NTE
- Analogue Multiline Aux on NTTP

NTE or NTTP relates to the format in which the line is presented at the customer premises.

Single Analogue line

A standard analogue line service allowing incoming and outgoing calls.

Multi Line Services

Multiple lines installed on a single site that share a single telephone number.

NTE

Network terminating equipment – this is the format for the presentation of the analogue line. NTE is the 'standard' format and is suitable for the direct connection of compatible UK analogue telephone handsets and ADSL broadband equipment.

NTTP

Network test and termination point – this is the format for the presentation of the analogue line. NTTP is a format used typically for connection of PBX telephone systems. It is not suitable for the direct connection of analogue handsets and is not compatible with ADSL broadband services.

## Example Applications

Single Analogue Telephone

A single analogue telephone connects to an NTE presenting analogue line.

Multiple Analogue Telephones with Individual Numbers

Multiple single analogue telephone lines presented as NTE with an analogue telephone connected to each.

Multiple Analogue Telephones with Shared Single Number

Multiline aux service presented as multiple single analogue lines on NTE with multiple analogue telephones all sharing a single telephone number

PBX Telephone System

Single analogue, Multiple Single analogue or Multiline aux lines presented as NTE or NTTP (dependent on system).

For Provision of ADSL Service

Single analogue line presented as NTE for the provision of ADSL broadband services from InTechnology.

## Calling and Network Features

Availability Matrix

The following table shows which calling and network features are available on the different analogue line services. Notes pertaining to each individual service where applicable are referenced by the letters in the "See Notes" column.

These services are chargeable.

| **Wholesale Calling and Network Features (Chargeable)** | **See Notes** | **Wholesale Access Business Analogue** | **Wholesale Access Aux Business Analogue** |
|---|---|---|---|
| 1471 Extra | a, n | YES | NO |
| Anonymous Call Rejection | | YES | YES |

| | | | |
|---|---|---|---|
| Bar Use of 1470 Release Number | | YES | YES |
| Bar Use of 141 Withhold Number | | YES | YES |
| Bar use of Call Return | | YES | N/A |
| Call Barring | a | YES | YES |
| Call Barring (customer controlled) | a | YES | YES |
| Call Diversion | a, b, g | YES | YES |
| Call Diversion Pay Per Use | a, b, g | YES | YES |
| Call Diversion – Admin Controlled | a, b, g | YES | YES |
| Call Minder | q, m, r, w | YES | NO |
| Call Minder Extensions (Premier Options) | q, m, s, t, w | YES | NO |
| Call Return | a, w | YES | N/A |
| Call Return Erasure (1475) | a | YES | N/A |
| Call Sign | a | YES | NO |
| Call Waiting | a | YES | NO |
| Caller Display | a, e | YES | YES |
| Caller Redirect / CNI | | YES | YES |
| Choose To Refuse | | YES | NO |
| Choose to Refuse PIN Number Change | | YES | N/A |
| ICB | | YES | YES |
| Number Portability | | YES | YES |
| OCB Debt Management | | YES | YES |
| OCB for Premium Rate Services and International Calls | | YES | YES |
| OCB for Premium Rate Services only | | YES | YES |
| Presentation Number | | YES | YES |
| Prompted Ring Back Removal | a | YES | N/A |
| Premium Rate Services Call Barring | | YES | YES |
| Reminder Call | a | YES | NO |
| Reminder Call Pay Per Use | a, d, j | YES | NO |
| Remote Call Forwarding | p | YES | N/A |
| Ring Back | a, h | YES | NO |
| Ring Back Inhibit | a | YES | N/A |
| Smart Divert | | YES | YES |
| Smart Divert + Bypass Number | | YES | YES |
| Smart Divert PIN Number Change | | YES | YES |
| Three Way Calling | a, c | YES | NO |
| Three Way Calling Pay Per Use | a, c | YES | NO |

| | | | |
|---|---|---|---|
| Wholesale 1571 | u, v, w | YES | NO |
| Withhold Number | m, f, k | YES | YES |
| Temporary Out Of Service | | YES | YES |

Notes

(a) The availability of Calling Features facilities depends upon the exchange type which serves the user.

(b) The diverted part of the call is charged to the renter of the service at standard dialled rates; calling customers pay the call charge only to the number dialled.

(c) Three Way Calling is available on a rental or pay per use basis whereby a charge is raised when the service is activated. For each part of the three way call dialled by the user will be charged normal calls rates.

(d) These services are automatically provided to all analogue lines served by a digital exchange (but not UXD5s) at no additional rental. There is a usage charge levied on the user each time the services are used. A touchtone telephone is required to activate these services.

(e) Available to lines served by digital exchanges. In order to use the service users will require compatible equipment to display the CLI.

(f) A number can be withheld on a per call basis by prefixing the dialled number with 141. This facility is automatically available to all lines served by exchanges which support transfer of CLI information (TXD).

(g) Call diversion will not be available from 8 January 1996 until further notice to the following international destinations: Bangladesh, Colombia, India, Kuwait, Lebanon, Nigeria, Pakistan, Saudi Arabia, Sri Lanka and the West Indies.

(h) Users pay a facility fee when they use the service. This charge is raised when the distinctive ringing occurs and the network is ready to set up the Ring Back call.

(i) There is no minimum rental term for Calling Features.

(j) These services are provided as pay per use. The rental option is available on request.

(k) This facility permanently withholds a user's number on exchanges which support transfer of CLI information (TXD).

(l) The user will be charged on a monthly basis. Quarterly rental charges will be pro-rated.

(m) Users require a telephone capable of TouchTone (multi-frequency signalling with Time Break Recall) unless otherwise stated.

(n) 1471 Extra Provides an announcement giving the time and date of up to the last five calls and the ability to return the call by dialling 3. The subsequent call is charged at normal dialled rates. Customers can withhold their number on a per call basis by prefixing that number with 141. The permanent number withhold facility will withhold the number for all calls. A Touchtone phone is required for 1471 Extra. This service may not be compatible with certain types of payphone. 1471 Extra is not available on UXD 5 exchanges.

(o) This product is charged on a per line / channel basis. For multi line installations Auxiliary lines are considered separate lines.

(p) The rental and connection charges for remote Call Forwarding are in addition to all forwarded call charges at the appropriate dialled rates and the exchange line rental charges detailed above. The renter of the service pays the appropriate dialled call rates for the diverted leg of the call. The caller pays for the call to the number dialled.

(q) Users do not require a TouchTone telephone to access this service.

(r) Call Minder is a standard voice messaging service consisting of one Mailbox

(s) Call Minder Extensions is a voice messaging service consisting of nine mailboxes.

(t) Call Minder Premier is a voice and fax messaging service consisting of five Mailboxes and offers customers the option to rent additional Mailboxes up to a total of nine.

(u) 1571 Messaging is a voice messaging service that answers incoming calls when there is no reply or the line is busy.

(v) 1571 Messaging is not available for new supply from 2 December 2002.

(w) Only customers who have opted in to the Call Return, Wholesale 1571 and Wholesale Access Call Minder product will be charged activation charges. The activation fee will be charged for setting up every return call (including busy and Ringing Tone No Reply). The activation fee will not be charged if the return call failed due to network congestion.

**Anonymous Call Rejection**

Call Rejection will prevent all calls getting through that have their number withheld, these may be bona fide calls which the customer may wish to receive but is prevented from doing so because the caller cannot release their number. N.B. This may also include calls from the Emergency Services.

**Direct Connect**

In addition to the rental for Direct Connect, standard exchange line rental and forwarded call charges at the appropriate dialled rates also apply.

With Direct Connect the following applies:
- The line is Outgoing Calls Barred (OCB) to all other numbers (inc.999).
- Other Wholesale Calling and Network Features are not permitted on the line.
- The telephone number must be ex-directory.

**Presentation Number**

Presentation Number (PN) is available to Business customers only. It is charged on a per Billing Number basis.

**Caller Redirect**

This service is available following cessation or renumbering when the number is not used as part of a new installation and provides an announcement informing callers of your new telephone number. It does not redirect the call.

**Remote Call Forwarding**

The rental and connection charges for Remote Call Forwarding are in addition to all forwarded call charges at the appropriate dialled rates and the exchange line rental charges.

The renter of the service is charged the appropriate dialled call rates for the diverted leg of the call. The caller pays for the call to the number dialled.

# ISDN2 Lines

## Service Overview

There are two variants of ISDN2 line services available from InTechnology:

- Digital Standard
- Digital System

### Digital Standard

Equivalent to ISDN2e Standard and supports Point to Multi-point working.

### Digital System

Equivalent to ISDN2 System and supports Line Hunting and Point to Point working.

### Service Feature Summary

| Standard Features | Digital Standard | Digital System |
|---|---|---|
| ISDN Ports | 2 | 2 |
| PSTN Ports | 0 | 2 |
| Channels | 2 | 2* |
| Telephone Numbers | 1 | 1 |

* Digital System can have additional Channels in multiples of 2 up to a maximum of 30.

## Example Applications

### Small Office with Digital Devices

In Digital Standard configuration one standalone ISDN2e line can connect straight to equipment used to run applications (via ISDN2 NTE), such as computer or a digital telephone handset. Additional digital numbers can be assigned using Multiple Subscriber Numbering – Digital Standard can support up to 8 individual digital devices. Digital Standard does not support line hunting or DDIs.

### Office with Phone System

In Digital System configuration, the ISDN2e line connects to a PBX. Signals from the network travel as far as the PBX, which then, according to how it’s configured, decides the onward routing. DDIs can be set up with this configuration to point to internal extensions. Line hunting is also supported.

Digital System allows for the delivery of additional channels (in multiples of 2) sharing the same termination point and phone number.

## Calling and Network Features

Analogue Network and Calling Features

The following table shows availability of Analogue Calling Features.

These services are chargeable.

| Calling Features | Digital Standard | Digital System |
|---|---|---|
| Anonymous Call Rejection | Y | Y |
| Nuisance Calls Service | Y | Y |

* All the above services are applicable to PSTN ports only with the exception of nuisance Call Service and Anonymous Call Rejection. (I.E. only applicable to Digital Business service)

Digital Network and Calling Features

The following table shows availability of Digital Calling Features.

These services are chargeable.

| **Digital Calling Feature** | **Digital Standard** | **Digital System** |
|---|---|---|
| Calling Line Identity Presentation (CLIP) | N/A | N/A |
| Connected Line Identity Presentation (COLP) | Y | Y |
| Calling Line Identity Restriction (CLIR) | Y | Y |
| Connected Line Identity Restriction (COLR) | Y | Y |
| Permanent Incoming Call Barring (ICB) | Y | Y |
| SUB Addressing (20 Octet) | Y | Y |
| Permanent Outgoing Call Barring(OCB) | Y | Y |
| Selective Outgoing Call Barring- (SOCB)All calls | Y | Y |
| SOCB - National & International Calls | Y | Y |
| SOCB - Operator Calls | Y | Y |
| SOCB - International & Premium Rate Calls | Y | Y |
| SOCB – International, Operator & Premium Rate Calls | Y | Y |
| Customer Controlled Call Forwarding | Y | Y |
| Admin. Provided Call Forwarding - Unconditional | Y | Y |
| - On Engaged | Y | Y |
| - On No Reply | Y | Y |
| Call Deflection | Y | Y |

| | | |
|---|---|---|
| Call Waiting with Call Hold | Y | N/A |
| System Access (T reference) | N/A | Y |
| 10 number DDI / Single Number DDI | N/A | Y |
| Additional DDI Ranges | N/A | Y |
| Additional Channels (ISDN System only) (Sequential Hunting is the default)** | N/A | Y |
| 2 Number MSN | Y | N/A |
| 3 Number MSN – 10 Number MSN | Y | N/A |

# ISDN30 Lines

## Service Overview

ISDN30 is a Primary Rate service provided by InTechnology.

There are two variants of ISDN30:

- ISDN30e (ETSI)
- ISDN30 DASS

### ISDN30e (ETSI)

A primary rate service for delivering 30 x 64Kbit/s "B" channels and a 64Kbit/s "D" channel for signalling, utilising Q931 signalling (to the full European standard) between the local exchange and the Customer Premises Equipment (CPE).

### ISDN30 DASS

A primary rate service for delivering up to 30 x 64Kbit/s traffic channels over a 2Mbit/s G.703 interface to the customer's ISPBX or other equipment. This provides digital circuit switched access to the Digital Network.

## Example Applications

### Office Telephone System

ISDN30 can provide up to 30 channels per circuit and in that configuration would enable an office telephone system to hold up to 30 simultaneous telephone calls.

# ISDN30 Business Continuity Services

## Introduction

This Product Guide provides information on the WLR3 ISDN30 Business Continuity services available to Customers following the Launch of WLR3 ISDN30.

- The guide has been provided for information purposes only and the content is subject to change from time to time.
- Wholesale Line Rental (WLR) ISDN30 is an ISDN Primary Rate service supplied by InTechnology to their customers (End Users).
- InTechnology will provide, repair and maintain these lines up to the Network Termination Point (NTP). InTechnology will also provide call

information and a consolidated monthly bill to the customer for all of their lines.
- Lines will have access to many of InTechnology's standard services.
- WLR3 ISDN30 Product comprises of two variants:
    - ISDN30e ETSI - European Telecommunications Standards Institute
    - ISDN30 DASS - Digital Access Signalling System

## Out of Area Service

Out Of Area service is where a customer wants their installation fed from a different exchange area and where that is achieved by carrying the ISDN30 2 Mbit/s bearers over the transmission network.
For Out of Area Service normal ISDN30 Connection and Rental charges apply. In addition Out of Area Charges apply. (Note: Distances are measured to nearest km rounded up and are calculated as radial distances.)

## Alternative Routing

Alternative Routing gives customers connection to their normal serving exchange over two different routes involving different cables and/or ducts (if available) and/or building entry points (if available), to a level requested by the customer. Full ISDN30 connection and rental charges apply for channels which have been alternatively routed, the first alternatively routed transmission bearer attracting the New Installation Charge. In addition there is a minimum requirement for 8 channels on both the main and alternative route.
Where new network build is required, e.g. new ducts or fibre, Excess Construction Charges will apply.

## Diverse Routing

Diverse Routing gives customers connection to a second exchange designated by Openreach, in addition to that used for their normal ISDN30 service. This provides two different routes involving different cables and serving exchanges and different ducts (where possible) and building entry points (if available).

Full ISDN30 connection and rental charges apply for channels which have been diversely routed, the first diversely routed transmission bearer attracting the New Installation Charge. In addition there is a minimum requirement for 8 channels on both the main and diverse route.

Two options are available for supplying this:
- One option allows connection to an adjacent exchange by linking to the adjacent local access network by the use of network build charged as Excess Construction Charges.

Where new network build is required, e.g. new ducts or fibre, Excess Construction Charges will apply.
- The other option allows connection to an adjacent exchange by routing the adjacent exchange via the local exchange and then over the BT transmission network.

For this option Out of Area charges will apply.

## Wholesale ISDN30 Site Assurance

Site Assurance enables Communication Provider End users to have their calls rerouted to an alternative site if their normal site becomes unusable for any reason. This can be achieved by:

### Wholesale ISDN30 Site Assurance - Option 1

Use of basic call diversion to route all calls to a pre-arranged single number.
Where site assurance is applied to a group of channels in a number group, all channels in that group must be invoked together.
In addition:
Call charges will be raised for the diverted part of each call when the diversion is activated.

### Wholesale ISDN30 Site Assurance Option 2

Full ISDN30 connection and rental charges apply for channels at the standby site, i.e. the first transmission bearer attracting the New Installation Charge. In addition there is a minimum requirement for 8 channels on both the main and standby sites.
Additional charges will apply if the standby site requires Out Of Area routing and/or Excess Construction Charges.
In addition Site Assurance Option 2 charges will apply.
Where site assurance is applied to a group of channels in a number group, all channels in that group must be invoked together.

### DDI Dual Parenting

(Note DDI Dual Parenting price does not include any element of line charges or DDI number charges, these are charged separately)
DDI dual parenting is an option that enables ISDN 30 DDI to continue operating in the event of a customers local exchange failure. This is done by connecting the customer to 2 separate local exchanges but keeping the same DDI telephone number range across both exchanges. The DDI Dual Parenting service is only available for DDI ranges of a minimum 1000 DDI numbers and in blocks of 1000. i.e. 1000, 2000, 3000 etc.
Connection to the two Dual Parenting switches may use normal installations, Out of Area service, Diverse Routing or Site Assurance Option 2 and these would be charged separately.

## Calling and Network Features

### Digital Calling Features

The following Digital Calling and Network Features are currently available with Lines and Calls ISDN30.

| Wholesale Calling & Network Features | ISDN30ETSI | ISDN30DASS |
|---|---|---|
| Calling Line Identity Presentation (CLIP) | Y | Y |
| Calling Line Identity Restriction (CLIR) | Y | Y |
| Connected Line Identity Presentation (COLP) | Y | N |
| Connected Line Identity Restriction (COLR) | Y | Y |
| Permanent Incoming Call Barring (ICB) | Y | Y |
| Sub Addressing (20 Octet) | Y | N |
| Sub Addressing (6 Octet) | N | Y |
| Permanent Outgoing Call Barring (OCB) | Y | Y |
| Selective Outgoing Call Barring (SOCB)All calls | Y | Y |
| SOCB – National & International Calls | Y | Y |
| SOCB – Operator Calls | Y | Y |

| | | |
|---|---|---|
| SOCB – International, Premium Rate & Operator Call | Y | Y |
| SOCB – International & Premium Rate Calls | Y | Y |
| Admin. Provided Call Forwarding -Unconditional, On Engaged or On No Reply. | Y | N |
| Customer Controlled Call forwarding of voice and Data calls – Unconditional all calls, On Busy or On No Reply. | Y | N |
| Call Deflection | Y | N |
| Digits to Switch | Y | Y |
| 10 number DDI | Y | Y |
| Additional DDI Ranges | Y | Y |
| Admin Provided Basic Diversion –On All Calls, On Engaged or On No Reply | N | Y |

## Other Calling and Network Services

### Direct Dialling-In (DDI)

(Available only on ISDN2 Digital System and ISDN30)

This service provides additional range of 10 or more telephone numbers to one line or a hunt group of lines. A maximum of 5 DDI ranges can be provided on the ISDN 2e, ISDN30 line or hunt group. Ranges are available only in multiples of 10.

Single Number DDI (SNDDI) are also available. A maximum of 5 SNDDI can be provided per line / hunt group.

A combination of DDI and SNDI are available up to a maximum of 5 in total

### Multi Subscriber Numbers (MSN)

(Available only on ISDN2 Digital Standard)

The MSN service allows up to 10 directory numbers to be assigned to one digital line, carried over either of the two channels. MSN is comparable to SNDDI but for Digital Standard.

### Directory Entries and Phonebooks

InTechnology provides Lines and Calls customers with an ordinary type business directory entry included in cost of the line rental.

A number of additional options can be provided at an additional cost. These include:

- Additional directory entries
- The use of bold or super bold type
- Additional words
- Entries in *all* directories

Additional information:

- Phone books are printed on a 12 month cycle
- Approximately 171 different phone books are published that cover the entire United Kingdom and include directory listings for all telephone users

- The phone books are available in paperback
- Additional phone books are available

All costs for additional directory entry services are available in the Calls and Lines price book for Directory Entries.

## Incompatible Services

The following services are not compatible with Lines and Calls. Where these services are line services, they must be removed before the transfer of the line to InTechnology can take place. Such line services are also not available for provision on new lines provided through Lines and Calls.

Non-line services are not compatible / not available with Lines and Calls.

- REDABC
- Redcare ISDN
- BT ISDN Connect Service
- Individual CPS configuration for each CLI on MSN
- Public and managed payphones
- Inbound only lines
- Access line
- Non BT line
- Out of area lines
- BT site / temporary lines
- Featureline – Although Featureline cannot be transferred, it can be converted to a Single Analogue line.
- Featurenet
- Low-loss exchange lines
- Ships in dock
- Social telephony e.g. light user scheme

Customers who rent equipment or have maintenance contracts with BT will have these services setup on separate Equipment only accounts by BT prior to the transfer of the lines to InTechnology.

# Service Maintenance Levels

## InTechnology's Service Products for Wholesale Line Rental

Four Care levels are available for Lines and Calls which define how the diagnosis and rectification of a service fault will be managed and prioritised.

Availability of care levels depends on the service (i.e. Analogue, ISDN2 or ISDN30) and is summarised in the table below:

| | **Maintenance Option** | | | |
|---|---|---|---|---|
| | **Care Level 1** | **Care Level 2** | **Care Level 3** | **Care Level 4** |
| Analogue Basic Lines | Inc | Opt | Opt | Opt |
| Analogue Premium Lines | N/A | Inc | Opt | Opt |
| ISDN2 Lines | N/A | Inc | Opt | Opt |
| ISDN30 Lines | N/A | Inc | Opt | Opt |

Inc = Included in the price of the service

N/A = Not available on this service
Opt = Available as a chargeable option

The Care Level Service offering is outlined in the table below:

| Service | Line Type | Offering |
|---|---|---|
| InTechnology Care Level 1 | Analogue Basic* only | End of Next Working Day +1 Working Day, fix Mon–Fri |
| InTechnology Care Level 2 | Analogue Basic* & Premium ISDN2e | End of Next Working Day, fix Mon-Sat |
| InTechnology Care Level 3 | Analogue Basic* & Premium ISDN2e & ISDN30 | Report AM. Fix PM. Report PM fix next AM. Mon-Sun |
| InTechnology Care Level 4 | Analogue Basic* & Premium ISDN2e & ISDN30 | 6 Hour Repair |

* InTechnology normally provides only Premium Lines

### Products

Several other products are available as part of InTechnology's service offering. They are:

### Flexible Appointments – Service Maintenance Repair

- Early Morning (EM) Appointments (available between 07:00-08:00)
- Evening (EV) Appointments (available between 18:00-21:00)
- Saturday Appointments with two slots (AM - 08.00 to 13.00 and PM - 13.00 to 18.00)
- Appointments are not included in the tariff and are charged as a single one-off price.

Please note that Flexible Appointment charges do not apply to repair work where the service level associated with a given line is Care Level 3 or 4 as these are available in tariff.

### Missed Appointments

Where InTechnology has failed to attend within an agreed appointment slot at the customer's premises a payment will be made to the customer.

### InTechnology Care Level 4 - 6 Hour Repair

6 Hour Repair is a new super-fast repair rental product offering a 24/7 repair capability with a commitment from InTechnology to clear a fault within six hours.

### Temporary Increase in Service Level - Multi-level Expedite

With expedite flexibility, if the service level you are on doesn't meet your needs during a fault you can flex up to a level that does as a one-off solution.

## Appointment and Engineer Visits

Site visits required for installations and repairs will be conducted by an appointed engineer. Dependent on required works, such engineers may include InTechnology's own engineers, Openreach engineers or other appointed

contracted engineers. Openreach engineers will wear Openreach branded clothing and drive Openreach branded vehicles.

All engineers will only undertake work agreed in advance of the visit between InTechnology and the customer. Any additional works that may be required must be requested via the customer's InTechnology account manager.

AM and PM designated appointments only are available for engineer visits. InTechnology cannot specify a particular time and cannot guarantee appointments.

In the event that the engineer is unable to carry out appointed works at a customer's site, is unable to gain entry to the site, or the appointment is broken, unless the fault is that of InTechnology or the engineer, InTechnology reserve the right to charge the customer.

# Time Related, Excess and Cancellation Charges

## Time Related and Excess Charges

In certain circumstances it may be required for InTechnology to carry out additional works in order to provide Lines and Calls services to site. In such an event, a survey will be conducted from which a quotation will be provided.

Any such charges will be payable by the customer.

## Cancellation Charges

The cancellation of a placed Lines and Calls order may result in a cancellation charge being incurred which will be payable by the customer. Such charges are based on the installation cost and the amount of time before the installation date the cancellation is submitted.

In the event that the engineer is unable to carry out appointed works at a customer's site, is unable to gain entry to the site, or the appointment is broken, unless the fault is that of InTechnology or the engineer, InTechnology reserve the right to charge the customer.

# Headline Ordering Information

## Ordering Part Codes:

A-Lines-001
A-Services-001
A-Calls-001

# Order Lead Times

The lead times quoted below are based on finding a matched address on Openreach systems.

The lead times assume that a valid and complete order has been presented to InTechnology.

Lead times will always be subject to survey but these are the indicative timescales for provisioning.

## New Provision – New Customer

PSTN – 12 working days
ISDN2 – 12 working days
ISDN30e – 32 working days

### New Provision, Conversion & Move – Existing Customer

PSTN – 10 working days
ISDN2 – 12 working days
ISDN30e – 30 working days

### WLR Transfer of Existing Service – New Customer

All 12 working days

### WLR Transfer of Existing Service – Existing Customer

All 10 working days

## Professional Services

Professional Services include voice auditing which assesses the customer's existing telephony estate and identifies the best approach for migration of services to InTechnology. Dependent upon the customer requirement for Lines and Calls, Professional Services may or may not be required.

## Technical Data

Technical details for lines including interface and signalling specifications for all line types can be found at http://www.sinet.bt.com/

## Responsibilities

### Customer Responsibilities

Supply, installation and configuration of compatible telephony equipment (unless supplied by InTechnology)

Maintenance of telephony equipment (unless equipment is covered by an InTechnology maintenance agreement)

Provision of site access for engineer where required

Provision of mains power to line installation point where required

The accurate reporting of any service faults to InTechnology

### InTechnology Responsibility

Provision of Lines and Calls service consisting of:

- Line access service via PSTN
- Provision of carrier pre-select service for all outbound calls

Management of customer orders

Management of fault rectification

Management of engineers

## Service Level Agreement

## Provisioning and De-provisioning of the Service

All timescales detailed in this paragraph are targets and InTechnology will use all reasonable endeavours to meet them. However, InTechnology will not be liable for any failure to achieve the service levels save where service credits are expressly provided.

## Lines

### Transfers

For transfer of a Customer's existing line(s) from BT to InTechnology, the transfer will be completed by midnight on the 12th working day (excluding UK Public and Bank Holidays) after the day the transfer order is confirmed as accepted by InTechnology, or on such later date as may be specified by the Customer and accepted by InTechnology.

For transfers of a line(s) from InTechnology to BT, the transfer will be completed by the 30th working day after the day the transfer order is confirmed as accepted by InTechnology or on such later date as may be specified by Customer and accepted by InTechnology.

### Conversions

Subject to the requirement for a Site survey, InTechnology will aim to complete all conversions, by midnight on the appointment day agreed by InTechnology with the Customer, or such later date as may be specified by the Customer and accepted by InTechnology.

### Provisioning of new lines

Subject to the requirement for a Site survey, InTechnology will aim to provide service by midnight on the appointment day agreed by InTechnology with the Customer, or on such later date as may be specified by the Customer and accepted by InTechnology.

### Cessation

Orders to cease lines will be implemented by the end of the 3rd working day after the date the order is accepted by InTechnology or on such later day as may be specified by the Customer and accepted by InTechnology.

### Calling & Network Features

The timescales for administering calling & network feature transfers and new calling & network feature provisions are dependent on whether they are supplied on existing or new lines. If on new lines, they are subject to the delivery timetables as set out in Section 4.1. If on existing lines they are subject to the timescales and conditions set out below.

### "Like for Like" Transfers

Unless otherwise specified by the Customer at the time of an order, any transferred lines will be accompanied by the current calling & network feature on those lines on a like for like basis.

## Provisioning of new special services

Orders for new services will be implemented by midnight on the 3rd working day after the day the order is confirmed as accepted by InTechnology, or on such later date as may be specified by the Customer and accepted by InTechnology.

### Cessation

Cancellations of calling & network features will be implemented by midnight on the 3rd working day after the day the order is confirmed as accepted by InTechnology, or on such later date as may be specified by the Customer and accepted by InTechnology.

### Other Change Orders

Any change orders not covered in Calling & Network Features section of this SLA will be implemented as soon as reasonably practicable after the day the change order is confirmed as accepted by InTechnology or on such later date as may be specified by the Customer and accepted by InTechnology.

## Maintenance of the Service

The InTechnology Lines and Calls service is a service where we do not monitor or manage the Line or Customer Premises Equipment (CPE). A fault affecting an end user line would need to be reported to InTechnology by a member of staff within the Customer's fault centre. Once InTechnology are confident that a fault exists, they will report the fault to the line infrastructure supplier (currently Openreach). The 'level of care' that has been ordered for the user access circuit determines the expected time to repair.

### Care Level 1

This Care Level is the maintenance option that is provided as standard on Analogue Basic* lines. It operates during working hours (0800 – 1800 hours Monday to Friday excluding Public and Bank Holidays). InTechnology aim to respond to a fault report received before 1700hrs on one working day by the end of the next working day. Where a fault is reported outside normal working hours, the fault will be treated as if it has been reported at the beginning of the next working day. The SLA is as follows:
Clear by end of next working day + 1, Monday to Friday, excluding Public Holidays and Bank Holidays.
**Example*:*** Fault reported at any time between 00.01 – 23.59.59 on Tuesday would have a commitment time of 23.59.59 on Thursday
* InTechnology normally provides only Premium Lines

### Care Level 2

This Care Level is the maintenance option that is provided as standard on Analogue Premium, ISDN2 and ISDN30 lines. The working hours for Care Level 2 service are 0800 hours to 1700 hours Monday to Saturday excluding Public and Bank Holidays. Faults may be reported 24 hours a day, 7 days a week (including UK Public and Bank Holidays). Where a fault is reported outside of the working hours for this service, the fault will be treated as if it has been reported at the beginning of the next working day. If the fault is not cleared during this period, the nominated customer contact will be advised of the progress being made to clear the fault. The SLA is as follows:
Clear by end of next working day, Monday to Saturday, excluding Public Holidays and Bank Holidays.
**Example:** Fault reported at any time between 00.01 – 23.59.59 on Tuesday would have a commitment time of 23.59.59 on Wednesday.

### Care Level 3

This Care Level is the maintenance option that is provided as a chargeable option on all three line types. It operates Mon - Sun (inc Bank Holiday) 07:00–21:00 Monday to Friday and 08:00-18:00 Saturday and Sunday including Public and Bank holidays. InTechnology will respond within 4 hours of receipt of a fault report. If the fault is not cleared during this period, the nominated customer contact will be advised of the progress being made to clear the fault. The SLA is as follows:
Reported by 12.59 – clear by 23.59.59 same day. Reported after 13.00 – clear by 12.59.59 next day (Monday – Sunday including Public and Bank Holidays)

## Care Level 4

This Care Level is the maintenance option that is provided as a chargeable option on all three line types. It operates Monday to Sunday (including Bank Holiday) 24/7. If the fault is not cleared during this period, the nominated customer contact will be advised of the progress being made to clear the fault. The SLA is as follows:
6hr fix round the clock, 365 days a year *

* Note –

In the event that a visit to the End User premises is required in the Highlands and Islands for a Level 4 fault InTechnology will make all reasonable efforts to make an engineer available within the 6 hour period. However it must be noted that the availability of the engineer can depend on travel constraints outside Openreach's influence, such as ferries to the remote Scottish islands.

This Service Level Agreement (SLA) sets out terms on which InTechnology shall provide the Service to the customer. This Service Level Agreement is subject to and shall be interpreted in accordance with the other terms of the Agreement.

The purpose of this Service Level Agreement in conjunction with the Service Description is to set out the agreed supply, operation and management of the InTechnology Lines & Calls service.

Please refer to the InTechnology Service Descriptions for further details of the Network Services. No changes may be made to this Service Level Agreement, except by written agreement dated and signed by both parties.

# Voice Specific SLA Parameter

## Core Voice System Availability - 99.99%, TSR 10 minutes

The InTechnology Voice Core systems are located in two, geographically separated, InTechnology managed data centre facilities and are built in a fully resilient and redundant fashion. Each system provides failover to the other system and therefore a total failure can only occur when both systems are simultaneously unavailable.
InTechnology has implemented Huawei iManager and uses this system to manage and report on these platforms. The iManager system periodically probes each element of the InTechnology Voice system and raises the alert if total service availability is lost. In the highly unlikely event of this happening the measure of core system availability and associated TSR will be measured from the point of total system failure.

## Core Voice System Service Availability Limitations

The Customer should acknowledge that the warranties provided above shall not apply in the event that any failure or suspension of the Services arising as a result of a failure of the Customer Equipment, or is caused by any action or omission of the Customer, its employees, agents, sub-contractors or invitees. InTechnology shall not be liable for any failure to comply with the service levels defined where the Customer is in breach of any warranties set out in the contract.

In calculating Service availability the following circumstances are excluded:

- Service unavailable or affected as a result of Service suspension pursuant to the Service Agreement.
- Service unavailable or affected due to faults on the Customer's side of the service.
- Service unavailable or affected due to incorrect configuration of customer equipment.
- Service unavailable or affected due to circumstances created by the customer.
- Service unavailable or affected due to planned maintenance.
- Service unavailable or affected due to emergency maintenance.
- Service unavailable or affected due to Force Majeure.
- Call completion not possible due to busy signal – fully utilised Trunk line or network capacity for example.

Planned maintenance can involve a temporary suspension of part or all of the service in order to enable InTechnology to undertake vital remedial/maintenance or upgrade work. Planned maintenance and controlled outages will always be notified to the customer at least 7 days in advance and be planned in such a way to have minimum impact on the customer's operations. Controlled outages will not be classified as faults as the InTechnology Voice core systems are fully redundant and availability will be unaffected. Controlled outages to the service for the planned maintenance take place at 4am - 6am on Monday and Thursday.

Emergency maintenance required as a result of identifying a problem through ongoing monitoring and management, that could potentially cause an outage or failure of the service, will be notified to the Customer at the earliest possible time and be managed in such a way to have minimum impact on the Customer's operation.

# InTechnology's WLR Provisioned Lines SLA/SLGs

## Core Network

InTechnology will not pay Service Credits on metrics defined above as there is no monthly charge associated with the Core Network System.

## Lines

Below is a description and a simple guide to those Service Levels which InTechnology will monitor and if applicable pay. This is not meant to be exhaustive and customers are reminded to refer to the relevant terms and conditions for full details.

## Orders

### Service Level

Transfer orders shall be completed and available to use by midnight on the 12th InTechnology working day after the day InTechnology processes the order.

New Provision and Conversion orders shall be completed and activated by midnight on the date stated by InTechnology

### Compensation

If InTechnology fails the service level it will pay 70% of one month's line rental for each day or part day. ISDN30 operates on a per affected channel basis.

## REPAIR

### Service Level

InTechnology's Repair Service Levels covered by these SLAs/SLGs are set out in the table below.

| Line / Service | Service | Description / SLAs | Engineering Working Times |
|---|---|---|---|
| Analogue Basic* only | InTechnology Care Level 1 | End of next working day + 1 working day | Mon-Fri 08:00–18:00 |
| Analogue Basic* & Premium ISDN2e | InTechnology Care Level 2 | End of next working day | Mon-Sat 08:00–18:00 |
| Analogue Basic* & Premium ISDN2e & ISDN30 | InTechnology Care Level 3 | In by 13:00 fix same day, in after 13:00 fix by 13:00 next day | Mon - Sun (inc Bank Holiday)<br>07:00–21:00 Mon-Fri<br>08:00-18:00 Sat-Sun |
| Analogue Basic* & Premium ISDN2e & ISDN30 | InTechnology Care Level 4 | 6 Hour Repair | Mon-Sun (inc Bank Holiday) 24/7 |

* InTechnology normally provides only Premium Lines

### Compensation

If InTechnology fails the service level it will pay 70% of one month's line rental for each day or part day. ISDN30 operates on a per affected channel basis. If InTechnology fails the service level for expedite repair it will charge the customer a reducing amount.

## APPOINTMENTS

### Service Level

InTechnology will keep any appointment with the end user which has been entered and accepted in the relevant system.

### Compensation

If InTechnology has failed to attend within an agreed appointment slot at the customer's premises a payment will be made to the customer to a maximum of £30.00 per instance.

## Disconnections in Error

### Service Level

InTechnology will not incorrectly disconnect an end user.

### Compensation

If InTechnology fails the service level it will pay 70% of one month's line rental for each day or part day provided the customer informs InTechnology within 6 working days. The compensation for ISDN30 it is 45% of one month's per channel rental per affected channel.

## COMPENSATION CAPS

Compensation is subject to a maximum of 60 full days per line. ISDN30 is subject to a maximum of 60 days per 2Mbits bearer.

## SLG Payments

InTechnology will monitor its performance against the SLGs for repair, provision and transfer orders and missed appointments and compensate customers, on receipt of the SLG claim form, if it fails to meet these SLGs.

## Exclusions

The following represent a number of the exclusions which apply to the service levels. The exclusions typically represent those circumstances where InTechnology is not at fault.

- Failure is due to the public internet;
- Failure is due to the customers or any third party network or equipment;
- InTechnology or it's agent is unable to gain access to the end user premises or carry out any work;
- InTechnology or its agent requires assistance or information from the customer, end user or any third party;
- During work to implement an order InTechnology or it's agent discovers that work is required which it could not foresee;
- InTechnology or its agent is waiting or has been unable to obtain any permissions or consents;
- Failure is due to the Geographic Number Portability process;
- Failure is due to a scheduled outage;
- Failure is because the customer requires an Ancillary product; and
- Failure is due to a matter beyond InTechnology's reasonable control (MBORC).

# InTechnology Line Charges

A list of available Services and Charges are available form you Account Manager

### Notes on Charging

- Installation / consultancy and Service Connection set-up charges for the Service will be invoiced upon signing the Service Agreement.
- The Monthly Charge will be billed monthly in advance.
- Where the Voice Service is to be provided at multiple sites then the Charges for a particular site will be chargeable from the date the Voice Service becomes available at that site and will be invoiced monthly in from such date.

- All equipment is used in connection within the provision of this service and remains the property of InTechnology.

- All prices are exclusive of VAT.

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Certificate No. FS 578568

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