

Section 56: Business Customer Options  
Part 18: BT Business VoIP Services

**Subpart 7: BT SIP Trunk (the SIP Trunk service provided by BT Retail Business and available from the 21st February 2012)**

**BT SIP Trunk Pricing Information**

**BT SIP Trunk charges**

**Installation and Set Up Charges** (Charges are on any one occasion)

All charges exclude VAT	Minimum Period		
	1 year	3 year	5 year
	Exc VAT	Exc VAT	Exc VAT
	£	£	£
*New BT SIP-PBX - engineer install	0.00	0.00	0.00
Existing BT SIP-PBX - engineer visit to configure BT SIP Trunk	199.00	149.00	0.00
Set-up charge per BT SIP Trunk channel (for 1 to 15 channels ordered in any one occasion)	10.00	10.00	0.00
Set-up charge per BT SIP Trunk channel (for 16 to 99 channels ordered in any one occasion)	10.00	10.00	0.00
Set up charge per BT SIP Trunk channel (for 100+ channels ordered in any one occasion)	10.00	10.00	0.00

\* When ordered for configuration on a new PBX which is to be supplied and installed by BT and when BT SIP Trunk is provided as part of the PBX installation.

**Monthly Payment**

Customers will be charged a standard monthly rental charge for each BT SIP Trunk channel, in addition to initial installation and set-up charges. Additional charges will apply for Access Services and calls.

	Monthly Payments	
	Exc VAT	Inc VAT
	£(pm)	£(pm)
BT SIP Trunk Contract with Minimum Period of 1 year - rental per channel	15.95	19.14
BT SIP Trunk Contract with Minimum Period of 3 years - rental per channel	13.95	16.74
BT SIP Trunk Contract with Minimum Period of 5 years - rental per channel	11.95	14.34

Customers with a current BT maintenance contract for their PBX will be eligible for a reduced monthly rental charge for each BT SIP trunk channel as specified below. In the event that the BT PBX maintenance contract is terminated, standard monthly rental charges will apply from the date of termination.

	Monthly Payments	
	Exc VAT	Inc VAT
	£(pm)	£(pm)
BT SIP Trunk Contract with Minimum Period of 1 year - rental per channel	13.95	16.74
BT SIP Trunk Contract with Minimum Period of 3 years - rental per channel	11.95	14.34
BT SIP Trunk Contract with Minimum Period of 5 years - rental per channel	10.95	13.14

**Expiry of Minimum Period**

Upon expiry of the Minimum Period, the Customer will pay the monthly rental charge per channel applicable to contracts subject to a Minimum Period of 1 year prevailing at the time.

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**Additional Features - Rental charges**

All charges exclude VAT	Connection Charge	Rental
	Exc VAT	Exc VAT
	£(pm)	£(pm)
Geographic number (in or out of area), per number	N/A	0.50

**General Notes**

- Contracts with a Minimum Period of 1, 3 or 5 years are available
- Customers must have:
  - A BTnet Access Service which has been “voice enabled” and a BT provided BTnet Access Router.
  - Compatible PBX equipment approved by BT as being suitable for use with the Service or a BT SIP Gateway
  - A suitable LAN infrastructure capable of supporting the voice service.

**CALLS**

## Inclusive Call Allowance:

- BT SIP Trunk includes 5000 minutes per calendar month per channel of inclusive UK local and national and international (IDD) call minutes **and** 500 minutes per calendar month per channel of Fixed to Mobile (F2M) call minutes (the “Inclusive Call Allowance”). The Inclusive Call Allowance may be subject to change in accordance with the terms and conditions.

For UK local, national and international the following apply:

- Inland Calls are defined as: 01, 02, 03, 05 (where charged at G21 rates) and calls from Northern Ireland to fixed destinations in the Republic of Ireland.
- International calls exclude:
  - International Mobiles
  - International Special and Higher Rate service numbers
  - Calls to the countries listed in the table below;

Antarctica Australian Territory	Guinea Bissau	Rodriguez Islands
Bhutan	Kiribati	Ross Island
Cambodia (Kingdom of)	Korea PDR (North)	Samoa (US)
Christmas Island	Laos	Samoa (Western)
Cocos Islands	Marshall Island	Sao Tome & Principe
Comoros	Mayotte	Solomon Islands
Cook Islands	Micronesia	St Helena
Cuba	Mongolia	St Pierre & Miquelon
Diego Garcia	Nauru	Tokelau
Djibouti	New Caledonia	Tonga
East Timor	Niue	.
Fiji	Norfolk Island	Tuvalu
French Guiana	Northern Marianas	Vanuatu
French Polynesia	Palau (The Republic of)	.
Greenland	Papua New Guinea	Wallis & Futuna
Guam	Reunion	.

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For Fixed to Mobile (F2M) the following apply:

- a) Covers all charge bands, currently FM1 – FM17.
- b) Excludes International Mobiles and Special and Higher Rate service numbers.

2. The Inclusive Call Allowance is:

- (a) subject to the fair usage policy detailed in subpart 8
- (b) for use within the calendar month and unused minutes will not be carried over into the following month. Unused minutes will be lost on termination of the contract.

3. Calls made within the Inclusive Call Allowance will be rounded up to the next 60 seconds.

4. For Inclusive Call Allowance calls which exceed 60 minutes in length, the minutes in excess of 60 minutes will be charged as specified in the Call Charges section below

5. Where the Customer's:

(a) Inland and IDD calls exceed 5000 minutes per calendar month, the Customer will be charged for any calls in excess of the 5000 minutes from the next calendar day until the end of that calendar month, in accordance with the Call Charges (as set out below)

(b) F2M minutes exceed 500 minutes per calendar month, the Customer will be charged for calls in excess of the 500 minutes in accordance with the Call Charges (as set out below)

6. Any calls which are not included within the BT SIP Trunk Inclusive Call Allowance will be charged at the applicable BT SIP Trunk rate specified in this subpart.

#### Call Charges

Notes

1. For BT Business VoIP Services Call and Duration Roundings see the [General Notes](#) Section.

The fees include VAT rounded up to the nearest penny

2. Calls of any type for which there is no BT SIP Trunk rate specified will be charged at BT's standard prices: See Section 2 Part 2 Sub Part 1

#### (i) BT SIP Trunk Inland Calls

Inland Calls	Set Up Fee Per Call. At all times		Per Minute. At all times	
	Local and National Calls		Local and National Calls	
	Per Call		Per minute	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	pence	pence	pence	pence
Local and National	2.00	2.40	4.00	4.80

Changes to this product on 1st May 2016 may be to the significant detriment of some customers

#### Access Charge for calls to 084, 087, 09 & 118 numbers

Non geographic call services – see Notices 2015 - [10/15 - Changes to charges for non-geographic call...](#)

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Access Charge	Set Up Fee Per Call. At all times		Per Minute. At all times	
	Per Call		Per minute	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	pence	pence	pence	pence
Local and National	2.00	2.40	4.00	4.80

## (ii) BT SIP Trunk Fixed to Mobile Calls

Fixed to Mobile call prices	Pence per minute		Set up Fee	
Call Prices*	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	pence	pence	pence	pence
fm1	7.5	9.00	6.00	7.20
fm2	20.00	24.00	6.00	7.20
fm3	7.5	9.00	6.00	7.20
fm4	7.5	9.00	6.00	7.20
fm5	7.5	9.00	6.00	7.20
fm6	7.5	9.00	6.00	7.20
fm7	7.5	9.00	6.00	7.20
fm8	7.5	9.00	6.00	7.20
fm9	7.5	9.00	6.00	7.20
fm10	14.00	16.80	6.00	7.20
fm11	12.00	14.40	6.00	7.20
fm12	10.00	12.00	6.00	7.20
fm13	13.00	15.60	6.00	7.20
fm14	8.00	9.60	6.00	7.20
fm15	9.00	10.80	6.00	7.20
fm16	8.00	9.60	6.00	7.20
fm17	7.5	9.00	6.00	7.20

Calls from Northern Ireland to the Republic of Ireland are charged as an International call as below (except where the call is being made from a BT SIP Trunk which has a Northern Ireland geographic number associated with it, in which case, the call will be charged at Inland call rates).

## Prices for Calls to Personal Numbering Services

Personal Numbering Service call prices				
Chargeband	Pence per minute		Set up Fee	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	pence	pence	pence	pence
PN99	7.5	9.00	6.00	7.20

These calls are excluded from the Inclusive Call Allowance and will be charged at the rates shown above at all times.

## (iii) BT SIP Trunk International Direct Dialed Calls

Table A below details charge bands for International Direct Dialed Calls to fixed phone numbers. Table B details International Charge bands for Mobile phone numbers including other special and higher rate services phone numbers.

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Full details of the International Charge Band allocated to each country are shown in [Section 56 Part 20 Subpart 1 Table H](#)

Full details of International Mobile and other Special and Higher Rate Numbers including destinations and number ranges are shown at [Section 2 Part 17](#)

**Table A -International Direct Dialed Charge bands**

International Direct Dialed Chargebands	At all times (Day, Evening & weekend)			
	Per minute		Set Up Charge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	p	p	p	p
1	3.00	3.60	3.00	3.60
2	4.00	4.80	3.00	3.60
3	5.00	6.00	3.00	3.60
4	7.00	8.40	3.00	3.60
5	10.00	12.00	3.00	3.60
6	15.00	18.00	3.00	3.60
7	15.00	18.00	3.00	3.60
8	20.00	24.00	3.00	3.60
9	25.00	30.00	3.00	3.60
10	30.00	36.00	3.00	3.60
11	40.00	48.00	3.00	3.60
12	55.00	66.00	3.00	3.60
13	75.00	90.00	3.00	3.60
14	95.00	114.00	3.00	3.60

**Table B - Charge bands for International Direct Dialed (IDD) Calls to Mobiles including other special and higher rate services phone numbers**

Call Prices

Chargeband	At all times (Day, Evening & weekend)			
	Pence Per minute		Set Up Charge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	p	p	p	p
1	N/A	N/A	3.00	3.60
2	23.00	27.60	3.00	3.60
3	24.00	28.80	3.00	3.60
4	26.00	31.20	3.00	3.60
5	29.00	34.80	3.00	3.60
6	34.00	40.80	3.00	3.60
7	34.00	40.80	3.00	3.60
8	39.00	46.80	3.00	3.60
9	44.00	52.80	3.00	3.60
10	49.00	58.80	3.00	3.60
11	59.00	70.80	3.00	3.60

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Chargeband	At all times (Day, Evening & weekend)			
	Pence Per minute		Set Up Charge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	p	p	p	p
12	74.00	88.80	3.00	3.60
13	94.00	112.80	3.00	3.60
14	114.00	136.80	3.00	3.60

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**Conditions**

**Moving Premises**

If, after the Service Start Date, the Customer moves to a new Site, the Customer must terminate the contract unless BT confirms to the Customer that BT is able to provide the Service at the new Site. Early termination charges will apply on termination of the Contract unless BT is unable to provide the Service at the new Site as a result of BT being unable to provide an equivalent number of channels at the new Site. If BT is able to provide the Service at the new Site, the Customer may elect to continue with the Contract in which event:

- a) the Customer will continue to pay all charges (including rental and other recurring charges) up to, during and following the change-over period when the Service is transferred to the new Site.
- b) the Customer will pay the installation and set-up charges applicable to a new BT SIP PBX for provision of the Service at the new Site.
- c) there will be no break to the Minimum Period which will continue unchanged.

Changes to Customer requirements prior to the Service Start Date may result in a redesign of the Service which may affect delivery dates and charges.

Changes to facilities or features requested by the Customer following the Service Start Date may be subject to charges.

**Early Contract Termination**

In accordance with clause 6.5 of the Conditions, the following will apply:

**1. Termination of contracts with a Minimum Period of 1 year.**

If the Contract is terminated during the Minimum Period the Customer will pay any outstanding connection or other non-recurring charges and the full rental for the balance of the Minimum Period at the prevailing rental at the time of the termination.

**2. Termination of contracts with a Minimum Period of 3 or 5 years.**

If the Contract is terminated during the Minimum Period, the following will apply:

- (a) if the Contract is terminated within the first 12 months of the Minimum Period, the Customer will pay any outstanding connection or other non-recurring charges and the full rental for the first 12 months of the Minimum Period and 20% of the rental that would otherwise have been payable for the balance of the Minimum Period at the prevailing rental at the time of the termination.
- (b) If the Contract is terminated after the first 12 months of the Minimum Period, the Customer will pay any outstanding connection or other non-recurring charges and 20% of the rental that would otherwise have been payable for the balance of the Minimum Period at the prevailing rental at the time of the termination.

**Number Porting Compensation Scheme\***

1. Where the Customer wishes to port their existing 01, 02 or 056 number from their previous service provider to BT and BT agrees that this can be achieved, BT will provide the Customer with a Port Date.
2. If BT fails to port the number on or before the Port Date, the Customer may claim a daily rate for each whole or part day BT is late in porting the number for each channel affected. The daily rate will be calculated in accordance with paragraph 7 below.
3. The Customer will not be entitled to claim as set out in paragraph 2 above if in BT's opinion:
  - (a) someone other than BT (including but not limited to the previous service provider) causes a delay or prevents BT from porting the number;
  - (b) BT asks for access to the Site and the Customer does not allow this;
  - (c) BT reasonably asks for other help and the Customer does not provide it;

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(d) BT is unable to contact the Customer;

(e) the number has been ported by the Port Date but the Service Start Date has been delayed for other reasons;

(f) BT's failure is due to matters beyond its reasonable control as set out in clause 9 of the Conditions.

**4.** The maximum amount BT will credit and/or pay the Customer is £6000 (exc VAT) for the same failure or series of related failures.

**5.** The Customer must make any claim within four months of BT confirming that the delayed number port has been completed. Claims may be made by phone or in writing. BT's contact phone number and address are shown on the Customer's bill.

**6.** BT will normally deduct any amount that BT owes to the Customer under paragraph 2 from the Customer's bill.

#### **Daily Rate**

**7.** The monthly rental (excluding VAT) for each BT SIP Trunk channel affected will be multiplied by 12 and divided by 365 to arrive at the daily rate. The daily rate will be multiplied by the number of days that the Customer is entitled to claim. Subject to paragraph 4 above, there is no limit on the number of days that can be claimed.

#### **Definitions**

**"Port Date"** - means the date provided by BT to the Customer when the Customer's existing 01, 02 or 056 number will be ported to BT.

#### **Provision of call diversion in the event of Service Failure**

1. In the event of a Service Failure, and following a request from the Customer, BT may, at BT's discretion, provide a call diversion service as described in paragraph 2 below.

2. BT will divert the Customer's incoming Calls to another fixed line or mobile telephone number agreed with the Customer. The number chosen must be a UK number, but there are some number ranges to which BT will not divert the Customer's Calls (for example, 0800 and 0870 numbers).

3. BT will remove call diversion when BT has repaired the fault causing the Service Failure, or referred the fault back to the Customer in accordance with paragraph 2.6 of the Schedule.

4. If BT diverts the Customer's Calls to a mobile number, the diverted element of the Call will be deducted from the Customer's call allowance and the person calling the Customer will not have to pay for the diverted element of the Call.

#### **Definitions**

**Service Failure** - The continuous total loss of the facility to make or receive a Call.

#### **\* IMPORTANT NOTE:**

The Number Porting Compensation scheme set out above does not apply where BT has agreed to Out Of Hours number porting as described below.

#### **OUT OF HOURS NUMBER PORTING**

1. Out of Hours number porting is subject to agreement and availability.

2. BT will use its reasonable endeavours to provide the service but all timescales are estimates.

#### **3. Charges.**

Time Related Charges as published in the BT Price will apply.

#### **Definitions:**

**Out Of Hours** means 6pm to 8am Monday to Friday (inclusive), and 8am to 6pm Saturday, (excluding bank and public holidays).