



G Cloud 15

Service Definition for BT Cloud Work

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1. Introduction and purpose

This document outlines BT Cloud Work service for cloud telephony and unified communications.

1.1 BT Cloud Work

The Supplier (BT) provides the Cloud Work service in conjunction with partner RingCentral who are a proven global leader in cloud telephony solutions, with more than 12 years' experience in delivering carrier-grade telephony, advanced features, collaboration tools, and innovative integrations to enhance business productivity. BT Cloud Work is provided from two diverse European Data Centres which are fully fault tolerant and provide carrier-grade voice quality and uptime.

A world-leading Cloud Work Contact Centre Service add-on is available to enhance the Cloud Work Service to an omnichannel contact centre offering, including workforce optimisation and detailed analytics, serving the needs of modern-day agents and supervisors alike.

The Supplier and RingCentral are both leading providers of enterprise cloud communications and collaboration solutions. More flexible and cost-effective than legacy on-premises systems, BT Cloud Work empowers today's mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. BT Cloud Work unifies voice, video, team messaging and collaboration, conferencing, and online meetings. BT Cloud Work's open platform integrates with leading business applications and enables customers to easily customise business workflows.

Buyers can order this service via the G Cloud framework which will be actioned by their usual BT Account Teams who will work in conjunction with RingCentral to design, price and deliver the service. BT Cloud Work is fully supported via our Service Centre in Thurso and Buyers are invoiced via our established consolidated invoice, namely the BT OneBill Plus.

The RingCentral platform is deployed across SSAE 16 and ISO 27001-audited data centres, protected by the most robust electronic prevention systems, on-site engineering specialists, and security guards. The geographic diversity of our locations also minimises the risk of data loss and service interruption due to catastrophe.

The Cloud Work Service places communications at the heart of the Buyer's business applications and processes, meaning they are all enabled on any device, however and wherever the Buyer wants to work, bringing a range of benefits including:

- enabling remote and flexible working practice for employees;
- strengthening disaster recovery capabilities, allowing an immediate response to any Incident, from any location;

- always being on the latest software release, with automatic upgrades, always enjoying the latest features;
- simplifying and consolidating multiple products and suppliers across multiple sites;
- making it easier for employees to communicate with each other and with their customers in a range of ways, by providing a single suite of conferencing and collaboration services; and
- unifying employees' desk and mobile phone with single numbers and dialling plans.

These productivity gains are in addition to a range of cost benefits. Not only the direct Capex savings coming with a move to Cloud from a legacy PBX / ISDN estate, but also;

- reducing ongoing operational costs such as maintenance and software upgrades;
- easing the administration burden by allowing the Buyer to make changes from anywhere at any time; and
- replacing multiple voice and conferencing contracts and suppliers with a single platform service.

2 .Feature Highlights

BT Cloud Work offers the following top level functionality:

- Rich PBX telephony features.
- Full unified communication (UC) – enterprise messaging, online meetings, team collaboration, telephony, video conferencing, mobility and more.
- Carrier-grade security, reliability, and capabilities.
- Open APIs and developer platform Integrated with 100+ popular tools and apps.
- Unified and comprehensive management portal.
- Consolidated systems eliminate the need for third-party services.
- Easy to manage, simple to use.
- Consistent experience across devices.
- Modern, mobile-first approach.
- Centralised management of branch locations.
- Real-time analytics, insights, and customisable dashboards.

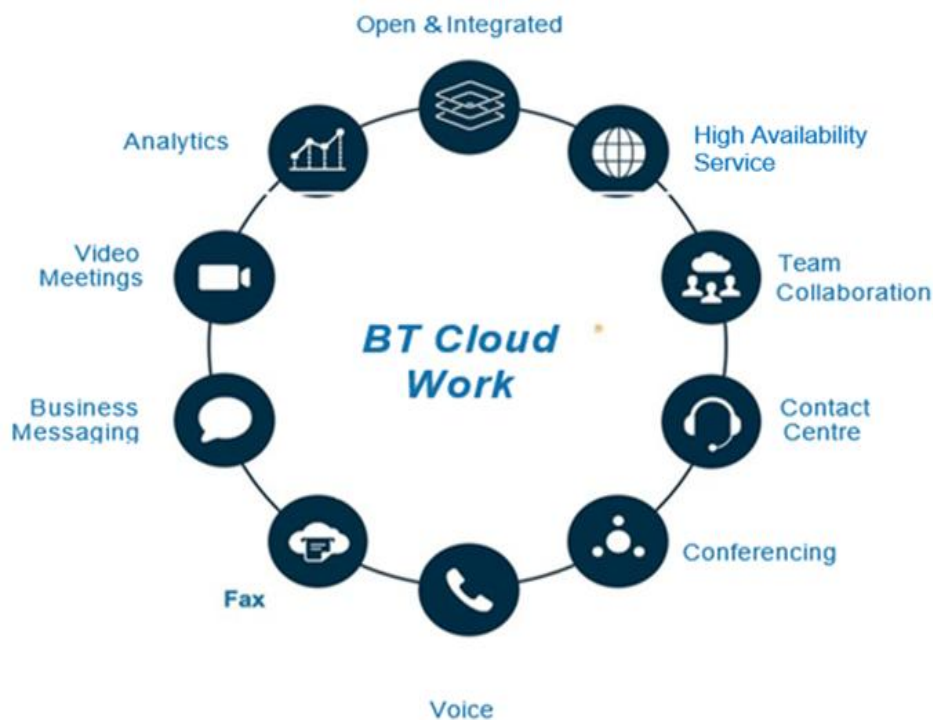


Figure 1: BT Cloud Work

3 BT Cloud Work Network

The BT Cloud Work platform is provided in conjunction with our partner RingCentral and is designed, built, and operated as a cloud-based business communications platform. The robust and powerful platforms behind these cloud communications solutions are based on reliable, scalable and modular architectures. They comprise of proprietary technology platforms built from the ground up with nearly a decade of R&D in building a comprehensive communication system capable of handling millions of customers. They are designed with enterprise-level scalability, reliability, and security, providing unparalleled telephony features.

When combined with the Supplier's network connectivity, the connection between end user and RingCentral is via the BTnet (also known as Internet Connect UK), the market leading business grade Dedicated Internet Access in the UK. BTnet core Points of Presence (PoPs) are connected via a fully meshed, resilient access network that is one of the largest Internet networks in the UK. In order to ensure maximum network availability, we not only feature multiple physical paths between PoPs, but also full replication of the switches and routers that are used to construct those PoPs. BTnet network availability, latency times and service delivery/repair targets are all backed by Service Level Agreements. Please note BTnet Service Level Agreements are different to BT Cloud Work Service Level Agreements.

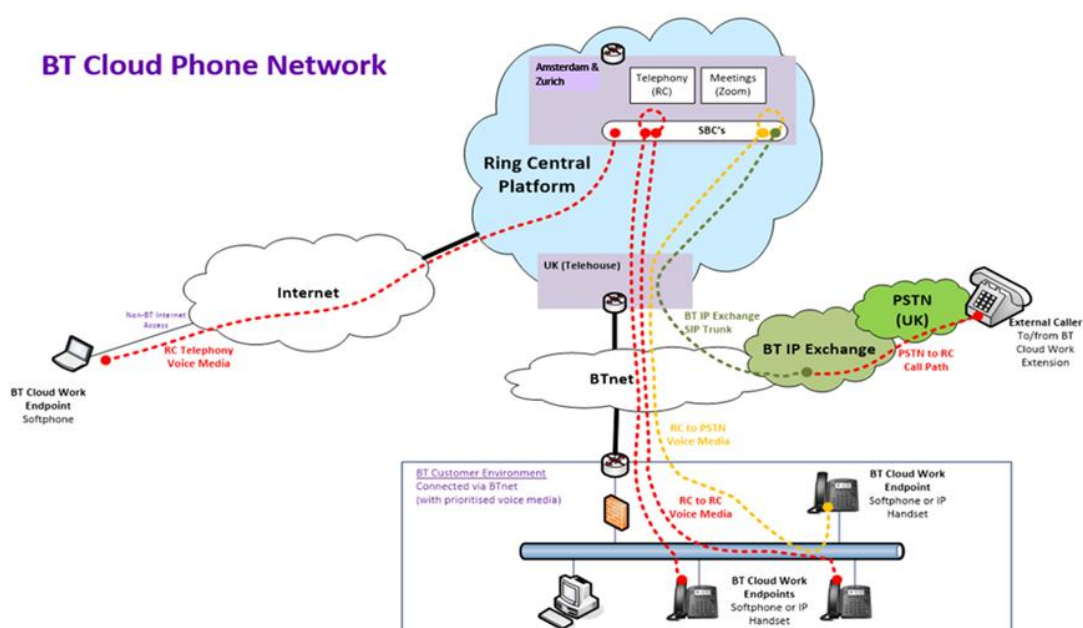


Figure 2: BT Cloud Phone Network

3.1 Security

The Supplier's solution is built on five major principles to ensure unsurpassed enterprise-grade service and delivery. These pillars focus on service quality through Tier 1 network peering, ensuring high availability via a geo-redundant architecture and our drive to maintain a 99.99% availability across the service. We provide the flexibility for scalability to extend the inherent benefits of cloud service.

The BT Cloud Work platform provides industry-leading UCaaS security to protect Buyers from growing cyber threats, eavesdropping on voice communications, non-compliance with privacy regulations, and other security risks. It details a multilayer cloud security approach that extends from physically secure and audited data centres to intrusion detection systems to advanced voice encryption technology. This approach is also open. It includes interoperability with security standards like the Security Assertion Markup Language (SAML) to enable mixing and matching of solutions from best-of-breed security providers, seamless integration with ID management, and strong authentication and Single Sign-on (SSO).

The BT Cloud Work platform addresses vulnerabilities in the VoIP data plane by safeguarding voice communications with an advanced secure voice technology that prevents eavesdropping on calls or tampering with audio streams between all endpoints—desk phones, as well as computers and mobile phones running a BT Cloud Work mobile or softphone app. BT Cloud Work is among the first in the industry to use two enterprise-grade security protocols to provide additional security for IP phone calls—TLS authentication and SRTP encryption.

The security of our networks is under constant review to take into account new threats and vulnerabilities. Our highly proactive relationship with equipment vendors and authoritative bodies such as the Computer Emergency Response Team (CERT) and the Forum of Incident Response and Security Teams (FIRST) often place us at the vanguard of assessing and implementing defences. The Supplier is a member of FIRST and has its own CERT, the BT CERT.

The UK Core IP network (Colossus), like all the Supplier Systems, is registered with the BT Security Evaluation and Certification Scheme which defines security policy rules and how compliance will be assessed.

The BTnet CPE comes with enhanced security to ensure that the Buyer's service is protected from potential attacks. This change restricts the ability to ping the CPE router from external sources. For Buyers interested in accessing the BTnet router for their own management purposes, there are a number of options.

3.2 GDPR

The General Data Protection Regulation (GDPR) has been called the most important change in data privacy in years. It applies directly to companies located in the EU and extends to multinational companies that do business in the EU. The Supplier helps the Buyer in their efforts to comply with the GDPR. The Supplier will ensure development and operational processes comply with regulations, such as SOC2, PCI,

and Privacy Shield, however there is no standardised audit for GDPR compliance. BT Cloud Work also provides a variety of product features that can help with GDPR consent and data access requirements, if it is determined these apply to the Buyer's organisation.

3.3 Disaster Recovery

Downtime isn't an option. That's why partner RingCentral publishes an uptime guarantee of 99.99%. The BT Cloud Work delivery model means operations can be quickly scaled up and down based on demand.

Table 1: Disaster recovery

Availability / Resilience features	
99.99% guaranteed availability	Flexibility to quickly adjust plans if needed
Geographic redundant servers to minimise risks	Not dependent on hardware vulnerable to outages
24/7/365 network operations monitoring	Ability to scale up and down on-demand as needed
Ability to route calls anywhere	Cloud based delivery model allows for quick deployment
Ability to move operations if needed	2 European High Availability data centres



4 BT Cloud Work Support

BT Cloud Work is fully supported via the Supplier's Service Desk who are available on 0800 389 0598 and will provide a single, consolidated fault reporting capability, 24 hours a day, 7 days a week, and 365 days a year for Connect and Collaborate Users and offer 8am-6pm Mon - Fri cover for Entry and Basic Users – details on Entry, Basic, Connect and Collaborate User licences are available in Table 5 below. The Service Desk will automatically raise incidents where detected and will be available to report faults that the Buyer detects.

The BT Service Desk will:

- Record all incidents reported.
- Perform initial diagnostics.
- Analyse incident severity and allocate a Severity Level to each ticket.
- Take ownership of any incidents until closed.
- Manage the resolver teams.
- Escalate as required in accordance with our agreed Escalation Process.
- Support on-line problem reporting and tracking via the My Account portal.

4.1 Reporting a problem or fault

The Supplier provide the Buyer with a dedicated free phone number to call us when you need to report a problem with your service. On the other end you'll find a real person who knows the Buyer's business and understands the service we committed to provide to you. The Supplier's front line team will start the process of identifying the cause of your problem by asking you some questions and carrying out some diagnostic tests.

4.1.1 Supplier Management and Escalation

Where the Supplier can't fix things at the front line we will pass it to our 2nd / 3rd line support specialists. We will own the trouble ticket from 'cradle to grave', managing it through to resolution, escalating where necessary to ensure clearance within the target fix time. The Service Desk remains your 'one-stop-shop' 24 hours a day, seven days a week (Connect and Collaborate Users).

4.1.2 Trouble ticket recording

All faults and problems will be recorded on our trouble ticket system. We will log details of the Incident and record information about site contact and access details as well as anything else that may be relevant or useful.

When a trouble ticket is generated our system automatically assigns it a unique reference number. We'll tell you what the number is, this will enable you to access

the ticket via the web portal at any time to see its progress. All updates to the ticket are time and date stamped in the event log.

4.1.3 Incident Management

When a trouble ticket is generated on our Incident Management system an email can be automatically generated and sent to a nominated email account. As a minimum, the email contains the following details of the incident:

- Time and date stamp of when the ticket is opened.
- Time and date of when email sent (typically within 5 minutes).
- The trouble ticket's unique reference number.
- The element reported / affected.
- The incident severity level.
- The applicable break-fix SLA.
- A link to the ticket itself which takes you to the web portal log in screen. From here you can access the ticket, see the event log and view the incident's progress to resolution.

4.1.4 Service Level Agreements

The SLA gives quantitative information about the service that helps the Buyer judge how their applications will work with the service, and against which the Supplier will report its performance. The following SLA agreements detail the agreed lead times for provision, repair, moves and changes and the availability of reports with regard to voice performance.

BT Cloud Work Core System including PSTN SIP Connectivity offers;

- Availability - 99.99% – for core services measured monthly as defined $[1 - ((\text{number of lines impacted} \times \text{number of minutes impacted}) / (\text{total number of lines provisioned} \times (\text{number of minutes in a month} - \text{number of minutes of Permitted Scheduled Down-Time})))] \times 100$.
- Availability for non-core service = 99.9% (measured monthly).

Response

Table 2: Problem severity and response time

Problem Severity level	Response Time (i.e., acknowledgement of problem)
S1	30 mins
S2	4 hours
S3	24 hours
S4	60 hours

Resolution

Table 3: Problem severity level and resolution time

Problem Severity level	Resolution Times
S1	6 hours
S2	1 day
S3	n/a
S4	n/a

Handsets are covered by a 1 year warranty offering a 48 hour standard defined replacement.

The following exclusions apply to the SLAs:

- Faults on Buyer equipment outside of the service boundary
- Faults on network equipment due to Buyer action
- Faults reported by the Buyer not observed/confirmed by the Supplier
- Disruptions occurring within pre-notified engineering works window
- Failure of access from suspension of service for breach of contract by the Buyer, or matters beyond the Supplier's reasonable control.
- The BT Cloud Work UK Product Line are not supporting Buyer financial claims against the performance of the BT Cloud Work Platform as its dependency is totally reliant upon the availability of the infrastructure of which the Buyer can make a claim, and the suitability of the Buyer's LAN (Local Area Network).

5 Professional Services

For 100 users and over, the Supplier will provide professional installation services as a Remote site implementation.

For sub 100 user deployments, the Supplier-provided professional installation services are not available so the Buyer will need to take responsibility for provisioning this service.

This section covers 2 install scenarios from an end-user/Buyer perspective;

- No Professional Services – self install
- Remote Professional Services

Table 4: Install scenarios

Scenario	Include	Ignore
1. No PS; Self-install	-Sec 5.1 'Self Install'	Remainder of Section 7
2. Remote PS only	-Sec 5.2 'Professional Services Scope' -Sec 5.3.x 'Remote Implementation'	-Sec 5.1 'Self Install'

Table 5: Install scenarios

Professional Service Components	Professional Services	Professional Service Components
Project Management – provision of a project manager that will act as single point of contact for the delivery of the Professional Services.	Yes	Yes
Number Porting – assistance with capturing of any number porting requirements and with initial submission of port requests and up to three rejections/resubmissions requests per location or 90 days from initial submission.	Yes	Yes
Planning and Design – remote engagement to capture the details of the Buyer's existing environment and plan for the Buyer's future environment.	Yes	No
Business Requirements Document (BRD) – assistance in completing the BRD form prior to implementation.	Yes	No
UI Build Out – remote configuration of user interfaces in the system including core office scripting and user interface administration and users' profiles, Auto Receptionist and Call Routing.	Yes	No
Remote Training Sessions – up to four hours of remote training for Administrators. Up to 10 one-hour training sessions to a maximum of 20 Users at a time.	Yes	No

5.1 Self Install

On the date your service starts, you'll receive an email with a log-in link to enable you to complete express set up. It is important that you use this link and set your security password etc. as this will allow you to access training and support. This link will also enable you to book your 1st of 3 implementation calls to help you make the best use of the service.

You can make a start on configuration using the platform Express Setup wizard and use the implementation calls for further help and guidance.

The calls are around 30 minutes each and typically cover:

- First implementation call
- An Overview of how you plan to use the system and how you would like it to work.
- Setting up call handling features in line with your preferences.
- Installing devices (if required).
- Going over the number transfer process (if required).
- Using voicemail and sending faxes.
- Arranging the next implementation call.

Second implementation call

Progress and additional system training if needed:

- A review of implementation progress and confirmation that your system is working properly.
- Looking at other call handling features.
- Analytics – basic.

Third implementation call (if needed):

- Apps – Mobile, Softphone and Physical Phones (e.g. Polycom, Yealink etc.)
- Company Specific queries.

5.2 Professional Services Scope

The professional services cost will be provided upon a final, agreed and defined set of deliverables. Any variations to these, after being agreed between the parties, will have an associated impact on costs.

Details for the Remote and Onsite implementation services are given in the next section.

Roll out of users and sites can be captured in the initial discussions but no commitment can be given until the roll out plan is devised and agreed by the project manager.

5.3 Remote Implementation

5.3.1 Project Management

RingCentral will assign a designated Project Manager ("PM"). The RingCentral (RC) PM will work with your BT Project Manager for delivery services following the Project Management Institute (PMI) standard methodology. The PM will be responsible for (i) identifying and mitigating risks and issues with implementations; (ii) developing, reviewing, authorising, implementing, and managing Change Requests and interventions (Perform Change Management) to achieve project outputs; (iii) facilitating and leading regular status update meetings, prioritising projects and conducting planning sessions with team members, project sponsors, and the steering committees, as applicable; and (iv) performing closure procedures at the conclusion of the project activities. In addition, the PM shall communicate with all parties involved in the implementation to facilitate the following:

- PM Kick Off Call. At project start the PM, account executive and any other required resources shall meet with the Buyer and their stakeholders to outline the process and begin work on a project plan.
- Resource Assignment and Personnel Requirements. The BT PM will work with BT Cloud Work specialists to define project tasks and the personnel requirements. This process will include the setup of project documentation and determination of timelines.
- Weekly project calls. The BT PM and yourself will meet online on a weekly basis to review actions from the previous week and to agree actions for the following week.

5.3.2 Number Porting

The Project Manager will be responsible for capturing all number porting requirements and engaging with both you and the appropriate porting specialist to make the initial submission/s to port the numbers for each location specified in this High Level Design (HLD). The Project Manager will assist with the porting requirements for up to 3 rejections/resubmissions per location, up or 90 days from initial submission, whichever occurs first. If three rejections have occurred or 90 days from the initial submission has passed and the port is still required, then at this point the porting specialist team will see the port through to completion. This will prevent the port from delaying a successful handover of the service. Once submitted, progress of the porting will be tracked and aligned with the project plan. Ports are completed during office hours. The porting process will be explained by the Project Manager and timelines agreed during the project planning phase.

5.3.3 Remote Planning and Design

The PM will schedule a Planning and Design call with your stakeholders. This will capture the details of the existing environment and plan the future environment,

working together with your team to define, capture, record, and review your environment and design for the future-state solution.

5.3.4 Network Assessment

A network assessment begins during the Planning and Design phase and continues until it has been fully reviewed. The assessment is a consultative process intended to educate the Buyer regarding RingCentral's protocols and platform. The probe report details how to identify packet loss, jitter and latency and mitigating measures if these are outside of recommended tolerance for the Cloud Work service to work optimally. A single probe may be deployed at one site only and the learning may be used as guidance for other sites.

This is not a full, detailed LAN / WAN survey.

The steps involved are as below:

- Network topology overview obtained from yourselves.
- Network software probe will be deployed during Planning and Design phase.

After the probe has been capturing data for seven days, a network assessment call will be scheduled by the PM with a RingCentral Network Engineer. During the network assessment call the Probe report will be reviewed. This will show LAN/WAN performance for:

- Jitter
- Latency
- Packet Loss.

Best practices will be discussed and any remedial action, suggested by the RingCentral Network Engineer, will be decided upon, with yourselves and the Supplier to act upon any suggested remedial action.

5.3.5 Business Requirement Deliverable

The PM will be responsible for introducing the Business Requirements Document ("BRD") to the Buyer. The BRD is a form that should be filled out by the Single Point of Contact (SPOC) with the assistance of the PM during the Planning and Design session. A BT Cloud Work deployment specialist will review the completed BRD form with you and the Supplier to clarify any design questions and ensure a smooth transition. The fully reviewed BRD is signed off by the PM and the Buyer prior to moving to deployment. Any changes to the fully executed BRD will require a Change Request and may be subject to additional fees.

The BRD will cover:

- Purpose of Business Requirements Document (BRD)
- BRD Audience
- Contact Information
- Buyer Account Information

- Outline of Administrator Training
- Buyer Site List
- Buyer Site Information
- Network Readiness
- User Upload
- Roles and Permissions
- Templates
- Outline of End-User Training
- Call flow – current state analysis and future state desires
- Porting data
- Delivery overview
- Go-live Readiness Report Card
- Follow up Items
- BRD Completion and the Buyer Sign-Off.

5.3.6 User Interface Build Out

The user interface in the system ("UI Build Out") will be configured based on the specifications in the BRD. The UI Build Out will include the features and applications listed in this section, for up to the number of users and the locations set forth in the applicable HLD document. Additional users and locations not listed in the HLD are subject to additional fees via Change Request.

Customisation of user endpoints are not included in standard UI Build Out including, but not limited to, presence, intercom, forwarding or speed dials. This off-site phase will provide a complete build-out by the build team for the following features:

- Core office scripting and UI administration and User Profiles:
 - Users – this portion of the UI Build Out includes the following:
 - Extension number
 - First name
 - Last name
 - Email address
 - E911 address (the Buyer shall verify that this address is correct in the system within twenty-four (24) hours of notification by RingCentral personnel that the UI Build Out is completed.)
- Auto attendant:
 - This portion of the UI Build Out includes the following (as agreed upon and documented in the BRD):
 - Configuration of the Call Flows for the routing of calls during business hours including the setup of Auto Receptionist

- features, routing and/or IVR menu creation, and the Advanced Rules setup needed for routing menus.
 - Configuration of the Call Flows for the routing of calls after business hours including the setup of Auto Receptionist features, routing and/or IVR menu creation, and the Advanced Rules setup need for routing menus.
- Call routing:
 - This portion of the UI Build Out includes the following (as agreed upon and documented in the BRD):
 - Configuration of the groups to be used for call routing including Virtual Extensions, Call Queue Groups, Message and Announcement Only Extensions.

5.3.7 Remote Training Sessions

These which will be arranged by the PM and scheduled by the Buyer for their end users. This training will include the following:

- Administrative training sessions:
 - Up to 4 hours of remote Administrative training to include the following:
 - Service desk training covering the activating, disabling and deletion of users.
 - The management of user settings with role, templates, and user groups (if added to the account).
 - Call flow management.
 - Reports and call logs.
 - Help desk Knowledge Transfer Training.
 - How to raise cases with RingCentral support.
 - Knowledge base training.
- End user training sessions:
 - These will consist of 1 hour sessions, and will be recorded for the Buyer's later use with new starters or refresher training. They will be in a train-the-trainer format and will include the following:
 - Product training covering Service Web Extension Settings, Desktop Application, Mobile Application and Desk phones.

6 BT Cloud Work Office: Access your account

Logging in

Log in to your online account at <https://portal.btcloudphone.com> using your main BT Cloud Work phone number, or email address, and password.

Google sign-on and Single Sign-on

If either Google Sign-on or Single Sign-on is set up for your account, select them at the bottom of the screen and enter your email address on the following screen, then log in with your credentials.

Admin homepage

When you log in as an administrator, you will be taken to the Admin Portal, which allows you access to admin-only tools and configure account-wide phone system settings. You can access your individual account overview and settings from the My Extension page. At the top of the screen, hover over Admin Portal and click My Extension to switch to your individual user homepage.

Admin Portal

From the Admin Portal, administrators see admin-only tools. The Phone System tab houses all of the main settings for the entire phone system. Here, you have Organisation info, Phone numbers, Auto-Receptionist, Groups, Phones and Devices. The Users tab allows you to view and manage users, and edit user permissions and templates. The Reports tab gives you access to Analytics Portal, Quality of Service, and Meetings Dashboard, which present usage analysis, trending metrics, and much more. The Call Log, and Billing tabs display information about your phone system. The Tools tab has more setup options such as Meetings, Archiver, Appearance, Audit trail, Session time-out, Hot Desk session time-out, Single sign-on, Directory integration, App gallery, Developer portal, and Multi-site settings.

My Extension

When you switch to the My Extension page, you will see the standard user settings view of Overview, Messages, Call Log, Contacts, Settings, and Tools. Click on Settings to access your individual settings. The My Extension tab houses the same settings that a regular user has.

Overview

The Overview page is your account home page. It shows your recent voicemail and faxes, recent inbound and outbound calls. Some features are described in more detail later in this document.

NOTE: Admin users will see the tabs at the top for Admin Portal and My Extension. The pages discussed in this section of the guide can be found under My Extension. Users will only see this page and will not have the option to switch to an Admin Portal.

User Settings

Click the Settings tab at the top of the homepage to access your Settings page. On the Settings page you will see options for your user extension, Phones and Numbers, Screening, Greeting and Hold Music, Call Handling and Forwarding, Messages and Notifications, Outbound Calls and Faxes, and Meetings.

Tools

This section allows you to obtain the latest tools to enhance your productivity and customise your service to suit the way you work.

Mobile Apps

Download the iPhone, Android, or iPad app to access your BT Cloud Work business communications and maintain a professional image from anywhere.

Desktop Apps

Use the BT Cloud Work for Desktop application to control your calls and host conferences from your PC or Mac. Send and receive messages, faxes, and answer or screen incoming calls, send to voicemail, transfer, disconnect, or monitor voice messages as they are being left and pick up the ones you want to talk to.

RingMe

The RingMe button gives you the ability to be contacted from your website or email signature with a simple click.

Archiver

Seamlessly integrate BT Cloud Work with your preferred cloud storage provider (Dropbox, SFTP, Google Drive, Box) to easily archive your communications data.

App for Salesforce

Enhance your Salesforce experience with seamless integration between your BT Cloud Work system and your Salesforce CRM, improving workflow and increasing productivity.

App for Zendesk

Enhance your Zendesk experience with seamless integration between your BT Cloud Work system and your Zendesk system, improving workflow and increasing productivity.

Authorised apps

View and manage which external apps have been authorised on your account.

App gallery

Access hundreds of out-of-the-box apps that integrate with BT Cloud Work.

Developer portal

Quickly create your own custom integrations and extensions via BT Cloud Work's open APIs and SDKs.

Multi-site settings

Manage your multiple site location strategy, uniquely register and manage each site from your account.

7 BT Cloud Work Features

7.1 Office Calling Features

Call logs
HD voice on phones
Unified number for phone and fax Intercom and paging
Inbound caller ID number
Outbound caller ID
Presence across all devices
Corporate Directory (Polycom® phones, mobile app, desktop app)
Extension dialling
International calling
One single view for easy management of current call, incoming calls, calls on hold
Call Park
Private Park Locations
Return calls with *69 Call forwarding
Custom answering and call routing rules
Call screening and blocking
Call switch and call transfer
Toll-free (freephone) calling
RingMe® click-to-call me
RingOut® click-to-call out
Visual voicemail
Voicemail with email notifications, Voicemail-to-text transcription
Hot desking on a shared phone
Internal extension-to-extension video calling (Polycom VVX camera required)
Auto call handoff (Wi-Fi <-> 3G/4G); call continuation during network handoff
Call monitoring (monitor, whisper, barge, takeover)
Heads-up display (HUD) – ability to view colleagues' real time availability and manage multiple incoming calls
Inbound minutes (freephone and non-geographic)
Outbound minutes (mobile, landline and fax pooled)

7.2 Admin Features

24/7 support (Connect and Collaborate Users)
Multi-level IVR with Visual IVR editor and audio prompts Dial-by-name directory
Automatic call recording On-demand call recording Call queues
Shared lines
Music + messages on hold
Role-based access control with predefined roles/permissions, Role-based access control with customised roles/permissions User templates
Set nickname or label for caller ID numbers
User groups
Limited extension (voice-only IP endpoints for conference rooms and common areas) International calling credit bundles
Directory listings
Data retention policies Compliance exports Audit Trail
Multiple account management (federation) Multi-site support
Cost centre management (department billing codes) Bulk upload
Porting

7.3 Business Messaging

Send and receive up to 1,000 characters in one message
Group texting among colleagues; view conversation in one thread Messages sync instantly across mobile and desktop apps;
Detect numbers and URLs
Messaging and Team collaboration
Unlimited Cloud Storage (Messages, Files, Recordings)
Unlimited guest users
Chat with internal and external contacts
Shortcuts for frequently used features: set away status, create tasks, search, etc.
Integrated with organisation directory
Integrated video conferencing with screen sharing (not on Basic User option)
Full telephony calling capability
Advanced administration controls

7.4 Meetings

Unlimited meetings and conferencing
Host HD video conference with mobile enablement
BT Cloud Work Large Meetings: Host meetings for up to 500 participants Web sharing with advanced annotation features
Send invitation via email
Web-client (no download needed, view and listen capability with dial-in option) Support Chrome OS (Chromebooks)
Join BT Cloud Work Meetings as a participant
Meetings recordings (local and cloud) Active speaker spotlight for all participants Intuitive Host controls during a meeting
Attendee controls for easy meeting collaboration, grant remote control and mouse/keyboard control for unlimited meetings and conferencing

7.5 BT Cloud Work Integration and Useability Features

Screen sharing on iPhone®/iPad® app from desktop (via USB and AirPlay) Whiteboard sharing (Windows®, Mac®, and iPad®)
File sharing from cloud storage (Box, Dropbox TM, and Google Drive)
Intelligent echo cancellation
Microsoft Outlook® and G-Suite Plugin
Integration with Outlook TM, Google Calendar and iCal®
Accessibility support for attendees with disabilities
Join by Call Me/ Call Out (have system call you so you don't have to dial in)

7.6 Audio Conferencing

Unlimited, easy access across devices with up to 1,000 participants
Own unique bridge number and access codes
Host controls plus invite with international dial-in Local dial-in numbers
Start the conference without a host
Internet Fax
Send and receive without a fax machine, Send and receive faxes by email
Send faxes using a fax machine with the analogue adapter Scan to fax directly from desktop
Drag-n-drop files as attachments Online account with activity log Click to fax

7.7 Analytics

Performance Reports
Quality of Service (QoS) Reports (real-time call quality reporting) Device Status Reports (10.3)
Live Reports (add-on)
Meetings dashboard
Meetings usage and webinar reporting

7.8 Integrations

Single Sign-on (SSO) (not for Basic User)
BT Cloud Work Internet Fax Microsoft Outlook
Cloud Work for Google (Gmail, Chrome, Google Docs)
Cloud Work for Office 365™ (Mail) Cloud Work for Skype for Business Cloud Work for Salesforce® BT Cloud Work for Oracle Sales® Cloud BT Cloud Work for Zendesk
Cloud Work for Desk
Cloud Work for ServiceNow® Cloud Work Archiver
Cloud Work for Box
Active Directory (not for Basic User)
Access to BT Cloud Work App Gallery
API Access for 3rd party app development and deployment
Other integrations (100+ and growing)

7.9 Security

Alphanumeric password Session timer
Authorised apps manager VoIP country blocking TLS/SRTP secure voice Encrypted VoIP
Data localisation
SSL encryption on server
Encryption at rest: encrypt all local data in mobile app and desktop app

7.10 Available phone numbers

Give your organisation a local presence, make it easy for citizens to contact you, and increase your recognition. On your Settings page, you have shortcuts that allow you to quickly access commonly used functions and add a new Local number.

7.11 Cloud PBX features

The cloud phone solution for your organisation revolutionises your phone system administration, call management and user and caller experience, all at a fraction of the cost of outdated PBX hardware.

7.12 Hosted PBX service

An enterprise-class phone system without the cost and complexity of PBX hardware. Get set up in minutes, not weeks, without the huge initial costs and control your system to work in the way you do. You can access and manage it from everywhere, connect remote teams as if they are in the same room and give your employees access to phone features wherever they are.

7.13 Auto-Receptionist

Every local or freephone BT Cloud Work number includes an Auto-Receptionist to greet and identify callers, and to direct calls anywhere.

7.14 Multi-level IVR

Expand your automated attendant with a flexible phone menu that connects to your employees with self-service access.

7.15 User templates

Create and apply batch configurations to multiple users at once. Save your time and repetitive manual effort to streamline your administrative routine.

7.16 Music on hold

Keep callers entertained and informed with music and messages on hold.

7.17 Extensions

Extensions create flexible structure to incorporate employees at local and satellite offices, wherever they are. Edit, add, or remove extensions anytime.

7.18 Dial-by-name directory

A dial-by-name directory gives your business phone system the feel and functionality of a system run by a FTSE 100 organisation.

7.19 Call monitoring

Call monitoring is an effective business tool to improve employee performance and productivity. Authorised users can listen in on employee calls with clients to provide coaching, and facilitate discussion.

7.20 Single sign-on

With Single Sign-on, your users can log in to BT Cloud Work automatically with their corporate credentials, without memorising another set of user names and passwords. You can reduce your IT overhead of assisting users' password recovery. Your organisation will also have a central authentication point to provide secure access to BT Cloud Work service from the web, desktops, or mobile devices.

7.21 Multi-site

Provision independent account configurations to your individual sites to uniquely register and manage each site from your account.

7.22 Role-based access control

Enable your administrators to assign roles to users and grant permissions to access the BT Cloud Work phone system. BT Cloud Work gives you the flexibility to select or define roles to help speed up the on-boarding process and enforce your organisation's security policy.

7.23 Hot desking

Hot desking lets your organisation utilise its office space and BT Cloud Work hardware more efficiently by allowing users to log in to shared phones to access their own extensions, voicemail, and other features. So, your employees can stay connected and productive from whatever office location they may be working.

7.24 Phone service and devices

BT Cloud Work service is easily administered across all your locations, incorporates all your users, includes diverse calling options and integrates devices smoothly.

7.25 VoIP service

Make and receive calls from anywhere that Internet access is available.

7.26 Caller ID control

BT Cloud Work gives flexibility to manage both your incoming and outgoing caller IDs, including displaying your business name when making calls.

7.27 RingOut®

RingOut enables one-touch calling from any phone or Internet-enabled computer.

7.28 Conference phones

Polycom® sets the standard for conference phones. You get the benefit of BT Cloud Work Plug and Ring phones with our available Polycom® conference phone.

7.29 Analogue adapters

Our Analogue Telephone Adapter (ATA) allows you to connect a standard analogue device to your BT Cloud Work service. By connecting the ATA to an internet connection and then your device to the ATA, you get all the VoIP benefits in your existing device –whether desk phone, conference phone, cordless phone, or even fax machine.

7.30 Desktop app

BT Cloud Work Desktop app is a comprehensive communication solution with voice, fax, conferencing, and online meetings. There's no need to use separate applications for day-to-day calls, conferencing, and web meetings. Increase productivity with BT Cloud Work Desktop app's flexible call management, advanced options, and intuitive interface.

7.31 Call management

Customise your phone system settings so your callers have a pleasant and productive experience contacting you. Ensure you don't miss calls and that your team has the most advanced features at their command.

7.32 Answering rules

Give your business phone system the flexibility to work around any schedule. Answering rules route calls based on a range of options for your organisation's main number, as well as for individual extensions and mailboxes.

7.33 Call forwarding

Always be in the right place, at the right time to take calls. Call forwarding is completely transparent to the caller and makes it possible for your organisation to be on-call all the time.

7.34 Automatic call recording

Set your BT Cloud Work phone system to automatically record inbound and outbound calls for individual users or inbound calls for departments. You can easily

playback and download recordings anytime or turn off the recording feature at your convenience.

7.35 Presence

Whether you are using your desk phone, smartphone app, or softphone, you can now share your presence status – available, busy or on hold—with your admins or colleagues. Easy to configure and manage, Presence across your devices is a unique feature only available through BT Cloud Work, delivering convenience and improved productivity.

7.36 Call Flip

With Call Flip you can simply move an on-going call between your desk phone, mobile phone, or softphone. Call Flip is easy to set up and offers convenience and flexibility for call handling.

7.37 Call Park

Call Park lets you hold calls in a virtual location and retrieve them from any desk phone in your system.

7.38 Call screening

Take complete control over who can reach your organisation. Take calls from particular callers, block specific numbers, and send others directly to voicemail.

7.39 Shared lines

Share one phone number across multiple phones. Answer calls from any phone.

7.40 Intercom

With Intercom, you can make announcements to colleagues on desk phones across your office locations.

7.41 Paging

Paging lets you make real-time, one-way announcements to multiple desk phones and overhead paging devices.

7.42 Message alerts

Get instant notifications for voice and fax messages by email or by our real-time call management application.

7.43 Missed call notifications

Get notified when you miss a call.

7.44 Audit trail

Easily track changes made by users and admins within your phone system. Audit Trail enables large enterprises to meet regulatory requirements and empowers admins to quickly troubleshoot user-related issues. Access detailed change logs, detect failed logins, download account history, and search logs using fine-grained controls.

7.45 Voicemail and greetings

Create and modify business voicemail inboxes and greetings with ease. Access your voicemails with the latest tools for receiving messages in the format of your choice.

7.46 Voicemail

BT Cloud Work voicemail ensures that the Buyer's organisation will never miss a customer call.

7.47 Voicemail-to-email

BT Cloud Work's voicemail-to-email empowers you to receive voicemail messages in emails and listen to them on the go.

7.48 Visual voicemail

Visual voicemail allows you to easily manage your voicemail in your online account, on your PC or Mac softphone, and even on your mobile phone using our free app.

7.49 Greetings

Use greetings to establish your brand and enhance your organisation's image.

7.50 BT Cloud Work Messaging

Put your business phone system in the palm of your hand, on the smart devices you rely on most, with advanced messaging capability.

7.51 Unlimited texts

Send text messages from your business extension to colleagues and departments.

7.52 Mobile devices

You can use the BT Cloud Work Mobile App for iPhone®, iPad® and Android to mobilise your organisation phone system. Use one business number for voice fax and messages.

7.53 Integrations

Integrating your cloud phone system with the apps you rely on most brings your business communications to a new paradigm of connectivity and productivity.

7.54 Desk.com integration

With integration between your BT Cloud Work phone system and Desk.com, the Buyer's customer service team gets a boost in productivity. Experience easy click-to-dial within Desk.com and automatic case creation with each incoming call. Existing Desk.com customer records are instantly matched to incoming callers and displayed on the screen, preparing agents to immediately provide insightful conversations.

7.55 Archiver integration

Seamlessly integrate your BT Cloud Work solution with your preferred cloud storage provider to easily archive your important communications data. Automatically save your voicemails, recorded calls, text messages, and faxes in the cloud and securely search and retrieve your records anytime. Easily customise account and user settings to meet your specific business needs.

7.56 Google integration

Increase productivity by handling all of your business communications without leaving Google. Make calls directly from Gmail, expand access to Google Hangouts, hold web meetings and conference calls, and fax directly from Google Docs, and Drives. Listen to voicemail and click to dial any phone number that appears in Gmail™, Google Calendar™, G Suite applications and any web page within your Chrome™ browser.

7.57 Microsoft integrations

Transform Microsoft into your communications hub. Make and receive calls with Microsoft Office 365™ and Outlook®. Schedule meetings and conferences in Microsoft calendars, conduct conferences with Skype for Business, and more. Automate the sales workflow with BT Cloud Work for Dynamics™ 365.

7.58 Okta integration

Securely log in automatically to BT Cloud Work communication system and integration solutions with your organisation credentials, removing the need to

remember additional passwords, and reducing your team's workload assisting users with password recovery.

7.59 Oracle Sales Cloud integration

Providing real-time connectivity with BT Cloud Work phone system, your agents can make and receive calls directly from within Oracle Sales Cloud. Instantly view call logs, efficiently manage customer interactions, and deliver superior levels of customer service.

7.60 Salesforce integration

With the BT Cloud Work for Salesforce, you get improved productivity and call efficiency. Quickly make calls from within Salesforce with just one click. Instantly view caller records with incoming calls. Easily log call notes to specific contact records.

7.61 ServiceNow integration

Bring the quality BT Cloud Work cloud phone system into your ServiceNow to increase your service management experience and call efficiency. Simply make and receive calls within ServiceNow without the need of switching between app and phone. Automatically look up customers and create incidents when a call arrives.

7.62 Zendesk integration

Enhance your customer service experience with seamless integration between the BT Cloud Work cloud phone system and Zendesk. Simply click to dial to make calls from within Zendesk.com. A new ticket is automatically created when a call arrives.

7.63 Collaboration

Intelligent collaboration empowers your workplace to hold conversations, share files, manage projects, and collaborate around the world more productively - as part of your complete cloud phone solution.

7.64 High Definition (HD) video meetings

Hold HD video conferences with up to 500 attendees, anytime and anyplace on computer, smartphone, or tablet.

7.65 Video and web conferencing

Share from your desktop, websites, PowerPoint presentations, spreadsheets and more with team members and customers.

7.66 Audio conferencing

You get unlimited audio conference calling with a single organisation bridge. Each user gets their own host and participant access codes, so you can hold conferences whenever you want.

7.67 Internet fax

The evolution of fax has no hardware and no separate number. Send and receive faxes from multiple sources with advanced updates and logs.

7.68 Internet fax

Send and receive faxes from your PC, mobile phone, Microsoft Office, cloud storage providers, such as Google Drive, Box, Dropbox and much more.

7.69 Mobility

Your cloud-based phone system is ready to travel on your mobile devices, including your laptops. Work where you want, how you want.

7.70 BT Cloud Work Mobile App for iOS®

With the BT Cloud Work Mobile App on your iPhone® or iPad®, enjoy your freedom and take your phone system with you, with advanced features such as HD calls, business messaging, fax, conferencing, online meetings and team collaboration. Never miss an important message.

7.71 BT Cloud Work Mobile App for Android™

With the BT Cloud Work Mobile App for Android on your device, enjoy your freedom and take your phone system with you, with advanced features such as the industry's first business messaging, HD voice, fax, conference calling, online meetings, and smart team collaboration.

7.72 BT Cloud Work for Desktop

The BT Cloud Work Softphone enables complete call management from any PC. Answer calls on your PC, route calls 'on the fly' with single click, send and receive texts and more.

7.73 Insights and analytics

Get visibility into the metrics behind your complete cloud phone solution.

7.73.1 Live reports

Take better control of the customer experience and closely monitor the performance of your agents and the overall customer service experience. Collect real-time data on the performance of call queues, monitor on-hold calls, agent availability, missed calls, and overall service levels, analyse queue data to ensure proper staffing levels and spot emerging patterns in call traffic to prevent queue overload. Please note additional charges apply for this service.

7.74 Quality of service

Anticipate and diagnose key operational quality of service metrics in near real time to monitor your phone system's global health and accurately diagnose call quality issues impacting your users. The powerful reporting dashboard provides you with the visibility to proactively address potential problems affecting call quality and to troubleshoot those issues at a granular level.

7.75 Call logs

Keep a complete record of all your inbound and outbound calls and faxes. View the name of the caller, the number or extension dialled, and the time, date and duration of the call.

7.76 Performance reports

Generate historical call analysis and trending metrics to gain insights into call usage and help improve business performance.

BT Cloud Work User Type Specific Features

Table 6:

Call Handling for the Buyer		Entry	Basic	Connect	Collaborate
Auto-Attendant/Auto-Receptionist	A flexible front-line auto-receptionist with a default or customised greeting to provide callers with different group or user extension options, or direct forwarding to a specific group or user instead.	x	✓	✓	✓
Multi-Level Auto Attendant	Multi-level auto receptionist allows Buyers to create layered call handling and routing rules for calls coming into the business	x	x	✓	✓
Answering Rules	Custom routing and answering rules that allow users to: • customise days and hours of operation with	x	✓	✓	✓

Call Handling for the Buyer		Entry	Basic	Connect	Collaborate
	specific routing rules and greetings • set after-hours rules which differ from business hours rules - so calls can be routed to a home phone number, directly to voicemail or to another number elsewhere • play custom greetings during specified date ranges, such as holidays and special events • apply different rules to different numbers, different users and different departments				
Message or announcement only extensions	Sometimes you just want to have a greeting and then an option to leave a voicemail; or extensions that are message only to tell customers or staff a specific message. This can be used in conjunction with Auto-Receptionist and Hunt Groups so Buyers can create bespoke rules for their incoming calls.	x	✓	✓	✓
Multiple Virtual Extensions	Virtual extensions create a flexible structure to incorporate employees at local and satellite offices, wherever they are. Configure each extension individually through answering rules and add or remove extensions through the easy-to-use portal anytime.	x	✓	✓	✓
Call queues [Max: 25 calls, 15 min hold time]	Buyers can create a call queue when they want a specific group of users (such as Sales, Support, or Billing) to share incoming calls. Users can define specific business hours for each call queue and set up email notifications for missed calls, voicemails, and missed faxes and messages. Up to 10 members can be in a simultaneous queue as the default setting – this can be increased to 25 or 50 via the Service Team. For sequential	✓	✓	✓	✓

Call Handling for the Buyer		Entry	Basic	Connect	Collaborate
	and rotating queues, there is no limit on the call queue.				
Queue-to-Queue Overflow	Allows Buyers to extend their call queue to manage: - Occasional increase in call volume - Time of Day call queue handling - Able to re-use existing call queue for creating queue overflow - Extending the call queue while preserving policies of primary call queue	x	x	✓	✓
Hunt Groups	A hunt group allows multiple phones to ring when a number is called. It can be set to distribute calls sequentially, simultaneously or a mixture of both.	x	✓	✓	✓
Music and Messages On Hold	Buyers can select/customise the music or specific messages their callers hear while on hold, waiting for the call to be answered or waiting in a queue.	x	✓	✓	✓
Call Recording On-Demand	Give all users the ability to record a specific call by pressing *9 to start the recording and *9 when they're finished. Recordings are kept for 90 days with a maximum of 200 per mailbox/user; and they can be easily downloaded and archived if necessary	x	✓	✓	✓
Call Recording Automatic	Incoming and outgoing calls can be recorded for example for training or complaint resolution. Recordings can be paused and restarted to avoid recording sensitive data. Automatic call recording can be set up by user or by queue so you can decide who's included. Up to 100,000 call recordings per account are kept for 90 days – and you can download and archive them if necessary.	x	x	✓	✓
Call Monitoring (Heads Up Display – HUD)	Allows authorised users (e.g. supervisors) to access calls made by their staff in real	x	x	✓	✓

Call Handling for the Buyer		Entry	Basic	Connect	Collaborate
[compatible Deskphones and Desktop App]	time. Provides training and quality assurance tools to coach employees. Helps improve teams' performance and productivity and improves customer service. • Monitor: Listen in on a call to monitor performance • Whisper: Speak / coach employees to help them handle a call • Barge: Join the call to help facilitate a discussion • Takeover: Take over the call entirely and release the employee from the call				
Dial-by-Name Directory	Dial-by-Name Directory allows callers to search for a person by entering letters from their first or last name. This is another way of easily routing calls instead of giving out direct numbers or extensions for employees. Helps callers find the right person quickly and easily.	✓	✓	✓	✓
Shared Lines	Allows the user to setup multiple desk phones with single line shared across all devices. Buyers can have 1 line on up to 8 devices with a maximum of 8 lines across 16 devices (depending on the model of phone being used).	x	✓	✓	✓
Incoming Call Notification	Users can display the number that's been dialled or have the extension/department announced when they pick up the phone from a queue they are in. For example, it might say, "Alex, you have a call." Or, "Sales, you have a call." This feature helps users who are members of more than one department to answer the call appropriately.	✓	✓	✓	✓
Receptionist/ Assistant "Heads Up Display"	Provides monitoring and support for Executives via the Desktop app. Allows a	x	✓	✓	✓

Call Handling for the Buyer		Entry	Basic	Connect	Collaborate
	receptionist or assistant to see the status of someone else's calls and to answer them on their behalf. • Presence status of the monitored extension(s) • Visibility of active calls • Ability to pick up incoming calls on behalf of other extension(s) • Quick transfer and conferencing options from "Monitoring screen" Can select if incoming calls ring the HUD or not (by number or by Group)				
Call Park Locations	Nominated users can answer a call and park it in a location (extension) that only specific people or groups can pick up – such as an assistant answering calls for a senior manager. Each BT Cloud Work account can have up to 100 park locations (but limited to presence capability of the desk phone and the maximum it can display on its screen).	✓	✓	✓	✓
Call Handling for the End User		Entry	Basic	Connect	Collaborate
Call Transfer	Either cold or warm transfer a call through to a different user or department.	✓	✓	✓	✓
Call Forwarding	Users can set up call forwarding rules and numbers to handle incoming calls. Calls can be programmed to ring at the chosen destinations simultaneously or sequentially.	✓	✓	✓	✓
Call Forward from Polycom® VVXs	Quick call forward function if Desk Phone users don't want to log into the portal to change settings. Can divert "all" or on "no reply" (not on "busy")	✓	✓	✓	✓
Call Hold	Allows Buyers to put calls on hold	✓	✓	✓	✓

Call Handling for the Buyer		Entry	Basic	Connect	Collaborate
Call Park	Lets users place a call on hold so it can be retrieved from another phone.	✓	✓	✓	✓
Caller ID	Caller ID information (when available) is displayed for incoming calls on the BT Cloud Work desk phone or Desktop app.	✓	✓	✓	✓
Call Screening	Lets users screen calls by prompting callers to announce their name if they don't have Caller ID or don't appear in a contact list.	✓	✓	✓	✓
Call Blocking	You can block calls from destinations you don't want to speak to or those who are pest callers.	✓	✓	✓	✓
Do Not Disturb	Ensures Buyers don't receive calls if they don't want to be disturbed, if they are busy or in a meeting.	✓	✓	✓	✓
Voicemail	Voicemail ensures that calls are not missed. Voice mails will go to the employee's email, mobile app and portal for easy access and a notification is sent to them.	✓	✓	✓	✓
Greetings	Buyers can use a default greeting or record personalised greetings for answering calls. The greetings can be recorded on a computer or phone and uploaded in minutes.	✓	✓	✓	✓
Call Flip	Lets users transfer calls from one device to another quickly and easily. They can flip a call they're on from their desk phone to their mobile phone on their way out of the office, or flip a call from their mobile app to their home phone once they've finished their commute. With Call Flip you push the call to another device (any other number e.g. home, hotel, mobile – but not mobile app) – the call is momentarily put on hold.	✓	✓	✓	✓
Call Switch	Users can seamlessly move a call from a BT Cloud Work	✓	✓	✓	✓

Call Handling for the Buyer		Entry	Basic	Connect	Collaborate
	app or Desk Phone to their Mobile App or Desktop App (not to a Desk Phone) without the other party being aware. With Call Switch you pull the call onto the app (you can only switch to an app) - so unlike Call Flip it doesn't put the caller on hold				
Notification alerts	Users can be instantly notified whenever they receive voicemails, faxes, missed calls and urgent messages. Advanced notification allows users to specify different email addresses for each type of notification.	✓	✓	✓	✓
3 Way Conference Call	When on a call you can add a 3rd person into the call for quick conferencing. Add to Conference for Desktop App: up to seven users can be added for an impromptu conference call. When new users are added the host will be charged for an additional call. If you need to add more users you can Promote to Conference Bridge. All participants will be automatically transferred to the Conference Bridge and additional people can be invited to join.	✓	✓	✓	✓
Follow Me	With the follow me feature you can have your app ring alongside your desk phone. It will find you wherever you are.	✓	✓	✓	✓
Ringout	If users aren't in the office they can use any phone as their office phone for the day. Callers see the business number and the calls come out of the business call plan minutes.	✓	✓	✓	✓
Call Monitor with Text to Voicemail	A user can type a message while they are screening an inbound call. The caller hears it as a voice message.	✓	✓	✓	✓
Call forwarding for unreachable destinations	Business continuity option, triggered automatically if your phone is unreachable	x	x	✓	✓

Call Handling for the Buyer		Entry	Basic	Connect	Collaborate
(for desk phones and desktop app)	(for example due to a broadband outage). Calls will be routed to your pre-set phone number or voicemail. Available on demand: call the Service Team on 0800 389 0598 to activate.				
Additional Features and Applications		Entry	Basic	Connect	Collaborate
Online Portal	Allows the Buyer to set up and manage their entire phone system from anywhere, at any time, as long as they are able to get online. Log in with phone number, email address or Google account	✓	✓	✓	✓
Mobile App (Android and iOS)	Users can download the app to use their BT Cloud Work service 'on the go'. They can make and receive calls using the business number. They can also change their settings, receive notifications, voicemails, faxes and conferencing. The app works on tablets as well as smartphones.	✓	✓	✓	✓
Desktop App/ Softphone (for Windows and Mac)	This app allows Buyers to use their pc to make and receive calls, messages, faxes and conferencing.	✓	✓	✓	✓
Audio Conferencing	Conferencing lets users in the office set up and join conference calls at any time, from anywhere. With one bridge number for an organisation, it's easy to make unlimited audio conference calls (and each call can have a total of 999 participants).	x	✓	✓	✓
BT Cloud Work Meetings (web and video)	Share from your desktop, websites, PowerPoint presentations, spreadsheets and more with team members and customers. Buyers can hold HD video conferences with participants from around the world, whenever they want. Attendees who don't have the feature (external clients and suppliers) can follow a URL and a web	x	x	✓ On the + HD Video Meeting's licence Up to 100 participants	✓ Up to 200 participants

Call Handling for the Buyer		Entry	Basic	Connect	Collaborate
	module will be downloaded for them to join.				
Large Meetings	Additional capacity for BT Cloud Work Meetings – 200, 300, 500 participants (Buyers must have Connect with Meetings or Collaborate). Additional monthly charge applies	x	x	Chargeable add-on	Chargeable add-on
Hot Desking – available with Polycom® phones	Enables an employee to log in to a shared phone which will then reflect their settings. For example, an organisation can use Hot Desking to set up shared desk/phones for remote or home workers instead of having a dedicated desk/phone for each person when they travel to the organisation's office. It enables employees to be accessible and productive with less investment in facilities and hardware. Another example would be for shift workers: instead of separate desks/phones for each worker, using Hot Desking agents use shared desks/phones but retain their own settings. Note: each "Hot Desk" user must have their own licence. No calls can be made or received on the Hot Desk phone unless someone is logged in (except for Emergency calling).	x	x	✓	✓
Fax	Buyers are provided with a main organisation fax number – but additionally, all BT Cloud Work numbers work as a fax number too. It eliminates costly hardware and dedicated phone lines. BT Cloud Work will also allow faxes to be sent/received by email - the system checks the email address of the sender and sends the fax if it's on the approved list. Emails might include alternate organisation accounts or personal accounts. Users can have	x	✓	✓	✓

Call Handling for the Buyer		Entry	Basic	Connect	Collaborate
	up to 5 approved email addresses.				
Fax integration with Box/ Dropbox/ Google Drive	The eFax system allows Buyers to attach files from their cloud storage services. Recommendation is a maximum of 5 pages per fax. 20MB total per document	x	✓	✓	✓
Intercom/ Paging	Allows hands-free, peer-to-peer conversations between users on desk phones. Often used by receptionists to notify appointment arrivals.	x	✓	✓	✓
Presence and Organisation Messaging	Users can share their presence status (to show if they are available, busy or on hold) with colleagues. They can also contact colleagues using the messenger function on the Desktop app or mobile app.	✓	✓	✓	✓
Outbound Caller ID	Customers can choose the outbound Caller ID information for their organisation number, individual extensions and entire departments. They can also choose their "From" number for Fax cover pages.	✓	✓	✓	✓
Call Logs/ Activity Logs	Provides the Buyer with a simple or detailed view of all call activity across the whole service. The reports can be filtered in various ways across specific users of specific periods and downloaded into Excel. The detailed reports also show Buyer's charges for calls as an itemised view. The reports can be set for automated email delivery. The logs are stored for 1 year.	✓	✓	✓	✓
Call Reports/ Analytics	Graphical reports and trends on call activities - can help improve productivity and customer service. Provides pre-defined dashboards (Summary, Queue, User, Phone number, Call Detail) as well as allowing Buyers to configure reports with	✓	✓	✓	✓

Call Handling for the Buyer		Entry	Basic	Connect	Collaborate
	favourite filters and save as custom views. NB: Reports on calls up until previous business day.				
Live Reports	Real time reports and customisable dashboards for inbound/outbound call status (agents/queues). Additional monthly charge applies.	Chargeable add-on	Chargeable add-on	Chargeable add-on	Chargeable add-on
Roles and Permissions	Users can be grouped in up to seven predefined "roles" which determines what they are able to do on their BT Cloud Work service. This means Administrators can delegate or restrict access to settings and features at a more granular level	✓	✓	✓	✓
Custom Roles and Permissions	In addition to the seven predefined roles, Buyers can customise "roles" to suit their business and can select these for their default setting.	x	x	✓	✓
User Templates	Allows you to create and apply batch configurations to multiple users at once.	✓	✓	✓	✓
User Groups	Users can be grouped based on the organisation hierarchy. A Group Admin person can modify settings or view call logs of members of the group	x	x	✓	✓
Visual IVR Editor	Easy to use tool – makes it easy to build and manage IVR menus so reducing errors in how call routing menus are configured.	x	x	✓	✓
Multi-Account Access portal	Allows Buyers who want to have multiple BT Cloud Work accounts to retain centralised control of them all without having to log in and out of multiple accounts. Available on request and approval only.	✓	✓	✓	✓
Account Federation	This gives Buyers with multiple BT Cloud Work accounts (e.g. for different regions/parts of their business) to link them together for extension to extension dialling, shared organisation directory, and	x	x	✓	✓

Call Handling for the Buyer		Entry	Basic	Connect	Collaborate
	to look up contacts across their accounts.				
Secure Voice	Secure Voice is a BT Cloud Work security feature. It offers enterprise grade encryption for calls between BT Cloud Work devices – helping safeguard business communications and preventing unauthorised interception of calls. Secure Voice employs TLS/SRTP and is available for the BT Cloud Work Desktop app, mobile apps and compatible desk phones.	✓	✓	✓	✓
Encryption @ REST	The Buyer's data stored in the Desktop and Mobile app (such as call logs, contacts and messages) is encrypted and not accessible outside of BT Cloud Work. Also prevents unencrypted fax/voicemail messages from being forwarded. Protects customer data and gives peace of mind around confidentiality of their information.	✓	✓	✓	✓
Quality of Service Reports	Administrators can monitor the overall health of their access/call quality and trouble shoot User issues.	✓	✓	✓	✓
Single Sign On	Enables businesses to use their own corporate credentials to log into BT Cloud Work – rather than having to have and remember separate login details.	x	x	On demand	✓
Inclusive 500 UK minutes call package	To help control costs, you can select our 500 UK minutes Calls Package with the Basic or Connect User Feature Packs. This covers all calls to UK landlines and mobiles and gives you the reassurance of predictable pricing.	✓	✓	✓	x
Unlimited UK Calls Package	To help control costs, you can select our Unlimited UK Calls Package with the Collaborate User Feature Pack. This covers all calls to UK landlines and mobiles and gives you the	Chargeable add-on	Chargeable add-on	Chargeable add-on	✓

Call Handling for the Buyer		Entry	Basic	Connect	Collaborate
	reassurance of predictable pricing.				
Support		8am-6pm Mon - Fri	8am-6pm Mon - Fri	24/7	24/7
Integrations with other business applications - increasing efficiency and improving customer service and support		Entry	Basic	Connect	Collaborate
Microsoft Office 365 (mail) Chrome browsers only	Make and receive calls, send and receive messages from Office 365 (mail) from your BT Cloud Work system with WebRTC - Schedule BT Cloud Work meetings or audio conferences from within Calendar - Click to dial any phone number in your email - Listen to your voicemails directly in your email	x	✓	✓	✓
Google Chrome browsers only	Make Gmail and Google Calendar your business communications hub with WebRTC - Make and receive calls, send and receive messages from Gmail from your BT Cloud Work system - Schedule BT Cloud Work meetings or audio conferences from within Google Calendar - Fax directly from Google Drive and Google Docs - Click to dial any phone number in Gmail - Listen to your voicemails directly in Gmail	x	✓	✓	✓
Google Contacts and Directory	Allows Buyers to view their Google contacts inside Desktop app and add these contacts to favourites. Buyers can also view their Organisation Directory and toggle between BT Cloud Work Directory and Google Directory	x	✓	✓	✓
Skype for Business App	Extend BT Cloud Work into Skype for Business. Call, message, start/join	x	✓	✓	✓

Call Handling for the Buyer		Entry	Basic	Connect	Collaborate
(Windows PCs only)	conferences to any number or contact within the app				
Microsoft (MS) Dynamics	Buyers who use MS Dynamics can make/receive calls from within it and can attach call notes to contact records	x	x	✓	✓
Outlook plug-in for BT Cloud Work Meetings	Schedule and start a BT Cloud Work Meeting directly from Outlook with a single click. It also auto-fills the meeting details into the Outlook meeting invitation. Note: Buyers must have a licence type which includes BT Cloud Work Meetings to be able to use this.	x	X	✓	✓
Active Directory	Provision new user accounts based on your organisation's Active Directory users and groups profiles	x	X	✓	✓
Salesforce CRM	Using this, Buyers can make calls from within Salesforce by simply clicking on contact or account records. Their incoming calls trigger a pop-up window with the caller's account information. And users can attach call notes to specific contact records.	x	x	✓	✓
Zendesk CRM	Buyers can make and receive calls through the BT Cloud Work system, directly from their Zendesk account. - Click to dial for all contacts in Zendesk - Incoming call triggers pop-ups with instant record match - Tickets are created automatically when a call arrives	x	x	✓	✓
Archiver	Enables Buyers to archive call recordings etc. from BT Cloud Work portal to Dropbox, Google Drive or FTP	x	x	✓	✓
Developer APIs	Buyers can create custom integrations between BT Cloud Work and their own systems and business processes	x	x	✓	✓

8 Technical Service Dependencies of BT Cloud Work

8.1 Local Area Network

Where IP handsets are required and they need to be powered from the LAN, a PoE LAN Switch is required to the 802.3af standard as a minimum.

The Buyer's LAN environments must be configured to provide Class of Service for the BT Cloud Work traffic. Without this, call quality cannot be guaranteed. Therefore the Buyer must ensure that BT Cloud Work communications are correctly identified and then prioritised over and above less sensitive data traffic.

The BT Cloud Work platform will use well-known TCP/UDP ports and IP addresses. These are important when creating network policies to identify traffic for CoS marking and prioritisation and are detailed within section LAN Environment.

A separate voice VLAN should also be configured for desk phones. Note it is not possible to place PC softphone client traffic into a separate voice VLAN. The softphone traffic will be carried in the desktop PC data VLAN.

Cabling should be to Cat5 standard as a minimum and comply with the usual rules around Ethernet wiring with no run being greater than 90m. All LAN and cabling should be tested and error free prior to deployment of the telephony solution.

8.2 WAN

The Supplier will correctly provision any new or existing BTnet access link/s as required for provision of BT Cloud Work.

Service can also be provisioned over a non BT WAN where BT provide a BTnet circuit to provide connectivity onto the non-BT WAN.

As a converged solution, BT Cloud Work will run over a data network which is not part of the service. However, in managing the service, the Supplier will assist the Buyer in locating faults i.e. determining whether the fault is within the BT Cloud Work PoP or on the Buyer's WAN.

The Buyer will need to ensure their network is 6 CoS Differentiated Services Code Point (DSCP) enabled and where necessary, purchase extra WAN bandwidth in site access links to their premises to convey voice/video (EF: Expedited Forwarding bandwidth) and the associated signalling (AF: Assured Forwarding bandwidth).

The only bandwidth integral to the service is at the BT Cloud Work Point of Presence (PoP) and this is bundled with the product, i.e. the BTnet access bandwidth from the PoP to the associated BT Provider Edge (PE) node.

Connection to a non-BT network means there will be a hand-off point from where the 3rd party network distributes media and signalling to other Buyer sites i.e. the Buyer's network must peer with the BT Cloud Work PoP.

8.3 DHCP Requirements

The IP Phones will sit in a dedicated voice VLAN and can retrieve their voice VLAN number by four different methods:

- LLDP – Link Layer Discovery Protocol.
- CDP – Cisco Discovery Protocol.
- DHCP – Dynamic Host Configuration Protocol.
- Statically Configured on the Phone.

Any new IP Phones must already be provisioned within the RingCentral Service Portal identifying the IP Phone's MAC Address (this automatically happens if phones are correctly ordered via BT Account Team on the portal).

- DHCP can be used to provide the RingCentral provisioning server details.
- Create DHCP Option 160 on the DHCP Server for the IP Address scope servicing the IP Phone.
- Set DHCP Option 160 to an ASCII string equal to:
<https://pp.ringcentral.com/pp>.

9 Security Requirements

Due to the nature of the service within scope of this service offer, optional Call-Off Schedules 9A (Security: Short Form), 9B (Security: Consultancy), 9C (Security: Development), 9D (Security: Supplier-led Assurance) and 9E (Security: Buyer-led Assurance) are excluded and the **Suppliers standard Security Management Plan applies only**.

Additionally, BUYER'S SECURITY REQUIREMENTS AND ICT POLICY SECURITY REQUIREMENTS within the Call-Off Order Form will be marked with the option **There are no Security Requirements for the purposes of this Call-Off Contract** and SECURITY ASPECTS LETTER will be marked as **not applicable**.

9.1 The Security Management Plan

The Security Management Plan (SMP) defines the security measures that are implemented, and maintained, by BT. BT will maintain the adherence to the contracted security measures.

The plan supports the provision of the services in scope of this service offer and covers the following:

- Our approach to security
- Our information security policy
- External parties
- Human resource security
- Physical and environment security
- Asset management
- Operation of the plan
- The security lifecycle

9.2 Security Accreditation and Governance Standards

Security accreditation and governance standards will be in line with the details defined within the Suppliers Digital Marketplace submission and where applicable, additional information will be detailed within this Service Definition document.

9.3 Operational Security

Operational security will be in line with the details defined within the Suppliers Digital Marketplace submission and where applicable, additional information will be detailed within this Service Definition document.

9.4 Asset Protection

Operational security will be in line with the details defined within the Suppliers Digital Marketplace submission and where applicable, additional information will be detailed within this Service Definition document.

9.5 Cyber Essentials Certification

Cyber essentials certification was a mandatory requirement to secure a place on the framework as a Supplier and to maintain our place on the agreement, all Suppliers must present evidence to Crown Commercial Service (CCS) of their continued certification.

Therefor the option under CYBER ESSENTIALS CERTIFICATION within the Call-Off Order Form under is marked as not applicable and for the purposes of Call-Off Schedule 27 (Cyber Essentials Scheme), clauses 2.1 to 2.4 are not used.

9.6 Staff Vetting Requirements and Background Checks

Staff vetting requirements will be in line with the details defined within the Suppliers Digital Marketplace submission and this Service Definition document and STAFF VETTING REQUIREMENTS within the Call-Off Order Form will be marked accordingly.

Our recruitment process includes pre-employment screening and vetting prior to placement to ensure adequate levels of confidentiality are maintained, screening includes:

- Application for a criminal record check
- Giving us contact details for reference checks
- Health declaration
- CIFAS- Staff Fraud Database check.

Additional checks are made when dealing with particularly sensitive positions (such those involved with sensitive contracts). The normal undertakings signed by individuals at recruitment include non-disclosure provisions and it is a disciplinary offence to misuse any information obtained from Supplier systems. Offenders are subject to disciplinary action up to and including dismissal and may be subject to prosecution, while ensuring compliance with local legislation.

Due to the nature of the service within scope of this service offer, optional Call-Off Schedule 18 (Background Checks) is excluded and in the event that Supplier Staff do not have the necessary clearance required, the Parties will agree an acceptable alternative such as escorted access.

10 Personal Data

Personal data in relation to services in scope of this service offer is divided into 2 areas:

- Managing the contract
- Managing the services

Personal data, where required to be managed, complies with the requirements of clause 17 Data protection and security, within the Framework Core Terms including new Clause 17.7 included via Framework Special Term 13

10.1 Managing the Contract

Joint Schedule 10 (Processing Data) will be completed to define what types of personal data in relation to managing the contract may be held, the nature and purposes of the processing and will confirm The Parties are Independent Controllers of Personal Data.

10.2 Managing the Service

Where personal data is held as part of delivering the service, how this will be managed will be defined, where applicable, within the Suppliers product specific Terms and Conditions that are attached to the Suppliers Digital Marketplace entry for this service offer. The Suppliers Digital Marketplace entry also confirms details of data storage and processing locations specific to this service.

The Supplier, including any Sub-processors of the Supplier, may from time to time use back-office support and system functions which are located or can be accessed by Users from outside of the UK and/or the European Economic Area. Any such processing will be in accordance with Joint Schedule 10 Paragraph 5.5.2, and for the purpose of clause 5.5.2 (a), the Buyer consents to the disclosure and transfer of Data, including Personal Data, as required in order to provide the Service.

10.3 Sub-processing

The Buyer consents to the Supplier's use of Sub-processors in accordance with the Framework Agreement. The Supplier will ensure that data protection obligations in respect of Processing Buyer Personal Data that are broadly comparable to those set out in the Framework Agreement and will be agreed with any Sub-processors.

The Supplier will inform the Buyer of intended changes to its Sub-processors from time to time, either by providing the Buyer with online access to intended changes or by such other means as the Supplier may determine. If the Buyer does not object to the proposed change within 30 days of this notice, the Buyer will be deemed to have authorised the use of the new Sub-processors.

11 Other Service Considerations

The service described in this Service Definition is based on the Supplier's standard offering for this cloud service and the contract is not defined as a Critical Service Contract. It should be noted that the G Cloud 15 Call-Off Order Form has a number of mandatory schedules, optional schedules and Call-Off Order Form options, and this section clarifies the position of these options for this service as provided by the Supplier. The service will additionally be delivered in line with the Supplier Terms and Conditions included within the Suppliers Digital Marketplace submission.

11.1 Modern Slavery, Environmental Requirements and Sustainability

To comply with the reporting requirements to the Buyer as defined within Joint Schedule 5 (Sustainability) the Buyers can access the Suppliers annual Modern Slavery Report, and where required (for lots 1a and 1b only) its Carbon Reduction Plan here [Our reports & policies - Responsible business | BT Plc](#)

Optional Call-Off Schedule 25 (Additional Sustainability Requirements) is excluded. The Suppliers approach to sustainability, managing our environment, and our modern slavery policies can be found here [Our reports & policies - Responsible business | BT Plc](#)

Optional Call-Off Schedule 26 (Carbon Reduction) is excluded. The Suppliers approach to carbon reduction and our carbon reduction plans can be found here [Our reports & policies - Responsible business | BT Plc](#)

11.2 Financial Difficulties

For the purpose of Joint Schedule 7 (Financial Difficulties), the Ratings Agencies listed within Annex 1 (Rating Agencies and their standard Rating System) will be Standard & Poor and Moody's and for Annex 2 (Credit Rating Thresholds) these will be BB+ for Standard and Poor and Ba1 for Moody's.

BT's published ratings are available [here](#)

11.3 Guarantee

For the purpose of Joint Schedule 8 (Guarantee), the Buyer does not require a Guarantee from the Supplier to award the contract.

11.4 IPR

For the purpose of Call-Off Schedule 1 (Intellectual Property Rights) **Part A Option A3: Supplier ownership of all New IPR with Buyer rights for the current contract only;** applies and is not further amended on the Call-Off Order Form under INTELLECTUAL PROPERTY RIGHTS.

11.5 Staff Transfer

No staff transfer is required and for the purposes of Call-Off Schedule 2 (Staff Transfer) **Part C: No Staff Transfer on the Start Date** only applies.

11.6 ICT Services

ICT services, where applicable, will be managed in line with the details defined within the Suppliers Digital Marketplace submission and supporting Supplier Terms, and where applicable within this Service Definition document and optional Call-Off Schedule 6 (ICT Services) is excluded, and the option under ICT POLICY within the order form will be marked as not applicable. Any maintenance of the ICT environment, where applicable, will be defined within this Service Definition document and the option under MAINTENANCE OF THE ICT ENVIRONMENT within the Call-Off Order Form will be marked as not applicable.

11.7 Business Continuity and Disaster Recovery

As noted by CCS guidance provided within Framework Schedule 6 (Order Form Template), optional Call-Off Schedule 8 (Business Continuity and Disaster Recovery) is not applicable for services under lots 2a and 2b and is excluded.

11.8 Corporate Resolution Planning

Due to the nature of the services within scope of this service offer, , which is available only when the Call-Off Contract is not a Critical Service Contract, optional Call-Off Schedule 24 (Corporate Resolution Planning) is excluded.

11.9 Exit Management

Optional Call-Off Schedule 10 (Exit Management) is excluded and at the end of the Call Off Contract Period, the offboarding process will be managed in line with the details defined within the Suppliers Digital Marketplace submission and where applicable within this Service Definition document. The Call-Off Order Form SPECIFIC EXIT MANAGEMENT ASSISTANCE (LOT 1A AND LOT 1B ONLY) and VIRTUAL LIBRARY will both also marked as not applicable.

11.10 Clustering and Leasing

Services will be contracted and invoiced to the Buyers detailed within Framework Schedule 6 (Order Form Template) and as such optional Call-Off Schedule 12 (Clustering) is excluded.

Due to the nature of the services within scope of this service offer, leasing of services is not applicable and as such, optional Call-Off Schedule 22 (Lease Terms) is also excluded.

11.11 Implementation Plan and Testing

Due to the nature of the services within scope of this service offer, optional Call-Off Schedule 13 (Implementation Plan and Testing) is excluded and the services in scope will be implemented and tested in line with the details defined within the Suppliers Digital Marketplace submission and this Service Definition document.

11.12 Performance Levels

Due to the nature of the service within scope of this service offer, optional Call-Off Schedule 14 (Performance Levels) is excluded and the service levels provided are as defined within the Suppliers Digital Marketplace submission and this Service Definition document.

11.13 Service Credits

Any service credits for the services within scope of this service offer will be as detailed, where applicable, within this Service Definition document and SERVICE CREDITS within the Call-Off Order Form will be marked accordingly.

11.14 Call Off Schedule 17 (MOD Terms)

Where optional Call-Off Schedule 17 (MOD Terms) is required, this will be based on no additional DEFCONS or DEFFORMS being added within Annex 1 which incurs additional costs to the Supplier.

11.15 Call Off Specification and Deliverables

The services will be delivered in line with the Suppliers Digital Marketplace submission and this Service Definition document and as such, optional Call-Off Schedule 20 (Call-Off Specification) is excluded.

11.16 Call Off Special Terms

Due to the nature of the services within scope of this service offer based on the Supplier's standard offering for this cloud service, no additional call off special terms are introduced into the Call-Off Order Form under CALL OFF SPECIAL TERMS

11.17 Service Request Process

The service request process will be as defined within the Suppliers Digital Marketplace submission and this Service Definition document and SERVICE REQUEST PROCESS within the Call-Off Order Form will be marked accordingly.

11.18 Minimum Commitments

Any MINIMUM COMMITMENT(S) where applicable noted within Call-Off Order Form will be aligned to those as defined within the Suppliers Digital Marketplace submission and Suppliers Price Card where applicable and MINIMUM COMMITMENT(S) within the Call-Off Order Form will be marked accordingly.

11.19 Maximum Liability

The limitation of liability for this Call-Off Contract remains as stated in Clause 14.2 of the General Terms (as that Clause 14.2 has been amended pursuant to Framework Special Term 12 as set out in the Framework Award Form) and is not further amended on the Call-Off Order Form under MAXIMUM LIABILITY.

11.20 Additional Insurances

There is no requirement for additional insurances which will remain as defined within Joint Schedule 3 (Insurance Requirements) and ADDITIONAL INSURANCES on the Call-Off Order Form will be marked as not applicable.

11.21 Product Roadmaps

Any defined product roadmaps, where applicable, will be defined within this Service Definition document and PRODUCT ROADMAP (IF APPLICABLE) within the Call-Off Order Form will be marked as not used.

11.22 Quality Plans

Any defined quality maps, where applicable, will be defined within this Service Definition document and the option under QUALITY PLANS within the Call-Off Order Form will be marked as not applicable.

11.23 Social Value Commitment

Social value is at the heart of our purpose, driving impactful initiatives that address the needs of diverse communities across the UK. Our dedicated Social Value team have a focus on sustainability, community, sponsorship, charity, and the environment.

We're increasing digital inclusion and giving back to local communities through on-the-ground initiatives that make real-world positive changes.

The five pillars of social value at BT are:

- Outreach: no one is forgotten in our social value delivery.
- Improvement: continuous improvement in our delivery.
- Sustainability: our incentives are built to last.
- Engagement: user voice at the forefront and not an afterthought.
- Equity: leveraging our power to mobilise individuals, institutions, and communities

Details and reporting on what we are doing around social value can be found here [Social Value At BT | About Us](#) and SOCIAL VALUE COMMITMENT within the Call-Off Order Form will be marked accordingly and no additional bespoke commitments or reporting will be included.



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BT is an ISO 9001 Registered Company

Company information

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