

## **FIXED SERVICE SCHEDULE LANDLINE SERVICE**

The following additional terms and conditions apply to the provision of the Landline Service.

### **1 DEFINITIONS**

In this Service Schedule, in addition to those terms defined in the General Conditions and the Fixed Terms the following terms and expressions apply:

<b>TERM / EXPRESSION</b>	<b>MEANING</b>
<b>“Another Service Provider”</b>	means a provider of telecommunications services, other than O2 within the United Kingdom;
<b>“Calls Service”</b>	means the outbound calling service that supports direct dial voice calls to geographic numbers, mobile numbers, non geographic numbers, premium rate numbers, international direct dial numbers, the emergency services and the operator. This service does not support other types of communication, including, but not limited to, transfers of GSM data, wifi data, SMS, MMS and GPRS;
<b>“Failure of the Landline Service”</b>	means the continuous total loss of the ability to use the Landline Service;
<b>“Landline Bolt Ons”</b>	means such other services as may be provided by O2 on the Landline Service, including but not limited to call management services;
<b>“Landline Service”</b>	means the service described in paragraph 3;
<b>“PSTN”</b>	means a public switched telephone network being the international telephone system based on copper wires, which carry analogue voice data; and
<b>“Single Landline”</b>	means a single analogue line that terminates on a line box or a NTP (network telephony terminating point).

### **2 FIXED SERVICE**

The Landline Service is a “Fixed Service” and the Fixed Terms will apply to this Service.

### **3 LANDLINE SERVICE**

3.1 The Landline Service consists of the provision of:

- (a) a Single Landline (one line one number), Multiline (2+ lines, one number); and
- (b) the Calls Service.

3.2 There are two variants of the Landline Service available:

- (a) basic landline – at the Customer’s request, O2 will arrange for directory enquiry entries and entries in the relevant BT residential directory for basic landline; and

- (b) premium landline – at the Customer’s request, O2 will arrange for directory enquiry entries and entries in the relevant BT residential directory or relevant BT business directory for premium landline.

3.3 For either of the variants set out in 3.2 a) or b) above O2 will charge the Customer for additional or special phonebook entries, if such are requested by the Customer.

3.4 The Customer shall not have a carrier pre-select service with Another Service Provider in conjunction with the Landline Service. For the avoidance of doubt, the Landline Service will not be available to the Customer where the Customer has an existing carrier pre-select service.

#### **4 LANDLINE BOLT ONS**

4.1 The Landline Bolt Ons are set out in the Appendix to this Service Schedule.

4.2 Some Landline Bolt Ons are not available in conjunction with other Landline Bolt Ons.

4.3 The availability of Landline Bolt Ons is dependant on the telephone exchange type which serves the User.

#### **5 NUMBERS**

5.1 O2 will allocate to the Customer a telephone number for the Landline Service. Unless otherwise agreed by the parties, the allocated number will be the next available number in the number range.

5.2 Where the Customer wants to retain its existing telephone number and such number is not connected to the Network, additional migration work may be required. The Customer will provide O2 with any information required by O2. O2 will have no responsibility for any delays (including for any liability for failure to meet Service Levels) in the commencement of the Landline Service due to delay caused by the migration of the Customer’s existing telephone number.

#### **6 CPE**

CPE can only be connected to the Network for the Landline Service using a BT main telephone socket or approved connection point.

#### **7 FAULT RESPONSE**

The default fault response option for the Landline Service is Level 2.

#### **8 TERMINATION OF THE LANDLINE SERVICE**

8.1 Where O2’s supplier receives a valid order which relates to the line on which the Landline Service is provided from another telecommunications provider:

- (a) the Customer will be deemed to have provided notice of termination of a Landline Service in accordance with clause 14.1 of the General Conditions with the exception that the 30 days’ notice set out in clause 14.1 of the General Conditions may not apply; and

- (b) O2 will terminate the Landline Service in accordance with the standard industry practices.

#### **9 SERVICE LEVELS – TARGETS**

##### **Provision new installation**

9.1 O2 will aim to install new Landline Services in accordance with the target Service Levels set out below:

<b>New Installations</b>	<b>Target Service Level from O2's acceptance of an order (Working Days) (Subject to Survey)</b>
Landline Service	4 – 11
Landline Service (multi line (up to 50 Single Lines))	8 – 12

9.2 O2 will have all provision new supply orders completed and available for use by midnight on the date notified to the Customer by O2 or on a later date agreed by both parties.

9.3 In some instances, an existing "stopped" line will be started rather than a brand new line provided. Customers will be charged to "start" the line and may be charged to move the line to an appropriate location if applicable.

Care level 1 (Single Landline only):

9.4 Working hours for this level are 08:00–18:00 Monday to Friday, excluding Public and Bank Holidays. If the fault is reported outside the Core Working Hours, it will be treated as if it was reported at the beginning of the next Working Day.

If an engineer appointment is not needed, the Customer's fault will be fixed before midnight on the next but one Working Day.

If an engineer appointment is needed, the Customer's fault will be fixed before midnight on the day of the appointment.

#### **Provision transfer orders**

9.5 O2 will have all provision transfer orders completed and available to use by midnight on the date notified to the Customer by O2 or on a later date agreed by both parties.

#### **Transfer Line Ownership**

9.6 O2 needs 10 working days' notice to transfer ownership of a line to a new customer. In some instances there may be a break in service.

#### **Transfer of service to a new company name**

9.7 Transfer of service to a new company. O2 will charge the Customer to transfer an O2 Landline service from the existing company to a new company name.

#### **Fault response**

9.8 O2 will clear a Failure of the Landline Service:

(a) if the Customer has Level 2 fault response:

(i) no later than 23.59 hours on the day (excluding Sundays, UK public and bank holidays) following the day on which the fault is treated as being reported in accordance with the Level 2 fault response; or

(ii) no later than 23.59 hours on a later date agreed by both parties;

(b) if the Customer has Level 3 fault response:

(i) no later than 23.59 hours on the same day if the fault is treated as being reported in accordance with the Level 3 fault response on or before 12.59 hours; or no later than 12.59 hours on the next day if the fault is reported after 12.59 hours but within the working hours for the Level 3 fault response; or

- (ii) no later than 23.59 hours on a later date agreed by both parties;
- (c) if the Customer has Level 4 fault response:
  - (i) no later than 6 hours from the fault report being received by O2; or
  - (ii) no later than 23.59 hours on a later date agreed by both parties.

## **10 SERVICE LEVELS - COMPENSATION**

### **Provision new installation**

- 10.1 Subject to paragraph 10.5 of this Service Schedule, if O2 fails to meet its commitments set out in paragraph 9.2 of this Service Schedule, then for each day or part day O2 is late in meeting such commitments, subject to any limitation set out in this Agreement, the Customer shall be entitled to an amount equal to one months line rental Charge per affected Landline Service.

### **Provision transfer orders**

- 10.2 Subject to paragraph 10.5 of this Service Schedule, if O2 fails to meet its commitments set out in paragraph 9.3 of this Service Schedule, then for each day or

part day O2 is late in meeting such commitments, subject to any limitation set out in this Agreement, the Customer shall be entitled to make a claim for an amount equal to one month's line rental Charge per affected Landline Service.

**Fault handling timescales**

- 10.3 Subject to paragraph 10.5 of this Service Schedule, if O2 fails to meet its commitments set out in paragraph 9.4 of this Service Schedule, then for each day or part day O2 is late in clearing a Failure of the Landline Service, subject to any limitation set out in this Agreement, the Customer shall be entitled to make a claim for an amount equal to one month's line rental Charge per affected Landline Service.

**Compensation payments**

- 10.4 O2 will compensate the Customer should it be liable to pay compensation in accordance with this paragraph 10, where the Customer makes a valid claim and within 5 months. Any such payment will be credited to the Customer's invoice unless the Landline Service has been terminated, in which case a payment will be made.

**Limit on compensation**

- 10.5 The maximum compensation payable under this paragraph 10 for any one failure shall be limited to 60 full days per affected Landline Service.

## APPENDIX LANDLINE BOLT ONS

*The following Landline Bolt Ons are pre-provisioned on the Landline Service*

<p><b>Ring Back</b></p> <p>If the User makes a call and hears an engaged tone, they can press "5" to request a Ring Back.</p> <p>Up to five Ring Back requests can be in place at any one time. When using Ring Back an announcement will tell the User if the Network is able to accept its request, if not then the User will hear a rejection announcement or continues to hear the engaged tone.</p> <p>The busy number will be monitored by the network for up to 45 minutes after which time the ring back will be cancelled.</p>
<p><b>1471 and Call Return</b></p> <p>Callers can return a call by dialling 1471 and hearing the details of the last 5 calls including date and time.</p> <p>Call Return is provided by default as a non-chargeable service. If the Customer wants Call Return disabled, then it must request Bar Use of Call Return.</p>
<p><b>Withhold Number „141“</b></p> <p>Allows the Customer to withhold its number on a per call basis.</p>
<p><b>Three Way Calling</b></p> <p>Three way calling allows the Customer to speak to two other people at the same time even if one of them is abroad.</p> <p>Call Waiting will not work for the duration of the Three Way Call.</p>

*The following Landline Bolt Ons are standard Landline Bolt Ons that can be provisioned on the Landline Service*

<p><b>Caller Display</b></p> <p>Caller Display allows the Customer to view a caller's number on a display when the call is being received.</p> <p>The number cannot be received for chargecard calls, most calls from outside the UK, calls withheld by 141 or withheld number, calls originating from some non BT networks, calls from some Payphones.</p>
<p><b>Call Barring – O2 Controlled</b></p> <p>Customer can request O2 to apply call barring which cannot be changed by a User with a touchtone phone.</p> <p>This feature is incompatible with 1571. If it is required with call barring, then call diversion must be applied first.</p> <p>Options are:</p> <ul style="list-style-type: none"><li>• Premium Rate Services (PRS)</li><li>• International calls &amp; Premium Rate Services (PRS)</li></ul>
<p><b>Call Diversion (Customer Controlled)</b></p> <p>Enables the Customer to divert calls to another UK, International or mobile number. Divert can be for all calls, on no reply, on busy or on no reply or busy.</p>

Up to 8 simultaneous calls can be diverted.

This feature is incompatible with smart divert and call waiting. If it is required with call barring, then call diversion must be applied first.

The caller is charged the standard rate to the number and the Customer is charged for the divert leg of the call.

### **Smart Divert**

Smart divert allows the Customer to control the diverts on a line from the line or from a remote line. To access the service remotely an Access Number and PIN is used.

Smart Divert enables the Customer to have all calls diverted to another number - anywhere in the UK, most overseas destinations or a mobile phone. The Customer can choose to: divert all calls; divert on no reply; and divert when the line is busy.

A message is given to the caller when diverting on „no reply“, alternatively the Customer can request the message is not played.

Up to 8 calls can be diverted simultaneously.

The caller is charged the standard rate to the number and the Customer is charged for the divert leg of the call.

This feature is incompatible with Customer controlled call divert and call waiting. If it is required with call barring, then smart divert must be applied first.

### **Call Waiting**

With Call Waiting, the User will hear a beep during a call to indicate that they have another incoming call. The User has the option to end its original call and take the new call, swap between both calls, or continue with its current call. In the latter case, the caller will be asked to ring back later.

If Customer has all inbound calls diverted or inbound calls diverted when the line is engaged (using either Customer Controlled Call Diversion or Admin Controlled Call Diversion), then Call Waiting will not work. Call Waiting will also not work if the User is on a Three Way Call.

### **Call Sign**

Provides the Customer with a second number to its existing telephone number. When the call sign number is dialled, the telephone connected to the line will ring with a different cadence to the normal ring tone.

The service can be used to allow two people to share a line, alternatively using a TwinTalk device a User can use the main line number for voice calls and the call sign number for fax calls.

### **1571**

1571 is an unbranded message service that: diverts incoming calls when there is no reply, or the called line is busy, to voice-mail; plays an announcement to instruct the caller to leave a message; provide a stutter dial tone advises the Customer of stored messages which they can then access by dialling 1571 from its home phone.

The Customer cannot access their messages remotely.

1571 is incompatible with inbound barring.

*The following Landline Bolt Ons are non-standard Landline Bolt Ons that can be provisioned on the Landline Service*

### **Anonymous Call Rejection (“ACR”)**

ACR service allows the Customer to block calls from callers who have withheld their number. It does not block calls where the identity of the caller cannot be obtained e.g. chargecard,

payphone, international etc.

**Bar Use of 1470 Release Number**

The "1470" prefix is used where the Customer has Withhold Number set up on its line and wishes to release its number on a per call basis. Bar Use of 1470 disables this facility so that the withhold number service cannot be overridden. There is no charge for this service.

**Bar Use of 141 Withhold Number**

This service prevents the use of the, "141" prefix, Withhold Number service by a caller on a per call basis. There is no charge for this service.

**Bar Use of Call Return**

This service prevents the use of call return within 1471.

**Call Barring (Customer Controlled)**

Customer can bar certain outbound and inbound calls including national, international, mobile, premium rate and operator calls.

The Customer is provided with a **PIN**.

This feature is incompatible with 1571.

**Call Barring and Bypass Number (Customer Controlled)**

As above, but with a bypass number which allows a call to be delivered to the landline irrespective of inbound barring.

**Call Diversion – O2 Controlled**

Customer can request O2 to apply call divert to all calls which cannot be changed by a User with a touchtone phone.

This feature is incompatible with call waiting.

**Call Diversion with No Announcement (Customer Controlled)**

As above but the caller will not hear an announcement that the call is being diverted.

**Call Return Erasure**

The Customer can dial 1475 to over-ride the last number stored by their Call Return service and replace with the standard „Number withheld“ message.

**Call Party Answer**

CPA uses line polarity to indicate when a called party line has answered a call to indicate when charging will be applied. This service replaces pulse meter.

It is provided as standard on multi-line.

**Caller Redirect/CNI**

Caller Redirect refers callers to a different number when the Customer ceases service and takes up service elsewhere.

The call is free of charge for the caller.

This service replaces the working line.

**Choose to Refuse**

CTR allows the Customer to bar the number of the last answered call. A maximum of ten numbers can be barred.



The Customer is allocated a **PIN** to ensure that they are the only person who can manage the barred list.

**Direct Connect**

Direct Connect service will automatically dial a preset number when the handset of the connected telephone is lifted. This service is typically used in public places to connect people to a specific service, such as a taxi company.

**Presentation Number**

Enables the Customer to have a different number for the CLI for outgoing calls.

The number must start with 0 and cannot be a premium rate number, an international number or a number where incoming lines are barred.

**Reminder Call – Monthly Charge**

Allows the Customer to set up a single or multiple reminder calls.

**Reminder Call - Pay per Use**

As above

**Remote Call Forwarding (“RCF”)**

RCF can be used to divert calls to an alternative number. It can be used where the Customer has ceased service or wants to advertise a number in an area they have no physical presence.

The caller is charged the standard rate to the number and the Customer is charged for the divert leg of the call.

**Remote Call Forwarding (“RCF”) & Caller Redirect (“CR”) (New Presence)**

Remote Call Forward is an exchange facility for transferring incoming calls to a different location.

The Caller dials the advertised number and is automatically diverted to the final destination without any announcement.

The caller is charged the standard rate to the number and the Customer is charged for the divert leg of the call.

It is available for a minimum of 3 months.

**Ring Back Removal**

Ring Back Removal disables the use of Ring Back on a line

**Ring Back Restore**

Ring Back Restore enables the use of Ring Back on a line as a Pay Per Use service.

**Ring Back Prompt Removal**

If the Customer wishes to have the Ring Back voice prompt removed from their Landline (i.e. the message the caller hears when a number is called and it is engaged) but retain the ability to use Ring Back, the Customer may be provided with Ring Back Prompt Removal free of charge.

**Ring Back Inhibit**

Ring Back Inhibit is where the Customer does not wish to receive Ring Back requests against their number. This service is free of charge.

**Smart Divert with Bypass number**

As above, but with a bypass number which allows a call to be delivered to the landline irrespective of inbound barring.

The caller is charged the standard rate to the number and the customer is charged for the divert leg of the call.

This feature is incompatible with Customer controlled call divert and call waiting. If it is required with call barring, then smart divert must be applied first.