

## 1. Introduction

This Annex applies when BT supplies the Customer with Avaya IP Office remote working ("IPO remote working").

## 2. Service levels

2.1. The Customer understands and agrees that:

- a) broadband contention rates may vary and, as a result, the connectivity and quality of service (quality of speech) on IPO remote working cannot be guaranteed. In particular, the service may impair, or be impaired by, the uploading or downloading of data and / or the making or receiving of simultaneous calls;
- b) in the event of interruption of the broadband service:
  - (i). IPO remote working will not function; and
  - (ii). the various IP Office local and remote devices may require a power reboot when the broadband service is restored;

### Emergency Calls

- c) the ability to make 999 or 112 emergency calls using IPO remote working cannot be guaranteed. A primary telephone (PSTN) line should also be available for use at all times.

## 3. Customer responsibilities

3.1. It is the Customer's responsibility to ensure that:

- a) any router and firewall used with IPO remote working are pre-configured according to BT's specifications; If the router or firewall are of a type not tested by Avaya with IP Office, BT will be unable to provide specifications and accepts no liability for quality of voice transmission
- b) any data is backed up prior to installation. BT will not be liable for any loss or corruption of PC data and or software;
- c) appropriate impact assessments on the security and loss of data or voice services to the remote user have been carried out;
- d) IP Office remote working does not breach any Customer security policy;
- e) the Broadband internet service provided at the remote site is a voice Quality of Service guaranteed service;
- f) BT will not be responsible for any failures with IPO remote working which result from the installation of any software by the Customer.

## 4. Liability

BT accepts no liability whatsoever in connection with the Customer's use of voice over IP telephony where a standard broadband / DSL / satellite internet connection is used.