



# ISDN Terms & Conditions

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## 1. Definitions and Interpretation

These Terms are supplementary to the services agreement under which we provide products and services to you.

## 2. The Services

- 2.1** The Service comprises:
  - (a) for ISDN30e Services, an ISDN Line with between 8 and 30 x 64 Kbits channels for inbound and outbound voice and data services which terminates at a G704 (RJ45) interface for connection to a PBX or other equipment; or
  - (b) for ISDN2e Services an ISDN line with 2 x 64Kbits channels for inbound and outbound voice and data services which terminates at the network termination point ("NTP"); and
  - (c) an outbound voice calls service.
- 2.2** The Service supports up to 5 DDI ranges. All numbers in all ranges will have the same service profile. A Single number DDI (SNDDI) is provided as an individual number DDI range.
- 2.3** The Service will not be available in the event that you have an existing carrier pre-select service.

## 3. Availability

- 3.1** The Service is not available on private circuits or on the following BT services:
  - (a) FeatureNet;
  - (b) Light User;
  - (c) Analogue DDI;
  - (d) BT Basic;
  - (e) BT Payphone lines;
  - (f) Switched multimegabit data service (SMDS) products; or
  - (g) VPN FeatureNet services.

## 4. Number Allocation

- 4.1** We will allocate numbers for each of your ISDN Lines. The numbers allocated will be the next available numbers in the number range and cannot be chosen by you.
- 4.2** If you want to retain your existing telephone number additional migration work may be required and we cannot be responsible for any delays in the commencement of the Services due to delay caused by the migration of your existing telephone number.

## 5. Installation

- 5.1** The Service is from the BT exchange (or any network telephony equipment which provides the same function) to the Network Termination Equipment (NTE) at your premises
- 5.2** External NTEs will be placed no higher than 1.5m above ground level, and any internal NTE will not be placed higher than 1.5m above floor level in the room in which it is sited.
- 5.3** The internal NTE will be located on a wall, shelf or rack within 3m of the entry point into the Premises as measured horizontally along the entry wall or any adjacent wall.

- 5.4** The engineer will fit the NTE as close as possible to where you require it to be sited and provided this does not involve more than 1 hours work. If this is not sufficient for your needs, you have the option to request a further visit from an engineer, via Customer Services, to fit extension wiring (at additional cost to you) or you may make your own arrangements with another supplier or use wireless technology
- 5.5** You are responsible for any internal wiring beyond the NTE.

## **6. Charges**

- 6.1** The Charges for the Service include:
  - (a) channel rental, which will be invoiced monthly in advance; and
  - (b) the costs of your calls, which will be invoiced monthly in arrears.
- 6.2** If you require a new installation, you will also be liable to pay an installation charge in advance of the Service start date.

## **7. Your Responsibilities**

- 7.1** Any equipment you connect to or use with the Services must bear the BABT mark, is technically compatible with the Services and is used in compliance with all relevant instructions and safety and security procedures.