



Wholesale & Ventures

# Intelligent Call Services (ICS) Product Handbook & Service Description

February 2017

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## 1. CONFIDENTIALITY

All information in this document is provided in confidence as per the terms and conditions of Intelligent Call Services (ICS) and shall not be published or disclosed wholly or in part to any other party without BT's prior permission in writing. These obligations shall not apply to information which is published or becomes known legitimately from some source other than BT.

## 2. VERSION CONTROL

This document is controlled and issued by the BT Wholesale (BTW) Product Manager.

Please ensure that you have the latest version of this document which can be downloaded from [BTWholesale.com](http://BTWholesale.com).

Description of Change	Issue	Date
Document Created	V 1.0	May 2016
Numbering Section Updated	V 2.0	

## 3. INTRODUCTION

The following document describes how we will support the delivery of ICS as well as how we will support the product in-life.

### Product Overview

Intelligent Call Services is a white-labelled cloud IVR solution which adds a significant amount of functionality and value in the network; providing initially inbound functionality but with outbound capabilities also coming in the roadmap in the near future.

Intelligent Call Services is a self-service solution at both the reseller and end customer level which is really easy to use and manage in-life. Removing the traditional overheads in using complex, multiple systems or paying external providers to manage services on your behalf.

It offers:

- Interactive Voice Response (IVR)
- Call Recording
- Smart Call Routing
- In Network Call Queuing
- Custom Music on Hold/Messaging
- Call Back Capabilities
- Reporting Suite
- Audit Logging

**Key Capabilities**

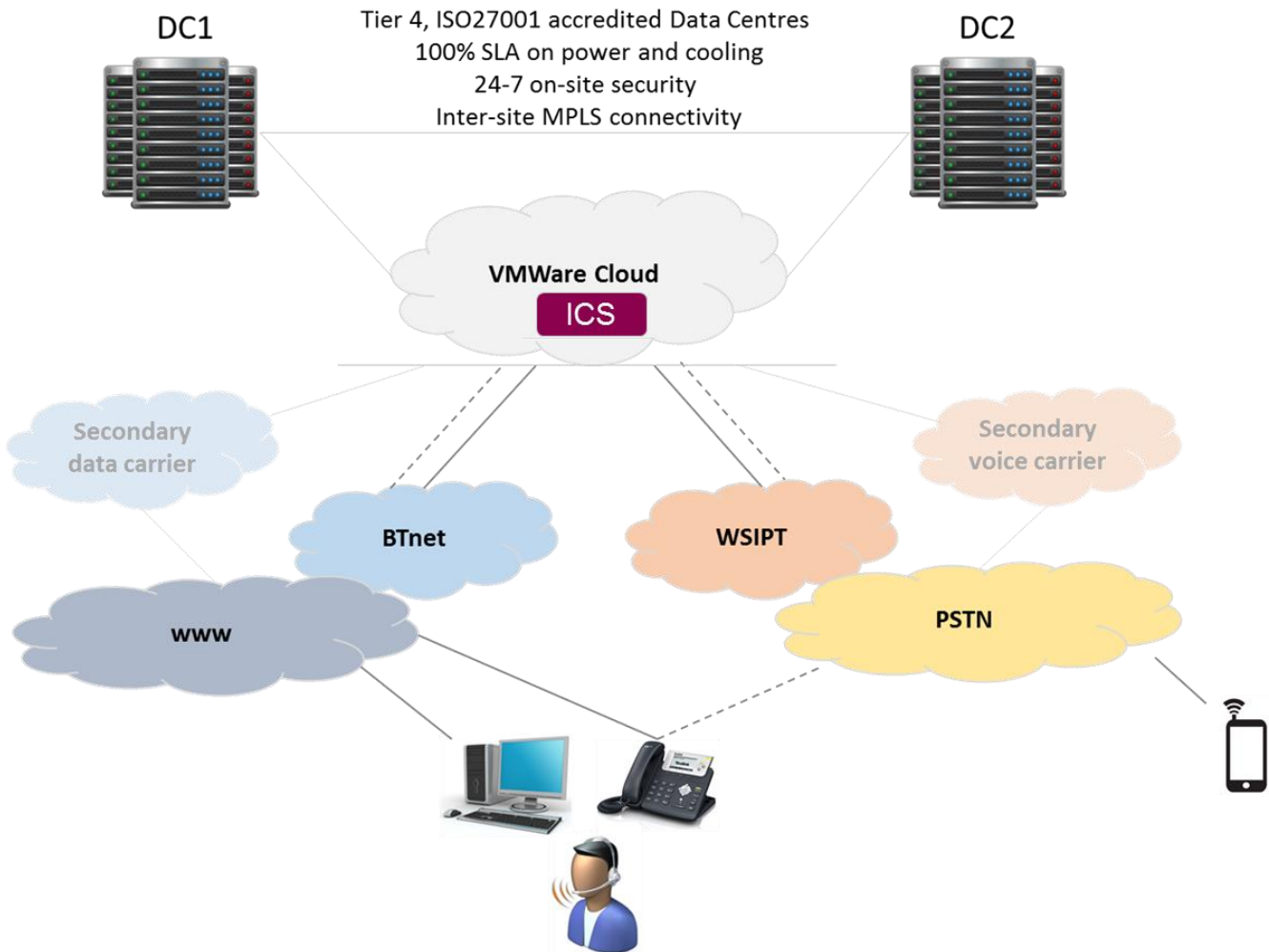
<p><b>IVR</b></p>	<p>Sophisticated IVR, including:</p> <ul style="list-style-type: none"> <li>- Advanced time of day control – pre-select your business operating hours in advance, with the flexibility to change on demand</li> <li>- Digit capture – control your call flow and capture data to suit your business needs</li> <li>- Text to speech – generate prompts, welcome messages, etc.</li> <li>- Intelligent Call Routing – manipulate call routing based on business defined parameters, for example caller CLI</li> <li>- Database lookup – ability to look at external locations and pull back information</li> </ul>
<p><b>Call Recording</b></p>	<p>ICS can record all calls, or selectively record calls based on end users requirements:</p> <ul style="list-style-type: none"> <li>- Full end to end recording – control when the recording starts and ends</li> <li>- Calls available in real time – no need to wait; once the call is complete, the recording is available for playback or download</li> <li>- Web based portal access – allows instant control across multiple browsers</li> <li>- Supports storage in both the ICS platform (standard 30 days retention) or customers own cloud storage – ability to integrate with 3<sup>rd</sup> party storage solutions, such as Box.com and AWS</li> </ul>
<p><b>Smart Call Routing</b></p>	<p>Routing options based on:</p> <ul style="list-style-type: none"> <li>- Destination number – for example presenting a local number to your customer</li> <li>- Time of day – for example route calls to other locations based on time of day</li> <li>- Digit input – for example capturing membership or account number to direct you to correct departments</li> <li>- Speech routing [roadmap] – for example based on recognition of post code, or department routing using key words</li> <li>- Call volume – for example redirect calls away from your busiest centres</li> <li>- Other business rules</li> </ul>
<p><b>In network call queuing</b></p>	<ul style="list-style-type: none"> <li>- In network queuing allows calls to be queued in the cloud if an endpoint is busy. Calls will continue to queue, holding their position until the endpoint becomes available. Retry options can be based on customer requirements</li> <li>- Queue limits can be set based on user parameters with overflow options available, for example delivering a call to an alternative destination after a set time, or when the queue reaches a certain threshold length</li> <li>- CallMEBack with valet slots held for customers allowing automated callbacks for those who don't wish to queue</li> </ul>



<p><b>Custom Music on Hold and Messaging</b></p>	<ul style="list-style-type: none"> <li>- Music on Hold – allows the upload of multiple sound files and formats to provide customised user experience</li> <li>- Messaging – provides personalised in queue announcements and interactions, for example playing position in queue and expected wait time</li> </ul>
<p><b>Text to Speech</b></p>	<ul style="list-style-type: none"> <li>- Allow the creation of sound files for use within an IVR flow</li> <li>- Provides the capability to read back values to callers in an IVR flow, for example input account code and have balance read back</li> <li>- Provides the capability for in queue messaging, such as position and expect time in queue</li> </ul>
<p><b>Reporting</b></p>	<ul style="list-style-type: none"> <li>- Scheduled reports – allows automated deliver of key management information</li> <li>- Data export – the ability to export data so you can work with it in a way that suits your business</li> </ul>
<p><b>Ease of use</b></p>	<p>The ICS GUI (graphical user interface) is accessed easily online via any supported browser and is designed to be simple to use, so that all administration can be undertaken by the end user. It puts the power to respond to changes in operational requirements in the hands of the business, or should the reseller choice to offer that as a managed service they would simply retain access control themselves.</p>
<p><b>Scalability</b></p>	<p>Elastic in network scalability to support business requirements whether its handling 1 or 1,000 simultaneous calls</p>
<p><b>Fast Time to Service</b></p>	<p>ICS is a cloud based solution, so resellers can be established and using/selling the service in weeks. End customers can be created in minutes and using the self-service portals can create sophisticated call flows quickly and easily</p>
<p><b>Proven</b></p>	<p>Based on best of breed technology selected and rigorously tested by BT and leveraging our core voice and data networks to provide a robust and reliable solution for customers</p>

## 4. ICS SOLUTION OVERVIEW

ICS is a cloud solution which BT has deployed using selected best in breed software coupled with a sophisticated network architecture which leverages our core data and voice networks to provide customers a unique product. Whilst the complete details of the architecture cannot be shared for security purposes, an overview of the solution topology is included below for reference.





## Platform Overview

ICS is a cloud solution that is hosted out of two Tier 4 data centres that are directly linked to BT's core data and voice network for the provision of the end-to-end service.

ICS has a comprehensive monitoring, detection and alerting system that provides complete visibility of the infrastructure which is monitored 24/7 by a team of highly experienced engineers, enabling a shift from reactive to proactive network monitoring and customer care.

## Platform Upgrade Procedures

Due to the nature of ICS as a cloud solution, customers will benefit from an on-going development cycle. ICS will continue to evolve and develop with market demand and we pass on these benefits as part of the service to ensure that customers have access to the latest features and benefits.

This means multiple times a year there will be roll-outs of new software upgrades, some of these will be small changes to improve usability with operational features and some will be full version changes. These will all be communicated to customers no less than 1 week in advance of the proposed upgrade date. Full documentation will be provided on the changes contained in the release detailing any feature changes and additions.

Upgrades take place during an agreed change window. These change windows will always be outside normal office hours to reduce the impact of any potential associated service outage on customer operations.

## Supported Browsers

Access to the portals for ICS is through a web-based GUI which is accessible through most recent versions of the common web browsers including Internet Explorer, Firefox, Chrome and Safari. A full breakdown follows.

The following browsers are supported by ICS:

Browser	Version
Firefox	58
Chrome	64

Whilst other browsers outside this list will often be able to access the ICS portals, they would not be supported by BT Wholesale i.e. if the customer (reseller or end customer) was using ICS with a browser not on this list and raised a fault/issue to BT that was related to the behaviour of ICS within that browser, we would not be able to provide support. We would therefore always recommend that customers upgrade/change their browser to one of the supported versions above.

## 5. ICS GUI (GRAPHICAL USER INTERFACE) AND FUNCTIONALITY

ICS is accessed, configured and used by resellers and customers through a single multi tiered interface:

### Reseller portal

Used by the ICS reseller to set permissions, create customers, allocate resources, numbering, control branding, review audit logs and retrieve billing information

Reseller portal capabilities include:

Homepage	View current customers Change user password
Settings	Configure portal branding, including colour, logo and backgrounds
Users	Create new users Disable existing users Change passwords
Create	Create a new customer Set customer name Set up customer branding Set up customer URLs Allocate functionality to customer
Customers	Review existing customers Update settings against existing customers Login as customer using single sign-on
Logs	Retrieve audit logging information
Numbers	Review allocated numbers Allocate numbers from pool to customers
Scheduler	Set up Emails and SFTP for Report Export Export CDRs
CDR Reports	Access CDR reports for your customers



## Customer Portal

Used by the end customer to manage their user settings, branding (if given access by reseller), call flows, queues, reports, call recordings, sounds, operational hours and number mapping.

Customer portal capabilities include:

Homepage	View real time dashboards Create alarms based on threshold values Configure alarms to provide visual and audible notifications Configure all queues simultaneously or individually
Settings	Configure portal branding, including colour, logo and backgrounds Enable or Disable top level support
Users	Create new users Disable existing users Change passwords
Call recordings	Retrieve call recordings Search based on pre-defined criteria such as date, and CLI Listen to call recordings Download call recordings
Reporting	Configure reports Download reports Reports available: <ul style="list-style-type: none"> <li>• CDR</li> <li>• DNIS Activity</li> <li>• IVR Digit Capture</li> <li>• Queue Activity</li> <li>• IVR Activity</li> </ul>
Logs	View full audit log of all activity within the portal
Numbers	Map inbound numbers to IVRs Create predefined diverts for regular use within IVRs or queues Set up Divert Groups
Hours	Create operational hours rules based on time of day, day of week and dates Set up special days in advance (such as Bank Holidays)
Sounds	Upload sound files Delete sound files Preview sound files Use the TTS (text to speech) engine to create new sound files Download sound files View which Sound Files are currently In Use



<p>IVR builder</p>	<p>Create new IVRs  Delete IVRs  Update existing IVRs  Drag and drop canvas for IVR creation and updates  View or edit your Templated IVRs  Standard IVR objects include:</p> <ul style="list-style-type: none"> <li>• Hours Check</li> <li>• Test Value</li> <li>• Wait</li> <li>• Read Value</li> <li>• Digit Capture</li> <li>• Play sound</li> <li>• Call Transfer</li> <li>• Bridge Out</li> <li>• Go to IVR</li> <li>• Voicemail</li> <li>• End Call</li> </ul>
<p>IVR Templates</p>	<p>Create IVRs with a simple wizard:</p> <ul style="list-style-type: none"> <li>• 1-2-1</li> <li>• 1-2-1 + Call Recording</li> <li>• 1-2-1 Plus</li> <li>• 1-2-1 Whisper</li> <li>• Sequential Distribution</li> <li>• Voicemail</li> <li>• Queue</li> <li>• Auto-attendant</li> <li>• Percentage Distribution</li> <li>• Simultaneous Distribution</li> </ul> <p>Group your Templated IVRs  View and Edit your Templated IVRs</p>
<p>Queue Manager</p>	<p>Create new queues  Group queues together  Update queue configurations  Allocate hold music  Configure queue lengths and overflow settings  Configure queue out options including deliver to DDI and presentation CLI  Enable events on queues which include playing messages, prompts such as position in queue and expected wait time  Offer call backs to customers when queue reach predefined thresholds</p>
<p>Scheduler</p>	<p>Set up Emails and SFTP for Reports Export  Set up SFTP for Call Recordings Export  Export Reports and Call Recordings on a Daily, Weekly or Monthly basis</p>



Voicemail	Retrieve voicemail Search based on pre-defined criteria such as date, and CLI Listen to voicemails Download voicemails
DR Plan	Set up a 'one-click' DR plan Point your existing IVRs at a DR target In event of DR situation, swap your IVRs with their DR target with one click

## 6. BECOMING AN ICS RESELLER

Once you have expressed your interest in selling ICS, your BT Wholesale Account Manager will organise a credit check on your business to determine the payment terms for selling ICS. Please note, even if the reseller already buys a product from BT Wholesale and has already completed the credit vet process for that product, every new product ordered from BT Wholesale is subject to a new credit vet.

Once the credit vet process for ICS has been completed, you will be sent a contract for signature, please return this as quickly as you can so that we can start the on boarding process.

On receipt of a signed contract BT Wholesale will send you an ICS Customer Requirements Form (CRF). Once this form is completed and returned to BT Wholesale we can commence with service establishment. Any delay in completing the form correctly will affect our ability to be able to provide you with ICS. If you require any help in completing the form, please contact your BT Wholesale Account Manager for assistance.

Service Establishment includes (high level) the following key elements;

- Systems access set up and enablement
  - Enabling capability for channel partners to access ICS
  - Enabling capability for channel partner to raise faults through the ICS Helpdesk
- Billing account creation
  - Creating of new ICS billing account for channel partner
  - Capture and implementation of new direct debit for ICS charges
- ICS deployment
  - Deployment of your instance of ICS which will provide you with access to the reseller portal to then start creating new customers
  - Channel Partner training (covered further in next section)

Service Establishment takes a period of 3-4 weeks from the point in time when BT has received a signed contract and completed CRF. It is essential therefore for all channel partners to complete this process early in the lifecycle of taking ICS to their market/customers so that it does not create a delay in delivering an end customer service, since BT cannot accept any orders from the CP until such time as they have been fully service established.

## 7. TRAINING

### Channel Partner mandatory training overview

These training courses are mandatory:

#### 1. ICS product training

A 2 hour webinar which provides a comprehensive demonstration and walk through of all of the ICS functionality. The course is designed to familiarise new resellers with the portal and features, and enable attendees to learn the basic system operations.

This course should be attended by anyone within the reseller who is going to be involved in the sales, marketing, operations, deployment, in-life management or support of ICS.



## 2. ICS operational processes training

A 1 hour webinar which provides a walkthrough of the end to end systems and processes which form the end to end service experience for ICS. This includes which systems are used to order ICS, how to raise incident or queries, etc. The course is design to familiarize new resellers with the consumption and in-life management of ICS.

This course should be attended by anyone within the reseller who is going to be involved in the sales, marketing, operations, deployment, in-life management or support of ICS.

## Optional training modules

These training courses are available as optional extras for channel partners;

### 1. Advanced IVR building course

A half day course to provide more in-depth training on the use of the IVR builder, and how it can be utilized to create highly sophisticated call routing plans.

This course is optional and can be run for resellers who wish to offer more complex services to their customers. This course can also be provided on behalf of resellers to their end customers, if end customers wish to gain deeper familiarisation and knowledge of the IVR builder, in order to then self-build complex plans.

## 8. MARKETING SUPPORT

BT Wholesale is committed to supporting the channel partner in helping you win new customers. We are able to support you with sales and technical experts who will support you in negotiating with your prospective customer.

We also have prepared white label marketing material that you can use in your lead generation activities. We currently have the following resources that you can use, that can be reseller branded, but we are continually developing new material

- ICS White Label Datasheet
- ICS White Label Brochure
- ICS End User White Label Customer Presentation

These materials are available upon request from the ICS sales specialist. Whilst further materials are also in development and will also be made available when completed.

BT Wholesale also has a programme called “Market Development Funding” (aka. MDF) which is available to channel partners upon request. MDF provides marketing funds to channel partner which can be used for lead generation and sales activities in order to help with growth in sales of BT products such as ICS. MDF funding is available where channel partners are able to also match any BT funds so that any spend is joint, with each party contributing 50% to the total cost of any activity. These funds are subject to an authorised business case that can show how incremental growth would be achieved by using a marketing grant. Your BT Wholesale Account Manager can provide more details on request.

## 9. ICS NUMBERING

### Introduction to Numbering; as it relates to ICS

There are several types of numbers which relate to ICS, and for the sake of clarity each are defined in further detail first before the processes relevant to numbering are explained in this section.

### Service Numbers

Any active number within ICS, is known as a Service Number. Service numbers are chargeable at the prevailing rates on a monthly basis (the rates are available in the ICS customer contract in the pricing schedule). Numbers become “active” within ICS when a reseller allocates them to an end customers account. There are 2 types of Service Number supported within ICS; Geographic and DNIS. The difference between the two is outlined below.

### Service Numbers: Geographic Numbers

*Geographic numbers are fixed-line telephone numbers that begin with the digits '01' and '02'*

Geographic numbers can either be newly provided by BT as part of the service, or customers can request their existing numbers are ported to the service.

ICS supports number import and number export of geographic numbers.

### Non-Geographic Numbers (NGNs)

*Non-Geographic Numbers (NGNs) are those phone numbers which are not linked to a specific location. They include 03,05, 07, 08, 09, 116 and 118, and are widely used by business, central and local government, charities and statutory bodies for a variety of activities ranging from information and helplines to voting in TV game shows*

NGNs can either be provided by BT as part of the service, or customers can request their existing numbers are ported to the service.

### Ordering new numbers

Each new reseller will be allocated an initial batch of DNIS numbers to their reseller account as part of the Service establishment process. These numbers can then be used and allocated to end customers as and when the reseller creates and brings on board new clients.

Should the initial pool of numbers run out, the reseller can request additional numbers through the ICS Helpdesk by completing a number request. The number request process is covered in greater depth as part of the mandatory training for new resellers.

Should a reseller require a specific new geographic number (for example a number for an end customer who wishes to present a Manchester based DDI) on behalf of an end customer, this can also be requested through the same process.

The standard lead time for new number requests being actioned and implemented is 5 working days.

### Porting numbers

Resellers can port existing geographic numbers to ICS. Only geographic numbers are supported. Non-geographic numbers are not supported but can be provided as part of BT's Inbound Services product if required and used in conjunction with ICS by requesting a DNIS within ICS



Should a reseller wish to port a number to ICS, they would complete the porting request form in the ICS Helpdesk and submit the port request. Port requests will be accepted by the Helpdesk and the reseller provided within initial acknowledgment of receipt of request. After which further updates will be provided, for example when the port request has been accepted by the porting team and when the confirmed port date has been provided.

Porting of numbers into ICS incurs a charge, which is detailed in the Customer Contract, in the pricing Schedule.

Should a port request be rejected because the details of the port request were incorrect, or for any other reason – the reseller will be charged a port rejection charge. If the reseller wishes to the port request can be re-submitted once the details have been updated in response to the port reject reason. Please therefore ensure that port requests are only submitted when you are confident the details are 100% correct.

### **Allocating and activating numbers**

Numbers allocated to a resellers account are initially non-chargeable. When the reseller allocates a number to a customer account, it becomes activated. Depending on the tariff set up in the resellers account, from that point onwards it will then incur any associated regular service charges as detailed in the pricing Schedule of the Customer Contract.

### **Ordering Professional Service**

Professional Services (PS) can be provided by BT such as:

- **Solution design and consultancy**  
We have knowledge experts on designing and deploying complex in network call routing and handling services which are able to provide benefit to end customers. These experts can be requested by resellers to support sales/pre-sales work with end customers if required for example to help with scoping and shaping a requirement, and coming up with a solution design that uses the functionality of ICS in order to deliver benefits to the end customer
- **Implementation services**  
Those same experts can also be leverage if required by the reseller to support the implementation of the service on behalf of the end customer, for example implementing within the system the complex call plans required by the customer. This could also include project management services during a large implementation where a significant amount of numbers, or number porting is involved which needs a service wrap around it to ensure a smooth customer experience
- **Integration development**  
If a customer needs a bespoke integration developed (for example so ICS can be used in conjunction with a customers existing platforms/applications) we can (subject to scoping) provide development resource who can complete any agreed work
- **Training**  
We can provide additional training for resellers, and/or to End Customers on resellers behalf

All PS work is subject to scoping so that a quote for time/cost can be provided and agreed upon prior to any work being completed. All PS is charged on prevailing day rates which are set in the channel partner's contract.



The process for requesting PS is as follows:

- Reseller requests call with their Account Manager or Sales specialist
- A 1 hour scoping call is held to review high level requirements and provide RoM quote
- Subject to the scope of the PS work, after the call it may be possible to proceed with order creation and completion, or further detailed scoping may be required
- If further scoping is required – the reseller will be advised the number of days work expected to complete scoping, and confirmation will be requested that this should be completed and will be chargeable
- Upon completion of further scoping – the reseller will be provided with a SoW and quote for approval prior to commencement of the deliverable
- If further scoping is not required – the reseller will be provided with a SoW and quote for approval prior to commencement of the deliverable

The detailed process for this is covered with new resellers during their on-boarding as part of the mandatory training courses provided by BT Wholesale.



## 10. PRODUCT SUPPORT & FAULT RESOLUTION

ICS is a wholesale product and reseller are contractually obliged to provide effective 1<sup>st</sup> line support to its customers. BT Wholesale will provide suitable training for your support teams to ensure that you can meet these obligations. Any faults or issues that your end users may experience has to be initially examined by your 1<sup>st</sup> Level support and resolved where possible. BT will then provide 2<sup>nd</sup> line support to the customer and will liaise with their internal and external suppliers for issues which require 3rd line support.

### **FIRST LINE SUPPORT** – Reseller responsibility

- ICS provisioning and configuration assistance
- Basic feature or software setup questions
- Collect and track information on issues raised by end user to identify training requirements
- Resolve issues or discuss with operations to provide workaround
- Provide issue details and data to 2nd line support as required

### **SECOND LINE SUPPORT** – BT Wholesale responsibility

- Advanced provisioning assistance
- Advanced feature and software configuration questions
- Maintain voice connectivity and call routing channels
- Advanced feature support
- Collect all information from first level support pertaining to change requests
- Resolve issues or provide information relating to workarounds
- Troubleshoot issues and assess whether isolated or service affecting
- Pass customer and problem information to 3rd line support

All faults for 2<sup>nd</sup> and 3<sup>rd</sup> level support should be reported via the ICS Helpdesk, to ensure that BT Wholesale is able to track progress and provide feedback.

Guidance on SLA's and contact details for our Customer Support team are contained in the ICS Customer Service Plan (CSP), which will be provided to customers as part of their on-boarding, or can be requested from your Account Manager of Sales Specialist



## **11. ACCOUNT MANAGEMENT SUPPORT**

The main day to day contact for non-support related queries or queries on other products will be a customer's BTW Account Manager. Customers who are not aware of their Account Manager can find this out by contacting our customer reception desk on 0800 671045.

Where customers need BTW expertise on securing or prospecting bids BTW will pull on its Sales Specialist resource to assist. Account Managers will first qualify all opportunities with customers before selecting the appropriate specialist.

Typical queries that go to Account Manager are:

- Enquiries about other BTW products
- Commercial or contractual enquires on ICS
- Product development requests for ICS
- Bid support for ICS opportunities

## 12. PRICING

The handbook outlines the key chargeable elements associated with the service. Customers should refer to the Contract and in particular the pricing schedules within it for the actual price points associated with the service.

### ICS Contract – Part E Pricing Overview

This pricing schedule contains the core components of the service and is made-up of the following product sets:

- **Professional Services Charges**  
Any additional work required by customers which falls outside the scope of the standard ICS product will be scoped and agreed in advance of work commencing and charged at a daily rate set out in Part E of the contract. Professional Services charges are payable in arrears upon completion of any agreed work.
- **ICS Service Number Charges**  
Charges associated with active service numbers. These charges are per number, per month, for any service numbers which are active within a resellers account. The relevant charges are outlined in the contract in Part E.
- **ICS Feature Charges**  
Charges associated with the use of certain predefined chargeable features within ICS, which include call recording, and call recording transcription. The relevant charges are outlined in the contract in Part E
- **Capacity Charges**  
Each active service number is restricted to a maximum of 50 calls. Should a customer require greater levels of call capacity on any given service number, this can be requested and is chargeable. The relevant charges are outlined in the contract in Part E.
- **Number Porting Charges**  
Any number porting requests are chargeable. Port requests which are rejected are also chargeable. The relevant charges are outlined in the contract in Part E.
- **Major Call Types (Off Net)** – This covers the major call types including calls made to; Geographic numbers (national/local) and Mobile numbers.
- **Minor Call Types (Off Net)** – This covers the minor call types including calls made to; Operator Services, 0844, 0871, 0845, 0870, , other mobile numbers not covered in major call types
- **International calls** – this covers all supported international call destinations where ICS can carry to calls to. Note that this is not a complete list of all geographic locations as ICS restricts outbound to certain destination where known fraudulent activity is frequent



## Price Changes

All notifications of price updates for Part E and B are sent via the ICS reseller portal.

ICS reserves the right to change pricing providing 28 days' notice is provided. The normal frequency of pricing changes is explained below.

- Services: prices are only expected to change annually with 28 days' notice provided. New product introductions may see prices provided on less than 28 days to ensure customers have access to services the moment we release them.
- Calls: mobile Carriers change their pricing on a quarterly basis so ICS will reflect these changes as they happen and will provide 28 days' notice. International destinations pricing changes monthly, ICS provides 28 days' notice of these changes.



## **13. BILLING**

Customers should refer to the ICS Billing Guides and supporting documentation, which will be provided by the Sales Specialist or your Account Manager.

### **Credit Vetting**

All customers will be credit vetted when they first sign up to resell ICS using the standard BTW credit vetting process and as part of this process a 12 month forecast will need to be provided by the Customer.

Subject to this credit Vet there may be a requirement to pay a deposit to BTW. You're BT Account Manager will advise you if this is required.

Please note it is also a contractual obligation by customers to set-up a Direct Debit mandate with BTW before service activation commences. It is also now a requirement that customers use e-Billing.

### **BT Billing Reports**

Billing will be handled via the standard BTW Billing process and it is a contractual requirement for all channel partners.

All invoicing is generated monthly and DD's taken 28 days later (this may vary subject to credit vetting results).

Invoices are electronic and will be posted via Customers secure areas on [btwholesale.com](http://btwholesale.com). The invoice will provide an outline of the services ordered and total sum due.

CDRs (Call Data Record) which shows the volume, time of day and value of calls aggregated by call type and terminating network, including breakdown per ICS (end) customer will be made available to customers via the Reseller ICS portal. Resellers can either manually collect these records from the portal, or an automated process for delivery of records via SFTP to the resellers preferred location can also be implemented.

It is the customer's responsibility to bill their end users directly; BT will only invoice its customer.



## **14. SERVICE EXCEPTIONS**

### **Concurrent calls capacity**

The BT ICS platform and service has been designed and dimensioned to support fair usage by all customers with regards to concurrent voice channels.

BT manage the platform capacity globally based on the volume of Service Numbers and forecasts provided by Customers to ensure that contention of capacity does not impact service performance, but at times of exceptional call volumes, customers may experience restrained capacity due to platform/network wide congestion.

If a Customer or End User needs dedicated capacity due to the nature of their business, this can be requested from BT on a bespoke basis, but may be chargeable at different rates

### **General Exceptions**

- It is the customer's responsibility to ensure they read all user guides and documentation on the ICS Service.
- BTW will not be responsible for any incorrect set-ups as a result of customers not following the correct process and/or having not been appropriately trained.
- The Customer acknowledges that it is their responsibility to ensure compliance with the requirements of the Telephone Preference Service by themselves, Resellers and End Users. BT shall be in no way responsible for such compliance.
- The Service does not support porting of non-geographic numbers. Should customers wish to port non-geographic numbers to BT as part of the end to end solution they provide to Resellers or End Users, this can be done through the Inbound Services product available from BT Wholesale



## **15. SERVICE CESSATIONS**

Customers can cease their entire ICS contract by serving notice at the end of their minimum term in accordance with the terms and conditions set out in the contract

## **16. COMPLAINTS HANDLING**

For details on complaint handling please refer to the Customer Service Plan which is available from your Account Manager or Sales Specialist.

## **17. RELATED DOCUMENTATION**

The ICS product handbook is designed to give channel partners a comprehensive overview of the entire ICS solution, however it is not exhaustive and other documents exist which go into greater detail on certain topics. The following list are a selection of other documents which may be referenced from within this handbook and are available as part of the ICS service from BT for channel partners.

- Contract and associated schedules
- CRF – Customer Requirements Form
- CSP – Customer Service Plan
- ICS User Guide
- Billing guide

Documents are made available online via [btwholesale.com](http://btwholesale.com) or from your account manager or sales specialist on request.