



Enterprise Connect Schedule to the General Terms

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A note on 'you'

'You' and 'your' mean the Customer.

Words defined in the General Terms

Words that are capitalised but have not been defined in this Schedule have the meanings given to them in the General Terms.

Part A – The Service

1 Service Summary

- 1.1 BT will provide you with a DSL broadband access service for Sites in the United Kingdom, comprising:
 - 1.1.1 the Standard Service Components; and
 - 1.1.2 any of the Service Options as set out in any applicable Order, up to the point of the Service Management Boundary as set out in Paragraph 5 (the "**Enterprise Connect Service**").
- 1.2 Where you select the Enterprise Connect Service under the Managed Service from BT:
 - 1.2.1 Paragraph 7.9 of this Schedule will not apply and in such case Paragraph 11 of Managed Service from BT Schedule to the General Terms will apply; and
 - 1.2.2 Part C of this Schedule will not apply and in such case Part C of Managed Service from BT Schedule to the General Terms will apply.
- 1.3 Where you select Enterprise Connect Service under a Managed Service:
 - 1.3.1 Paragraph 7.9 of this Schedule will not apply and in such case Paragraph 4 of the Managed Service Schedule to the General Terms will apply.

2 Standard Service Components

BT will provide you with the following standard service components ("**Standard Service Components**") in accordance with the details set out in any applicable Order:

- 2.1 You will choose either ECX or EBB.
- 2.2 Both ECX and EBB are provided with:
 - 2.2.1 Workplace; and
 - 2.2.2 Authentication of the Site including IP Address allocation.
- 2.3 The Enterprise Connect Service is only available in those locations identified on Workplace.

3 Service Options

BT will provide you with any of the following options as set out in any applicable Order ("**Service Options**") and in accordance with the details as set out in that Order:

- 3.1 Service Options that are available for both ECX and EBB:
 - 3.1.1 copper based DSL access options;
 - 3.1.2 PSTN line options, including installation;
 - 3.1.3 router options;
 - 3.1.4 Standard Care and VIP Care;
 - 3.1.5 User support option; and
 - 3.1.6 IP Address options.
- 3.2 Service Options that are available for EBB:
 - 3.2.1 fibre to the cabinet based DSL access options; and
 - 3.2.2 onward connection to the Internet.
- 3.3 The only Service Option that will be available for ECX is the ability to make an onward connection to your existing BT corporate data network.

4 Associated Service



- 4.1 You will have the following service in place that will connect to the Enterprise Connect Service and is necessary for the Enterprise Connect Service to function and will ensure that this service meets the minimum technical requirements that BT specifies:
- (a) a working PSTN line whether that line is provided by us as a part of the Service, provided by us outside of the service, or is a BT PSTN line provided by another service provider, unless this is not required due to the nature of the Service provided at that Site,
(an "**Enabling Service**").
- 4.2 Any PSTN lines not provided by BT through the Enterprise Connect Service will be governed by their own separate terms.
- 4.3 Any PSTN lines supplied by us as part of the Enterprise Connect Service have an associated directory number and this number will not be published in BT's public telephone directory or BT's directory enquiries service.
- 4.4 PSTN lines provided by BT as part of the Enterprise Connect Service will only support the following chargeable outbound voice services:
- (a) 0800 calls;
 - (b) emergency calls in accordance with Paragraph 7.4;
 - (c) calls to other non-chargeable destinations; and
 - (d) inbound calls.
- 4.5 If you order PSTN lines from Workplace, you will not be able to retain those PSTN lines if you no longer have an associated broadband service as provided under the Enterprise Connect Service.

5 Service Management Boundary

- 5.1 BT will provide and manage the Service as set out in Parts B and C of this Schedule and as set out in any applicable Order up to:
- 5.1.1 for ECX: from your NTE into your corporate data network; or
 - 5.1.2 for EBB: from your NTE into the Internet,
(the "**Service Management Boundary**").
- 5.2 For Enterprise Connect Service with Managed CPE, the Service Management Boundary is the LAN port on the Managed CPE. You are responsible for the cable connecting to the CPE owned by you.
- 5.3 BT will have no responsibility for the Enterprise Connect Service outside the Service Management Boundary.
- 5.4 BT does not make any representations, whether express or implied, about whether the Enterprise Connect Service will operate in combination with any Customer Equipment or other equipment and software.

6 Purchased Equipment

6.1 Use of Purchased Equipment

Until title in any Purchased Equipment transfers to you in accordance with Paragraph 6.5, you will:

- 6.1.1 keep the Purchased Equipment safe and without risk to health;
- 6.1.2 only use the Purchased Equipment, or allow it to be used, in accordance with any instructions or authorisation BT may give and for the purpose for which it is designed;
- 6.1.3 not move the Purchased Equipment or any part of it from the Site(s) without BT's written consent;
- 6.1.4 not make any alterations or attachments to, or otherwise interfere with, the Purchased Equipment;
- 6.1.5 not sell, charge, assign, transfer or dispose of or part with possession of Purchased Equipment or any part of it;
- 6.1.6 not allow any lien, encumbrance or security interest over the Purchased Equipment, nor pledge the credit of BT for the repair of the Purchased Equipment;
- 6.1.7 not claim to be owner of the Purchased Equipment and ensure that the owner of the Site(s) will not claim ownership of the Purchased Equipment, even if the Purchased Equipment is fixed to the Site(s);
- 6.1.8 obtain appropriate insurance against any damage to or theft or loss of the Purchased Equipment;
- 6.1.9 in addition to any other rights that BT may have, reimburse BT for any losses, costs or liabilities arising from your use or misuse of the Purchased Equipment to where the Purchased Equipment is damaged, stolen or lost, except where the loss or damage to the Purchased Equipment is as a result of fair wear and tear or caused by BT;
- 6.1.10 ensure that the Purchased Equipment appears in BT's name in your accounting books;
- 6.1.11 where there is a threatened seizure of the Purchased Equipment, or anything listed in Clause 18.3 of the General Terms applies to you, immediately provide BT with Notice so that BT may take action to repossess the Purchased Equipment; and



6.1.12 notify any interested third parties that BT owns the Purchased Equipment.

6.2 Consumer Regulations

Where you place an Order acting for purposes that are related to your trade, business or profession, BT agrees that it is a business to business transaction to which the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 do not apply.

6.3 Sale of Goods

The UN Convention on Contracts for the International Sale of Goods will not apply to the Contract.

6.4 Delivery and Installation of Purchased Equipment

6.4.1 You will provide BT with the name and contact details of at least one individual who will be responsible for receiving the Purchased Equipment at the Site(s).

6.4.2 BT will dispatch any Purchased Equipment for delivery to the applicable Site as set out in any applicable Order.

6.5 Transfer of Title and Risk

Where the Purchased Equipment is delivered to a Site:

6.5.1 title in the Purchased Equipment (except for the Intellectual Property Rights) will pass to you when you have paid for the Purchased Equipment in full; and

6.5.2 risk will pass to you when you take possession of the Purchased Equipment.

6.6 Acceptance of Purchased Equipment

Purchased Equipment is deemed to be accepted when you take delivery or possession of the Purchased Equipment.

6.7 Warranty

6.7.1 During the period of 12 consecutive months following the Service Start Date (or any other period that BT advises you in a Notice), if you report to BT in accordance with Paragraph 9.4 that there is an Incident in the Purchased Equipment due to faulty design, manufacture or materials, or BT's negligence, BT will, or will arrange for the manufacturer or other third party to, replace or (at BT's option) repair the part affected by, or causing, the Incident free of charge, unless:

- (a) the Purchased Equipment has not been properly kept, used or maintained in accordance with the manufacturer's or BT's instructions, if any;
- (b) the Purchased Equipment has been modified without BT's written consent;
- (c) the Incident is due to accidental or wilful damage, interference with or maintenance of Purchased Equipment by persons other than BT or a third party authorised by BT; or
- (d) the Incident is due to faulty design by you where the Purchased Equipment has been manufactured to your design.

6.7.2 If requested by BT, you will return the Purchased Equipment affected by an Incident to BT or to the manufacturer or other third party, in accordance with BT's instructions, for repair or replacement in accordance with Paragraph 6.7.1.

6.7.3 BT does not warrant that the Software supplied under the Contract will be free from Incidents, but BT will remedy any defects that materially impair performance (where necessary, by arrangement between both of us) within a reasonable time.

6.8 Software Licence

On and from the Service Start Date, or, where, BT installs any Purchased Equipment, from the date of installation, you will comply with the provisions of any Software licences provided with or as part of any Purchased Equipment.

6.9 Security

6.9.1 You are responsible for the proper use of any site names, personal identification numbers and passwords used with the Purchased Equipment, and you will take all necessary steps to ensure that they are kept confidential, secure and not made available to unauthorised persons.

6.9.2 BT does not guarantee the security of the Purchased Equipment against unauthorised or unlawful access or use.

6.10 WEEE Directive

6.10.1 You will be responsible under Article 13 of the Waste Electrical and Electronic Equipment Directive 2012 ("WEEE Directive") for the costs of collection, treatment, recovery, recycling and environmentally sound disposal of any equipment supplied under the Contract that has become waste electrical and electronic equipment ("WEEE").



- 6.10.2 For the purposes of Article 13 of the WEEE Directive this Paragraph 6.10 is an alternative arrangement to finance the collection, treatment, recovery, recycling and environmentally sound disposal of WEEE.
- 6.10.3 You will comply with any information recording or reporting obligations imposed by the WEEE Directive.

7 Specific Terms

7.1 Changes to the Contract

- 7.1.1 BT may amend the Contract (including the Charges) at any time by either:
- (a) publishing the amendment online at www.bt.com/pricing or www.bt.com/terms (or any other online address that BT advises you of); or
 - (b) by giving Notice to you.
- 7.1.2 In the event that the amendments cause you material detriment, BT will give you Notice at least 30 days before the change is to take effect and, in the case of any other amendments, at least one day before the change is to take effect.
- 7.1.3 If BT makes any amendment to the Contract that causes you material detriment, you will not have to pay any Termination Charges if you give Notice to terminate the affected Service in accordance with Clause 17 of the General Terms within:
- (a) 90 days after the date of notification if BT has only published the amendment online in accordance with Paragraph 7.1.1(a); or
 - (b) 30 days after the date of the Notice if BT has given you Notice in accordance with Paragraph 7.1.1(b).

7.2 Minimum Period of Service and Minimum Volume

- 7.2.1 At the end of the Minimum Period of Service, unless one of us gives Notice to the other of an intention to terminate the Service in accordance with the Contract, BT will continue to provide the Enterprise Connect Service and both of us will continue to perform each of our obligations in accordance with the Contract.
- 7.2.2 If either of us gives Notice to the other of an intention to terminate the Enterprise Connect Service, BT will cease delivering the Enterprise Connect Service at the time of 23:59 on the last day of the Minimum Period of Service.
- 7.2.3 You will specify a minimum volume of Users ("**MVU**") on the Order.
- 7.2.4 You will meet the MVU within three months of the Service Start Date and continue to meet the MVU throughout the remainder of the Minimum Period of Service.
- 7.2.5 If you do not meet the MVU within three months of the Service Start Date or the number of Users falls below the MVU for any two consecutive months during the remainder of the Minimum Period of Service, then BT may agree a new MVU with you, and adjust the Charges accordingly.

7.3 Customer Committed Date

- 7.3.1 If you request a change to the Enterprise Connect Service or any part of the Enterprise Connect Service, then BT may revise the Customer Committed Date to accommodate that change.
- 7.3.2 BT may expedite delivery of the Enterprise Connect Service for operational reasons or in response to a request from you, but this will not revise the Customer Committed Date.

7.4 Access to Emergency Services

- 7.4.1 BT will provide the ability for Users to call the emergency services by dialling "**999**" or "**112**" and will provide caller location information.
- 7.4.2 Where you request, and BT moves, a telephone number from one Site to another, there may be a delay in updates to caller location information held by the emergency services and until the emergency services receive any updated location information, the location information held by the emergency services will be the address of the Site before the number was moved.

7.5 IP Addresses and Telephone Numbers

- 7.5.1 Except for private IP Addresses and any IP Addresses expressly registered in your name, all IP Addresses made available with the Service will at all times remain BT's property or the property of BT's suppliers and will be non-transferable.
- 7.5.2 Except for IP Addresses expressly registered in your name, all of your rights to use IP Addresses will cease on termination or expiration of the Enterprise Connect Service.
- 7.5.3 You will not own any telephone number related to the Enterprise Connect Service and, apart from your right to number portability if you change communications provider, all your rights to use telephone numbers will cease on termination or expiration of the Enterprise Connect Service.



7.6 Invoicing

7.6.1 Unless set out otherwise in any applicable Order, BT will invoice you for the following Charges in the amounts set out in any applicable Order:

- (a) Installation Charges, on the Service Start Date, or where the installation period is estimated to be longer than one month, monthly in arrears starting from when you place an Order until the Service Start Date;
- (b) Recurring Charges, except Usage Charges, monthly in advance on the first day of the relevant month and for any period where the Enterprise Connect Service is provided for less than one month, the Recurring Charges will be calculated on a daily basis;
- (c) any Charges for any Purchased Equipment from the Service Start Date, and those Charges that will apply from the date you take delivery or possession of that Purchased Equipment;
- (d) Professional Services Charges;
- (e) De-installation Charges within 60 days of de-installation of the Enterprise Connect Service; and
- (f) any Termination Charges incurred in accordance with Paragraph 7.9 upon termination of the relevant Service.

7.6.2 BT may invoice you for any of the following Charges in addition to those set out in any applicable Order:

- (a) Charges for investigating Incidents that you report to BT where BT finds no Incident or that the Incident is caused by something for which BT is not responsible under the Contract;
- (b) Charges for commissioning the Enterprise Connect Service outside of Business Hours;
- (c) Charges for expediting provision of the Enterprise Connect Service at your request after BT has informed you of the Customer Committed Date; and
- (d) any other Charges as set out in any applicable Order or the BT Price List or as otherwise agreed between both of us.

7.7 Charges at the End of the Contract

7.7.1 If you exercise your right in accordance with Clause 17 of the General Terms to terminate the Contract or any Service for convenience, you will pay BT:

- (a) all outstanding Charges for Service rendered;
- (b) any remaining Charges outstanding with regard to Purchased Equipment; and
- (c) any other Charges as set out in any applicable Order.

7.8 Cancellation Charges

7.8.1 For the purposes of Clause 16 of the General Terms, if you cancel an Order, or part of it, any time before the Service Start Date you will pay BT:

- (a) the Installation Charge except where civil engineering work has been carried out by BT to install a PSTN line, in which case you will pay BT for the full cost of any such civil engineering work already carried out up to the time of cancellation (including but not limited to any additional work necessary to reinstate any public footpath or highway as a result of such early cancellation); and
- (b) any Charges for any Purchased Equipment that you have ordered from BT.

7.9 Termination Charges

7.9.1 If you terminate the Contract, the Enterprise Connect Service or any applicable Order for convenience in accordance with Clause 17 of the General Terms you will pay BT:

- (a) all outstanding Charges for service rendered;
- (b) any remaining Charges outstanding with regard to BT Equipment or Purchased Equipment;
- (c) any additional amounts due under the Contract; and
- (d) any other Charges as set out in any applicable Order.

7.9.2 In addition to the Charges set out at Paragraph 7.9.1 above, if you terminate during the Minimum Period of Service, you will pay BT:

- (a) for any parts of the Enterprise Connect Service that were terminated during the Minimum Period of Service, Termination Charges, as compensation, equal to:
 - (i) 100 per cent of the Recurring Charges for any remaining months of the first 12 months of the Minimum Period of Service;
 - (ii) 20 per cent of the Recurring Charges for the remaining months, other than the first 12 months of the Minimum Period of Service;
 - (iii) any waived Installation Charges; and
 - (iv) any waived Charges for any Purchased Equipment.

7.9.3 BT will refund to you any money you have paid in advance after deducting any Charges or other payments due to BT under the Contract.

7.10 Service Amendment



- 7.10.1 You may request, by giving BT Notice, a change to:
- (a) an Order for the Enterprise Connect Service (or part of an Order) at any time before the applicable Service Start Date; or
 - (b) the Enterprise Connect Service at any time after the Service Start Date.
- 7.10.2 If you request a change in accordance with Paragraph 7.10.1, except where a change results from BT's failure to comply with its obligations under the Contract, BT will, within a reasonable time, provide you with a written estimate, including:
- (a) the likely time required to deliver the changed Enterprise Connect Service; and
 - (b) any changes to the Charges due to the changed Enterprise Connect Service.
- 7.10.3 BT has no obligation to proceed with any change that you request in accordance with Paragraph 7.10.1, unless and until the necessary changes to the Charges, implementation timetable and any other relevant terms of the Contract to take account of the change are agreed between both of us in writing.



Part B – Service Delivery and Management

8 BT's Obligations

8.1 Service Delivery

8.1.1 Before the Service Start Date and, if applicable, throughout the provision of the Service, BT:

- (a) will provide you with contact details for the Service Desk;
- (b) will comply with all reasonable health and safety rules and regulations and reasonable security requirements that apply at the Site(s) and have been notified to BT in writing, but BT will not be liable if, as a result of any such compliance, BT are in breach of any of BT's obligations under this Contract;
- (c) will, where applicable, arrange for any surveys to be conducted to confirm the availability of a suitable Access Line to the Site(s). Where the surveys identify that additional civil engineering work is required in order to provide a suitable Access Line to the Site(s), BT may provide a new quote to you, detailing the additional Charges you will need to pay for the civil engineering work to be completed, and:
 - (i) where you accept the new quote, will cancel the existing Order to the affected Site(s), will generate a new Order for the affected Site(s) and will arrange for the additional engineering works to be carried out; or
 - (ii) if you do not accept the new quote, will cancel your existing Order for the provision of Service to the affected Site(s) and BT will have no obligation to provide the Service,
 - (iii) and BT may raise a Charge for any reasonable costs incurred as a result of the survey in accordance with Clause 16 of the General Terms.
- (d) will provide you with a Customer Committed Date and will use reasonable endeavours to meet any Customer Committed Date;
- (e) will provide you with a username and password for Workplace at the Service Start Date;
- (f) will provide you with information on how to use Workplace;
- (g) may need to provide reasonable instructions to you from time to time in order to reconfigure or update components connected to the Service. BT will allow you reasonable time to execute our instructions prior to us making any changes that may impact the Service.

8.1.2 If you fail to comply with BT's reasonable instructions in accordance with Paragraph 8.1.1(g) above BT does not guarantee that it will be able to provide the Service and BT will have no liability for your failure to carry out our reasonable instructions.

8.2 Commissioning of the Service

Before the Service Start Date, BT will:

- 8.2.1 configure the Service;
- 8.2.2 conduct a series of standard tests on the Service to ensure that it is configured correctly; and
- 8.2.3 on the date that BT has completed the activities in this Paragraph 8.2, confirm to you the Service Start Date.

8.3 During Operation

On and from the Service Start Date, BT:

- 8.3.1 will respond and use reasonable endeavours to remedy an Incident without undue delay and in accordance with the Service Care Levels defined in Part C of the Contract;
- 8.3.2 will work with Openreach to restore Service as soon as practicable during Local Contracted Business Hours if you report an Incident on the Access Line;
- 8.3.3 may carry out Maintenance from time to time and will use reasonable endeavours to inform you:
 - (a) at least five Business Days before any Planned Maintenance on the BT Network, however, BT may inform you with less notice than normal where Maintenance is required in an emergency, or
 - (b) without undue delay for scheduled Access Line maintenance by Openreach;
- 8.3.4 may, in the event of a security breach affecting the Service, require you to change any or all of your passwords.

8.4 The End of the Service

- 8.4.1 On termination of the Service by either of us, BT will delete your access to Workplace.
- 8.4.2 If you will require access to any of the information held on Workplace after termination of the Service, you are responsible for downloading that information before termination of the Service.

9 Your Obligations



9.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the Service, you will:

- 9.1.1 provide BT with the names and contact details of the Customer Contact, but BT may also accept instructions from a person who BT reasonably believes is acting with your authority;
- 9.1.2 provide BT with any information reasonably required without undue delay;
- 9.1.3 provide BT with access to any Site(s) during Business Hours, or as otherwise agreed, to enable BT to set up, deliver and manage the Service;
- 9.1.4 complete any preparation activities that BT may request to enable you to receive the Services promptly and in accordance with any reasonable timescales;
- 9.1.5 provide BT with Notice of any health and safety rules and regulations and security requirements that apply at the Site(s);
- 9.1.6 in jurisdictions where an employer is legally required to make such disclosure to its Users and other employees:
 - (a) inform your Users and other employees that as part of the Service being delivered by BT, BT may monitor and report to you the use of the Service by them;
 - (b) ensure that your Users and other employees have consented or will be deemed to have consented to such monitoring and reporting (if such consent is legally required); and
 - (c) agree that BT will not be liable for any failure by you to comply with this Paragraph 9.1.6 and you will be liable to BT for any Claims, losses, costs or liabilities incurred or suffered by BT due to your failure to comply with this Paragraph 9.1.6.
- 9.1.7 ensure that the LAN protocols and applications you use will be compatible with the Service;
- 9.1.8 prepare and maintain the Site(s) for the installation of the Purchased Equipment and supply of the Service, including:
 - (a) provide a suitable and safe operational environment for any Purchased Equipment including all necessary trunking, conduits, cable trays, and telecommunications connection points in accordance with BT's reasonable instructions and applicable installation standards;
 - (b) take up or remove any fitted or fixed floor coverings, ceiling tiles and partition covers or provide any openings in buildings required to connect the BT Equipment or Purchased Equipment to appropriate telecommunications facilities in time to allow BT to undertake any necessary installation or maintenance Services;
 - (c) carry out any work that may be required after installation to make good any cosmetic damage caused during the installation or maintenance of the Enterprise Connect Services;
 - (d) carry out any work that may be required after installation to make good any cosmetic damage caused during installation or maintenance;
 - (e) provide a secure, continuous power supply at the Site(s) for the operation and maintenance of the Enterprise Connect Service, BT Equipment or Purchased Equipment at such points and with such connections as BT specifies, and, in order to mitigate any interruption to the Enterprise Connect Service resulting from failure in the principal power supply, provide back-up power with sufficient capacity to confirm to the standby requirements of the applicable standards.
 - (f) create an access code and password for each User in order to connect to the Enterprise Connect Service. Each access code will only be assigned to, and used by, a single User. The access code is a string of characters which includes a namespace that will be common to all of your User and a User ID that uniquely identifies each User among all the other Users with the same namespace. The namespace is specified by you and will be based on an Internet domain registered to you. BT may refuse the use of any namespace requested by you;
 - (g) nominate a Customer Contact who will use Workplace to control the provision of the Service to Users. The Customer Contact is responsible for selecting the most appropriate Service options for each User as described on Workplace;
 - (h) provide all necessary PC hardware, Internet connected devices, applications or services not provided as part of the Service or software or other equipment connected to the Ethernet Connect Service; and
 - (i) ensure a corporate data network is in place to connect to the Enterprise Connect Service.

9.2 During Operation

On and from the Service Start Date, you will:

- 9.2.1 ensure that Users report all Incidents to the Customer Contact and not to the Service Desk;
- 9.2.2 ensure that the Customer Contact will take Incident reports from Users and pass these to the Service Desk using the reporting procedures agreed between both of us, and is available for all subsequent Incident management communications;



- 9.2.3 monitor and maintain any Customer Equipment connected to the Enterprise Connect Service or used in connection with an Enterprise Connect Service;
- 9.2.4 ensure that any Customer Equipment that is connected to the Enterprise Connect Service or that you use, directly or indirectly, in relation to the Enterprise Connect Service is:
 - (a) connected using the applicable BT Network termination point, unless you have BT's permission to connect by another means;
 - (b) adequately protected against viruses and other breaches of security;
 - (c) technically compatible with the Service and will not harm or damage BT Equipment, the BT Network, or any of BT's suppliers' or subcontractors' network or equipment; and
 - (d) approved and used in accordance with relevant instructions, standards and Applicable Law and any safety and security procedures applicable to the use of that Customer Equipment;
- 9.2.5 immediately disconnect any Customer Equipment which does not meet any relevant instructions, standards or Applicable Law;
- 9.2.6 distribute, manage and maintain access profiles, passwords and other systems administration information relating to the control of your access to Workplace, including taking such measures that will allow BT to correctly identify your authorised representatives;
- 9.2.7 ensure the security and proper use of all valid User access profiles, passwords and other systems administration information used in connection with the Service and:
 - (a) immediately terminate access for any person who is no longer a User;
 - (b) inform BT immediately if a User's ID or password has, or is likely to, become known to an unauthorised person, or is being or may be used in an unauthorised way;
 - (c) take all reasonable steps to prevent unauthorised access to the Service;
 - (d) satisfy BT's security checks if a password is lost or forgotten; and
 - (e) change any or all passwords or other systems administration information used in connection with access to Workplace if BT requests you to do so in order to ensure the security or integrity of the Service.
- 9.2.8 inform BT within five Business Days if you become aware that the number of Users is likely to grow to more than 200 per cent of the forecast volume stated in the Order.

9.3 The End of the Service

On termination of the Enterprise Connect Service by either of us, you will:

- 9.3.1 provide BT with all reasonable assistance necessary to remove BT Equipment from the Site(s);
- 9.3.2 disconnect any Customer Equipment from BT Equipment located at the Site(s);
- 9.3.3 not dispose of or use BT Equipment other than in accordance with BT's written instructions or authorisation;
- 9.3.4 arrange for any BT Equipment located at the Site(s) to be returned to BT; and
- 9.3.5 be liable for any reasonable costs of recovery that BT incurs in recovering the BT Equipment.

9.4 Notification of Incidents

Where you become aware of an Incident:

- 9.4.1 the Customer Contact will report it to the Service Desk;
- 9.4.2 BT will give you a Ticket;
- 9.4.3 BT will inform you when it believes the Incident is cleared and will close the Ticket when:
 - (a) you confirm that the Incident is cleared within 24 hours after having been informed; or
 - (b) BT has attempted unsuccessfully to contact you, in the way agreed between both of us in relation to the Incident, and you have not responded within 24 hours following BT's attempt to contact you.
- 9.4.4 If you confirm that the Incident is not cleared within 24 hours after having been informed, the Ticket will remain open, and BT will continue to work to resolve the Incident.
- 9.4.5 BT will endeavour to clear and close an Incident in accordance with the Service Target set out in Paragraph 10.9 below.



Part C – Service Targets

10 Service Target

10.1 BT will provide you with the following Service Targets.

All Service Targets are estimates only and BT will not be liable for its failure to meet these Service Targets.

10.2 Portal Setup

Within 10 Business Days of you receiving an EBB order pack or within 20 Business Days of receiving an ECX order pack, BT will provide you with access details in order to enable you to log into Workplace and begin to order Service for your end Users.

10.3 DSL Provision

BT will use reasonable endeavours to complete 85% of DSL provision orders placed through Workplace within 10 Business Days. This excludes FTTP variants of DSL.

10.4 DSL Migration

BT will use reasonable endeavours to complete 85% of DSL migration orders placed through Workplace within 10 Business Days unless rejected by the losing provider. This excludes migrations to FTTP from other variants of DSL.

10.5 PSTN Installation

10.5.1 BT will use reasonable endeavours to complete 75% of PSTN installations ordered through Workplace within 10 Business Days.

10.5.2 PSTN installations for sites that require a survey as determined by Openreach may be delayed by factors outside of BT's control and so it is not possible to give a Service Target for PSTN provision for those sites.

10.6 PSTN Migration

BT will use reasonable endeavours to complete 85% of PSTN migration orders placed through Workplace within 10 Business Days unless rejected by the losing provider. This excludes migration to FTTP from other variants of DSL.

10.7 Re-grade Orders

BT will use reasonable endeavours to complete 85% of all changes to Services placed through Workplace within 12 Business Days. This excludes re-grades to FTTP from other variants of DSL.

10.8 Ticket Response

BT will use reasonable endeavours to respond to 90% of all fault tickets escalated to BT by you through Workplace within 4 hours for Service provided with Standard Care and within 2 hours for Service provided with VIP Care.

10.9 Ticket Resolution

10.9.1 BT will use reasonable endeavours to clear and return to you for response, 75% of fault tickets raised to BT by you through Workplace within 48 hours for Service provided with Standard Care and within 24 hours for Service provided with VIP Care.

10.9.2 This excludes any time when we may be waiting for information from you that we need in order to be able to resolve the fault. Where fault resolution requires an engineering visit, appointments will be made available during Business Days.

10.10 Workplace Availability

The Workplace availability Service Target is 99.9%.

10.11 Helpdesk

95% of calls answered by the Customer helpdesk will be answered within 90 seconds.



Part D – Defined Terms

11 Defined Terms

In addition to the defined terms in the General Terms, capitalised terms in this Schedule will have the below meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms, these defined terms will take precedence for the purposes of this Schedule). BT has repeated some definitions in this Schedule that are already defined in the General Terms. This is to make it easier for you to find the definitions when reading this Schedule.

“**Access Line**” means a connection between the Site(s) and the BT Network.

“**Authentication**” means the process of identifying a User to establish a connection into a network.

“**Availability**” means the percentage of time for which a specific aspect of the Service is provided to you without deterioration in its usual performance.

“**Business Hours**” means between the hours of 0800 and 1700 in a Business Day.

“**Connection Charges**” means those Charges set out in any applicable Order in relation to the provision of Service to a particular Site or to a change to the Service provided to a particular Site.

“**Corporate Administrator**” means anyone within your organisation with responsibility for managing the Service, and who has been trained by BT on the use of Workplace.

“**CPE**” means Customer Premises Equipment which is any equipment (including Software embedded in or run on such equipment), whether BT Equipment, Purchased Equipment, Supplied Equipment or equipment owned by you, which is provided, maintained or managed by BT as part of the Service and which is located at a Site, access to which can be granted by you to BT.

“**Customer Committed Date**” means the date provided by BT on which delivery of the Service (or each part of the Service, including to each Site) is due to start.

“**Customer Contact**” means any individuals authorised to act on your behalf for any matters in relation to the Service and who has responsibility for managing the Service through Workplace.

“**Customer Equipment**” means any equipment including any Purchased Equipment and any software used by you in connection with a Service.

“**Customer Service Centre**” means the team within BT providing first line support for the Service.

“**De-installation Charges**” means the charges payable by you on de-installation of the Enterprise Connect Service that are equal to the then current rates for Installation Charges on the date of de-installation.

“**DSL**” means digital subscriber line, a technology for transferring high bandwidth information over copper or fibre lines.

“**EBB**” means the connection that links your Users directly to the global Internet using an allocated public IP Address.

“**ECX**” means the connection that links your broadband lines directly into your BT provided corporate data network without making use of the global Internet.

“**Escalation**” means the process whereby tickets can be passed between support teams, including from your first line support team into BT.

“**FTTP**” means fibre to the premises which is a particular type of DSL service using a fibre connection to the NTE.

“**General Terms**” means the general terms that this Schedule is attached to, or where not attached to this Schedule, may be found at www.bt.com/terms, and form part of the Contract.

“**Incident**” means an unplanned interruption to, or a reduction in the quality of, the Service or particular element of the Service.

“**Installation Charges**” means those Charges set out in any applicable Order in relation to installation of the Service.

“**Internet**” means a global system of interconnected networks that use the IP communication standards to link devices.

“**IP**” means a communications protocol for devices connected to the Internet that specifies the format for addresses and units of transmitted data.

“**IP Address**” means a unique number on the Internet of a network card or controller that identifies a device and is visible by all other devices on the Internet.

“**IP Network**” means the global IP communications network owned or leased by BT and used to provide the Service.

“**Local Contracted Business Hours**” means the times during which maintenance of any Access Line is provided, which will be Business Hours unless set out otherwise in any applicable Order.

“**Managed Service**” means a managed voice or/and data telecommunications service. Management services are provided as an overlay to the following services to provide a fully managed solution:

- (a) Wide Area Network (WAN);
- (b) Local Area Network (LAN);
- (c) Unified Communications (UC).



"Managed Service Schedule to the General Terms" means a Service Schedule for Managed Services that can be found at <https://www.globalservices.bt.com/en/terms-and-conditions>.

"Managed Service from BT" means a managed voice or/and data telecommunications service. Management services are provided as an overlay to the following services to provide a fully managed solution:

- (a) Wide Area Network (WAN);
- (b) Local Area Network (LAN);
- (c) IP Telephony (IPT);
- (d) Security;
- (e) Applications such as Microsoft Services and AAI.

"Managed Service from BT Schedule to the General Terms" means a Service Schedule for Managed Service from BT that can be found at <https://www.globalservices.bt.com/en/terms-and-conditions/managed-service-from-bt-terms-and-conditions>.

"Measurement Window" means the period of time, defined for each Service Target, over which the associated Performance Metric will be averaged to determine whether that Service Target has been met.

"Migration" means the process of transferring some part of a Customer's Service from BT to another service provider, or the process of transferring some part of a Customer's Service from another service provider to BT.

"Minimum Period of Service" means a period of 12 consecutive months beginning on the Service Start Date, unless set out otherwise in any applicable Order.

"Network Terminating Equipment" or **"NTE"** means the socket where your wiring, equipment or existing qualifying data service is connected to the Access Line.

"Openreach" is a wholly owned BT Group plc business.

"Performance Metric" means any of the dimensions of the performance of the Service identified in the body of this Schedule.

"Planned Maintenance" means any Maintenance BT has planned to do in advance.

"Professional Services" means those services provided by BT which are labour related services.

"PSTN" means Public Switched Telephone Network, which is the concentration of the world's public circuit switched telephone networks.

"Recurring Charges" means the Charges for the Service or applicable part of the Service that are invoiced repeatedly in every payment period (e.g. every month), as set out in any applicable Order.

"Service" has the meaning given in Paragraph 1.

"Service Care Levels" means the times to respond to or repair an Incident that BT will endeavour to achieve in response to a fault report.

"Service Delivery Manager" means a senior manager with overall responsibility for the day to day delivery of the Service.

"Service Desk" means the helpdesk that you will be able to contact to submit service requests, report Incidents and ask questions about the Service.

"Service Management Boundary" has the meaning given in Paragraph 5.1.

"Service Options" has the meaning given in Paragraph 3.

"Service Target" means any of the performance objectives defined in the body of this Schedule, for a specific Performance Metric, measured over the associated Measurement Window.

"Site" means a location at which the Service is provided.

"Standard Care" means the standard Service Target times for fault response and repair that comes as standard with the Service.

"Standard Service Components" has the meaning given in Paragraph 2.

"Ticket" means the unique reference number provided by BT for an Incident.

"VIP Care" means a chargeable Service option that enhances the Service Target times for fault response and repair.

"WEEE" has the meaning given in Paragraph 6.10.1.

"WEEE Directive" means Article 13 of the Waste Electrical and Electronic Equipment Directive 2012.

"Working Hours" means 0900hrs to 1800hrs during a Business Day.

"Workplace" means the web-based administration system which is available to the Customer Contact(s) at <https://workplace.btenterprise.com> and which you can use to report faults and order Service Options.