



Virtual Event (with Webex Webinars) Service Schedule Part A – Service Terms

Customer Legal Name ("Customer")	XXXXXXXXXXXX	BT Legal Name ("BT")	BT Global ICT Business Spain SLU
Customer's Registered Address and Registered Number	XXXXXXXXXXXX XXXXXXXXXXXX	BT's Registered Address and Registered Number	Calle María Tubau, nº 3, 6th floor, 28050 Madrid. Registered VAT number: B-88625496
"Effective Date"	XX XXXXX XXXX	BT Agreement No.	N/A

Virtual Event Service Schedule (with Webex Webinars) Part A – Service Terms

Section A Service Terms

1. SERVICE SUMMARY

- 1.1 BT's Virtual Event Service with Webex Webinar is a virtual event management service offering the Customer the ability to run online Customer Events, using Webex Webinar to provide integrated audio and video communications. In addition, Virtual Event with Webex Webinar provides Audio Dial-In for Customer's Users who need to dial in to the Virtual Event when unable to access VoIP service.
- 1.2 The Service provides virtual event management support as set out in any applicable Order, comprising:
 - 1.2.1 the standard components of the Service set out in Part B; and
 - 1.2.2 any optional components described in Part B and set out in any applicable Order, up to the point of the Service Management Boundary ("**Service**").
- 1.3 This Part A sets out the specific terms and conditions applicable to the Service, and Part B sets out the service description and the terms relating to how BT manages the Service.
- 1.4 This Schedule will not apply for the provision of any other services provided by BT (including the Enabling Services) as such services will be governed by their separate terms and conditions.

2. CHANGES TO THE SERVICE

- 2.1 BT may change the Service provided the performance and quality of the Service is not materially adversely affected. Prior to introducing any change to the Service BT shall provide the Customer with as much notice as is reasonably practicable. Such changes may include:
 - 2.1.1 introducing or removing features of the Service; or
 - 2.1.2 replacing the Service with a materially equivalent Service.

Section B Customer Obligations

3. CUSTOMER OBLIGATIONS

- 3.1 The Customer will:
 - 3.1.1 provide BT with the names and contact details of the Customer contact(s) authorised to make service requests. The Customer is responsible for training its contacts on how to interface with the Service;



- 3.1.2 use the Incident reporting procedures notified to Customer by BT, and ensure that the Customer contact has been briefed on the minimum information required before reporting an Incident and is available for all subsequent Incident management communications;
- 3.1.3 without undue delay provide BT with any information or assistance reasonably required by BT to enable it to comply with Applicable Law and perform its obligations hereunder with respect to the Service;
- 3.1.4 complete any preparation activities that BT may request to enable the Customer to receive the Service promptly and in accordance with any agreed timescales;
- 3.1.5 procure services that are needed to permit the Service to operate, including Enabling Services as defined in Part B, and ensure they meet the minimum technical requirements specified by BT;
- 3.1.6 where the Customer has provided its own or a third-party Enabling Service, ensure and confirm to BT that the Enabling Service is working correctly before reporting Incidents to BT;
- 3.1.7 inform BT of any planned maintenance on any third party provided Enabling Service;
- 3.1.8 be responsible for its Content and that of its Users (including any Content hosted by the Customer or any User on behalf of third parties);
- 3.1.9 ensure that they have booked the Event for the correct period of time. Events cannot be extended once the Event has started;
- 3.1.10 ensure that Users are aware of the BT User Adoption Support available to them;
- 3.1.11 ensure that Users have the appropriate client(s) installed on their desktop/mobile device(s) if required;
- 3.1.12 provide all information reasonably required by BT to provide the Service including any agreed integration with the Customer's own applications or voice services. The Customer is responsible for providing and maintaining any such application(s) and for providing access to it as required by BT for the entire duration of the Service;
- 3.1.13 ensure that Users have consented to being recorded prior to BT recording an Event;
- 3.1.14 be responsible for the provision, licensing, deployment, administration, management and maintenance of the User devices and all associated Event costs;
- 3.1.15 provide a Customer service desk and/or organisation that will:
 - (a) be available at times appropriate to align with the delivery of the Service in support of its IT environment used in the provision of the Service;
 - (b) be familiar with the Service; and
 - (c) liaise with BT as required for all appropriate Incident management to support the Service.

Section C – Acceptable Use Policy

4. INTRODUCTION

- 4.1 The Customer acknowledges that it has read and agrees to be bound by and to ensure that any Users will comply with this Section C ("Acceptable Use Policy" or "AUP").

5. USE OF THE SERVICE

- 5.1 The Customer will not use the Service in breach of Applicable Law or in any way that is considered to be:
 - 5.1.1 detrimental to any person or in a manner which violates or otherwise encroaches on the rights of others (including rights of privacy and free expression); and
 - 5.1.2 detrimental to the provision of services to the Customer or any other BT customer.



Section D – Compliance and Regulation

6. EXPORT OF CONTENT USING CLOUD SERVICES

- 6.1** The Service comprises of a cloud service that utilises software and technology that may be subject to export control laws of various countries. The Customer is solely responsible for any compliance related to the way the Customer uses the Service and the location the Service is used including access by Users to the Service and for the Customer's Content transferred or processed using the Service, including any publication of such Content.

Section E - Charges, Term and Termination

7. CHARGES

- 7.1** The Customer will pay the Charges for the Service and any optional features as specified in the Order.
- 7.2** The Customer may select as set out in the order between a PAYG model or a fixed charge model based on a minimum number of Events.
- 7.3** Where the Customer has not complied with the obligations set out in this Schedule or the Governing Agreement and BT is prevented from providing the Service, BT will charge the Customer as if the Service had been cancelled in accordance with the cancellation Charges and timescales set out in the Order.
- 7.4** In addition to the Charges set out in the Order, BT reserves the right to charge the Customer for investigating Customer reported incidents where BT finds no Incident or that the incident is outside of the Service Management Boundary.
- 7.5** If Customer's attendees cannot connect to the event via VoIP, BT will permit the use of the Audio Dial-In Service Option to access the Virtual Event. In such event:
- 7.5.1** Any PSTN or mobile usage charges shall be paid by the Customer to its respective third party telephony or mobile provider; and
 - 7.5.2** BT will charge the Customer toll dial-in access costs for any overage usage as set out in the Order.

8. TERM

- 8.1** The Subscription Term will be set out in the Order.
- 8.2** At the end of the Subscription Term the Customer will be required to enter into a new Order for future Events and the Charges may change.

Section F - Data Protection

This section supplements the data provisions that may be set out in the Governing Agreement:

9. DURATION OF THE PROCESSING OF PERSONAL DATA

- 9.1** BT will Process the Customer Personal Data for the Service for as long as BT provides the Service and for as long as BT may be required to Process the Customer Personal Data in accordance with Applicable Law.

10. THE NATURE AND PURPOSE OF THE PROCESSING OF PERSONAL DATA

- 10.1** The Service provides an event management service to be used with Webex Webinar.
- 10.2** The nature and purpose of the Processing of Customer Personal Data by BT includes:
- 10.2.1** Reservations of Events using the Service; and
 - 10.2.2** Any billing details of Users to invoice the Service.
- 10.3** Where the provision and management of the Service is provided by the Supplier, any Processing of Personal Data by the Supplier will be subject to the Supplier's privacy policy as set out on <https://www.cisco.com/c/en/us/about/trust-center/customer-data-privacy-policy.html>



11. TYPES OF PERSONAL DATA AND CATEGORIES OF DATA SUBJECTS

11.1 The types of Customer Personal Data Processed by BT or the Customer will be:

- 11.1.1 name;
- 11.1.2 business address;
- 11.1.3 telephone number (fixed/mobile);
- 11.1.4 email address;
- 11.1.5 call records;
- 11.1.6 Customer contact notes from call/correspondence relating to Customer care;
- 11.1.7 details of products and services taken by the Customer;
- 11.1.8 Customer account number; and
- 11.1.9 billing details.

This list is not exhaustive as the Customer will specify what Customer Personal Data is Processed.

11.2 The types of Customer Personal Data which Processed by the Supplier are set out at: <https://www.cisco.com/c/en/us/about/trust-center/data-privacy.html> whereby for this Service the following datasheets apply:

- 11.2.1 Webex Meetings: <https://trustportal.cisco.com/c/dam/r/ctp/docs/privacydatasheet/collaboration/cisco-webex-meetings-privacy-data-sheet.pdf>
- 11.2.2 Webex App: <https://trustportal.cisco.com/c/r/ctp/trust-portal.html#/1552559092865176>

11.3 The Customer Personal Data will concern the following categories of Data Subjects:

- 11.3.1 Customer;
- 11.3.2 Customer employees;
- 11.3.3 Customer's customers or third parties; and
- 11.3.4 any Data Subject (as controlled by the Customer).

This list is not exhaustive as the Customer will specify what Customer Personal Data is Processed.

Section G - Defined Terms and Abbreviations

For the purposes of this Schedule defined terms and abbreviations shall have the meaning ascribed to them within the body of the Schedule or below:

“**Applicable Laws**” shall have the meaning given to it in the Governing Agreement.

“**BT Service Desk**” has the meaning given to it in Part B.

“**BT User Adoption Support**” is a service provided by BT as set out in Part B.

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

“**Charges**” mean the fees and charges that the Customer will pay in relation to Service as set out in the Order.

“**Content**” means applications, data, information (including emails), video, graphics, sound, music, photographs, software or any other material.

“**Customer Personal Data**” means any Personal Data Processed as a Processor by BT or the Supplier in the context of providing the Services under this Schedule.

“**Customer Service Handbook**” has the meaning given to it in Part B.

“**Data Subjects**” shall have the meaning given to it in the GDPR.

“**Enabling Services**” means the services as defined in Part B – Service Description

“**Event**” means the virtual conference call (which can be a video call) that BT will host as further described in this Schedule.



“**GDPR**” means the General Data Protection Regulation (EU) 2016/679 (“EU GDPR”) and any amendment or replacement to it, (including any corresponding or equivalent national law or regulation that implements the GDPR as applicable to the Processing).

“**Governing Agreement**” means the master terms and conditions which govern this Schedule.

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

“**Order**” means an Order that accompanies a Service Schedule for a new Service and contains the Parties agreement on Charges, rate card (where applicable) and any other relevant commercial information related to the Service referred to in the Order.

“**PAYG**” means pay as you go pricing model based on how much of the Service is consumed by the Users.

“**Personal Data**” shall have the meaning given to it in the GDPR.

“**Process**”, “**Processing**” and “**Processor**” shall have the meaning given to it in the GDPR.

“**Schedule**” means this Part A and Part B setting out terms describing the Service.

“**Service**” has the meaning given to it in Paragraph 1.1

“**Service Management Boundary**” has the meaning given to it in Part B – Service Description.

“**Subscription Term**” is set out in the Order

“**Supplier**” means Cisco Systems, Inc.

“**User**” means either a speaker, presenter or participant on an Event.

“**VoIP**” means Voice over IP; a technology to deliver voice communications session over the internet.

“**Webex Webinars**” means the service provided by BT as defined in Part B.

In witness whereof, the Parties execute this document electronically, been effective from the date of the second signatory.

Customer [Include Complete Customer name]	BT Global ICT Business Spain, S.L.U.
Signed: 	Signed:
(Authorised representative)	(Authorised representative)
(Name)	Paul Rhodes
Legal representative	Legal representative