



BT CCPCI (GS) Schedule to the General Terms

Contents

A note on 'you'	2
Words defined in the General Terms	2
Part A – The CCPCI Service	2
1 Service Summary	2
2 Standard Service Components	2
3 Service Options	2
4 Service Management Boundary	2
5 Associated Services and Third Parties	2
6 Specific Terms	3
Part B – Service Delivery and Management	6
7 BT's Obligations	6
8 Your Obligations	6
9 Notification of Incidents	8
Part C – Service Levels.....	9
10 Incident Response	9
Part D – Defined Terms	10
11 Defined Terms	10



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 CCPCI Service

1 Service Summary

BT will provide you with a right to access and use a cloud-based payment service which enables your Telesales Agents to receive payment over the telephone without the Telesales Agents seeing or hearing the caller's payment card information, comprising:

- 1.1 the Standard Service Components; and
- 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 4 ("**CCPCI Service**").

2 Standard Service Components

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

- 2.1 Hosting Set Up to:
 - (a) Configure the Channels;
 - (b) Define and set up of Secure Mode; and
 - (c) set up and configure customer interfaces to the PSP;
- 2.2 public, open APIs, unless you choose to purchase the Professional Services Service Option as set out in Paragraph 0 below; and
- 2.3 SSL Certificates.

3 Service Options

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

- 3.1 **Professional Services:**
 - 3.1.1 Integration with Interactive Voice Response.
 - 3.1.2 If your chosen PSP is one for which no interface into the secure configuration service already exists then additional charges may apply for the development of the new interface.
 - 3.1.3 If you require assistance from BT to integrate the CCPCI Service into your customer system in the correct format, then this activity can be scoped as a professional service at an additional charge.

4 Service Management Boundary

- 4.1 BT will provide and manage the CCPCI Service in accordance with Parts B and C of this Schedule and as set out in any applicable Order from the point where you present a Call to, or receive a Call from, the Channel ("**Service Management Boundary**").
- 4.2 BT will have no responsibility for your:
 - (a) local connectivity;
 - (b) Customer Equipment;
 - (c) operating systems or third party software;
 - (d) site network configuration;
 - (e) workstation software replacement, installation or modifications;
 - (f) PBX or internal telephony; or
 - (g) access to third party client portals or software
- 4.3 You will be responsible for ensuring the CCPCI Service is configured in accordance with the Product Handbook.
- 4.4 BT does not make any representations, whether express or implied, about whether the CCPCI Service will operate in combination with any Customer Equipment or other equipment and software.

5 Associated Services and Third Parties



- 5.1 You will have the following services in place that will connect to the CCPCI Service and are necessary for the CCPCI Service to function and will ensure that these services meet the minimum technical requirements that BT specifies:
- 5.1.1 a voice network provided by BT with the requisite number of Channels;
 - 5.1.2 contractual arrangements for the management and maintenance of your PSP;
 - 5.1.3 Internet connectivity;
 - 5.1.4 a minimum of Internet Explorer 6, Chrome or Firefox, or other web browser that BT notifies you of, installed and running on computer systems interfacing with the CCPCI Service;
 - 5.1.5 telephony end-point for each Telesales Agent;
 - 5.1.6 appropriate Local Area Network infrastructure plus any corresponding router or port switches.
(each an “**Enabling Service**”).
- 5.2 If BT provides you with any services other than the CCPCI Service (including, but not limited to any Enabling Service) this Schedule will not apply to those services and those services will be governed by their separate terms.

6 Specific Terms

6.1 Minimum Period of Service and Renewal Periods

- 6.1.1 At the end of the Minimum Period of Service, unless one of us has given Notice to the other of an intention to terminate the CCPCI Service in accordance with the Contract, BT will continue to provide the CCPCI Service and each of us will continue to perform our obligations in accordance with the Contract.
- 6.1.2 If either of us gives Notice to the other of an intention to terminate the CCPCI Service, BT will cease delivering the CCPCI Service at the time of 23:59 on the last day of the Minimum Period of Service or subsequent Renewal Period.
- 6.1.3 BT may propose changes to this Schedule or the Charges (or both) by giving you Notice at least 90 days prior to the end of the Minimum Period of Service and each Renewal Period (“**Notice to Amend**”).
- 6.1.4 Within 21 days of any Notice to Amend, you will provide BT Notice:
 - (a) agreeing to the changes BT proposed, in which case those changes will apply from the beginning of the following Renewal Period;
 - (b) requesting revisions to the changes BT proposed, in which case both of us will enter into good faith negotiations for the remainder of that Minimum Period of Service or Renewal Period, as applicable, and, if agreement is reached, the agreed changes will apply from the beginning of the following Renewal Period; or
 - (c) terminating the Contract at the end of the Minimum Period of Service or Renewal Period, as applicable.
- 6.1.5 If we have not reached agreement in accordance with Paragraph 6.1.4(b) by the end of the Minimum Period of Service or the Renewal Period, the terms of this Schedule will continue to apply from the beginning of the following Renewal Period unless you give Notice in accordance with Paragraph 6.1.4(c) or BT may give Notice of termination, in which case BT will cease delivering the CCPCI Service at the time of 23:59 on the last day of the Minimum Period of Service or subsequent Renewal Period as applicable.

6.2 Customer Committed Date

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

6.3 Service Transition

- 6.3.1 If you are transitioning your existing services to BT, you will provide any information or access BT reasonably requests within a reasonable period of time before the Service Start Date, including:
 - (a) an inventory list with information relating to each Device to be transitioned with relevant specifications, including:
 - (i) the location of the Device;
 - (ii) software licence information;
 - (iii) network diagrams;
 - (iv) Device name and IP addressing; and
 - (v) details of any third party contracts, service level agreements and equipment;



- (b) access to your Devices at least 10 Business Days prior to the Service Start Date; and
- (c) copies of relevant extracts of your supplier support contracts for the Devices that are the subject of the service being transitioned. BT will assume that the existing service level agreements with the relevant supplier remain the same as set out in the copies provided to BT, unless you provide BT Notice.

6.3.2 Any changes to the inventory provided in accordance with Paragraph 6.3.1(a) will be made in writing and:

- (a) may cause delay to the transition of your service or the Service Start Date; and
- (b) may result in a change to the Charges to reflect the revised scope of the CCPCI Service.

6.4 Access to Emergency Services

6.4.1 BT will not provide the ability for Telesales Agents to call the emergency services by dialling "999" or "112" and you will make alternative arrangements for Telesales Agents, including the maintenance of a fixed telephone number.

6.5 Invoicing

6.5.1 BT will invoice you for the following Charges in the amounts set out in any applicable Order:

- (a) Set- Up Charges, SSL Certificate Charges and Professional Services 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, monthly in advance on the first day of the relevant month and for any period where the CCPCI Service is provided for less than one month, the Recurring Charges will be calculated on a daily basis; and
- (c) any Termination Charges incurred in accordance with Paragraph 6.6 upon termination of the relevant Service.

6.5.2 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; and
- (b) any other Charges as set out in any applicable Order or the BT Price List or as otherwise agreed between both of us.

6.6 Cancellation and Termination Charges

6.6.1 Cancellation Charges

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 any Set- Up Charges BT has incurred any Charges for anything you have used ("**Cancellation Charges**").

6.6.2 Termination Charges

If you terminate the Contract or the CCPCI Service for convenience in accordance with Clause 17 of the General Terms you will pay BT:

- (a) all outstanding Charges or payments due and payable under the Contract; and
- (b) any other Charges as set out in any applicable Order; and the following additional Charges that BT has to pay a supplier as a result of early termination of the CCPCI Service:

6.6.3 In addition to the Charges set out at Paragraph 6.6.2 above, if you terminate during the Minimum Period of Service or any Renewal Period, you will pay BT:

- (a) for any parts of the CCPCI Service that were terminated during the first 12 months of 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; and
 - (ii) 20 per cent of the Recurring Charges for the remaining months, other than the first 12 months of the Minimum Period of Service;

6.6.4 for any parts of the CCPCI Service that were terminated after the first 12 months of the Minimum Period of Service or during a Renewal Period, Termination Charges, as compensation, equal to 20 per cent of the Recurring Charges for any remaining months of the Minimum Period of Service or the Renewal Period; and

6.7 PCI DSS Compliance Obligations

6.7.1 Other than as set out in Paragraph 6.7.2, BT will ensure the security of Cardholder Data that BT stores, processes or transmits on behalf of you in the provision of the CCPCI Service in accordance with PCI DSS.



- 6.7.2 BT will not be responsible for the compliance of any other element or service outside of the CCPCI Service Service Management Boundary with PCI DSS.
- 6.7.3 You will indemnify BT for any Claims, losses, costs or liabilities that it incurs as a result of your failure to comply with Paragraph 6.7.2.



Part B – Service Delivery and Management

7 BT's Obligations

7.1 Service Delivery

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

- 7.1.1 provide you with contact details for the Service Desk; and
- 7.1.2 a Customer Required Date and will use reasonable endeavours to meet any Customer Required Date.

7.2 Commissioning of the Service

Before the Service Start Date, BT will:

- 7.2.1 configure the CCPCI Service;
- 7.2.2 conduct a series of standard tests on the CCPCI Service to ensure that it is configured correctly;
- 7.2.3 connect the CCPCI Service to each Enabling Service; and
- 7.2.4 on the date that BT has completed the activities in this Paragraph 7.2, confirm to you that the CCPCI Service is available for performance of any Acceptance Tests in accordance with Paragraph 8.3.

7.3 During Operation

On and from the Service Start Date, BT:

- 7.3.1 Will provide the CCPCI Service in the United Kingdom.
- 7.3.2 will respond and use reasonable endeavours to remedy an Incident without undue delay and in accordance with the Service Levels in Part C of the Contract if BT detects or if you report an Incident on the BT Network;
- 7.3.3 may carry out Maintenance and platform updates from time to time and will use reasonable endeavours to inform you at least five Business Days before any Planned Maintenance on the CCPCI Service, the BT Network, BT Equipment or Purchased Equipment, however, BT may inform you with less notice than normal where Maintenance is required in an emergency;
- 7.3.4 may, in the event of a security breach affecting the CCPCI Service, require you to change any or all of your passwords;

7.4 The End of the Service

On termination of the CCPCI Service by either of us, this Contract will automatically end and you will not be able to continue using the CCPCI Service.

8 Your Obligations

8.1 Service Delivery

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

- 8.1.1 ensure that the Customer Contact has sufficient technical knowledge to be able to converse with BT about the CCPCI Service;
- 8.1.2 ensure that the LAN protocols and applications you use are compatible with the CCPCI Service;
- 8.1.3 integrate the CCPCI Service into your CRM systems in the correct format; and
- 8.1.4 You will:
 - (a) provide BT with all relevant information as may be required by BT to deliver the CCPCI Service, including but not limited to security access information and configuration information; and
 - (b) obtain and maintain all necessary licences, consents, and permissions necessary for BT, its contractors and agents to perform their obligations under the Contract;

8.2 If you delay providing any assistance to BT as agreed by both of us, BT may adjust any agreed timetable or delivery schedule as reasonably necessary.

8.3 Acceptance Tests

- 8.3.1 You will carry out the Acceptance Tests for the CCPCI Service within five Business Days after receiving Notice from BT in accordance with Paragraph 7.2.4 ("**Acceptance Test Period**").
- 8.3.2 The CCPCI Service is accepted by you if you confirm acceptance in writing during the Acceptance Test Period or is treated as being accepted by you if you do not provide BT with Notice to the contrary by the end of the Acceptance Test Period.
- 8.3.3 Subject to Paragraph 8.3.4, the Service Start Date will be the earlier of the following:
 - (a) the date that you confirm or BT deems acceptance of the CCPCI Service in writing in accordance with Paragraph 8.3.2; or



(b) the date of the first day following the Acceptance Test Period.

8.3.4 If, during the Acceptance Test Period, you provide BT Notice that the Acceptance Tests have not been passed, BT will remedy the non-conformance without undue delay and provide you Notice that BT has remedied the non-conformance and inform you of the Service Start Date.

8.4 During Operation

On and from the Service Start Date, you will:

8.4.1 ensure that Telesales Agents report Incidents to the Customer Contact and not to the Service Desk;

8.4.2 ensure that the Customer Contact will take Incident reports from Telesales Agents 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;

8.4.3 monitor and maintain any Customer Equipment connected to the CCPCI Service or used in connection with a CCPCI Service;

8.4.4 ensure that any Customer Equipment that is connected to the CCPCI Service or that you use, directly or indirectly, in relation to the CCPCI 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 CCPCI 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;

8.4.5 immediately disconnect any Customer Equipment, or advise BT to do so at your expense, where Customer Equipment:

(a) does not meet any relevant instructions, standards or Applicable Law; or

(b) contains or creates material that is in breach of the Acceptable Use Policy and you are contacted by BT about such material,

and redress the issues with the Customer Equipment prior to reconnection to the CCPCI Service;

8.4.6 distribute, manage and maintain access profiles, passwords and other systems administration information relating to the control of Telesales Agents access to the CCPCI Service;

8.4.7 maintain a written list of current Telesales Agents and provide a copy of such list to BT within five Business Days following BT's written request at any time;

8.4.8 ensure the security and proper use of all valid Telesales Agents access profiles, passwords and other systems administration information used in connection with the CCPCI Service and:

(a) immediately terminate access for any person who is no longer a Telesales Agent;

(b) inform BT immediately if a Telesales Agent'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 CCPCI 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 the CCPCI Service if BT requests you to do so in order to ensure the security or integrity of the CCPCI Service.

8.4.9 supervise and control use of the Supplier Software and the CCPCI Service in accordance with the Contract;

8.4.10 effect and maintain adequate security measures to safeguard the Supplier Software and the CCPCI Service and prevent any unauthorised access to, or use of, the Supplier Software or the CCPCI Service;

8.4.11 only access the Supplier Software or the CCPCI Service by means of a Channel;

8.4.12 not, except where allowed under the Contract or by any Applicable Law which cannot be excluded by agreement between the Parties:

(a) use the Supplier Software, or the CCPCI Service, on behalf of or for the benefit of any third party (including use of the Supplier Software or the CCPCI Service for the purpose of operating a bureau service);

(b) attempt to obtain, or assist third parties in obtaining, access to the Supplier Software or the CCPCI Service;

(c) not access all or any part of the Supplier Software or the CCPCI Service in order to build a product or service which competes with the Supplier Software or the CCPCI Service;



- (d) not license, sell, rent, lease, transfer, assign, distribute, display, disclose, or otherwise commercially exploit, or otherwise make the Supplier Software, the CCPCI Service available to any third party;
 - (e) copy, modify, duplicate, create derivative works from, frame, mirror, republish, download, display, transmit, or distribute all or any portion of the Supplier Software (as applicable) in any form or media or by any means; or
 - (f) reverse engineer, disassemble, decompile, translate or modify the Supplier Software or any part of the Supplier Software (or attempt to do any of these things) without the prior permission in writing from the copyright owner. All information required to achieve interoperability of the Supplier Software with other software programs in accordance with Section 50B of the Copyright Designs and Patents Act 1988, as amended, is available from the Supplier
- 8.4.13 use reasonable endeavours in accordance with good industry practice to ensure that the Supplier Software is not used to access, store, distribute or transmit any virus, or any material that is unlawful, harmful, threatening, defamatory, obscene, infringing, harassing or racially or ethnically offensive or that facilitates any illegal activity or infringes the rights (including intellectual property rights) of any third party and BT reserves the right, without liability to you, to disable access to any material that breaches the provisions of this Paragraph 8.4.13; and
- 8.4.14 indemnify on demand, defend and hold harmless BT and its suppliers from and against any and all losses, demands, claims, damages, costs, expenses (including consequential losses and loss of profits, legal costs and expenses and associated value added tax) and liabilities suffered or incurred by BT as a result of you breaching this Paragraph 8.4.

9 Notification of Incidents

Where you become aware of an Incident:

- 9.1 the Customer Contact will report it to the Service Desk;
- 9.2 BT will give you a Ticket;
- 9.3 BT will inform you when it believes the Incident is cleared and will close the Ticket when:
 - 9.3.1 you confirm that the Incident is cleared within 24 hours after having been informed; or
 - 9.3.2 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 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.



Part C – Service Levels

10 Incident Response

10.1 You will be able to report Incidents 24 hours a day, 365 days of the year. The target response times are set out below and will commence from the receipt of the email response from BT to a reported Incident:

Severity Level	Target Restoration Time
Severity Level 1	Four Business Hours
Severity Level 2	Two Business Days
Severity Level 3	Five Business Days
Severity Level 4	No specific target but such Incidents will typically be resolved within six months

(the “Incident Response Service Levels”).

- 10.2 From the Service Start Date, BT will endeavour to provide the CCPCI Service with an annual target availability of 99.99 per cent (“Availability Service Level”).
- 10.3 It is technically impracticable to provide a fault free service and BT does not undertake to do so. BT will aim to comply with the Service Levels set out in Paragraph 10.1, but these Service Levels are targets and BT has no liability for any failure to meet them.
- 10.4 The Service Levels set out in Paragraph 10.1 will not apply to the extent that a CCPCI Service failure has been caused by any of the following:
 - 10.4.1 Planned Maintenance;
 - 10.4.2 Emergency Maintenance;
 - 10.4.3 in the event that Clause 8 of the General Terms applies;
 - 10.4.4 to failures due to any Force Majeure event;
 - 10.4.5 to any Incident not reported in accordance with Paragraph 9;
 - 10.4.6 a fault on your network, or a failure by any part of your network or equipment configuration to meet the required interface requirements;
 - 10.4.7 if you cause a delay or do not provide any requested information in accordance with any reasonable timescales BT tells you about; or
 - 10.4.8 if you have not complied with the Contract.



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.

“**Acceptance Test Period**” has the meaning given in Paragraph 8.3.1.

“**Acceptance Tests**” means those objective tests conducted by you that when passed confirm that you accept the CCPCI Service and that the CCPCI Service is ready for use save for any minor non-conformities that will be resolved as an Incident in accordance with Paragraph 7.3.1.

“**APIs**” means Application Protocol Interfaces.

“**Availability Service Level**” has the meaning given in in Paragraph 10.2.

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

“**BT Website**” means the website located at URL www.bt.com/globalservices or such other website or URL as we may notify you from time to time.

“**Call**” means a signal, message or communication which can be silent, visual or spoken.

“**Cardholder Data**” means the unique payment card number (typically for credit or debit cards) that identifies the issuer and the particular cardholder account. Cardholder data may also include any of the following: cardholder name, expiration date, service code or Sensitive Authentication Data.

“**CCPCI Service**” has the meaning given in Paragraph 1.

“**Channel**” means a voice line or a telephone number over which a Call is transmitted.

“**CRM**” means customer relationship management.

“**CRM Payments Pages**” means the computer system pages presented to a Telesales Agent when processing transactions from callers.

“**Customer Contact**” means any individual(s) authorised to act on your behalf for CCPCI Service management matters.

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

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

“**Device**” means any mobile handset, laptop, tablet or other item of handheld equipment, including all peripherals, excluding SIM Cards and applications, which are in scope of the CCPCI Service, as set out in the Order.

“**Emergency**” means a serious situation or occurrence that:

- (a) (a) threatens life and limb;
- (b) (b) may cause or threaten to cause damage to physical property or systems; or
- (c) (c) happens unexpectedly,

and demands immediate action.

“**Enabling Service**” has the meaning given in Paragraph 5.1.

“**General Terms**” means the general terms to which this Schedule is attached or can be found at www.bt.com/terms, and that form part of the Contract.

“**Hosting Set Up**” means the set up activity to configure the Customer's systems with the CCPCI Service as set out in Paragraph 2.1.

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

“**Incident Response Service Level**” has the meaning given in Paragraph 10.1.

“**Internet**” means a global system of interconnected networks that use a standard Internet Protocol to link devices worldwide.

“**Internet Protocol**” or “**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.

“**Licence Beneficiaries**” means Affiliate as specified in an Order who BT permits to use and access the CCPCI Service, or as otherwise approved by BT and agreed in writing by the Parties.

“**Local Area Network**” or “**LAN**” means the infrastructure that enables the ability to transfer IP services within Site(s) (including data, voice and video conferencing services).

“**Minimum Period of Service**” means for a period of 36 consecutive months beginning on the Service Start Date, unless set out otherwise in any applicable Order.



“**Notice to Amend**” has the meaning given in Paragraph 6.1.3.

“**PBX**” means Private Branch Exchange.

“**PCI DSS**” means the Payment Card Industry Data Security Standards, a set of policies and procedures, issued by the PCI Security Standards Council LLC (as may be adopted by local regulators) and intended to optimise the security of credit and debit card transactions and protect cardholders against misuse of their personal information.

“**Planned Maintenance**” means any Maintenance BT has planned to do in advance.

“**Product Handbook**” means the handbook containing information relating to the CCPCI Service which is available on the BT Website, or any other location that BT refers you to and as may be amended by us from time to time.

“**Professional Services**” means those services set out in Paragraph 0.

“**PSP**” means a Payment Service Provider that offers online services for accepting electronic payments by a variety of payment methods.

“**Qualifying Incident**” means an Incident, except where any of the following events have occurred:

- (a) the CCPCI Service has been modified or altered in any way by you, or by BT in accordance with your instructions;
- (b) Planned Maintenance;
- (c) you have performed any network configurations that BT did not approve;
- (d) an Incident has been reported and BT cannot confirm that an Incident exists after performing tests; or
- (e) you requested BT to test the CCPCI Service at a time when no Incident has been detected or reported.

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

“**Renewal Period**” means for each CCPCI Service, the initial 12 month period following the Minimum Period of Service, and each subsequent 12 month period.

“**Secure Mode**” means the masking of payment card details from the Telesales Agent.

“**Service Desk**” means the helpdesk that you are able to contact to report Incidents.

“**Service Level**” means each of the Incident Response Service Level, the Availability Service Level.

“**Service Management Boundary**” has the meaning given in Paragraph 4.1.

“**Service Options**” has the meaning given in Paragraph 3.

“**Severity Level 1 Incident**” means an Incident in relation to BT systems and processes causing a total loss of the CCPCI Service that immediately affects the ability of Telesales Agents to use the CCPCI Service.

“**Severity Level 2 Incident**” means an Incident in relation to BT systems and processes causing a partial loss of CCPCI Service functionality but which does not immediately affect the ability of Telesales Agents to use the CCPCI Service, but which risk doing so if not resolved within a few Business Days. Examples include batch job or file transfer failures, slow system response times or, failure to print.

“**Severity Level 3 Incident**” means an Incident in relation to BT systems and processes causing deterioration in the CCPCI Service that impact the ability of a limited number of Telesales Agents to use the CCPCI Service effectively.

“**Severity Level 4 Incident**” means an Incident in relation to BT systems and processes that has no direct impact on the CCPCI Service.

“**SSL Certificate**” means a Secure Socket Layer Certificate.

“**Standard Service Components**” has the meaning given in Paragraph 2.

“**Supplier Software**” means proprietary software of Semafone Limited in machine readable object code form only, accessed by Telesales Agents as part of the CCPCI Service.

“**Telesales Agent**” means the individual that takes payment card details over the telephone.

“**Ticket**” means the unique reference number provided by BT for an Incident and that may also be known as a “**fault reference number**”.