



# Webex Meetings with BT Schedule to the General Terms

## 1 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.

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.

**“Administrator”** means the customers designated employee who has rights and responsibilities to change/modify the Service via the Control Hub;

**“Agreement”** means collectively this Webex Meetings Schedule, the Order and the General Terms and is also known as the Contract.

**“BT Equipment”** means any equipment and any related Software that BT owns or that is licensed to BT and that BT uses to provide the Service.

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

**“Cessation Allowance”** means an allowance that the Customer is entitled to exercise during the Minimum Period of Service, such that the Customer is unilaterally permitted to cease zero, (0) percent of the total Contracted User Volumes (Meetings Users) per Contract Year without any Termination Charges. For any User volumes that are ceased over and above the Cessation Allowance Termination Charges will apply as specified in Paragraph 10.

**“Charges”** means the charges that are payable in relation to the Service, as the same are specified in the Order, or calculated in accordance with the terms set out in this Schedule.

**“Contract Year”** means (a) for the purposes of the Cessation Allowance each consecutive period of 12 months starting from the Service Start Date of the first Site installed (or the date specified in the Order, whichever is later); and (b) in relation to the calculation of Termination Charges each consecutive rolling period of 12 months starting from the Service Start Date of each Site installed (or the date specified in the Order, if later).

**“Control Hub”** means an application which provides analytics and allows the user to make changes via a portal to their service, e.g. add users, delete users, modify users.

**“Contracted User Volume”** means a) for the first Contract Year the total number of Meetings Users set out in the initial Order that the Customer has committed to; and b) for all remaining Contract Years the total number of Meetings Users at the start of that Contract Year.

**“Content”** means applications, data, information (including emails), video, graphics, sound, music, photographs, software or any other material uploaded or used in connection with the Service.

**“Customer”** means the legal entity set out on the Order or signature page of this Agreement and may also be referred to as **“you”** in the General Terms.

**“Customer Contact”** means the contact details of the individual(s) who are authorised to act on behalf of the Customer for service management matters, as the same are notified to BT from time to time.

**“Customer Equipment”** means any customer owned or provided equipment to be used in conjunction with the Service.

**“CVI – Cloud Video Interop”** means a Microsoft Qualified third-party solution that enables third-party meeting rooms (telepresence) and personal video devices (VTCs) to join Microsoft Teams meetings.

**“Data Capture Form”** or **“DCF”** means a BT form that sets out specific requirements for the Service as agreed between the Customer and BT which forms part of the Order. It also includes the data as captured and used as part of the bulk load capability and the data captured in Solutions Builder.

**“Domain Name”** means a readable name on an Internet page that is linked to a numeric IP Address.

**“Ethernet”** means a family of computer networking technologies for LANs.

**“Features”** means the components that make up the Service.

**“General Terms”** means the set of master terms governing this Schedule and may also be referred as the product and services agreement (PSA).

**“IM&P”** means instant messaging and presence.

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



“**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.

“**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, and for relaying datagrams across network boundaries.

“**LAN**” means a local area network.

“**LAN Switch**” means is networking hardware that connects devices on a computer network by using packet switching to receive and forward data to the destination device.

“**Maintenance**” means any work on the BT Network or Service, including to maintain, repair or improve the performance of the BT Network or Service.

“**Meetings User**” means a User who is configured to use the Webex Meetings service.

“**Minimum Period of Service**” means a period of Contract Year(s) specified in the Order, measured per Site from the Service Start Date or date set out in the Order whichever is later.

“**Notice**” means the written method of communication as set out in the General Terms, but if none is given means written communication that may include email but only to authorised addresses notified by the parties to each other.

“**Order**” means any order for the Service that references and incorporates the Agreement.

“**Order Form**” means signed document which confirms the customer requirements including the number of Users and Contract Years.

“**Professional User**” means a User configured to use Webex Calling with BT, (see Webex Calling with BT Service Schedule), with up to five configured devices of which a maximum of one IP SIP or SCCP handset is permitted and up to four soft clients, (Webex App), on PC's, laptop's, IOS and Android, (Note that the Webex App, where used for voice, is classified as a device).

“**Professional & Meetings User**” means a Professional User who also purchases Webex Meetings with BT service.

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

“**PSTN**” means the public switched telephone network.

“**Requirements Capture and Design**” or “**RCAD**” means a BT form that sets out specific requirements for the Service as agreed between the Customer and BT which forms part of the Order.

“**Service**” means Webex Meetings with BT.

“**Service Desk**” means the helpdesk that the Customer can contact to submit service requests, report Incidents and ask questions about the Service.

“**Service Management Boundary**” or “**SMB**” means the demarcation point up to which BT will manage the Service, as described in Paragraph 5.

“**Service Options**” means those options selected by the Customer in the Order, which includes Meetings User.

“**Service Start Date**” means the date when BT provides the Service to the Customer, (this will be the date that the first User is provided with their log-in details), or 90 days from the Order Form signature, whichever is the earlier.

“**Site**” means the Customer's physical site address or business location to which BT agrees to provide the Service.

“**Supplier Software**” means any Software provided by Cisco for use with the Service.

“**Total Care Maintenance**” means that BT will provide 24/7/365 maintenance for the Service with:

- (a) a target of 4 hours to respond to any Incident reported on the Service by the Customer; and
- (b) a target of 24 hours to resolve any Incident reported on the Service by the Customer.

“**Unified Communications**” means the integration of real-time, enterprise, communication services with non-real-time communication services.

“**User(s)**” means an employee, including consultants or agency workers, who is configured as a Meetings User (this includes, where applicable, Professional Users, Workspace Users and Professional & Meetings Users).

“**VIMT**” means Cisco Webex Video Integration for Microsoft Teams

“**Webex App**” means a Cisco software application which enables IM&P communication and Voice calling from a mobile phone, laptop or tablet.

“**Workspace User**” means a User, configured to use Webex Calling with BT, (see Webex Calling with BT Service Schedule), with a single configured voice device only for shared use and common area locations, (e.g. hot desk and lobby phone).

## 2. Service Description

2.1 Webex Meetings with BT is an internet-based cloud collaboration and meetings service, offered on a per User basis. The customer pays a monthly rental for each User, known as a Meetings User. Each Meetings User can join



a meeting globally using any suitable device such as mobiles, laptops and video rooms. The service offers a rich set of collaboration tools as shown in the table below:

Feature	Description
<b>Attendee engagement</b>	Invite participants to share non-verbal reactions with gesture recognition and provide feedback with live polling and Q&A.
<b>Audio Dial In</b>	Allows meeting attendees to utilise standard PSTN services to access the meeting.
<b>Audio intelligence</b>	Noise Removal - You can be confident you will be heard and can hear everyone in the meeting even in the noisiest environments.
<b>Breakout sessions</b>	Encourage everyone to participate with breakout sessions for smaller group discussions. Ideal for Education & Training sector.
<b>Cloud Device Registration</b>	Cloud Device Registration provides the ability to register and use the Supplier's video devices. Once cloud devices are registered, the Customer will be able to use the device and connect to Webex Meetings
<b>Custom layouts</b>	Choose your view with endless options to focus on the people or content that matter most to you.
<b>Digital whiteboarding</b>	Visually collaborate, co-create, and store your digital whiteboard in one place, so you can filter, search and share. Webex Board, Desk series devices (except Desk Hub) have inbuilt whiteboarding capabilities
<b>Immersive share</b>	<i>Subject to having a suitable device</i> then layer yourself over the content you share in a meeting to make virtual presentations more engaging. Available on Desk series devices, not older DX series
<b>Messaging</b>	Allows written messaging between users on the service. Includes rich messaging facilities such as emojis.
<b>One Button to Push (OBTP)</b>	Start meetings from video end points by simply pressing the green start button for the appropriate meeting displayed either on personal desk device or via Navigator/Touch10 for Room Kit series devices
<b>Polling</b>	Live polling with word cloud, ranking poll, quiz, multiple choice, open text, and rating polls Live Q&A with moderation, labelling, upvoting, text replies
<b>Storage</b>	1Tb of storage is provided per customer as standard
<b>Transcription</b>	Real-time transcription allows you to have more inclusive and engaging meetings and webinars.
<b>Translation</b>	Real-time translation allows the host to select from 13 spoken languages for a meeting or webinar, which can then be translated into more than 100 other languages in closed captions. This is not included as standard for Meetings Users - price on application.
<b>Virtual Backgrounds</b>	Stop distraction in the background from participants video by blurring or masking what is behind them. Available as both static picture or video on new Webex Devices, static picture currently on the Webex App. Not available on Room Series or older DX-series devices
<b>Webex App</b>	Unified desktop and mobile application that creates a seamless experience across messaging, calling and meetings
<b>Webex Assistant</b>	Control in-meeting actions with voice commands and automate notetaking, transcription, start and stop meetings.
<b>Webex Events</b>	Webex Events is a modern event platform using the Socio platform designed to power virtual, in-person, and hybrid events of the future across the complete attendee lifecycle—from registration and agenda planning to attendance and participation in live sessions, and community engagement. Events requires a minimum of 250 contracted users. The number of external attendees or community is up to 5* Meetings users, streaming hrs is up to 10*meetings users
<b>Webex Webinars</b>	Enables highly interactive webinar and webcast experiences for customers. With Webex Webinars, customers can scale from small to large organizations, gain insights on events, and engage with their audience through a feature-rich solution.

## 2 Support Services

### 2.1 Interworking with Microsoft

2.1.1 The service can operate jointly with Microsoft Teams Meetings solution using Cisco Webex Video Integration for Microsoft Teams (VIMT). VIMT allows connectivity of video endpoints (including the Supplier's endpoints and third-party SIP endpoints) to Microsoft Teams meetings. VIMT utilizes Microsoft's CVI to connect to Microsoft Teams meetings via Webex architecture.



- 2.1.2 BT will not be responsible for the meetings, including all telecom regulatory requirements for the use of VIMT, in the jurisdictions that Microsoft supports the meetings.
- (i) The Customer will be responsible for all infrastructure and all components, including any Microsoft Teams components, as set out in the relevant Deployment Guide(s).
  - (ii) Any support provided by BT for any elements of Customer's infrastructure or any other of Customer's components will not be subject to this Schedule and will be covered by separate conditions.

### 3 Service Delivery

- 3.1 BT will use reasonable endeavours to provide the Service by the date or dates agreed with the Customer, but all dates are estimates.
- 3.2 The Customer may request, by giving Notice to BT, an amendment to:
- 3.2.1 an Order for the Service (or part of an Order) at any time prior to the applicable Service Start Date; or
  - 3.2.2 the Service at any time after the Service Start Date.
- 3.3 If the Customer exercises its right under Paragraph 3.2, and except where any amendment results from BT's failure to comply with its obligations, BT will, within a reasonable time, provide a written estimate to the Customer including:
- 3.3.1 the likely time required to deliver the amended Service; and
  - 3.3.2 any variations to the Charges arising from the amendment.
- 3.4 BT has no obligation to proceed with any amendment requested by the Customer under Paragraph 3.2, unless and until the Parties have agreed in writing on the necessary changes to the Charges, implementation timetable and any other relevant terms to take account of the requested change.
- 3.5 Changes to requirements prior to the Service Start Date may result in a redesign of the Service and consequently affect delivery dates and Charges.
- 3.6 Changes to the service following the Service Start Date will be subject to the Charges as outlined on the Order.
- 3.7 The Service will include planned engineering works and platform upgrades from time to time which will be done automatically.
- 3.8 The Customer will work with BT to provide accurate order information to enable the timely provision of the Service.

### 4 Customer Responsibilities

- 4.1 On and from the Service Start Date, the Customer will:
- 4.1.1 be responsible for obtaining, deploying and maintaining all applications, software and Site terminating equipment required to use the Service. The Customer must ensure that all such devices, applications and software conform to the current Webex Meeting with BT build level and where devices are no longer supported by Cisco as a result of a mandatory platform upgrade the Customer has the responsibility to replace such devices with ones that comply with the latest build level.
  - 4.1.2 be responsible for obtaining, deploying and maintaining suitable Internet access to each Site, with sufficient bandwidth to provide the Service effectively for the volume of Users at that Site.
  - 4.1.3 ensure that any equipment used for the Service has access to an uninterrupted power supply. Any failure by the Customer to do this may impact the service provided.
  - 4.1.4 ensure that the User/Customer Contact reports Incidents initially to the Service Desk using the agreed reporting procedures as per RCAD and will be available for all subsequent Incident management communications.
  - 4.1.5 ensure that any Customer Equipment that is connected to the Service or that is used, directly or indirectly, in relation to the Service is:
    - 4.1.5.1 connected and used in accordance with any instructions, standards and safety and security procedures applicable to the use of that Customer Equipment.
    - 4.1.5.2 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
    - 4.1.5.3 approved and used in accordance with relevant instructions and Applicable Law.
  - 4.1.6 immediately disconnect any Customer Equipment or advise BT to do so at the Customer's expense, if Customer Equipment does not meet any relevant instructions, standards or Applicable Law.



- 4.1.7 maintain a list of current Users and immediately terminate access for any person who ceases to be an authorised User.
  - 4.1.8 ensure the security, distribution, ongoing management, maintenance and proper use of all valid User access profiles, passwords and other systems administration information used in connection with the Service and:
    - 4.1.8.1 inform BT immediately if a User 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.
    - 4.1.8.2 take all reasonable steps to prevent unauthorised access to the Service.
    - 4.1.8.3 satisfy BT's security checks if a password is lost or forgotten; and
    - 4.1.8.4 if BT requests that the Customer should do so in order to ensure the security or integrity of the Service, change any or all passwords and/or other systems administration information used in connection with the Service.
- BT reserves the right to suspend User ID and password access to the Service if BT considers that there is, or is likely to be, a breach of security.
- 4.2 In jurisdictions where an employer is legally required to make such disclosure to its employees, it is the Customer's responsibility to:
    - 4.2.1 inform its employees and Users that as part of the Service being delivered by BT, the use of any targeted applications by the Customer's employees and/or Users may be monitored and reported to the Customer by BT; and
    - 4.2.2 ensure that its employees and Users have consented or will be deemed to have consented to such monitoring and reporting, if such consent is legally required, and BT shall not be liable for any failure of the Customer to comply with this instruction and the Customer shall indemnify BT from and against any claims or actions brought by its employees or Users against BT arising out of the delivery of Services by BT in accordance with the terms hereof.
  - 4.3 BT will ensure the Customer has Administrator access rights to Webex Site Admin or Webex Control Hub for their Webex site(s) Org for the purpose of reporting, integrations management, and/or device management and/or calling administration. Customer must:
    - 4.3.1 gain written agreement with BT if access to the administration functions is desired for any other purpose beyond the self-service;
    - 4.3.2 not remove or alter BT Administrator account;
    - 4.3.3 avoid unauthorized access to the account;
    - 4.3.4 keep the Administrator account password secure, change the password when the personnel who have access to the Administrator account leaves the business, change role and/or no longer require access.
    - 4.3.5 pay all remedial costs if there is a service incident which is a direct result of authorised or unauthorized access to the Webex Admin account or Webex Control Hub and BT is requested to restore service to the prior configuration;
    - 4.3.6 inform any additional admin users of their responsibilities stated in in this Schedule;
    - 4.3.7 keep personnel access to the account up to date;
    - 4.3.8 keep records of the changes and make available to BT when required.
  - 4.4 If the Customer is in breach of the agreed use of administration rights, BT reserves the right to remove Customer's administration privileges to the Customer's Webex Org in Webex Control Hub.
  - 4.5 If the customer is moving from a third party provided service to Webex Meetings from BT, then the Customer will need to create a BT Administrator account in Customer's Org.
  - 4.6 The customer must not resell the Service to any third party unless:
    - 4.6.1 you have received the prior written approval of BT; and
    - 4.6.2 BT has received the approval from the Supplier that the third party is an approved re-seller of Services.
  - 4.7 The customer agrees that BT will not be liable for any failure by you to comply with this Paragraph 4 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 4.



### 5 Service Management Boundary

- 5.1 The Service Management Boundary, is the port on the Webex Meetings with BT edge router/session border controller. The Service does not include connectivity between the Webex Meetings with BT edge router/session border controller and the Customer's Sites, which would be the internet.
- 5.2 BT will have no responsibility for the Service outside the Service Management Boundary.
- 5.3 BT is not responsible in any way for any service, (or any part of such service), provided by other telecommunications service providers or using networks other than the BT Network.
- 5.4 As the service is internet based and reliant on the customer internal network, BT will not be responsible for the quality of the voice and video made over the service.

### 6 Other Specific Terms and Conditions

- 6.1 The Service begins on the Service Start Date and all contracted Users are charged for from the Service Start Date unless otherwise stated in the Order Form.
- 6.2 BT reserves the right to vary the terms of this Schedule on 14 days prior notice to the Customer by either:
  - 6.2.1 publishing the revised terms at <http://www.bt.com> or any other address notified to the Customer; or
  - 6.2.2 by giving Notice to the Customer.
- 6.3 If BT makes any amendment to the Agreement that causes the Customer material detriment, the Customer will not have to pay any Termination Charges if the Customer gives notice to terminate the affected Service in accordance with terms governing termination in the General Terms within:
  - 6.3.1 90 days after the date of notification if BT has only published the amendment online in accordance with Paragraph 6.2.1; or
  - 6.3.2 30 days after the date of the Notice if BT has given the Customer Notice in accordance with Paragraph 6.2.2.
- 6.4 The Customer may terminate part of the Service by giving BT no fewer than 28 days' written Notice. Except where provided under the Cessation Allowance, if the Customer terminates the Services or any part thereof prior to the expiry of the applicable Minimum Period of Service, the Customer shall be liable to pay all applicable Termination Charges as calculated in accordance with Paragraph 10 below.
- 6.5 Except for IP Addresses expressly registered in the Customer's name, all IP Addresses, BT based Domain Names and telephone numbers made available with the Service shall at all times remain the property of BT or its suppliers and shall be non-transferable. All the Customer's rights to use such IP Addresses or Domain Names or telephone numbers will cease on termination or expiration of the Service. Apart from your right to number portability where you change communications provider, all your rights to use telephone numbers will cease on termination or expiration of the Service.
- 6.6 BT may monitor and record calls relating to customer services and telemarketing for training purposes and to improve the quality of BT's customer services.
- 6.7 All Users, (Professional or Workspace), have an advanced 28 day User cease notification period. Any User selected for a period of fewer than 28 days will be chargeable on the basis of a minimum 28 days of usage.
- 6.8 In the event of any inconsistency between this Schedule and any other document forming part of the Agreement, the order of precedence shall be as follows:
  - 6.8.1 Order;
  - 6.8.2 this Schedule;
  - 6.8.3 RCAD
  - 6.8.4 General Terms; and
  - 6.8.5 any other document that expressly forms part of the Agreement.
- 6.9 By entering into this Agreement, the Customer agrees to the terms of the EULA set out at <http://www.cisco.com/go/eula> ("EULA") as may be amended or supplemented from time to time.
- 6.10 In addition to any rights of restriction or suspension set out in the General Terms, if the Customer does not comply with the EULA BT may restrict or suspend the Service upon reasonable Notice, and:
  - 6.10.1 the Customer will continue to pay the Charges for the Service until the end of the Minimum Period of Service; and
  - 6.10.2 BT may charge a re-installation fee to re-start the Service.



- 6.11 By using the Control Hub, the Customer and Users may access content, products, features, capabilities and services provided by third parties. BT does not control these third parties or their links, and BT is not responsible for the content or practices of any third party. The Customer will refer to the policies posted by third parties on their websites regarding privacy and other topics before the Customer or Users use them. If the Customer chooses any products or services, whether charged for or not, from a third party, the Customer's relationship is directly with the third party. The Customer agrees that BT is not responsible or liable for any loss or damage whatsoever which the Customer or any User may incur from dealing with any third party.
- 6.12 Export of Content using Cloud Services.
- 6.12.1 The Service comprises of a cloud service that utilises software and technology that may be subject to export control laws of various countries. You are solely responsible for any compliance related to the way you use the Service and the location the Service is used including access by Users to the Service and for your Content transferred or processed using the Service, including any publication of such Content.
- 6.12.2 You will indemnify BT against all Claims, losses, costs or liabilities brought against BT as a result of, or arising out of or in connection with, your non-compliance with any laws (including sanctions and export control laws) of any country you use, access or transfer Content to.
- 6.13 Changes to the Service as a result of changes to laws or regulations.
- BT reserves the full right to change or withdraw the Service or any applicable part of the Service at any time in accordance with either changes to applicable laws or regulations or changes interpretation of the applicable laws and regulation.
- 6.14 Access to Emergency Services
- 6.14.1 The Service doesn't include the allocation of any numbering to the Customer nor the provision of a publicly available voice service therefore calling to emergency services is not supported by this Service. If the Customer is interested, BT may offer, under a separate contract, one of its voice services from its portfolio.

## 7 Charges and Payments

- 7.1 The Charges for the Service that apply during the Minimum Period of Service are set out in the Order.
- 7.2 The Charges that apply after the expiry of the Minimum Period of Service will also be set out in the Order and may be different to the Charges that apply during the Minimum Period of Service. These revised charges will apply unless and until a new Minimum Period of Service is agreed in writing.

## 8 Maintenance

- 8.1 BT will provide the Service with Total Care Maintenance included.
- 8.2 BT will use reasonable endeavours to provide uninterrupted Service, but from time-to-time Incidents may occur.
- 8.3 If the Customer reports an Incident with the Service BT will respond by:
- 8.3.1 providing advice by telephone, including advice, where appropriate, as to tests and checks to be carried out by the Customer;
- 8.3.2 where possible, carrying out diagnostic checks from BT premises
- 8.4 If BT does work to correct a reported Incident in the Service and finds that there is none, BT may charge the Customer for the work at BT's applicable Time Related Charges as detailed in the Order.
- 8.5 In addition to any Maintenance performed during BT's regularly scheduled maintenance windows, BT may carry out Planned Maintenance from time to time

## 9 Failure to Meet Contracted User Volumes

- 9.1 If the Customer cancels or fails to rollout the Contracted User Volumes set out in the initial Order prior to the end of the Minimum Period of Service or by 12 months after the date the initial Order is signed (whichever is earlier), the Customer shall be liable to pay to BT the monthly recurring Charges for each User not brought into Service, at the per User prices specified in the Order, for the full Minimum Period of Service term.



## 10 Termination Charges

10.1 In the event that the Customer terminates all or part of the Service prior to the expiry of the Minimum Period of Service, the Termination Charges payable by the Customer shall be based on a percentage of the outstanding monthly recurring charges per User due in each Contract Year remaining until the end of the Minimum Period of Service, as such Termination Charges are calculated from the date the early termination occurs based on the table below.

% OF MONTHLY RECURRING PER USER PRICES FOR THE APPLICABLE CONTRACT YEAR					
MINIMUM PERIOD OF SERVICE	CONTRACT YEAR 1	CONTRACT YEAR 2	CONTRACT YEAR 3	CONTRACT YEAR 4	CONTRACT YEAR 5
1 YEAR	100%	N/A	N/A	N/A	N/A
3 YEARS	100%	100%	100%	N/A	N/A
5 YEARS	100%	100%	100%	100%	100%

10.2 On termination of the Service BT has the right to disconnect and remove any BT Equipment that may be located at the Site(s).

10.3 On termination of the Service, the Customer will:

10.3.1 disconnect any BT Equipment from the Service; and

10.3.2 advise BT immediately of any changes to the contact details of the Customer Contact.

## 11 End of Minimum Period of Service

11.1 After the Minimum Period of Service expires the service will continue and pricing will change to the pricing specified in the Order unless and until a new Minimum Period of Service is agreed in writing.

## 12 Invoicing

12.1 With the exception of the calculation of Termination Charges under Paragraph 10 and those charges set out in Paragraph 9, all other Charges for the Service are specified within the relevant Order.

12.2 BT reserves the right to invoice Customer for any of the following Charges in addition to those set out in the Order:

12.2.1 Charges for investigating Customer's reported Incidents where BT finds no Incident or that the Incident is outside the SMB;

12.2.2 Charges for commissioning the Service outside of normal business hours in the relevant jurisdiction;

12.2.3 Charges for restoring Service if the Service has been suspended;

12.2.4 Charges for cancelling the Service;

12.2.5 Charges for any additional Features or facilities that BT makes available to Customer after the Service Start Date, which will become payable from the date they are first provided to Customer;

12.2.6 Charges for failure to meet the Contracted User Volumes as set out in Paragraph 9;

12.2.7 Any interest or late payments charges due on invoices not paid in accordance with the terms of this Agreement; and

12.2.8 any other Charges agreed between the parties.

## 13 Webex Meetings with BT: Control Hub

Webex Meetings with BT Control Hub is a portal which provides the following capabilities:

### Analytics, Dashboard and Reporting

Get Webex Meetings data

Generate Meetings details report

Generate adoption trends and usage report



### **Integration management**

- Hybrid calendar
- Active directory

### **Device management**

- Register, configure and manage device
- Add and delete device

### **Meetings Administration**

- Create and set up users
- Assign and modify user features

END