

## 1 SERVICE SUMMARY

- 1.1 Customer agrees to pay for, and BT agrees to provide, the Service described in this Schedule until terminated in accordance with the conditions of the governing agreement (which is specified in the Order) and those set out in section 3 below. This Schedule consists of:
  - 1.1.1 **Part A** – BT Event Production Service Terms, the Service-specific terms and conditions agreed by the parties; and
  - 1.1.2 **Part B** – Service Description, which contains descriptions of the Service's core functionality, optional features, service limitations and its support procedures.
- 1.2 The Service provided by BT is an event management service supporting the Customer's Unified Communication service(s) (the **Service**). The Service provides event management support and a BT Service Desk that will manage Incidents and service requests in accordance with this Schedule.
- 1.3 This Schedule does not set out the terms and conditions for the Unified Communication service or any associated licences the Customer will need. It is the Customer's responsibility to procure those from a third party or BT (where available) through separate terms.

## 2 CHARGES AND INVOICING

- 2.1 BT will invoice the Customer the Charges for the Service as set out in the Order(s). 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.

## 3 TERMINATION OF UNIFIED COMMUNICATION SERVICE

- 3.1 Where the Customer has procured the Unified Communication service from BT then this Service will terminate on the earlier of:
  - 3.1.1 the date the Unified Communication service terminates or expires; or
  - 3.1.2 the date this Service terminates or expires.

## 4 THE CUSTOMER'S RESPONSIBILITIES

- 4.1 The Customer is responsible for:
  - 4.1.1 providing contact details for all individuals who will be Customer's authorised administrators, authorised to make service requests on behalf of the Customer. The Customer is responsible for training its Customer authorised administrators on how to interface with the Service;
  - 4.1.2 ensuring they have booked the Event for the correct period of time. Events cannot be extended once the Event has started;
  - 4.1.3 providing any necessary company information to the issuing authority of any required public (external) certificates;
  - 4.1.4 procuring the Enabling Services set out in Part B prior to provision of the Service and ensuring such Enabling Services will meet the minimum requirements specified by BT;
  - 4.1.5 ensuring that Users have consented to being recorded prior to BT recording an event;
  - 4.1.6 ensuring Users have been briefed on the minimum information required before reporting an Incident;
  - 4.1.7 ensuring that Users are aware of the BT User Adoption Support available to them;
  - 4.1.8 ensuring that the number of live events scheduled and running concurrently on the Customer's Unified Communication platform does not exceed the threshold number stipulated by their supplier of the Unified Communication service. Exceeding that threshold will prevent BT or a User from starting and participating in an Event;
  - 4.1.9 ensuring that Users have the appropriate client(s) installed on their desktop/mobile device(s);

- 4.1.10 providing 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;
- 4.1.11 the creation, provision and maintenance of all Customer information and ensuring compliance with any applicable legislation relevant to the provision of such Customer information to BT.
- 4.1.12 obtaining and correctly maintaining, all licenses for the Unified Communication service(s);
- 4.1.13 providing BT with the relevant access rights, accounts and licences to the Unified Communication service. The accounts and licences should be on the Unified Communication tenant.
- 4.1.14 ensuring that the login accounts provided to BT allow for an unlimited number and high frequency of password rotations;
- 4.1.15 providing BT with all appropriate Customer tenant login accounts that:
  - (a) do not require the Customer to manage the device BT is using;
  - (b) only requires BT to have a username and password, no other security constraints shall be required;
- 4.1.16 ensuring the Unified Communication service does not offer to save BT user login details within the browser upon login;
- 4.1.17 the provision, licensing, deployment, administration, management and maintenance of the User devices and all associated Event costs;
- 4.1.18 providing 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 where it underpins the Service;
  - (b) be familiar with the Service;
  - (c) liaise and implement with BT as required for all appropriate Incident management and/or other service mechanisms to support the Service; and
  - (d) provide User administration of its active directory and Unified Communication service and provide helpdesk support for Users.

## 5 DATA PROTECTION

5.1 This section supplements the data provisions as set out in the governing agreement:

### 5.2 Duration Of The Processing Of Personal Data

5.2.1 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.

### 5.3 The Nature And Purpose Of The Processing Of Personal Data

5.3.1 The Service provides an event management service supporting the Customer's Unified Communication service.

5.3.2 It is the Customer's responsibility to procure the licences and the Unified Communication service directly with a supplier of such services and that service is not covered by these data processing terms.

5.3.3 The nature and purpose of the Processing of Customer Personal Data by BT includes:

- (a) accessing the Customer's Unified Communications service to provide the Service.

### 5.4 Types Of Personal Data and Categories of Data Subjects

5.4.1 The types of Customer Personal Data Processed by BT or its Sub-Processors or the Customer will be:

- (a) name;

- (b) business address;
- (c) telephone number (fixed/mobile);
- (d) email address;
- (e) call records;
- (f) Customer contact notes from call/correspondence relating to Customer care;
- (g) details of products and services taken by the Customer;
- (h) Customer account number; and
- (i) billing details.

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

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

- (a) Customer;
- (b) Customer employees;
- (c) Customer's customers or third parties; and
- (d) any Data Subject (as controlled by the Customer).

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

## 6 GLOSSARY OF TERMS FOR PART A & B

**BT Service Desk** means the function defined and described in Part B.

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

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

**Enabling Services** mean the service(s) defined and described in Part B.

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

**Incident** means has the meaning given to it in Part B.

**Order** means any order or part of an order the Customer gives to BT that is accepted by BT for the Service.

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

**Unified Communication** means the virtual service that the Event will be hosted on. Examples include Cisco Webex, Zoom and Microsoft Teams.

**User** means either a host, speaker or participant on an Event.