

Simple Service Requests Service Annex to GSS

BT Reference No. **_**** _****

1 Definitions

The following definitions apply, in addition to those in the PSA and the General Services Schedule.

“**Simple Service Requests**” (SSR’s) are Customer requests for predefined changes to its service(s) (also referred to as SMACs, Soft Moves Adds Changes) that do not affect the recurring charges for the service(s), although there are charges associated with the SSR itself. SSRs do not involve delivery of any chargeable items.

2 Service Description

The Customer will request and manage its SSRs online via the GS Portal. SSRs are built into catalogues, which are arranged by product. Each SSR type is assigned a value in “credit units”. The more complex an SSR is to implement then the more SSR credit units will be associated with it

Expedited or Scheduled Implementation Date / Time requests will use a larger number of SSR credit units than standard requests. (currently set at double the standard charge).

There are three payment options available for the SSR service. The Customer will select some or all of the payment options. Not all payment options are available for all services.

- (a) **Fixed Fee** - BT charges the Customer a Recurring Monthly service management Charge and will fulfil up to an agreed quantity of SSRs. Unused SSRs may not be carried forward to the next Month. Additional Charges apply for expedited requests or for work performed outside Business Hours.
- (b) **Pay as You Go (PAYG)** – BT bills the Customer each Month for SSR consumption.
- (c) **Pre Pay** - The Customer buys a number of SSR credit units and uses some of the SSR credit units each time an SSR is implemented. BT will not refund any charges for unused SSR credit units.

3 Service Delivery

Standard Service Delivery targets apply, as set out in the applicable product’s Service Annex.

4 Not Used

5. The Customer’s Responsibilities

- 5.1 The Customer will manage its SSRs on line via the GS Portal, this includes raising the initial request, monitoring progress of the request, and confirming closure of the ticket once complete.
- 5.2 The Customer acknowledges that a request may be put on-hold by BT if additional information is required to enable BT to fulfil the request. The Customer shall provide the required information in a timely manner. Measurement of delivery target times is suspended until BT has the information it needs.
- 5.3 If the Customer orders the Pre-pay option, it must purchase additional SSR credit units or order a different payment option when it has consumed all its SSR credit units. If the Customer’s has negative SSR credit units for two consecutive Months BT reserves the right to change the payment model to PAYG, and charge for the SSR credit units used but not paid for.

6 Charges and Payment Terms

The charges for the Service will comprise some or all of the following components, depending on the option selected on the Order:

Product	One-time Charge	Recurring Charge	Notes

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PAYG	Per SSR		
Fixed Fee		Per service	Monthly
Pre Pay	Purchased in bulk in advance		Charge varies depending on number of credit units ordered
Expedite	Charged double		Can only be requested individually and will be charged at double the standard rate, either in terms of credits consumed or the charge raised. If the Customer has ordered Fixed Fee SSRs it will be charged an amount equivalent to the single credit value for that Expedited or Scheduled SSR in addition to the Fixed Fee.
Scheduled	Charged double		

7 Service Levels

There are no SLAs associated with the SSR service and section 7 of the General Service Schedule does not apply.

Each SSR has a Service Level Target (SLT) which is the target time for BT to complete the request. The SLTs are based on the volume of SSRs requested at the same time, and are given to the Customer when it places a request.