

Service Schedule for BT Business Broadband Engineer Install Service

1. SERVICE DESCRIPTION

Service Overview

- 1.1 The Service is for the installation and configuration of the Customer's BT Business Broadband hardware and software as detailed at <http://www.btbroadbandoffice.com/enginstallplus> and as set out below.
- 1.2 The Service is only available to BT Business Broadband customers for Sites on the UK mainland.
- 1.3 Appointments for the Service are available between 09.00 and 17.00 on Working Days.

Service Start Date

- 1.4 By ordering the Service, the Customer agrees to the immediate provision of the Service.

Minimum Period

- 1.5 The Service is a per incident service and therefore there is no Minimum Period.

2. SERVICE LEVELS

Fault Repair

- 2.1 The Service is an installation service and therefore clauses 2.7 and 2.8 of the Conditions do not apply.

3. RESPONSIBILITIES OF THE CUSTOMER

General

- 3.1 If, as part of the Service, the Customer is required to install any software, the Customer agrees to install and keep installed such software to allow the installation and configuration of the hardware and software referred to in paragraph 1.1 above. If the Customer refuses to install such software this may mean that BT may be unable to fulfil the Service but reserves the right to charge the Customer in full for the Service.
- 3.2 The Customer must provide BT with access at the time that the parties agree for the appointment. If BT is unable to gain access at this time to the Site, BT reserves the right to charge the Customer in full for the Service.
- 3.3 In order for BT's engineer to carry out the Service, the Customer must provide PCs that:-
 - (a) are fully operational at the time of the engineer visit (including free of viruses);
 - (b) are located within close proximity to the Customer's BT Business Broadband connection point and power outlet; and
 - (c) meet the specification detailed in paragraph 5.1 below.
- 3.4 Where the Customer requires additional PCs to be installed, the Customer must supply either:-
 - (a) an Ethernet cable in order to connect the PC to the supplied router; or
 - (b) a working Wireless (WiFi) card with appropriate installation software.
- 3.5 BT recommends that, prior to BT's visit to the Site to carry out the Service, the Customer backs-up any data stored on the Customer's PC. BT accepts no responsibility for any data that may be lost.

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4. CHARGES

General

- 4.1 The Customer must pay the charges for the Service which are set out in the Charges Schedule.
- 4.2 Payment is due within 28 days of the date of BT's bill.
- 4.3 Unless otherwise agreed by the Customer, payment will not be made by direct debit or monthly payment plan.
- 4.4 Clause 4.9 of the Conditions will not apply to this Service.
- 4.5 The late payment charge payable under clause 4.12 (a) of the Conditions is set out at <http://www.serviceview.bt.com/list/current/docs/Misc.boo/14379.htm>.
- 4.6 The Customer may cancel the Service without charge up to 24 hours before the time that has been agreed for the Service to be performed. If the Customer cancels the Service or ends the Contract after that time BT may charge the Customer in full for the Service.
- 4.7 Charges for additional time and materials may be raised separately from the Service charge. Details of these charges are available on request.

5. ADDITIONAL CONDITIONS

- 5.1 In order to use the Service, the Customer's computer systems must meet the minimum requirements set out below:
- a Windows 2000, Windows XP, or Windows Vista operating system;
 - a processor speed of 233MHz or greater;
 - 128MB or more of RAM (256MB if installing Internet Security Pack);
 - at least 200MB available hard drive space;
 - an available USB, Ethernet or wireless port.
- 5.2 The Service is provided by BT solely for the purpose of the installation and configuration of the Customer's BT Business Broadband service on the Customer's PC/PCs. The Service is not intended to cover installation or set up of any hardware or software other than that listed at <http://www.btbroadbandoffice.com/enginstallplus> nor is it intended to be a PC repair service.

Limits of Liability

- 5.3 Subject to clauses 7.2, 7.3 and 7.4 of the Conditions, the Customer and BT accept the limit of liability under clause 7.5 to the other in contract, tort (including negligence), breach of statutory duty or otherwise for direct loss limited to:
- (a) £1,000,000 for loss of or damage to physical property; and
- (b) £25,000 for all other loss or damage arising from any one incident or related series of connected incident.

Resale

- 5.4 The Service and any associated software is provided solely for the Customer's own use and the Customer will not resell or attempt to resell the Service (or any part or facility of it) to any one else.

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6. DEFINITIONS

In this Service Schedule the following term, in addition to those stated in clause 10 of the Conditions, has the meaning shown next to it:-

Charges the list of charges for the Service located at <http://www.btbroadbandoffice.com/broadband/router-schedule>
Schedule information (or any other online address that BT may advise the Customer).