

BT Master Services Agreement Equipment and Ancillary Services Schedule

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

1 Definitions

The following definitions apply where appropriate in addition to those in other parts of the MSA.

“Cisco Equipment” means BT Provided Equipment or Software manufactured by Cisco Limited and provided under the Service Schedule

“DDU” means Delivered Duty Unpaid

“EFTA” means European Free Trade Area

“Equipment Manufacturer” means the manufacturer of the BT Provided Equipment.

“EU” means European Union

“Territory” means the country of the BT entity selling the BT Provided Equipment and Services.

“Warranty” means the applicable level of support provided following delivery of BT Provided Equipment.

“Minimum Period” means the period specified on the Order for the provision of any Fault Repair service option.

“Working Hours” means the hours during which each Fault Repair Service option (as detailed in this Service Schedule) will operate.

2 Provision of Service

2.1 BT will supply the Services described in this Schedule and its Annexes for BT Provided or Customer Equipment. The Services are provided for the Customer's own use.

2.2 BT will provide the contact details (either e-mail, telephone or fax, as appropriate) of designated contact points, collectively “Service Centre”, which will be the Customer's contact points for placing orders, reporting incidents (faults) and making inquiries relating to the Service. The Customer will be able to use the numbers to contact BT to report incidents 24 hours a day, 365 days a year and to order services or make enquiries during Business Hours, or as specified on the Order.

2.3 The Customer is responsible for making sure the equipment is suitable for its own needs, unless BT has provided written advice to say so.