



Cloud Contact Biometric Authentication Service Schedule Part A – Service Terms

Section A Service Terms

1. SERVICE SUMMARY

- 1.1** Cloud Contact Biometric Authentication with BT is a Software as a Service (SaaS) biometric and antifraud solution whereby BT provides access to a platform that provides features to allow for the authentication of genuine callers to the contact centre whilst preventing fraud. BT will provide and maintain access to a platform and service set out in an applicable Order, comprising the standard components and optional features of the Service set out in Part B up to the point of the Service Management Boundary ("**Service**").
- 1.2** This Part A sets out the specific terms and conditions applicable to the Service, and Part B sets out the service description and the terms relating to how BT manages the Service.
- 1.3** This Schedule will not apply for the provision of any other services provided by BT (including the Enabling Services) as such services will be governed by their separate terms and conditions.

2. MAINTENANCE, CHANGES AND SUSPENSION TO THE SERVICE

- 2.1** BT may carry out Planned Maintenance on the Service from time to time. BT will inform the Customer at and (5) five calendar days prior notice in the case that such Planned Maintenance is planned to impact Customer service at any time.
- 2.2** BT may change the Service provided the performance and quality of the Service is not materially adversely affected. Prior to introducing any change to the Service BT shall provide the Customer with as much notice as is reasonably practicable. Such changes may include:
- 2.2.1** Introducing or removing features of the Service; or
 - 2.2.2** replacing the Service with a materially equivalent Service.
- 2.3** BT may occasionally suspend the Service in the event of an emergency and/or to safeguard the integrity and security of its network and/or repair or enhance the performance of its network. Where possible, BT shall inform the Customer without undue delay in advance. Where it is not possible to inform the Customer in advance of restriction or suspension of any affected Service BT shall explain as soon as is reasonably practicable afterwards why such restriction or suspension was required.

Section B Customer Obligations and related Additional Terms

3. GENERAL CUSTOMER OBLIGATIONS

- 3.1** The Customer will:
- 3.1.1** provide BT with the names and contact details of the Customer contact;
 - 3.1.2** without undue delay provide BT with any information or assistance reasonably required by BT to enable it to comply with Applicable Law and perform its obligations hereunder with respect to the Service;
 - 3.1.3** use the Incident reporting procedures notified to Customer by BT, and ensure that the Customer operational contact is available for all subsequent Incident management communications;
 - 3.1.4** complete any preparation activities that BT may request to enable the Customer to receive the Service promptly and in accordance with any agreed timescales;
 - 3.1.5** procure services that are needed to permit the Service to operate, including Enabling Services as defined in Part B, and ensure they meet the minimum technical requirements specified by BT;



- 3.1.6** where the Customer has provided its own or a third-party Enabling Service, ensure and confirm to BT that the Enabling Service is working correctly before reporting Incidents to BT;
- 3.1.7** inform BT of any planned maintenance on any third party provided Enabling Service;
- 3.1.8** be responsible for its Content and that of its Users (including any Content hosted by the Customer or any User on behalf of third parties).

3.2 Customer Equipment and Site requirements

- 3.2.1** The Customer will:
 - (a)** provide BT with any information reasonably required, including information in relation to health and safety and the environment, without undue delay, and the Customer will ensure that the information is accurate and complete; and
 - (b)** monitor and maintain any Customer equipment connected to the Service or used in connection with a Service.

3.3 Caller and User Consent

- 3.3.1** The Customer will implement the Service with a voice message that informs callers of the type of Personal Data processing that the Service is doing.
- 3.3.2** The Customer will implement the Service with a feature to request the caller's explicit consent to use its biometric data. In order to do this, the caller will need to take an active action, such as pressing a specific number or other key on their phone. Without this consent/action the Service cannot be used with that particular caller. It must be possible to prove that this consent was effectively provided.
- 3.3.3** The Customer will obtain from Users and callers the necessary consents to allow BT and/or its Suppliers to use (including the retention) the Personal Data, for the provision of the Service.

4. SOFTWARE LICENCE TERMS

- 4.1** The End User License Agreement ("**EULA**") establishes certain terms and conditions through direct privity of contract between the Customer and Supplier and as such the Customer will:
 - 4.1.1** be directly bound by the terms and conditions set out in the EULA contained in Part B and, where applicable, ensure that its Users also comply with the terms of the EULA;
 - 4.1.2** enter into the EULA for the Customer's own benefit and the rights, obligations, acknowledgements, undertakings, warranties and indemnities granted in accordance with the EULA are between the Customer and the Supplier and the Customer will deal with the Supplier with respect to any loss or damage suffered by either of the Customer or the Supplier as such loss or damage will not be enforceable against BT; and
 - 4.1.3** observe and comply with the EULA for any use of the applicable Supplier software.
- 4.2** If the Customer does not comply with the EULA, BT may restrict or suspend the entire Service upon notice; e.g. by blocking source IP Addresses or suspend Customer's access to the Service. In such event:
 - 4.2.1** the Customer will continue to pay the Charges for the Service until the end of the Subscription Term; and
 - 4.2.2** BT may charge a re-installation fee to re-start the Service.
- 4.3** Where the EULA is presented in a 'click to accept' function and the Customer requires BT to configure or install software on their behalf, BT will do so as their agent and bind the Customer to the EULA. For this purpose, the Customer hereby grants to BT a mandate to enter into the EULA in the Customer's name and on its behalf. BT and the Customer may for this also execute a power of attorney as part of the Order.

5. AI SERVICES



- 5.1 The following terms apply to any AI Services that are provided or resold as part of Cloud Contact Biometric Authentication with BT.
- 5.1.1 **Customer Use of Supplier's AI Services.** The Customer acknowledges and agrees that BT has no involvement in, nor control over, the Supplier's AI Services, including any use of Customer Data. The provisions relating to data and AI Services set out in the EULA shall apply in full to the Customer's use of the Supplier's AI Services.
 - 5.1.2 **AI Restrictions.** The Customer shall not circumvent, disable, or otherwise interfere with any technical or contractual safeguards or access controls implemented by BT or the Supplier in relation to AI Services.
 - 5.1.3 **Disclaimer of Liability.** BT makes no representations or warranties regarding the legality, regulatory compliance, or fitness for purpose of any AI Services included in the Service. The Customer acknowledges and agrees that it is solely responsible for ensuring that its deployment, use, or provision of access to the product complies with all applicable laws and regulations.
 - 5.1.4 **Reseller Status and Supplier Responsibility.** The Customer acknowledges and accepts that BT acts solely as a reseller of the AI Services within the Service and does not develop, control, or modify the AI Services or any of its underlying AI systems. The original provider of the AI Services technology (the Supplier), and the Customer, as deployer of the AI Services technology, remain solely responsible for ensuring its compliance with applicable laws and regulations. BT disclaims any liability for unauthorised or non-compliant use of AI Services by the Customer.

6. PASSWORDS, AUTHORISED USERS AND SECURITY

- 6.1 The Customer is responsible for the proper use of any User names, personal identification numbers and passwords or similar used in conjunction with the BT equipment or the Service, and the Customer will take all necessary precautions to ensure that the foregoing are kept confidential, secure and not made available to unauthorised persons.
- 6.2 The Customer will distribute, manage and maintain access profiles, passwords and other systems administration information relating to the control of Users' access to the Service.
- 6.3 The Customer will promptly terminate access of any person who is no longer an authorised User.
- 6.4 The Customer will promptly inform BT if a User's 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.
- 6.5 The Customer will change any or all passwords or other systems administration information used in connection with the Service if BT asks Customer to do so in order to help safeguard ensure the security or integrity of the Service.
- 6.6 The Customer will not allow any specific User license to be used by more than one User unless it has been reassigned in its entirety to another User.

Section C Acceptable Use Policy

7. INTRODUCTION

- 7.1 The Customer acknowledges that it has read and agrees to be bound by and to ensure that any Users will comply with this Section C ("**Acceptable Use Policy**" or "**AUP**").

8. USE OF THE SERVICE

- 8.1 The Customer will not use the Service in breach of Applicable Law or in any way that is considered to be:
 - 8.1.1 detrimental to any person or in a manner which violates or otherwise encroaches on the rights of others (including rights of privacy and free expression); and



- 8.1.2** detrimental to the provision of services to the Customer or any other BT customer.
- 8.2** The Customer will not use the Service to intentionally take, or attempt to take, any action that could:
 - 8.2.1** transfer files that are, contain or are made up of viruses, worms, Trojans, distributed denial of service, any back door or time-bomb or other harmful programmes or software designed to violate the security of BT, any other person or company; or
 - 8.2.2** prevent, block or obstruct access to any programme installed on, or data saved in, any computer or damage or harm the operation of any of these programmes or the reliability or accuracy of any of this data.
- 8.3** Unless agreed in writing with BT:
 - 8.3.1** the Customer will only use the Services for the commercial and business purposes for which they have been designed; and
 - 8.3.2** the Customer will not modify, amend, change, reconfigure or otherwise repurpose all or any part of the Services for uses other than those pursuant to paragraph 8.3.1 above.

9. USE OF MATERIALS

- 9.1** The Customer will not create, download, receive, store, send, publish, transmit, upload or otherwise distribute any material, including information, pictures, music, video or data, that is considered to be:
 - 9.1.1** harmful, immoral, improper, indecent, defamatory, offensive, abusive, discriminatory, threatening, harassing or menacing;
 - 9.1.2** promoting or encouraging of illegal, socially unacceptable or irresponsible behaviour, or that may be otherwise harmful to any person or animal;
 - 9.1.3** in breach of the intellectual property rights of BT or any other company or person, for example by using, distributing or copying protected or 'pirated' material without the express permission of the owner;
 - 9.1.4** in breach of the privacy or data protection rights of BT or any other person or company; or
 - 9.1.5** in contravention of any licence, code of practice, instructions or guidelines issued by a regulatory authority.
- 9.2** The Customer will ensure that all material that is derived from the machines or networks that it uses in connection with the Service is not in breach of this AUP.

10. SYSTEMS AND SECURITY

- 10.1** The Customer will not:
 - 10.1.1** take any action that could:
 - (a)** damage, interfere with, weaken, destroy, disrupt, harm, violate, disable, overburden, overtake, compromise, hack into or otherwise adversely affect any computer system, network or the internet access of the BT Network or network of any other person or company; or
 - (b)** adversely affect or tamper with BT's security, the BT Network or any system or security network that belongs to any other person or company.
 - 10.1.2** access any computer system or network belonging to any person or company for any purpose without permission, including to probe, scan or test the security of a computer system or network or to monitor data traffic;
 - 10.1.3** connect the BT Network to machines, equipment or services that do not have adequate security protection or that are able to be used by others to carry out conduct that is not allowed by this AUP; or
 - 10.1.4** collect, take or harvest any information or data from any BT services, BT's system or network or attempt to undermine any of BT's servers or systems that run BT services.



Section D Compliance and Regulation

11. PCI DSS COMPLIANCE OBLIGATIONS

- 11.1 In respect of PCI DSS compliance for the Service, the Customer is the merchant and responsible for assessing and maintaining PCI DSS compliance for its own business.
- 11.2 The Customer will be responsible for contacting their merchant acquirer to determine whether and how the Customer must validate any required PCI DSS compliance.
- 11.3 Where the Service forms part of the Customer's PCI DSS compliance, the Customer will ensure all other elements besides from the Service are PCI-DSS compliant. BT accepts no liability in respect of any recommendations BT recommends to the Customer.
- 11.4 If at any time during the provision of the Service, the Customer's card security practices are considered to be unacceptable, or if the Customer deems to be non-compliant with PCI DSS, BT reserves the right to refuse to provide the Service, or to suspend the Service (as applicable) until such practices are remedied.
- 11.5 If the Customer refuses to comply with BT's instructions in accordance as set out in the paragraph above, BT may terminate the Service for cause.
- 11.6 The Customer will indemnify BT for any Claims, losses, costs or liabilities that it incurs as a result of the Customer's failure to maintain PCI DSS compliance.

12. EXPORT OF CONTENT USING CLOUD SERVICES

- 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. The Customer is solely responsible for any compliance related to the way the Customer uses the Service and the location the Service is used including access by Users to the Service and for the Customer's Content transferred or processed using the Service, including any publication of such Content.

Section E Charges, Subscription Term and Termination

13. CHARGES

- 13.1 The Customer will pay the Charges for the Service (including additional features and re-configuration) as specified in the Order.
- 13.2 **Exceeded Contract Capacity Charges.**
 - 13.2.1 The Customer will be billed for a defined number of annual transactions ("**Annual Minimum Commitment**"). Should the Customer's usage exceed the Annual Minimum Commitment, they will be billed overage charges for additional transactions in arrears ("**Exceeded Contract Capacity Charge**").
- 13.3 The Customer will be informed of usage on a monthly basis via a service report.
- 13.4 In addition to the Charges set out in the Order, the Customer may be liable for the following additional Charges:
 - 13.4.1 Charges for (de-)commissioning the Service outside of Business Hours;
 - 13.4.2 Charges for expediting provision of the Service at Customer's request after BT has informed Customer of the delivery date;
 - 13.4.3 Charges for investigating Customer reported Incidents where BT finds no Incident or that the Incident is outside the Service Management Boundary;
 - 13.4.4 Charges for restoring Service if the Service has been suspended by BT in accordance with the terms of the Governing Agreement; and
 - 13.4.5 Charges per element re-configured after the Operational Service Date must be agreed and documented in a new Order.



14. SUBSCRIPTION TERM AND TERMINATION

- 14.1 The Order sets out any Subscription Term (also called "**Minimum Period of Service**") applicable to the Service, as well as any associated Annual Minimum Commitment, invoicing terms and the termination Charges that are specific to the Service.

15. END OF SERVICE

- 15.1 On termination of the Service, Customer will:
- 15.1.1 retrieve all Customer data from the Service;
 - 15.1.2 provide BT with all assistance necessary to remotely decommission all network and applications supporting the Service at each customer Site(s);
 - 15.1.3 return to BT the software or intellectual property provided by BT and all copies of such.
- 15.2 On termination of the Service BT will:
- 15.2.1 decommission all network and applications supporting the Service at each Customer Site(s);
 - 15.2.2 where permitted under applicable mandatory law, delete any Content, including stored logs or any configuration data relating to BT's management of the Service;

Section F Service Levels and Service Credits

16. INTRODUCTION

- 16.1 BT will use its reasonable endeavours to achieve the service levels ("**Service Levels**") applicable to the Service. If BT fails to achieve the Service Levels, the Customer may claim associated service credits ("**Service Credits**").
- 16.2 Service Levels only apply to events occurring within the Service Management Boundary.
- 16.3 Service Credit calculations and payments will be based on monthly recurring Site Charges, unless stated to the contrary in the Order.

17. SERVICE AVAILABILITY SERVICE LEVEL

- 17.1 From the Operational Service Date, the Service Availability Service Level for this Service is 99.95% per month and this shall be measured 24 hours a day, 7 days per week. Calculation of Monthly Availability is the percentage derived from the following formula:

$$\frac{\text{Total minutes in the Month} - \text{Qualifying Incident minutes during the Month}}{\text{Total number of minutes in the Month}}$$

17.2 Service Availability Service Credits.

- 17.3 If Service Availability falls below 99.95% in a month, the Customer may claim Service Credits as calculated against the total amount of invoiced for that month according to the table below:

Service Level Availability	Percentage Credit applied to Monthly Billing
>99.95% per month	0%
99.5% to <99.95% per month	5%
95.0% to <99.5% per month	7.5%
<95.0%	12.5%



- 17.4** For purposes of calculating Service Credits, subscription fees do not include ancillary or supplemental fees such as those for professional services or taxes.
- 17.5** In the event Service Availability falls below 99.0% for the Service in any two consecutive Monthly Billing Period, or three separate failures in any 12-month period, the Customer may terminate the Order upon thirty (30) days written notice to BT, provided, however, that the Customer must make any such election within ninety (90) days of the event giving rise to such termination right.

18. GENERAL SERVICE CREDIT EXCLUSIONS

- 18.1** Only measurements carried out by BT will be used in the calculation of Service Credits.
- 18.2** Service Levels and/or Qualifying Incidents will be excluded:
- 18.2.1** where the acts or omissions of the Customer or any third party (excluding BT's suppliers) lead to BT not being able to provide all or part of this Service; e.g. the Customer does not provide access, delays providing access or denies permission for BT or its agents and third parties, acting on BT's behalf, to implement the Service or carry out necessary repairs to the Service;
 - 18.2.2** if a third-party Enabling Service is not connected or functioning, a fault on the Customer's network, the Customer's Equipment (including configuration) or on any third-party software or service not provided and/or managed by BT under the terms of this Schedule;
 - 18.2.3** for any faults caused by the Customer's use or management of the Service;
 - 18.2.4** if BT is awaiting information from the Customer or awaiting confirmation by the Customer that the Service has been restored;
 - 18.2.5** for any Qualifying Incident not reported in accordance with the incident reporting procedures notified by BT to the Customer or where Priority 1 trouble tickets are opened erroneously;
 - 18.2.6** for any cause beyond BT's reasonable control as set out in the Governing Agreement or this Schedule;
 - 18.2.7** during any period of Planned Maintenance or agreed changes on the Service by BT unless the service outage time exceeds the time estimation communicated to the Customer;
 - 18.2.8** during any period of maintenance by the Customer or its third party on Customer equipment, third party software or third-party services not provided and/or managed by BT under the terms of this Schedule;
 - 18.2.9** during any trial, evaluation, development, proof of concept, pilot or optimisation period of the Service; and
 - 18.2.10** if the Service is suspended due to Customer's breach of its obligations under the Governing Agreement.
- 18.3** General Service Credit Limitations
- 18.3.1** To qualify for Service Credits, and before any Service Credits can be applied, the Customer must make a claim within 25 days after the end of the month in which the Service underperformed or where a longer time period is required by local law then the shortest period that can be applied.
 - 18.3.2** Service Credits will be:
 - (a)** paid by deduction from the Customer's invoice within two (2) billing cycles of a claim being received; or
 - (b)** following termination of the Service where no further invoices are due to be issued by BT, paid by BT within two months of a claim being received.

Section G Data Protection

This section supplements the data provisions that may be set out in the Governing Agreement:



19. DURATION OF THE PROCESSING OF PERSONAL DATA

- 19.1 While BT is not directly Processing Personal Data for providing the managed Service, the Customer Personal Data for the Service will be processed by the Supplier for as long as the Service is provided and for as long as it is required to Process the Customer Personal Data in accordance with Applicable Laws.

20. THE NATURE AND PURPOSE OF THE PROCESSING OF PERSONAL DATA

- 20.1 BT's Supplier will provide an authentication and fraud detection tool to the Customer which involves the collection of biometric data, a voice sample for a caller, which can be stored for post call analysis.
- 20.2 The Processing of such Customer Personal Data will be subject to the Supplier EULA as set out in Part B; more specific Exhibit A – Data Privacy Terms. The Customer as a Data Controller of Customer Personal Data acknowledges and accepts Supplier's EULA.

21. TYPES OF PERSONAL DATA AND CATEGORIES OF DATA SUBJECTS

- 21.1 The types of Customer Personal Data Processed by the Supplier or the Customer will be:
- 21.1.1 Device/Client identifier – Identifier that enables communication between BT (or its Supplier) and User, such as telephone number, call line identification, other telephony data, socket id or IP address;
 - 21.1.2 Biometric Data – voiceprints, conversation print, behavioural biometrics and other biometric identifiers and biometric information;
 - 21.1.3 Call Centre Conversation – audio recording of the Data Subject/User speaking with BT (or its Supplier) representative. Although not explicitly requested, unstructured conversation can contain personal information including, but not limited to name, address, credit card number;
 - 21.1.4 Associated Data – Specific personal information associated with an individual, requested by the Data Subject or BT (or its Supplier) necessary to fulfil the customer service request, such as verification information or information related to Data Subject's account with BT or the Supplier.
- This list is not exhaustive as the Customer will specify what Customer Personal Data is Processed.
- 21.2 The Customer Personal Data will concern the following categories of Data Subjects:
- 21.2.1 Customer's end Users; and
 - 21.2.2 Customer's employees, directors and contractors.

Section H Defined Terms and Abbreviations

For the purposes of this Schedule defined terms and abbreviations shall have the meaning ascribed to them within the body of the Schedule or below:

"Acceptable Use Policy" means the policy as set out at Part A, Section C.

"Acceptance Tests" means those objective tests conducted by the Customer that when passed confirm that the Customer has accepted the Service and that the Service is ready for use save for any minor non-conformities that will be resolved as an Incident.

"Acceptance Test Period" has the meaning given in Part B.

"AI Services" means any features, solutions, aspects, attributes, offerings, or otherwise any system that processes data, instructions, prompts, or other inputs to generate outputs using artificial intelligence techniques offered as part of Cloud Contact Biometric Authentication with BT. This includes any AI features, AI assistants, AI-powered bots, or any other generative models, predictive analytics, behavioural bots, sentiment analysis tools, among other, including Pindrop Protect, Pindrop Passport, Pindrop Pulse, Pindrop Liveness Detection and other models available within Cloud Contact Biometric Authentication with BT.

"Annual Minimum Commitment" has the meaning given in paragraph 13.2.1.



“API” or “Application Programming Interface” means a Software interface that allows the transfer of data between the Service and the Customers software.

“Applicable Laws” has the meaning given to it in the Governing Agreement.

“Audio Hooks” means the integration points where Pindrop’s system can capture, analyse or interact with audio data.

“Authentication Dashboard” means a centralized interface for monitoring and managing authentication and

“Blocklist Report” means a list of fraudsters. Pindrop Protect use this list to quickly spot fraudsters on repeat attacks.

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

“Business Day” means generally accepted working days at the locality of the Site, excluding any national or bank holidays.

“Business Hours” means between the hours of 0800 and 1700 in a business day at the locality of the specific Site.

“Charges” means the fees and charges payable by the Customer in relation to a Service as set out in the Order.

“Content” means applications, data, information (including emails), video, graphics, sound, music, photographs, software or any other material.

“Controller” shall have the meaning given to it in the GDPR.

“Customer Personal Data” means any Personal Data Processed as a Processor by BT in the context of providing the Services under this Governing Agreement.

“Client Portal” means the hosted Cloud Contact Biometric Authentication management and administration portal.

“Data” means all data elements output, received or generated in connection with the Service.

“Data Subjects” shall have the meaning given to it in the GDPR.

“Enabling Services” means the services as defined in Part B – Service Description.

“Enrolment Report” means a report that tracks and analyses the enrolment of callers into the authentication system.

“Exceeded Contracted Capacity Charge” has the meaning given in Paragraph 13.2.1.

“GDPR” means the General Data Protection Regulation (EU) 2016/679 (“EU GDPR”) and any amendment or replacement to it, (including any corresponding or equivalent national law or regulation that implements the GDPR as applicable to the Processing).

“Governing Agreement” means the master terms and conditions which govern this Schedule.

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

“Intellectual Property Rights” means any trademark, service mark, trade and business name, patent, petty patent, copyright, database right, design right, community design right, semiconductor topography right, registered design, right in Confidential Information, internet domain name, moral right and know-how, or any similar right in any part of the world. Any applications for registering any of these rights that can be registered in any part of the world are also included.

“Open-Source Software” means software BT has distributed to the Customer that is licensed under a separate open-source licence

“Operational Service Date” means the date upon which the Service is made operationally available to the Customer at a Site and may be called the “Service Start Date” in some Governing Agreements.

“Order” means an Order that accompanies a Service Schedule for a new Service and contains the Parties agreement on Charges, rate card (where applicable) and any other relevant commercial information related to the Service referred to in the Order.



“PCI DSS” means the Payment Card Industry Data Security Standards, a set of policies and procedures, issued by the PCI Security Standards Council LLC (as may be adopted by local regulators) and intended to optimise the security of credit and debit card transactions and protect cardholders against misuse of their personal information.

“PCI SSC” means Payment Card Industry Security Standards Council.

“Personal Data” shall have the meaning given to it in the GDPR.

“Planned Maintenance” means scheduled maintenance that is planned in advance.

“Priority 1” means a Qualifying Incident which cannot be circumvented and which also constitutes a complete loss of the Service at the Site(s).

“Processing” and **“Processor”** shall have the meaning given to it in the GDPR.

“Qualifying Incident” means the Service will be deemed unavailable when transactions or self-service requests cannot be processed through the application.

“Responsibility Matrix” details the specific PCI DSS compliance responsibilities between the Customer and the Supplier in tabular format.

“SaaS Services Centre” has the meaning given to it in Part B.

“Service Care Levels” means the times to respond to or repair an Incident that BT will endeavour to achieve in response to a fault report

“Service Management Boundary” has the meaning given to it in Part B.

“Service Management Schedule” is the Schedule setting out BT's service management obligations and is either attached to the Order or a link to its location is given in the Order.

“SIPREC” means session recording protocol is an open SIP based protocol for call recording. The standard is defined by Internet Engineering Task Force (IETF). It is compatible with many telephone platforms and providers of call recording systems

“Site” means the physical Customer location to which the Service will be provided. Such Site may be Customer or third party owned.

“Software” means any software in object code format only, and related documentation (whether on tangible or intangible media) that BT provides to the Customer as part of a Service. It includes any embedded software but excludes Open-Source Software.

“Software as a Service” “SaaS” means a method of Software delivery and licencing in which the Software is accessed online via a subscription, rather than bought and installed on individual computers.

“Sub-Processor” means a BT Affiliate or BT's supplier or subcontractor that BT engages to Process Customer Personal Data for the purposes of this Governing Agreement.

“Subscription Term” means the term contracted for this Service as set out in the Order. In some Governing Agreements this may also be called “Minimum Period of Service”.

“Supplier” means Pindrop Security, Inc. or its affiliates.

“Unique Call Identifier” or **“UCID”** means a call identifier used in contact centre application, it is used for the monitoring, control and recording of calls.

“User” means any person who is permitted by the Customer to use or access a Service.

“Voice Removal” means a voiceprint or voice profiles that have been removed.

“Voice Removal Report” means a report that tracks and logs instances where voiceprints or voice profiles have been removed for the authentication system.