



## Virtual Event (with Customer's Unified Communications) Service Schedule Part A – Service Terms

### Section A Service Terms

#### 1. SERVICE SUMMARY

- 1.1** BT's Virtual Event service is a virtual event management service supporting the Customer's Unified Communication service(s). BT's Virtual Event service provides virtual event management support as set out in this schedule and any applicable Order, comprising:
- 1.1.1** the standard components of the Service set out in Part B; and
  - 1.1.2** any optional components described in Part B and set out in any applicable Order, 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. CHANGES TO THE SERVICE

- 2.1** 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:
- 2.1.1** introducing or removing features of the Service; or
  - 2.1.2** replacing the Service with a materially equivalent Service.

### Section B Customer Obligations

#### 3. CUSTOMER OBLIGATIONS

- 3.1** The Customer will:
- 3.1.1** provide BT with Unified Communication service licences which shall be dedicated for BT use only and the Customer will ensure they are not available for Customer use. BT will securely manage and store the passwords for these accounts.
  - 3.1.2** provide BT with the names and contact details of the Customer contact(s) authorised to make service requests. The Customer is responsible for training its Customer contacts on how to interface with the Service;
  - 3.1.3** use the Incident reporting procedures notified to Customer by BT, and ensure that the Customer contact has been briefed on the minimum information required before reporting an Incident and is available for all subsequent Incident management communications;
  - 3.1.4** 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;
  - 3.1.5** complete any preparation activities that BT may request to enable the Customer to receive the Service promptly and in accordance with any agreed timescales;

- 3.1.6 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;
- 3.1.7 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;
- 3.1.8 inform BT of any planned maintenance on any third party provided Enabling Service;
- 3.1.9 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);
- 3.1.10 ensure they have booked the Event for the correct period of time. Events cannot be extended once the Event has started;
- 3.1.11 ensure that Users are aware of the BT User Adoption Support available to them;
- 3.1.12 ensure 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;
- 3.1.13 ensure that Users have the appropriate client(s) installed on their desktop/mobile device(s);
- 3.1.14 provide 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;
- 3.1.15 obtain and correctly maintain, all licenses for the Unified Communication service(s);
- 3.1.16 provide 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;
- 3.1.17 ensure that the login accounts provided to BT allow for an unlimited number and high frequency of password rotations;
- 3.1.18 provide 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;
- 3.1.19 ensure the Unified Communication service does not offer the ability to save BT user login details within the browser upon login;
- 3.1.20 be responsible for the provision, licensing, deployment, administration, management and maintenance of the User devices and all associated Event costs;
- 3.1.21 provide 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.

## Section C Charges, Term and Termination

### 4. CHARGES



- 4.1** The Customer will pay the Charges for the Service and any optional features as specified in the Order.
- 4.2** The Customer may select as set out in the Order between a PAYG model or a fixed charges model based on a minimum amount of Events.
- 4.3** 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.
- 4.4** In addition to the Charges set out in the Order, BT reserves the right to charge the Customer for investigating Customer reported incidents where BT finds no Incident or that the incident is outside the Service Management Boundary.

## **5. TERM**

- 5.1** The Subscription Term will be set out in the Order.
- 5.2** At the end of the Subscription Term a new Order will need to be entered into for future Events and the Charges may change.

## **6. TERMINATION OF UNIFIED COMMUNICATION SERVICE**

- 6.1** Where the Customer has procured the Unified Communication service from BT then this Service will terminate on the earlier of:
  - 6.1.1** the date the Unified Communication service terminates or expires; or
  - 6.1.2** the date this Service is terminated.

## **Section D Data Protection**

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

### **7. DURATION OF THE PROCESSING OF PERSONAL DATA**

- 7.1** 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.

### **8. THE NATURE AND PURPOSE OF THE PROCESSING OF PERSONAL DATA**

- 8.1** The Service provides an event management service supporting the Customer's Unified Communication service.
- 8.2** 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.
- 8.3** The nature and purpose of the Processing of Customer Personal Data by BT includes:
  - 8.3.1** accessing the Customer's Unified Communications service to provide the Service.

### **9. TYPES OF PERSONAL DATA AND CATEGORIES OF DATA SUBJECTS**

- 9.1** The types of Customer Personal Data Processed by BT or the Customer will be:
  - 9.1.1** name;
  - 9.1.2** business address;
  - 9.1.3** telephone number (fixed/mobile);
  - 9.1.4** email address;
  - 9.1.5** call records;
  - 9.1.6** Customer contact notes from call/correspondence relating to Customer care;



- 9.1.7 details of products and services taken by the Customer;
- 9.1.8 Customer account number; and
- 9.1.9 billing details.

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

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

- 9.2.1 Customer;
- 9.2.2 Customer employees;
- 9.2.3 Customer's customers or third parties; and
- 9.2.4 any Data Subject (as controlled by the Customer).

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

## Section E 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:

**"Applicable Laws"** shall have the meaning given to it in the Governing Agreement.

**"BT Service Desk"** has the meaning given to it 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.

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

**"Customer Personal Data"** means any Personal Data Processed as a Processor by BT in the context of providing the Services under this Schedule.

**"Customer Service Handbook"** has the meaning given to it in Part B.

**"Data Subjects"** shall have the meaning given to it in the GDPR.

**"Enabling Services"** means the services as defined in Part B – Service Description

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

**"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 particular element of the Service.

**"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.

**"Personal Data"** shall have the meaning given to it in the GDPR.

**"Process"**, **"Processing"** and **"Processor"** shall have the meaning given to it in the GDPR.

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

**"Service"** has the meaning given to it in Paragraph 1.1

**"Service Management Boundary"** has the meaning given to it in Part B – Service Description.



“**Subscription Term**” is set out in the Order and is only applicable if the Customer has committed to a minimum number of Events.

“**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 speaker, presenter or participant on an Event.