



Value Added Services

Annex to BT Business Broadband, Superfast and Ultrafast Schedule to the General Terms

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1 Words defined in the General Terms

Words that are capitalised but have not been defined in this Annex have the meanings given to them in the General Terms or the BT Business Broadband Schedule.

2 This Annex

- 2.1 The terms of this Annex apply where you have ordered a new Broadband Service on or after 26 November 2018 and are in addition to the General Terms and the BT Business Broadband Schedule.
- 2.2 If your Broadband Service is terminated, for whatever reason, these Value Added Services will automatically terminate.
- 2.3 If you wish to continue to use the Value Added Services after termination of your Broadband Service, you will be required to purchase the Value Added Services separately and they will be subject to their own individual service terms.

3 Email Address SERVICE

- 3.1 BT will only provide you with the email address service if BT has previously done so under another Broadband product ("**Email Address Service**").
- 3.2 You may not order any new Email Address services in addition to those you already have.
- 3.3 BT reserves the right to terminate the Email Address Service at any time and will give you as much notice as it reasonably can.
- 3.4 If your email address has already been used to set up an existing BT online profile, BT will continue to provide you with:
 - 3.4.1 1 email address (which will be allocated by BT to a username that BT will provide to you in accordance with Paragraph 3.4.2); and
 - 3.4.2 a username and a mailbox for the email account, subject to the terms set out at [BT Business Email Lite powered by Microsoft Office 365](#).
- 3.5 BT may delete your mailbox(es), Content or username and terminate the Email Address Service if you have not accessed the mailbox(es) for over 90 days. BT will not be liable to you for any such deletion, including where this results in your failure to perform any of your obligations under the Contract.
- 3.6 30 days after the end of the Contract for any reason, BT will disable your email accounts (including any sub-accounts) and mailboxes and delete any Content or usernames. It is your responsibility to copy or back up to a separate device or service any emails or other Content you wish to keep before this 30 day period ends.

4 Inclusive Enhanced IT Support

- 4.1 If you place an Order for Broadband Enhanced, Digital Broadband Enhanced, Fibre Enhanced, Superfast Enhanced, Ultrafast Enhanced 1, Ultrafast Enhanced 2, Hyperfast 1 Enhanced, Hyperfast 2 Enhanced, Fibre 76 Enhanced, Digital Fibre 76 Enhanced, Fibre 150 Enhanced, Full Fibre 150 Enhanced, Fibre 300 Enhanced, Full Fibre 300 Enhanced, Full Fibre 500 Enhanced or Full Fibre 900 Enhanced as part of your Broadband Service, BT will provide you with Enhanced IT support for up to five Devices as part of the Broadband Service ("**Inclusive Enhanced IT Support**") which will include:
 - 4.1.1 remote access technical support; and
 - 4.1.2 basic troubleshooting on the hardware, applications and operating systems connected to the Broadband Service.
- 4.2 Enhanced IT Support will be available to you 24x7x365, excluding UK bank and public holidays.
- 4.3 Enhanced IT Support is not intended to be a substitute for you taking appropriate steps to maintain and safeguard your own IT system through regular data back-up, running current virus software and adopting other appropriate security or maintenance procedures.
- 4.4 In order to provide Enhanced IT Support you will:
 - 4.4.1 grant BT remote access to your Devices, where necessary;
 - 4.4.2 install such diagnostic and technical support software that BT provides to you;
 - 4.4.3 have technical details of the supported Devices, local area network and connected devices, collected and securely stored by BT for use during fault diagnosis and support incidents; and
 - 4.4.4 allow BT's technical support agents to create, as necessary, systems administration accounts on your Devices and to keep these accounts active and unchanged as required.
- 4.5 BT does not guarantee that it will be able to fix all faults or that BT will be able to advise on all service related issues.



- 4.6 BT will not be liable for any failures in the supported applications and operating systems that cannot be resolved, or for your failure to correctly follow BT's advice and recommendations.
- 4.7 Your Device operating systems must be supported by the relevant third party supplier (Apple, Microsoft or Google) and have an available USB port, ethernet port or wireless capability.

5 Definitions

In addition to the defined terms in the General Terms and the BT Business Broadband Schedule, capitalised terms in this Annex will have the following meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms and the BT Business Broadband Schedule, these defined terms will take precedence for the purposes of this Annex):

"Device" means a compatible Apple, Android or Windows computer, smartphone or tablet with 4G, 5G or Wi-fi connection that meets the minimum operating system requirements that BT informs you of.