# *Service Schedule for*
# *BT Business Broadband Access Service*

## 1. SERVICE DESCRIPTION

### Service Overview

1.1 The Service provides high speed network access and WiFi Access in the United Kingdom to the internet, together with a range of internet services (some of which may be provided subject to their own terms and conditions), helpdesk services and applications.

1.2 The Service is provided for business purposes and is as set out at http://business.bt.com/products-and-services and will be provided to the Customer at the Site. The Service options available are as set out the BT Price List.

1.3 Depending upon the Service option selected by the Customer, the Service may be ordered either by:-

(a) telephone or online at https://business.bt.com/products/broadband-and-internet/ or via BT's approved third party channels; or

(b) the Customer signing an Order Form which BT provides to the Customer.

1.4 Where equipment is provided under the Contract, clause 2.1 of the Conditions will not apply to that equipment.

1.5 For any equipment supplied under the Contract:

(a) risk passes and acceptance takes place at the time of delivery;

(b) title in equipment passes to the Customer on payment of the charges as detailed in the BT Price List at which point the equipment becomes Customer Equipment, however title in any equipment supplied without charge remains with BT as BT Equipment;

(c) until title passes the Customer undertakes not to sell, charge, assign, transfer or dispose of or part with possession of or encumber the equipment in any way;

(d) BT does not guarantee the continuing availability of any equipment. BT reserves the right to add to, substitute or to discontinue equipment.

(e) It is the Customer's responsibility to satisfy itself as to the suitability of the equipment for its needs.

1.6 If the Customer does not wish to use BT provided equipment with the Service, the Customer can connect its own equipment once BT has proved the Service to be working. The Customer is responsible for ensuring that its equipment is compatible with the Service.

### Service Start Date

1.7 Before BT can be certain that it can provide the Customer with the Service, it needs to successfully complete a line test or survey or both. If either the line test or survey reveals that BT cannot provide the Service to the Customer, BT will notify the Customer as soon as possible and the contract for the Service will be cancelled immediately without liability to either party.

1.8 The Service Start Date for:

(a) non fibre based Service options is the date BT advises the Customer the Service has been activated; and

(b) for fibre based Service options is the date on which installation of the Service is completed by BT.

### Minimum Period

1.9 The Service will have a Minimum Period of 12, 24 or 36 months from the Service Start Date depending upon the Minimum Period that either the Customer chooses or BT makes available to the Customer when it applies for the Service.

## 2. SERVICE LEVELS

### Faults in the Service

2.1 BT will provide the Customer with the Service Care Level applicable to the Service option selected as follows:

(a) for all options excluding BT Business Broadband Network and Network Premium, Prompt Care Service Level will be provided;

(b) for BT Business Broadband Network, BT will repair within 24 hours of a Service Failure being reported to the BT


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Business Broadband technical team; and

(c) for BT Business Broadband Network Premium, BT will within 8 hours of a Service Failure being reported to the BT Business Broadband technical team.

2.2 WiFi Access is not covered by the Service Care levels.

**Customer Service Compensation Scheme**

2.3 The Customer Service Compensation Scheme set out in the Annex to this Service Schedule details the compensation the Customer may be eligible to claim if BT fails to fix a fault within the Service Care levels detailed in paragraph 2.1. Credits are available for all BT Business Broadband products (excluding BT Net).

**Faults in the equipment**

2.4 If, during the Guarantee Period, BT is notified of a fault in the equipment which is due to faulty design, manufacture or materials, or the negligence of BT, BT will where necessary by arrangement with the Customer, replace or (at its option) repair the faulty part free of charge provided that:

(a) the equipment has been properly kept, used and maintained in accordance with the manufacturer's or BT's instructions, if any, and has not been modified except with BT's written consent; or

(b) the fault is not due to accidental or wilful damage; interference with or maintenance of the equipment by persons other than BT; or

(c) the fault is not due to faulty design by the Customer where the equipment has been manufactured to the Customer's design; or

(d) the equipment has not been tampered with so as to invalidate the guarantee.

2.5 This guarantee does not cover fair wear and tear.

2.6 Where under paragraph 2.4 BT opts to replace the faulty equipment, BT reserves the right to provide refurbished equipment.

2.7 Where the equipment is installed by the Customer, the Customer will normally be required to return faulty equipment to BT (where necessary, by arrangement with the Customer), unless BT agrees otherwise in writing.

2.8 If the Customer reports a fault and BT finds there is none or the fault falls outside paragraphs 2.4 and 2.5 above, BT may apply a charge as set out in the BT Price List.

**Software Faults**

2.9 BT does not warrant that Software supplied under the Contract will be free of faults or that its use will be uninterrupted, but BT will remedy those defects which significantly impair performance (where necessary by arrangement with the Customer) within a reasonable time.

**Use of backup dialler**

2.10 If, during a Service outage, BT makes use of the un-metered Broadband backup dialler available to the Customer, the Customer should be aware that this service is not intended to be "always on". Accordingly, BT can suspend or terminate the Customer's access to the Service, in accordance with clause 6 of the Conditions if it appears that:-

(a) the Customer's internet connection is online for 12 hours or more in a 24 hour period; or

(b) the Customer's computer (or another device) is automatically redialling its internet connection.

2.11 If, during a Service outage, the Customer is using the un-metered broadband backup dialler, it should limit its online sessions to 2 hours. To maintain the quality of service to the Customer and other customers, BT reserves the right without notice to impose physical limits to ensure online sessions do not exceed 2 hours and / or to ensure periods of inactivity do not exceed 20 minutes. The Customer may reconnect to the internet by using its dial-up connection.

## 3. RESPONSIBILITIES OF THE CUSTOMER AND BT

**General**

3.1 Depending on the Service option selected, the Customer will need a BT enabled phone line.


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This phone line may be provided by BT directly or by another provider of the Customer's telephone services. The Customer needs to be the account holder or have the written authority from the account holder to use the phone line for the Service.

3.2 Where the Service option selected by the Customer requires a phone line as set out in paragraph 3.1, cessation of the phone line service (whether provided by BT or a third party) for whatever reason, will result in the automatic cessation of the Service and termination of the Contract. If this occurs during the Minimum Period early termination charges as set out in the BT Price List will apply.

3.3 The Customer will need to provide a suitable location (including adequate ventilation) at the Site for any BT Equipment and Customer Equipment.

3.4 The Customer must access the Service through the Software or in an alternative way permitted by BT, and the Customer must not attempt to circumvent any security measures in the Service.

*3.5* If BT becomes aware of or is made aware of a malicious domain, BT may take steps in its network to block access to that domain to protect the Customer from possible criminal threats associated with that domain.

3.6 The Customer acknowledges that BT does not guarantee to block access to all malicious domains.

## 4. CHARGES

### General

4.1 Charges for the Service are set out in the BT Price List. If the Customer does not notify BT of an address to which bills may be sent BT will send the bills to the installation address for the Service, unless the Service is specifically provided on the basis that bills will only be available online. BT may apply a charge for providing paper bills. Details of the charge are set out in the BT Price List.

4.2 Where the Service is provided on the basis that bills will only be available online and the Customer has not opted for its charges under the Contract to be included in its BT One Bill, BT will notify the Customer via the e-mail address provided by the Customer to BT at the time of applying for the Service that bills are available to view on-line. The Customer agrees to continually maintain the e-mail address as this will be the only means by which BT will inform the Customer that a bill is available to view. No paper copies of bills will be provided.

4.3 BT will hold bills online for a maximum of 15 months. If the Customer wishes to keep a record of bills for business use (VAT or other reasons) the bills may be printed or saved from the Customer's internet browser.

4.4 Payment is due within 28 days of the date of BT's bill. Any credits to be applied to the Customer's bill will be applied by BT in arrears.

4.5 The late payment charge payable under clause 4.17 (a) of the Conditions is set out in the BT Price List.

4.6 If the Customer re-grades its BT Business Broadband service a re-grade charge may apply. Applicable charges are set out in the BT Price List.

4.7 Unless otherwise agreed, payment will not be made by monthly payment plan.

4.8 The payment processing fee payable under clause 4.14 of the Conditions is set out in the BT Price List.

### Excess Construction Charges

4.9 If BT determines that additional infrastructure is required to enable the Customer to receive the Service, BT will inform the Customer by notice in writing of the excess construction charges to apply.

4.10 The Customer will have a period of 28 days from the date of the notice within which to accept the charges. Failure to accept the charges within this timescale will result in the Customer's order for the Service being cancelled without liability to either party.

4.11 Where the Customer accepts the charges, but subsequently cancels the order prior to installation of the Service, the Customer will have to pay BT for any work completed or committed to, together with a cancellation charge as set out in the BT Price List.

### Distance Based Charges


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4.12 Where the Customer has selected a Service option that requires additional work to bring the Service from the BT street cabinet to the Customer's premises a distance based charge as set out in the BT Price List will apply in addition to excess construction charges if applicable and the standard connection charge.

**Abortive Visit Charge**

4.13 BT reserves the right to raise an abortive visit charge as set out in the BT Price List in the following circumstances:-

(a) When a BT engineer attends an incorrect address provided by the Customer.

(b) When a BT engineer arrives to carry out the installation at the address provided by the Customer, but either:

(i) the Customer no longer wants the installation completed; or

(ii) the Customer, having previously chosen to be present at the time of installation, does not attend.

(c) When entry is refused at the Site, or no access can be gained at the appointed time agreed between BT and the Customer.

(d) If BT is delayed in its installation activities because the Customer fails to make equipment that BT has despatched to the Customer for installation purposes available to BT on arrival at the Site.

(e) If the engineer attends on Site and finds that the location and/or environment provided by the Customer for the BT Equipment and/or Customer Equipment is not suitable.

(f) If the Customer provides BT with less than 24 hours notice of an amendment to, or cancellation of, its appointment or order.

**Usage Charges**

4.14 If the Service option selected by the Customer includes a monthly usage allowance then the allowance will expire at the end of each calendar month and cannot be transferred to a subsequent month if unused. BT will notify the Customer once it has reached 80% of its allowance. If the Customer subsequently exceeds its allowance, BT reserves the right to charge the Customer for its extra usage in accordance with the charges set out in the BT Price List, or end the Contract in accordance with clause 6 of the Conditions, or upgrade the Customer to another Service option that is better suited to the Customer's usage.

**Cancellation charges**

4.15 The cancellation charges referred to in clause 6.1 of the Conditions are set out in the BT Price List.

**Early Termination Charges**

4.16 The termination charges referred to in clause 6.5 of the Conditions are set out in the BT Price List.

**Ceasing Service**

4.17 If the Customer ends the Contract and/or ceases the Service and does not request and use a migration access code (MAC) or other recognised transfer process to move to another service provider, the Customer must pay a cease charge which is set out in the BT Price List. A cease charge will not be payable where the Customer moves to a new Site and BT is unable to provide the Service at the new Site.

**Annual Price Increase**

4.18 BT reserves the right to include an annual increase to rental charges (rounded up to the nearest whole pence) by a percentage comprised of i) the annual percentage increase in the Consumer Price Index (CPI) rate figure published by the Office for National Statistics in January of that year (ignoring any negative figures) plus ii) 3.9% ("**Annual Price Increase**").

4.19 If applicable the Annual Price Increase will take effect on bills dated on or after 1st April of each year beginning on 1st April 2022. If the CPI figure is negative in the relevant year, BT will only increase rental charges by 3.9%. The change to rental charges as a result of the Annual Price Increase will not cause you material detriment and will not give you the right to terminate the Contract without paying termination charges.


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4.20 The products and services to be included in an Annual Price Increase are set out online at the following link: BT Price List

## 5. ADDITIONAL CONDITIONS

### Temporary loss of service

5.1 During activation of the Service, the Customer may experience a temporary loss in its telephone service. This is because the Customer's existing connection needs to be replaced to allow it to access the Service.

5.2 Where a Customer re-grades from one broadband service to another broadband service the Customer will experience interruption to the Service. This is because of the installation activities BT needs to undertake.

### BT Infinity for business broadband

5.3 At the time of order placement BT will make one or two appointments with the Customer for installation and configuration of the Service at the Site. Appointments for installation are available between 08:00 and 18:00 on Working Days. Where the Customer agrees that voice wiring may be installed at the same time as installation of the Service, the Customer accepts that no service will be provided over that wiring under this Contract.

5.4 In order to provide the Service to the Customer BT may be required to request a permit under the Traffic Management Act 2004 (TMA). If the Customer misses or changes its appointment date(s) so that BT is unable to complete provision of the Service within the period of the TMA permit, the Customer will be liable to BT for any additional TMA permit charges.

5.5 Further to clause 2.5 of the Conditions, the Customer will obtain at its cost any permission needed for BT to put any BT Equipment on the Site. Permissions may include that of landlords and/or any necessary planning consent. In addition to the indemnity set out in paragraph 5.39, the Customer will be liable to BT if BT incurs any other costs as a result of the Customers failure to obtain necessary permissions.

5.6 The Customer must provide BT with access at the time that the parties agree for the appointment.

5.7 Prior to the appointment date BT will despatch equipment to the Customer that is needed by BT for connecting to the Service as part of its installation activities.

5.8 Depending on the fibre broadband option selected;

(a) BT Equipment required to provide the Service is connected to the Customer's master telephone socket; or

(b) BT Equipment required to provide the Service is installed both to the outside of the Customer's Site and within the Site (optical termination point).

If an optical termination point is fitted, a battery backup unit will be installed.

5.9 BT can provide and install a data extension kit up to 20 metres in length at no additional charge, should the Customer require BT Equipment to be located at a distance from the main master telephone socket or optical termination point. The route the data extension kit will run will be agreed between BT and the Customer at the time of installation.

5.10 As part of the installation the BT engineer will connect one Customer computer to the Service to prove the Service is working. The Customer must provide a computer with either a Windows or Mac operating system that:

(a) is fully operational at the time of the engineer visit (including free of viruses); and

(b) is located within close proximity to the Customer's connection point and power outlet for the Service.

5.11 BT recommends that, prior to BT's visit to the Site to undertake installation of the Service, the Customer backs up any data stored on the Customer's computer. BT accepts no responsibility for any data that may be lost.

5.12 If the Customer does not wish BT to connect the Customer's computer to the Service as set out in 5.10 above, the BT engineer's laptop will be used to prove the Service is working.

5.13 If the Customer chooses to connect its own equipment to fibre broadband, instead of the BT provided hub, the Customer will need to re-connect the BT provided hub in the event of a


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service failure in order for BT to undertake diagnostic activities.

5.14 Where a battery backup unit is installed the Customer is responsible for the ongoing replacement of batteries.

**Return of equipment**

5.15 BT may require the Customer to return to it:-

(a) any equipment provided with the Service if the Contract is cancelled or ended under clauses 6 or 9.1 (c) of the Conditions; or

(b) any faulty equipment if the Customer has been provided with equipment by BT to replace faulty equipment,

such equipment must be returned to BT in the prepaid postage package BT sends to the Customer. If the Customer does not return the equipment to BT within 14 days of receiving the prepaid postage package, the Customer may be charged for the equipment (at the charges set out the BT Price List, postal charges for both initial despatch and the prepaid return package and a reasonable administration charge.

5.16 Any infrastructure or BT Equipment, including battery back-up unit, installed under this Contract will remain the property of BT and in-situ at the Site following the ending of the Contract for any reason.

**Network management**

5.17 BT may take action to manage network performance during periods where there is high demand which may include line speed reductions, application and protocol management. Information relating to typical traffic management practices undertaken by BT is provided at https://business.bt.com/help/article/broadband-and-internet/broadband-speed/traffic-management-and-net-neutrality/

**Static IP Addresses**

5.18

If the Customer chooses to opt for Static IP or a range of Static IP addresses provided by BT:-

(a) an administrative charge may be applied to the Customer's account if it downgrades its IP status leading to a decrease in the rental charge;

(b) BT is not responsible under the Contract for providing any technical or other support to the Customer's Local Area Network;

(c) the IP addresses that are allocated to the Customer are for use in connection only with the Service and the Customer will not gain any ownership rights in those IP addresses. The Customer must not sell them or agree to transfer them to anyone else or try to do so.

(d) if the Contract is terminated for any reason the IP addresses will revert to BT.

**Email**

5.19 The Customer will be provided with a user name and associated mailbox, subject to the terms and conditions at www.bt.com/terms/emaillite. The Customer acknowledges that:-

(a) BT may, without notice, delete the Customer's mailbox(es), content and/or user name, if the mailbox(es) has not been accessed for over 90 days and, if the Customer has not accessed any mailbox provided under the email account within that period, terminate the Customer's email service. BT will not be liable to the Customer where such deletion results in the Customer failing to perform any of its obligations under the Contract; and

(b) once a period of 30 days has elapsed from the date of termination of the Contract for any reason, the Customer's email accounts (including any sub-accounts) and mailboxes will be disabled and content and/or user name deleted. It is the Customer's responsibility to ensure that it has copied or backed up to a separate device or service any email content it wishes to retain prior to expiry of this 30 day period.

**Web site(s)**

5. 20 Where the Service allows, the Customer may be able to set up its own web site(s) as part of the Service. If the Customer does so, the Customer:-


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(a) is responsible for the material that it or anyone else puts on its web site(s);

(b) must include its contact details (e.g. email address) clearly on its web site(s);

(c) must ensure that material on its web site(s) and the use of it must not in any way be unlawful;

(d) must in particular ensure that all necessary licences and consents (including those from owners of copyrights, performing rights and any other relevant intellectual property rights) have been obtained.

5.21 BT may impose service limitations and restrictions including limits (which BT may vary from time to time) on the physical amount of web-space available for use. Breach of any limit or restriction may result in the rejection, deletion or loss of data.

5.22 If the Customer does not use the web space provided, by uploading or modifying any pre-installed content, within ninety days of the commencement of the Service, BT may without notice, suspend access to the web-space, including access to the Customer's sub-domain name. The Customer's sub-domain will be stored on BT systems and must be re-activated by the Customer using the web-space tools provided.

5.23 Once a period of 30 days has elapsed from the date of termination of the Contract for any reason, the web space provided to the Customer as part of the Service will be removed. It is the Customer's responsibility to ensure that it has copied, backed up or migrated any content it wishes to retain prior to expiry of this 30 day period.

**BT Tech Heads™**

5.24 Where access to BT Tech Heads™ is included as part of the Service, BT will provide remote access IT support to the Customer on the hardware, applications and operating systems set out at https://business.bt.com/products/computing-apps/enhanced-it-support/ and subject to the following:

(a) the Customer is responsible for taking appropriate steps to maintain and safeguard its IT system through regular data back-up, running current virus software and adopting other appropriate security or maintenance procedures;

(b) if the Customer is required to install any diagnostic and/or technical support software to assist in the support process, the Customer agrees to install and keep installed such software. If the Customer refuses to install such software BT may, at its option, either provide the Customer with a reduced scope of support, or withdraw provision of support in its entirety;

(c) the removal of Malware is specifically excluded from the scope of support, but may be available upon request and subject to the additional charge set out in the BT Price List and/or the Charges Schedule.

5.25 BT will provide support on up to 3 personal computers (PCs) designated by the Customer. Remote access support will be available 24 hours per day, 7 days a week. BT reserves the right to introduce a limit on the duration of time for which support is provided on any PC, in the event BT considers the Customer's use of the support to be excessive or detrimental to support provided to other customers generally.

5.26 The Customer agrees that BT or its representatives may access its registered computing equipment via a remote access client.

5.27 The Customer agrees:-

(a) to have technical details of the supported computing equipment, local area network and connected devices, collected and securely stored by BT for use during fault diagnosis and support incidents; and

(b) to allow BT's technical support agents to create, as necessary, systems administration accounts on the Customer's PCs and to keep these accounts active and unchanged as required to deliver the service; and

(c) to give permission for BT's technical support agents to remotely access and monitor the Customer's computer


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systems and network for the purposes of fault diagnosis and resolution.

5.28 BT does not guarantee that it will be able to fix all faults reported by the Customer, or that BT will be able to advise on all service related issues.

5.29 The Customer accepts that BT will not be liable for any failures in the supported applications and operating systems that cannot be resolved using the Service, or for the Customer's failure to correctly follow BT's advice and recommendations. BT recommends that the Customer regularly and frequently backs-up any stored data as BT does not accept any liability for loss or corruption of the Customer's data.

5.30 If a fault is due to a failure in the Customer's equipment which is not covered by the service it is the Customer's responsibility to arrange for its repair or replacement.

**WiFi Access**

5.31 WiFi Access includes connection to the BT Network and if required the internet, but does not include a connection from the BT Network to any Customer Network or any services once the Customer is connected to the internet.

5.32 When the Customer is located within the radio frequency coverage area of a BT Site the Customer may connect to the internet via WiFi Access using its computing equipment and login name and password. From time to time BT may seek to restrict access to, or respond to a request from a BT Wi-fi Partner to restrict access to, a limited a number of websites at a BT Site. The implementation of any restricted access to a website will be at BT's sole discretion.

5.33 WiFi Access can be accessed via:

(a) an alternative wireless data service where BT has an agreement with the alternative wireless data service provider for such access. Details of alternative wireless data service providers can be found on the BT Wi-fi Web Page; and

(b) a BT wireless hub ("Hub") where the Customer's computing equipment (including smart phones, tablets and other similar devices capable of connecting to the internet) are within range of the Hub and the Customer enters the correct user credentials or access code provided to them by BT from time to time.

5.34 If the Customer receives an error message when accessing the internet via WiFi Access (for example if an address is incorrectly typed or a broken link or hyperlink is accessed) BT may return results that it thinks relevant or helpful to the Customer. BT will assume the Customer has given its permission for BT to do this if the Customer continues to use WiFi Access.

5.35 WiFi Access is dependent on the suitability of the Customer's computing equipment (including smart phones, tablets and other similar devices capable of connecting to the internet) and, if applicable the Customer Network. The Customer's computing equipment and the Customer Network are not provided as part of the Service.

5.36 BT does not authorise or guarantee access to any of the BT Sites for the Customer to use WiFi Access or guarantee that WiFi Access will continue to be available from a specific BT Site.

5.37 Due to the nature of WiFi Access the Customer acknowledges and accepts that BT does not guarantee the security of such access against unlawful access or use. The Customer should ensure adequate internal security policies are implemented to stop unlawful access to or use of WiFi Access.

5.38 WiFi provided under this Contract is intended for the Customer's own use only and should not be publicly shared.

5.39 Where the Customer makes the Service available to third parties in breach of clause 5.38, the Customer acknowledges and agrees that:

(a) It is the Customer's responsibility to filter content and to comply with all relevant safety and security regulations or laws for publicly sharing WiFi access.
(b) BT will not be responsible for filtering any content and will have no liability to the Customer or any third party for any harm, distress or damage resulting from the Customer's breach of clause 5.38 and the Customer will indemnify BT against any such claims.
(c) BT may terminate the WiFi, the Service or the Contract.


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**Limits of Liability**

5.40 Subject to paragraph 5.41 below, the limit of liability under clause 7.2 of the Conditions is:

(a) £1,000,000 for loss of or damage to physical property; and

(b) £500,000 for all other direct loss or damage arising from any one incident or series of connected incidents and £1,000,000 for all incidents in any period of 12 months.

5.41 BT's sole liability for failure to repair a service covered by the Customer Service Compensation Scheme is limited to the amounts payable to the Customer as set out in the Annex to this Service Schedule. Any amounts paid by BT under the Annex will reduce by the same amount BT's limit of liability under paragraph 5.40 (b).

**Indemnity**

5.42 The Customer will indemnify BT against any claims that are brought or threatened against BT by a third party because the Customer has failed to obtain necessary permissions as required by paragraph 5.5.

**Resale**

5.43 The Service and Software is provided solely for the Customer's own use and the Customer will not resell or attempt to resell either (or any part or facility of it) to anyone else.

**Notices**

5.44 In addition to the addresses stated in clause 9.9 (b) of the Conditions, notices may be delivered to the Customer at the primary email address that BT provides to the Customer on registration for the Service.

5.45 BT at its discretion may also notify the Customer of any changes that BT makes to the Contract under clause 5 of the Conditions at the primary email address that BT provides to the Customer on registration for the Service.

**Ending the Contract**

5.46 Clause 6.2 of the Conditions is replaced with the following:

The Contract or the Service can be ended by either party on 30 days written notice to the other.

## 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:-

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|---|---|
| **Annual Price Increase** | has the meaning in paragraph 4.18. |
| **BT Price List** | the document containing a list of BT's charges and terms and which can be seen at: http://www.bt.com/pricing (or any other on-line address that BT may advise the Customer) and which forms part of the Contract. |
| **BT Network** | BT's communications network used to provide WiFi Access from the Site to the internet or, if applicable, the Customer Network. |
| **BT Site** | each physical location of the radio access points offering WiFi Access to the Customer. |
| **BT Wi-fi Web Page** | www.btopenzone.com, www.btwifi.co.uk, www.btwifi.com, www.bt.com or such other URL as BT may advise from time to time. |
| **BT Wi-fi Partner** | a third party that owns or controls a site which has BT's public Wi-Fi service installed on it. These third party sites (or "hotspots") are listed on the BT Wi-fi Web Page |
| **Customer Network** | the Customer's communications network including its local area network (LAN) and any intranet services. |
| **Guarantee Period** | a 12-month manufacturer's guarantee or such other period as provided by the manufacturer which commences from the date of delivery of the equipment to the Customer. |
| **Malware** | software deliberately written for a specific and undesirable purpose, such as viruses, worms, spyware and other forms of hostile, intrusive, annoying software or program code. |


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|---|---|
| **Order Form** | the form, customer requirements form or other form provided by BT to the Customer, setting out the details of the Customer's order and any charges and associated terms. |
| **Service Care Level(s)** | the repair options set out in Section 14 the BT Price List. |
| **Service Failure** | loss of internet access, email availability and website availability all as more fully described in the Annex to this Service Schedule. |
| **WiFi Access** | BT's wireless data service (which may also be known as BT Openzone, BT Wi-fi or BT FON) that uses radio frequency to access a BT Site. Fixed line connections from the BT Site connect the Customer to the BT Network and subsequently on to the internet or, if applicable, the Customer Network. |


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