



Microsoft Online Services Schedule to the General Terms

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A note on 'you'

'You' and 'your' mean the Customer.

Words defined in the General Terms

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

Part A – The Microsoft Online Services

1 Service Summary

BT will, as a Microsoft Cloud Solution Provider, provide you with a subscription to the Microsoft Online Services that are hosted by the Supplier. BT will provide you with troubleshooting support in relation to the Microsoft Online Services, comprising the Standard Service Components, up to the point of the Service Management Boundary as set out in Paragraph 3 ("**Microsoft Online Services**").

2 Standard Service Components

BT will provide you with all the following standard service components ("**Standard Service Components**") in accordance with the details as set out in any applicable Order:

2.1 Microsoft Online Service Subscriptions:

2.1.1 BT will provide you with the following Subscriptions:

(a) **Licence-Based Subscriptions:** Licence-Based Subscriptions are priced and ordered as single units and billed for the number of units you have in the month or in one year. Subscription Licence will be assigned to a User or service to enable the relevant features. You will be able to choose from a range of Licence-Based Subscriptions, including (but not limited to):

- (i) Microsoft Office 365;
- (ii) Dynamics 365;
- (iii) Exchange Online;
- (iv) Microsoft Phone System;
- (v) and Microsoft Calling Plan, etc:

(b) **Consumption-Based Subscriptions:** Consumption-Based Subscriptions are ordered for services where the price is calculated based on cloud resource consumption. The Charges for such Subscriptions are calculated based on consumption and billed in arrears. Pricing is dynamic and changes frequently. Microsoft Azure is a Consumption-Based Subscription.

2.1.2 The Subscriptions enable either an individual service or bundle of services or software application.

2.1.3 The Subscriptions provided by BT may change and not all subscriptions offered by the Supplier are available from BT. A full list of the Subscriptions offered by BT will be available from the Marketplace or BT sales agents.

2.1.4 You may have one or more Subscriptions as part of your Microsoft Online Services that have independent Minimum Periods of Service.

2.2 **Support and Service Desk:** BT will provide you with UK based Service Desk that operates 24x7x365 for any Incidents in relation to the Microsoft Online Services.

2.2.1 BT will provide escalations to the Supplier on your behalf for any Incidents found with the Microsoft Online Services platform.

2.3 **Self Service Portal:** As part of the Microsoft Online Services BT will provide you with the capability to:

2.3.1 place Orders for additional Licences for your Subscription via the Marketplace and BT sales agents;

2.3.2 add or remove Licences from your Subscription for the Microsoft Online Services via the Marketplace. The additional Licences will be included in your existing Subscription (subject to the Cancellation Policy for Licence-Based Subscriptions as set out in Paragraph 5.3).

3 Service Management Boundary



- 3.1 BT will provide the Microsoft Online Services in accordance with Parts A, B and C of this Schedule and as set out in any applicable Order ("**Service Management Boundary**").
- 3.2 BT will have no responsibility for the Microsoft Online Services outside the Service Management Boundary.
- 3.3 BT does not make any representations, whether express or implied, about whether the Microsoft Online Services will operate in combination with any Customer Equipment or other equipment and software.
- 3.4 The Microsoft Online Services are provided solely for your own use, and you will not resell the Microsoft Online Services (or any part or facility of it) to any third party.
- 3.5 The Microsoft Online Services do not include a migration of your data to the Microsoft Online Services Tenant. You may order the migration of your data from BT separately for an additional Charge.

4 Associated Services

- 4.1 You will have the following services in place that will connect to the Microsoft Online Services and are necessary for the Microsoft Online Services to function and will ensure that these services meet the minimum technical requirements that BT specifies:
 - 4.1.1 an Internet connection with a suitable bandwidth; and
 - 4.1.2 access to the Marketplace,(Each an "**Enabling Service**").
- 4.2 If BT provides you with any services other than the Microsoft Online Services (including, but not limited to any Enabling Service) this Schedule will not apply to those services and those services will be governed by their separate terms.
- 4.3 You will provide and maintain any Customer Equipment necessary for the Enabling Services. You will pay all charges related to the provision, maintenance and use of such Enabling Services and report any incidents on these Enabling Services directly to the suppliers for each Enabling Service.
- 4.4 In order to receive certain Microsoft Online Services, you will ensure that your system meets the minimum requirements set out at <https://products.office.com/en-gb/office-system-requirements> (or any other URL that BT advises you) or as available from BT on request.

5 Specific Terms

5.1 Changes to the Contract

- 5.1.1 BT may amend the Contract (including the Charges) at any time by either:
 - (a) publishing the amendment online at businessapps.bt.com or www.bt.com/terms (or any other online address that BT advises you of); or
 - (b) by giving Notice to you.
- 5.1.2 If the amendments cause you material detriment, BT will give you Notice at least 30 days before the change is to take effect and, in the case of any other amendments, at least one day before the change is to take effect.
- 5.1.3 If BT makes any amendment to the Contract that causes you material detriment, you will not have to pay any Charges if you give Notice to terminate the affected Service in accordance with Clause 17 of the General Terms within:
 - (a) 90 days after the date of notification if BT has only published the amendment online in accordance with Paragraph 5.1.1(a); or
 - (b) 30 days after the date of the Notice if BT has given you Notice in accordance with Paragraph 5.1.1(b).
- 5.1.4 Pricing for Consumption-Based Subscriptions, including Microsoft Azure, is dynamic and changes frequently. BT will not provide you with notice of such pricing changes and Paragraphs 5.1.1 to 5.1.3 will not apply.

5.2 Minimum Period of Service and Renewal Periods

- 5.2.1 Unless one of us gives Notice to the other of an intention to terminate the Microsoft Online Services at least 30 days before the end of the Minimum Period of Service for the last Subscription or a Renewal Period for the last Subscription, at the end of the Minimum Period of Service for the last Subscription or Renewal Period for the last Subscription, the Microsoft Online Services will automatically extend for a Renewal Period and both of us will continue to perform each of our obligations in accordance with the Contract.

5.3 Cancellation Policy (applicable to Licence-Based Subscriptions only)



- 5.3.1 You can terminate your Licence-Based Subscriptions within 72 hours from the Service Start Date by providing Notice to BT. BT will give you a pro-rated refund for any Charges you have incurred in relation to the cancelled Licence-Based Subscription, which will be calculated daily ("**Cancellation Policy**").
- 5.3.2 After expiry of the 72-hour period, if you cancel a Licence-Based Subscription you will not be refunded for any upfront Charges paid and, if applicable, BT will continue to invoice you for the Charges related to the cancelled Licence-Based Subscription for the remainder of the Minimum Period of Service for that Licence-Based Subscription, as set out in the applicable Order.
- 5.3.3 If you cancel a Licence-Based Subscription in accordance with the Cancellation Policy, Termination Charges will not apply.
- 5.3.4 The Cancellation Policy also applies when renewing Licence-Based Subscriptions.
- 5.4 **Termination for Convenience**
- 5.4.1 For the purposes of Clause 17 of the General Terms, either of us may, at any time after the Service Start Date and without cause, terminate the Microsoft Online Services or any part of the Microsoft Online Services by giving 30 days' Notice to the other.
- 5.5 **Access to Emergency Services via Microsoft Cloud Voice**
- 5.5.1 As part of the Microsoft Calling Plan, Microsoft will provide the ability for Users to call the emergency services by dialling "999" or "112", as outlined at <https://docs.microsoft.com/en-us/microsoftteams/emergency-calling-terms-and-conditions>.
- 5.5.2 It is your responsibility to ensure caller location information is up to date via the Microsoft Administration Portal, in accordance with the information set out at <https://docs.microsoft.com/en-us/microsoftteams/what-are-emergency-locations-addresses-and-call-routing> (this excludes Microsoft Phone System Direct Routing) and only applies to locations within the United Kingdom.
- 5.5.3 BT will not guarantee your ability to use the Microsoft Cloud Voice service to make emergency always calls, including where:
- (a) there is a fault or failure of mains power or Circuit, or network congestion at the Site; or
 - (b) you are accessing the Microsoft Cloud Voice service from a mobile device and not using the mobile network; or
 - (c) Microsoft has suspended or interrupted the Microsoft Cloud Voice service for any reason, including Maintenance, and, therefore, BT recommends that you consider an alternative means to support emergency calls.
- 5.5.4 There may be a delay in updates to caller location information held by the emergency services, where you change the User's emergency location information via the Microsoft Administration Portal. Until the emergency services receive any updated location information, the location information held by the emergency services will be the address of the Site before the location information was changed.
- 5.6 **EULA**
- 5.6.1 BT will only provide the Microsoft Online Services if you have entered into an end user licence agreement with the Supplier in the form set out at <https://www.microsoft.com/licensing/docs/customeragreement> as may be amended or supplemented from time to time by the Supplier ("**EULA**").
- 5.6.2 By accepting the terms of the EULA, you agree to observe and comply with it for all use of the Microsoft Online Services.
- 5.6.3 In addition to what it says in Clause 15 of the General Terms, if you do not comply with the EULA, BT may restrict or suspend the Microsoft Online Services upon reasonable Notice, and:
- (a) you will pay the Charges that are payable for the Microsoft Online Services until the Microsoft Online Services ends; and
 - (b) BT may charge a restarting Charge to start the Microsoft Online Services again.
- 5.6.4 You are responsible in accordance with the terms of the EULA for the use of the Software.
- 5.6.5 You will enter the EULA for your own benefit and the rights, obligations, acknowledgements, undertakings, warranties, and indemnities granted in accordance with the EULA are between you and the Supplier.
- 5.6.6 You will deal with the Supplier with respect to any loss or damage suffered by you or the Supplier under the EULA and any loss or damage will not be enforceable against BT.

5.7 **Microsoft Cloud Voice**

Where BT provides you with any of the Microsoft Cloud Voice services, including Microsoft Phone System, Microsoft Audio Conferencing, and Microsoft Calling Plan, the following terms will apply:



- 5.7.1 BT will provide the Microsoft Phone System service as outlined at <https://docs.microsoft.com/en-us/microsoftteams/what-is-phone-system-in-office-365>. This Schedule does not apply to Microsoft Phone System Direct Routing.
- 5.7.2 The Microsoft Phone System features can be found at <https://docs.microsoft.com/en-us/microsoftteams/here-s-what-you-get-with-phone-system>.
- 5.7.3 BT will provide a Microsoft Calling Plan service as outlined at <https://docs.microsoft.com/en-us/microsoftteams/calling-plan-landing-page>
- 5.7.4 The Microsoft Calling Plan provides a monthly allowance of outbound calling minutes. The monthly minute allowance can be found at <https://docs.microsoft.com/en-us/MicrosoftTeams/country-and-region-availability-for-audio-conferencing-and-calling-plans/availability-in-the-united-kingdom-u-k>. These minutes are pooled at a tenant level on a per plan basis. When User(s) consumes the total pooled minutes allowance within a given month, impacted User(s) will not be able to make further outbound calls until the next month. This does not impact the ability to make emergency calls. Alternatively, you can setup Communication Credits directly with Microsoft to mitigate this impact. BT is not involved in the provision and management of Communication Credits.
- 5.7.5 Country and region availability for Microsoft Audio Conferencing and Microsoft Calling Plans can be found at <https://docs.microsoft.com/en-us/microsoftteams/country-and-region-availability-for-audio-conferencing-and-calling-plans/country-and-region-availability-for-audio-conferencing-and-calling-plans>
- 5.7.6 It is your responsibility to deploy and manage the Microsoft Phone System and Microsoft Calling Plan, unless otherwise agreed with BT. Microsoft Online Services do not include any migration and/or configuration services. You may order these kinds of additional services from BT separately for an additional Charge.
- 5.8 **Microsoft Azure**
- 5.8.1 **Usage Quotas:**
- (a) Where BT provides you with a Microsoft Azure Consumption-Based Subscription(s), some Microsoft Azure services may include limits and maximum resources ("Usage Quota").
- (b) Usage Quotas may change periodically.
- (c) Details of Usage Quotas can be found at <https://docs.microsoft.com/en-us/azure/azure-resource-manager/management/azure-subscription-service-limits>.
- (d) You may submit a request to BT if you wish to raise a limit above a default limit.
- 5.8.2 **Azure Subscriptions and Minimum Period of Service**
- (a) Regardless of what it may say in Paragraph ~~5.25.2.1~~ if you purchase an Azure Subscription under the Contract BT will provide you with the Azure Subscription until one of us gives 30 days' Notice to the other of an intention to terminate the Azure Subscription and both of us will perform each of our obligations in accordance with the Contract.
- (b) If you only have Azure Subscriptions under your Contract for the Microsoft Online Services, the Contract will terminate automatically on termination of the last Azure Subscription.
- 5.8.3 If either of us provides the other with Notice of an intention to terminate the Azure Subscription, you will delete all the resource in the Azure Subscription prior to the date of termination.
- 5.8.4 If you de-authorise BT as your Delegated Administrator or do not grant BT full administrator privileges for your Azure Subscription, BT may terminate the Contract in respect of your Azure Subscription immediately.
- 5.9 **Invoicing**
- 5.9.1 Unless set out otherwise in any applicable Order, BT will invoice you for the following Charges in the amounts set out in any applicable Order:
- (a) Recurring Charges, except Consumption Charges, monthly or quarterly in arrears (depending on your billing frequency) and for any period where the Microsoft Online Service is provided for less than one month, the Recurring Charges will be calculated on a daily basis;
- (b) Consumption Charges, monthly or quarterly in arrears (depending on your billing frequency), calculated at the then current rates.
- (c) Professional Services Charges;
- 5.9.2 BT may invoice you for any of the following Charges in addition to those set out in any applicable Order:
- (a) Charges for investigating Incidents that you report to BT where BT finds no Incident or that the Incident is caused by something for which BT is not responsible under the Contract.
- (b) any other Charges as set out in any applicable Order or the Marketplace or as otherwise agreed between both of us.



5.10 Termination Charges

- 5.10.1 If you terminate the Contract, or a Microsoft Online Service, for convenience in accordance with Clause 17 of the General Terms, you will pay BT:
- (a) all outstanding Charges for the service rendered.
 - (b) any additional amounts due under the Contract;
 - (c) any other Charges as set out in any applicable Order; and
 - (d) any Charges payable if you cancel a Licence-Based Subscription outside of the Cancellation Policy in accordance with Paragraph 5.3.2.

5.11 Service Amendment

- 5.11.1 You may add or remove Licences to a Subscription via the Marketplace and these additional Licences will be included in your existing Subscription and will be co-terminus with your existing Licences for that Subscription. Unless you have cancelled the additional Licences within 72 hours in accordance with the Cancellation Policy, the new total of Licenses will become your minimum baseline commitment of that Subscription.
- 5.11.2 You may reduce the number of Licences to a Subscription via the Service Desk however, these reductions will be scheduled at the date of your Subscription renewal, and no earlier.

5.12 Service Transition

- 5.12.1 If you are transitioning your existing services to BT, you will provide any information or access BT reasonably requests within a reasonable period before the Service Start Date.
- 5.12.2 Any delay to providing BT with this information:
- (a) may cause delay to the transition of your service or the Service Start Date; and
 - (b) may result in a change to the Charges to reflect the revised scope of the Microsoft Online Services.

5.13 Additional Cancellation, Suspension and Termination Rights

- 5.13.1 BT may cancel an Order prior to the provision of the Subscription by giving you Notice.
- 5.13.2 BT may terminate the Contract or any part of the Contract immediately if Microsoft terminates your access to the Microsoft Online Services at any time. BT will not be liable to you for such termination.
- 5.13.3 BT will not be liable to you if Microsoft temporarily disables your Subscription for legal or regulatory reasons or breach by you of the EULA.

5.14 Amendments to the General Terms

The definition of Force Majeure Event in the General Terms is deleted and replaced with the following:

"Force Majeure Event" means any event that neither of us can control and that stops or delays either of us from doing something, including:

- (a) natural event including a flood, a storm, lightning, a drought, an earthquake, or seismic activity;
- (b) an epidemic or a pandemic;
- (c) a terrorist attack, civil war, civil commotion or riots, war, the threat of war, preparation for war, an armed conflict, an imposition of sanctions, an embargo or a breaking-off of diplomatic relations;
- (d) cyber terrorism;
- (e) any law made or any action taken by a government or public authority, including not granting or revoking a licence or a consent;
- (f) collapsing buildings, a fire, explosion, or accident; or
- (g) any labour or trade dispute, a strike, industrial action, or lockouts.



Part B – Service Delivery and Management

6 BT's Obligations

6.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the Microsoft Online Services, BT:

- 6.1.1 will provide you with contact details for the Service Desk;
- 6.1.2 will create a Marketplace account and single Administrator account for you;
- 6.1.3 will, if you do not have an Microsoft Online Services Tenant create a Microsoft Online Services Tenant for you and configure the default customersubdomain.onmicrosoft.com domain with the information provided by you with the Order;
 - (a) where the requested customer subdomain is not available, BT will contact you to supply alternative options;
 - (b) it is not possible to change the customersubdomain.onmicrosoft.com domain once configured;
- 6.1.4 may, if you have an existing Microsoft Online Services Tenant, send you a Microsoft Partner Relationship Invitation;
- 6.1.5 will assign the Subscription and Licences that are detailed on your Order to your Marketplace account; and
- 6.1.6 will provide you with a confirmation email with instructions on how to access the Marketplace account and Microsoft Online Services.

6.2 During Operation

On and from the Service Start Date, BT:

- 6.2.1 will work with the Customer Contact to respond and use reasonable endeavours to remedy an Incident without undue delay;
- 6.2.2 where you report an Incident, will work with the Supplier to restore the Microsoft Online Service as soon as practicable during Local Contracted Business Hours.

6.3 The End of the Service

On termination of the Microsoft Online Services by either of us, BT will:

- 6.3.1 terminate the Microsoft Online Services and suspend the Subscriptions;

7 Your Obligations

7.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the Microsoft Online Services, you:

- 7.1.1 will provide BT with the names and contact details of the Customer Contact, but BT may also accept instructions from a person who BT reasonably believes is acting with your authority;
- 7.1.2 will provide BT with any information reasonably required without undue delay;
- 7.1.3 will complete any preparation activities that BT may request to enable you to receive the Microsoft Online Services promptly and in accordance with any reasonable timescales;
- 7.1.4 will in jurisdictions where an employer is legally required to make a disclosure to its Users and other employees:
 - (a) inform your Users that as part of the Microsoft Online Service being delivered by BT, BT may monitor and report to you the use of any targeted applications by them;
 - (b) ensure that your Users have consented or are deemed to have consented to such monitoring and reporting (if such consent is legally required); and
 - (c) agree that BT will not be liable for any failure by you to comply with this Paragraph 7.1.4, you will be liable to BT for any Claims, losses, costs or liabilities incurred or suffered by BT due to your failure to comply with this Paragraph 7.1.4;
- 7.1.5 will, as and to the extent required by Applicable Law, notify your Users that their Personal Data may be processed for the purpose of disclosing it to law enforcement or other governmental authorities when required by Applicable Law as determined by BT and obtain your Users' consent to such disclosure;
- 7.1.6 will assign the required Subscription Licence to your Users;
- 7.1.7 will, if BT is creating your Microsoft Online Services Tenant, accept that BT will automatically be the Delegated Administrator;



- 7.1.8 will create all individual Users in the Microsoft Online Services Tenant that BT creates for you in accordance with Paragraph 6.1.3;
- 7.1.9 will, if you receive a Microsoft Partner Relationship Invitation in accordance with Paragraph 6.1.4:
 - (a) accept the Microsoft Partner Relationship Invitation;
 - (b) accept BT as your Delegated Administrator to establish the Reseller Relationship.BT will not be authorised as your Delegated Administrator if you do not accept BT as your Delegated Administrator and the Reseller Relationship will not be established;
- 7.1.10 will, if either BT is automatically the Delegated Administrator in accordance with Paragraph 7.1.7 or you accept BT as your Delegated Administrator as part of establishing the Reseller Relationship in accordance with Paragraph 7.1.9(b), consent to Microsoft and its Affiliates (as defined in the EULA) providing BT with Customer Data and Administrator Data (both as defined in the EULA) for the purposes of provisioning, administering and supporting the Microsoft Online Services in accordance with the EULA; and
- 7.1.11 may de-authorise BT as your Delegated Administrator through your Microsoft Online Services Tenant at any time. BT will not be able to administer or support your Microsoft Online Services Tenant on your behalf if you de-authorise BT as your Delegated Administrator.

7.2 During Operation

On and from the Service Start Date, you will:

- 7.2.1 provide support to Users on how to use the Microsoft Online Services and enable the Microsoft Online Services within your business;
- 7.2.2 ensure that Users report Incidents to the Customer Contact and not to the Service Desk;
- 7.2.3 ensure that the Customer Contact will take Incident reports from Users and pass these to the Service Desk using the reporting procedures agreed between both of us, and is available for all subsequent Incident management communications;
- 7.2.4 monitor and maintain any Customer Equipment connected to the Microsoft Online Services;
- 7.2.5 distribute, manage and maintain access profiles, passwords and other systems administration information relating to the control of Users' access to the Microsoft Online Services;
- 7.2.6 ensure the security and proper use of all valid User access profiles, passwords and other systems administration information used in connection with the Microsoft Online Services and:
 - (a) immediately terminate access for any person who is no longer a User;
 - (b) inform BT immediately 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;
 - (c) take all reasonable steps to prevent unauthorised access to the Microsoft Online Services;
 - (d) satisfy BT's security checks if a password is lost or forgotten; and
 - (e) change any or all passwords or other systems administration information used in connection with the Microsoft Online Services if BT requests you to do so in order to ensure the security or integrity of the Microsoft Online Services;
- 7.2.7 not allow any User specific Subscription Licences to be used by more than one individual User unless it has been reassigned in its entirety to another individual User, in which case you will ensure the prior User will no longer have any right to access or use the Microsoft Online Services; and
- 7.2.8 use only original Microsoft Software.

8 Notification of Incidents

Where you become aware of an Incident:

- 8.1 the Customer Contact will report it to the Service Desk;
- 8.2 BT will give you a Ticket;
- 8.3 BT will inform you when it believes the Incident is cleared and will close the Ticket when:
 - 8.3.1 you confirm that the Incident is cleared within 24 hours after having been informed; or
 - 8.3.2 BT has attempted unsuccessfully to contact you, in the way agreed between both of us in relation to the Incident, and you have not responded within 24 hours following BT's attempt to contact you.
- 8.4 If you confirm that the Incident is not cleared within 24 hours after having been informed, the Ticket will remain open, and BT will continue to work to resolve the Incident.



Part C – Service Levels

9 Service Levels

9.1 There are no Service Levels for Microsoft Online Services.



Part D – Defined Terms

10 Defined Terms

In addition to the defined terms in the General Terms, capitalised terms in this Schedule will have the below meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms, these defined terms will take precedence for the purposes of this Schedule). BT has repeated some definitions in this Schedule that are already defined in the General Terms. This is to make it easier for you to find the definitions when reading this Schedule.

“Administrator” means any individual authorised by you responsible for administering Users.

“Azure Subscription” means a Microsoft Azure Consumption-Based Subscription.

“Business Hours” means between the hours of 08.00 and 17.00 in a Business Day.

“Cancellation Policy” has the meaning given to it in Paragraph 5.3.1.

“Circuit” means any line, conductor, or other conduit between two terminals by which information is transmitted.

“Cloud Solution Provider” means the Microsoft partner programme that enables BT to sell and support Subscriptions for Microsoft Online Services.

“Communication Credits” is an add-on subscription for Microsoft Phone System and Microsoft Calling Plans that allows your Users to dial out on a pay per minute consumption to international numbers where their call plan does not provide inclusive international minutes, and to dial out to domestic and international numbers when their Calling Plan's inclusive minutes have been consumed within a given month period. More information on Microsoft Communication Credits can be found at <https://docs.microsoft.com/en-us/microsoftteams/what-are-communications-credits?toc=/skypeforbusiness/toc.json&bc=/skypeforbusiness/breadcrumb/toc.json>.

“Consumption-Based Subscriptions” has the meaning given in Paragraph 2.1.1(b).

“Consumption Charges” means the Charges for the Consumption-Based Subscriptions that are based on resource consumption in the preceding month.

“Customer Contact” means any individuals authorised to act on your behalf for Service management matters.

“Customer Equipment” means any equipment including any Purchased Equipment and any software, other than BT Equipment, used by you in connection with a Microsoft Online Service.

“Delegated Administrator” means the global administrative access BT must administer and provide support to your Microsoft Online Services Tenant. As a Delegated Administrator, BT may perform tasks including but not limited to adding Users, resetting passwords, troubleshooting, and adding domains.

“Enabling Service” has the meaning given in Paragraph 4.1.

“EULA” has the meaning given in Paragraph [5.6.15-6.1](#).

“General Terms” means the general terms that this Schedule is attached to, or where not attached to this Schedule, can be found at www.bt.com/terms, and form part of the Contract.

“Incident” means an unplanned interruption to, or a reduction in the quality of, the Microsoft Online Services or element of the Microsoft Online Services.

“Internet” means a global system of interconnected networks that use a standard Internet Protocol to link devices worldwide.

“Internet Protocol” or **“IP”** means a communications protocol for devices connected to the Internet that specifies the format for addresses and units of transmitted data.

“Licence” means a licence for each License-Based Subscription that enables the Users to have access to the Microsoft Online Services.

“Licence-Based Subscriptions” has the meaning given in Paragraph 2.1.1(a).

“Local Contracted Business Hours” means the times during which maintenance of any Circuit is provided, which are Business Hours unless set out otherwise in any applicable Order.

“Marketplace” means the BT Business Apps online portal which can be found at businessapps.bt.com. The terms for the Marketplace can be found at <http://www2.bt.com/static/i/btetail/panetail/terms/bt1165b.htm>.

“Microsoft” means Microsoft Corporation. Also referred to as the **“Supplier”**.

“Microsoft Administration Portal” means the web portal you can log into to manage and administer your Microsoft cloud services, such as Microsoft Office 365 and Microsoft Cloud Voice. The portal can be accessed at <https://portal.office.com/AdminPortal/Home#/homepage>.

“Microsoft Cloud Voice” means the Microsoft Teams calling services, such as (but not limited to) Microsoft Phone System, and Microsoft Calling Plan.

“Microsoft Online Services” mean a range of subscription-based plans for either standalone services or as a bundled suite of services.

“Microsoft Online Services Tenant” means your Microsoft Online Services account on the Microsoft Online Services platform.

“Microsoft Online Service Subscription” means either a Licence-Based Subscription or Consumption-Based Subscription. Also referred to as **“Subscription”**.



“**Microsoft Partner Relationship Invitation**” means the invitation BT may send you to create the Reseller Relationship and allow BT to provide Subscriptions to your Microsoft Online Services Tenant.

“**Minimum Period of Service**” means for each Subscription the period of consecutive months as set out in any applicable Order beginning on the Service Start Date.

“**Professional Services**” means those services provided by BT which are labour related services.

“**Recurring Charges**” means the Charges for the Microsoft Online Services Service or applicable part of the Microsoft Online Services Service that are invoiced repeatedly in every payment period (e.g., every month), as set out in any applicable Order.

“**Renewal Period**” means for each active Licence-Based Subscription, the same period as agreed for the Minimum Period of Service, unless set out otherwise in any applicable Order.

“**Reseller Relationship**” means the relationship established between you and BT when you accept the Microsoft Partner Relationship Invitation.

“**Service Desk**” means the helpdesk that you can contact to submit service requests, report Incidents, and ask questions about the Microsoft Online Services.

“**Service Management Boundary**” has the meaning given in Paragraph 3.1.

“**Site**” means a location at which the Service is provided.

“**Standard Service Components**” has the meaning given in Paragraph 2.

“**Subscription**” means either a Licence-Based Subscription or Consumption-Based Subscription. Also referred to as “**Microsoft Online Service Subscription**”.

“**Supplier**” means Microsoft Corporation. Also referred to as “**Microsoft**”.

“**Ticket**” means the unique reference number provided by BT for an Incident and that may also be known as a “**fault reference number**”.

“**Uniform Resource Locator**” or “**URL**” means a character string that points to a resource on an intranet or the Internet.

“**Usage Quota**” has the meaning given in Paragraph [5.8.15.8.1](#).