



AI Receptionist Everywhere Schedule to the General Terms

Contents

Part A – The AI Receptionist Everywhere Service.....	2
1 Service Summary	2
2 Standard Service Components	2
3 Service Options	2
4 Service Management Boundary	2
5 Associated Services and Third Parties	2
6 Specific Terms	3
Part B – Service Delivery and Management.....	6
7 BT’s Obligations	6
8 Your Obligations.....	6
9 Notification of Incidents.....	7
Part C – Service Levels.....	8
10 Service Care Levels	8
Part D – Defined Terms	9
11 Defined Terms	9



Part A – The AI Receptionist Everywhere Service

1 Service Summary

BT will provide you with an AI powered intelligent virtual assistant that can understand caller intent, greet customers, answer common questions, deliver personalised responses and transfer calls to specific named persons or departments, comprising:

- 1.1 the Standard Service Components; and
- 1.2 any of the Service Options as set out in any applicable Order,
up to the point of the Service Management Boundary as set out in Paragraph 4 (“**AI Receptionist Everywhere Service**” or the “**Service**”).

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 **AI Receptionist Everywhere Portal:** BT will provide you with a right to access and use an online web portal where you can view information, manage, and configure the AI Receptionist Everywhere Service.
- 2.2 **Feature Pack Licence:**
 - 2.2.1 BT will provide you with an AI Receptionist Everywhere Feature Pack Licence which will allow you and your Users to Use the AI Receptionist Everywhere Service in accordance with the AI Receptionist Everywhere Minute Bundle(s) you select.
- 2.3 **Geographical Numbers:**
 - 2.3.1 BT will allocate a Geographical Number for you to use for inbound calling in connection with the AI Receptionist Everywhere Service.
 - 2.3.2 You may port existing Geographical Number(s) (subject to porting availability) via the AI Receptionist Everywhere Portal at any time after the Service Start Date.

3 Service Options

BT may provide you with any of the following options (“**Service Options**”) as set out in any applicable Order and in accordance with the details as set out in that Order:

- 3.1 **Professional Services:** BT or its third-party training supplier may provide you with Professional Services in relation to remote consultation and guidance on the setup of the AI Receptionist Everywhere Service, as set out in the applicable Order.
- 3.2 **Additional Geographical Numbers:** BT will allocate additional Geographical Numbers for you to use for inbound calling in connection with the AI Receptionist Everywhere Service if you have ordered multiple AI Receptionists.
- 3.3 **SMS Appointment Confirmations:** Using the AI Receptionist Everywhere Portal, you may configure the AI Receptionist Everywhere Service to send SMS Appointment Confirmations to users interacting with the AI Receptionist.

4 Service Management Boundary

- 4.1 BT will provide and manage the AI Receptionist Everywhere Service in accordance with Parts A, B and C of this Schedule (“**Service Management Boundary**”).
- 4.2 BT will have no responsibility for the AI Receptionist Everywhere Service outside the Service Management Boundary.
- 4.3 BT does not make any representations, whether express or implied, about whether the AI Receptionist Everywhere Service will operate in combination with any Customer Equipment or other equipment and software.

5 Associated Services and Third Parties

- 5.1 You will have the following services in place that will connect to the AI Receptionist Everywhere Service and are necessary for the AI Receptionist Everywhere Service to function and will ensure that these services meet the minimum technical requirements that BT specifies:
 - 5.1.1 an Internet connection, including providing and maintaining any Customer Equipment necessary for such connection; and
 - 5.1.2 a voice service enabling you to make and receive telephone calls;
(each an “**Enabling Service**”).



- 5.2 If BT provides you with any services other than the AI Receptionist Everywhere Service (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.

6 Specific Terms

6.1 Changes to the Contract

- 6.1.1 BT may amend the Contract (including the Charges) at any time by either:
- (a) publishing the amendment online at www.bt.com/pricing or www.bt.com/terms (or any other online address that BT advises you of); or
 - (b) by giving Notice to you.
- 6.1.2 If the amendment causes 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.
- 6.1.3 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 6.1.1(a); or
 - (b) 30 days after the date of the Notice if BT has given you Notice in accordance with Paragraph 6.1.1(b).

6.2 Service Amendment

- 6.2.1 You may increase your AI Receptionist Everywhere Minute Bundle via the AI Receptionist Everywhere Portal. Charges for such increases will be as set out in the BT Price List. Any Minimum Period of Service for your increased AI Receptionist Everywhere Minute Bundle will be co-terminus with your existing Order for your AI Receptionist Everywhere Feature Pack Licence.
- 6.2.2 You may decrease AI Receptionist Everywhere Minute Bundles via BT sales agents during the duration of the Minimum Period of Service.
- 6.2.3 You may increase, decrease or remove Overage Minutes, as applicable, via the AI Receptionist Everywhere Portal during the duration of the Minimum Period of Service. Charges for Overage Minutes will be as set out in the BT Price List.

6.3 Minimum Period of Service and Renewal Periods

- 6.3.1 BT will provide you with the AI Receptionist Everywhere Service for the Minimum Period of Service.
- 6.3.2 Unless one of us gives Notice to the other of an intention to terminate the AI Receptionist Everywhere Service at least 28 days before the expiry of the Minimum Period of Service, at the end of the Minimum Period of Service the AI Receptionist Everywhere Service will automatically extend for a Renewal Period and both of us will continue to perform each of our obligations in accordance with the Contract.
- 6.3.3 If either of us gives Notice to the other of an intention to terminate the AI Receptionist Everywhere Service, BT will cease delivering the AI Receptionist Everywhere Service at the time of 23:59 on the last day of the Minimum Period of Service or subsequent Renewal Period.

6.4 Termination for Convenience

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 AI Receptionist Everywhere Service by giving 28 days' Notice to the other.

6.5 Access to Emergency Services

- 6.5.1 BT will not provide the ability for Users to call the emergency services by dialling “999” or “112” and you will make alternative arrangements for Users, including the maintenance of a fixed telephone number.

6.6 EULA

- 6.6.1 BT will only provide the AI Receptionist Everywhere Service if you have entered into the end user license agreement in the form set out at any web-link or other location that BT or the Supplier may notify to you, as may be amended or supplemented from time to time by the Supplier (“EULA”).
- 6.6.2 You will observe and comply with the EULA for all and any use of the applicable Software.
- 6.6.3 For the purposes of the EULA, the AI Receptionist Everywhere Service shall constitute an AI Enabled Product as such term is defined in the EULA.
- 6.6.4 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 AI Receptionist Everywhere Service upon reasonable Notice, and:



- (a) you will continue to pay the Charges for the AI Receptionist Everywhere Service until the end of the Minimum Period of Service; and
 - (b) BT may charge a re-installation fee to re-start the AI Receptionist Everywhere Service.
- 6.6.5 You will enter into 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 and you will deal with the Supplier with respect to any loss or damage suffered by either of you as such loss or damage will not be enforceable against BT.
- 6.6.6 Where the EULA is presented in a 'click to accept' function and you require BT to configure or install Software on your behalf, BT will do so as your agent and bind you to the EULA.
- 6.7 **Telephone Numbers**
 - 6.7.1 You will not own any telephone number related to the AI Receptionist Everywhere Service and, apart from your right to number portability where you change communications provider, all your rights to use telephone numbers will cease on termination or expiration of the AI Receptionist Everywhere Service.
- 6.8 **Invoicing**
 - 6.8.1 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 Usage Charges, monthly in advance and for any period where the AI Receptionist Everywhere Service or an AI Receptionist Everywhere Minute Bundle is provided for less than one-month, Recurring Charges for the full month will apply;
 - (b) Usage Charges, monthly in arrears, calculated at the then current rates; and
 - (c) Professional Services Charges.
 - 6.8.2 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) Where BT has made reasonable efforts to schedule a Professional Services session, and for whatever reason you do not attend or cancel such session, BT may charge an admin fee to cover the outreach and scheduling works;
 - (c) Charges for Overage Minutes;
 - (d) Charges for SMS Appointment Confirmations; and
 - (e) any other Charges as set out in any applicable Order or the BT Price List or as otherwise agreed between both of us.
 - 6.8.3 **Charges at the end of the Contract**

If you terminate the Contract or the AI Receptionist Everywhere Service for convenience in accordance with Clause 17 of the General Terms you will pay BT:

 - (a) all outstanding Charges or payments due and payable under the Contract;
 - (b) any charges reasonably incurred by BT from a supplier as a result of the early termination; and
 - (c) any other Charges as set out in any applicable Order.
- 6.9 **PCI DSS Compliance Obligations**
 - 6.9.1 The AI Receptionist Everywhere Service is not compliant with PCI DSS and you will not use the AI Receptionist Everywhere Service for the processing, storage or transmission of any Cardholder Data or any data that is subject to PCI DSS.
 - 6.9.2 You will indemnify BT for any Claims, losses, costs or liabilities that it incurs as a result of you storing, processing or transmitting data that is subject to PCI DSS.
- 6.10 **Export of Content using Cloud Services**
 - 6.10.1 The Service comprises a cloud service that utilises software and technology that may be subject to export control laws of various countries. You are solely responsible for any compliance related to the way you use the Service and the location the Service is used including access by Users to the Service and for your Content transferred or processed using the Service, including any publication of such Content.
 - 6.10.2 You will indemnify BT against all Claims, losses, costs or liabilities brought against BT as a result of, or arising out of or in connection with, your non-compliance with any laws (including sanctions and export control laws) of any country you use, access or transfer Content to.
- 6.11 **Content**
 - 6.11.1 Where BT provides you with Content:
 - (a) the use of Content is at your own risk;
 - (b) the Content may change from time to time;



- (c) the Content will only be used for your own purposes and is protected by copyright, trademark, and other Intellectual Property Rights;
- (d) you will not copy, store, adapt, modify, transmit, distribute externally, play or show in public, broadcast or publish any part of the Content;
- (e) BT will not guarantee the accuracy or completeness of the Content;
- (f) some of the Content will have its own terms which may be displayed online or elsewhere. You will comply with any applicable terms when accessing Content;
- (g) access to any Content provided on a subscription basis as part of the AI Receptionist Everywhere Service will cease when this Contract ends;
- (h) BT will have no obligation to store Content or any responsibility if stored Content is lost or deleted; and
- (i) BT recommends that you save copies of information you wish to keep on other devices not connected with the AI Receptionist Everywhere Service.

6.11.2 You acknowledge and agree that any Content which you submit for use in connection with the AI Receptionist Everywhere Service (“**Customer Content**”) is provided at your sole responsibility. BT will not be liable for any errors, omissions, delays, or outcomes resulting from inaccurate, incomplete, outdated, or otherwise deficient Customer Content. You further acknowledge that the quality and reliability of the AI Receptionist Everywhere Service depends on the completeness of Customer Content and you agree to verify results from documentation you submit prior to use in connection with the AI Receptionist Everywhere Service.

6.12 Use of Software

6.12.1 In relation to Software used to provide the AI Receptionist Everywhere Service, you will:

- (a) only use the Software, or allow it to be used, in accordance with any instructions or authorisation BT may give and for the purpose for which it is designed; and
- (b) ensure the proper use of any usernames, personal identification numbers and passwords used with the Software, and you will take all necessary steps to ensure that they are kept confidential, secure and not made available to unauthorised persons.

6.12.2 BT does not guarantee the security of the Software against unauthorised or unlawful access or use.

6.13 Use of the AI Receptionist Everywhere Service

6.13.1 You will not allow the AI Receptionist Everywhere Service to be used in any way that does not comply with any instructions BT has given to you or in breach of this Contract and must not attempt to circumvent any security measures.

6.13.2 You will only use the AI Receptionist Everywhere Service in the authorised countries set out in your Contract.

6.13.3 Unless you choose the alternative configuration described in Paragraph 6.13.4, if your Aggregate AI Receptionist Usage exceeds your Maximum AI Receptionist Usage Minutes for a particular month, then the AI Receptionist Everywhere Service will cease to function for the remainder of the applicable billing cycle and all calls to your instance of the AI Receptionist will be routed to a back-up extension designated in your configuration.

6.13.4 Using the AI Receptionist Everywhere Portal, you may configure the AI Receptionist Everywhere Service to continue functioning after your Aggregate AI Receptionist Usage exceeds your Maximum AI Receptionist Usage Minutes. Each additional minute of usage beyond your Maximum AI Receptionist Usage Minutes a calendar month will constitute an “**Overage Minute**”, and BT will charge you for each Overage Minute consumed in accordance with the Charges set out in the BT Price List.

6.13.5 You may also use the AI Receptionist Everywhere Portal to set a maximum number of Overage Minutes that may be consumed in a month (the “**Overage Limit**”). Once you reach the applicable Overage Limit:

- (a) the AI Receptionist Everywhere Service will cease to function for the remainder of the applicable billing cycle; and
- (b) all calls to your instance of the AI Receptionist will be routed to a back-up extension designated in your configuration.

6.13.6 If, in any month, your Aggregate AI Receptionist Usage is less than your Maximum AI Receptionist Usage Minutes, unused minutes in the purchased AI Receptionist Everywhere Minute Bundles shall expire, not roll over for use in any subsequent months, and not entitle you to any refunds or credits for unused minutes.

6.14 Geographical Number Porting

6.14.1 Where you wish to port any existing Geographical Number(s) to use in connection with the AI Receptionist Everywhere Service:

- (a) you will:
 - (i) provide BT with full and accurate details of the Geographical Number(s) to be ported;



AI Receptionist Everywhere Schedule

- (ii) sign any letter of authority reasonably required by BT authorising the porting of the Geographical Number(s);
 - (iii) ensure that the Geographical Number is functional, legally obtained, and capable of properly forwarding calls to the BT-assigned Geographical Number for the AI Receptionist; and
 - (iv) you will be responsible for any charges, fees or usage incurred in relation to such forwarding.
- (b) BT will provide you with a Port Date.
- 6.14.2 BT is not responsible for the quality, reliability, or performance of any external telephony services used to forward calls into the AI Receptionist Everywhere Service.
- 6.14.3 The AI Receptionist Everywhere Service requires a Geographical Number to be associated with the Service at all times. If you port a Geographical Number allocated by BT for the AI Receptionist Everywhere Service to another communications provider and do not replace it with another Geographical Number acceptable to BT, the AI Receptionist Everywhere Service will no longer function. BT will have no liability for any resulting loss of service or functionality.
- 6.15 AI Receptionist Everywhere Portal**
 - 6.15.1 BT will make available online via the AI Receptionist Everywhere Portal details of your AI Receptionist Everywhere Service, including configuration information.
 - 6.15.2 BT will use reasonable endeavours to provide uninterrupted access to the AI Receptionist Everywhere Portal, but BT does not guarantee that the AI Receptionist Everywhere Portal will be available at all times or will be fault free.
 - 6.15.3 Occasionally, for commercial or operational reasons including during the provision of service enhancements or software upgrades, BT may at any time:
 - (a) change the access arrangements or URLs given to you provided that, if BT deems it appropriate, BT will notify you within a reasonable time before the event;
 - (b) change, without notice, the performance or functionality of the AI Receptionist Everywhere Portal including all information, materials and Content, or the way BT provides the AI Receptionist Everywhere Portal; or
 - (c) without notice, interrupt or suspend access to the AI Receptionist Everywhere Portal but will restore access as quickly as possible.
 - 6.15.4 In addition to Clause 15 of the General Terms, BT may, without Notice, restrict or suspend your access to or use of the AI Receptionist Everywhere Portal, or any part of it, if BT reasonably believes that you are in breach or likely to be in breach of the Contract or of any other contract that you have with BT.
- 6.16 Use of Artificial Intelligence**
 - 6.16.1 You acknowledge that the AI Receptionist Everywhere Service relies upon the use of AI. AI Outputs or results produced using AI are for informational purposes only and may not be fully accurate.
 - 6.16.2 BT makes no representations or warranties regarding the legality, regulatory compliance, or fitness for purpose of any AI Enabled Product, including any AI Outputs. You acknowledge and agree that you are solely responsible for ensuring that your deployment, use, or provision of access to the AI Enabled Product complies with all applicable laws and regulations.
- 6.17 Amendments to the General Terms**
 - 6.17.1 The wording in Clause 12.6 of the General Terms is deleted and replaced with the following:
 - 12.6 The indemnity in Clause 12.5 will not apply to any part of a Claim that results from or is connected with:
 - 12.6.1 your use of any of the Service with equipment, software or another service BT has not supplied;
 - 12.6.2 your modifying the Service without BT's permission;
 - 12.6.3 any content, designs or specifications that have not been supplied by BT or on BT's behalf;
 - 12.6.4 your using the Service in a way BT has not agreed; or
 - 12.6.5 AI Outputs resulting from your use of the AI Receptionist Everywhere Service.

Part B – Service Delivery and Management

7 BT's Obligations

7.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the AI Receptionist Everywhere Service, BT will provide you with contact details for the Service Desk.



7.2 During Operation

On and from the Service Start Date, BT:

- 7.2.1 will respond and use reasonable endeavours to remedy an Incident without undue delay if you report an Incident on the AI Receptionist Everywhere Service;
- 7.2.2 will maintain the AI Receptionist Everywhere Portal and server to provide you with online access to performance reports; and
- 7.2.3 may, in the event of a security breach affecting the AI Receptionist Everywhere Service, require you to change any or all of your passwords.

7.3 The End of the Service

- 7.3.1 On termination of the AI Receptionist Everywhere Service by either of us, BT will terminate your right to access and use the AI Receptionist Everywhere Portal.

8 Your Obligations

8.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the AI Receptionist Everywhere Service, you will:

- 8.1.1 activate the AI Receptionist Everywhere Service;
- 8.1.2 appoint an Administrator who will be responsible for AI Receptionist Everywhere Service management and administration including:
 - (a) Service configuration;
 - (b) User account set-up including password management and provision of administration rights; and
 - (c) suspension or deletion of User accounts that should not be active;
- 8.1.3 ensure that the Administrator will:
 - (a) follow, and will be responsible for ensuring that Users follow, best business practice for password security and management;
 - (b) allow administration rights only to those Users who need them, conduct regular audits and take action to remove rights as necessary; and
 - (c) immediately delete a User account if it is no longer required;
- 8.1.4 immediately inform BT of any changes to the name and contact details of the Administrator;
- 8.1.5 where you select Professional Services:
 - (a) ensure that your Administrator attends and participates in all meetings and telephone calls to discuss and provide information required to perform the Professional Services. You acknowledge and agree that your Administrator may be required to screen share during the meeting or telephone call to ensure effective delivery of Professional Services; and
 - (b) comply with all of the terms and any additional obligations as set out in any Order and any other document relating to the Professional Services;
- 8.1.6 only use Software, or allow it to be used, in accordance with any instructions or authorisation BT may give and for the purpose for which it is designed.

8.2 During Operation

On and from the Service Start Date, you will:

- 8.2.1 ensure that Users report Incidents to the Customer Contact and not to the Service Desk;
- 8.2.2 maintain and update your Customer Content;
- 8.2.3 monitor and maintain any Customer Equipment connected to the AI Receptionist Everywhere Service or used in connection with the AI Receptionist Everywhere Service;
- 8.2.4 ensure that any Customer Equipment that is connected to the AI Receptionist Everywhere Service or that you use, directly or indirectly, in relation to the AI Receptionist Everywhere Service is:
 - (a) adequately protected against viruses and other breaches of security;
 - (b) technically compatible with the AI Receptionist Everywhere Service and will not harm or damage BT Equipment, or any of BT's suppliers' or subcontractors' network or equipment; and
 - (c) approved and used in accordance with relevant instructions, standards and Applicable Law and any safety and security procedures applicable to the use of that Customer Equipment;
- 8.2.5 immediately disconnect any Customer Equipment, or advise BT to do so at your expense, where Customer Equipment:
 - (a) does not meet any relevant instructions, standards or Applicable Law; or



- (b) contains or creates material that is in breach of the Acceptable Use Policy and you are contacted by BT about such material,
and redress the issues with the Customer Equipment prior to reconnection to the AI Receptionist Everywhere Service;
- 8.2.6 distribute, manage and maintain access profiles, passwords and other systems administration information relating to the control of Users' access to the AI Receptionist Everywhere Service;
- 8.2.7 ensure the security and proper use of all valid User access profiles, passwords and other systems administration information used in connection with the AI Receptionist Everywhere Service and:
 - (a) immediately terminate access for any person who is no longer an Administrator or 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 AI Receptionist Everywhere Service;
 - (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 AI Receptionist Everywhere Service if BT requests you to do so in order to ensure the security or integrity of the AI Receptionist Everywhere Service.

9 Notification of Incidents

Where you become aware of an Incident:

- 9.1 the Customer Contact will report it to the Service Desk;
- 9.2 BT will give you a Ticket;
- 9.3 BT will inform you when it believes the Incident is cleared and will close the Ticket when:
 - 9.3.1 you confirm that the Incident is cleared within 24 hours after having been informed; or
 - 9.3.2 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.
- 9.4 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

10 Service Care Levels

- 10.1 There are no Service Levels for this AI Receptionist Everywhere Service.



Part D – Defined Terms

11 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 that you appoint to be responsible for AI Receptionist Everywhere Service management and administration matters.

“Aggregate AI Receptionist Usage” means the aggregate number of minutes (rounded up to the nearest minute) you Use the AI Receptionist Everywhere Service, as applicable, in a month.

“AI” means any machine-based system with a component of machine learning or autonomous reasoning or decision making that can, for a given set of defined objectives, train on data and develop models to make predictions, recommendations, or decisions influencing real or virtual environments.

“AI Output(s)” means any and all content, data or output that is created or generated by the AI Receptionist Everywhere Service.

“AI Receptionist” means the AI powered intelligent virtual assistant that can understand caller intent, greet customers, answer common questions, deliver personalised responses and transfer calls to specific named persons or departments.

“AI Receptionist Everywhere Feature Pack Licence” means a licence that you acquire from BT to enable your use of the AI Receptionist Everywhere Service.

“AI Receptionist Everywhere Minute Bundle(s)” means a monthly recurring license that entitles you and your Users to Use the AI Receptionist Everywhere Service in increments of one hundred (100) minutes in the aggregate each month, as set out in the applicable Order.

“AI Receptionist Everywhere Portal” has the meaning given in Paragraph 2.1.

“AI Receptionist Everywhere Service” has the meaning given in Paragraph 1.

“BT Price List” means the document containing a list of BT’s charges and terms that may be accessed at www.bt.com/pricing (or any other online address that BT may advise you).

“Cardholder Data” means the unique payment card number (typically for credit or debit cards) that identifies the issuer and the particular cardholder account.

“Content” means information made available, displayed, or transmitted in connection with the AI Receptionist Everywhere Service including applications, data, information, emails, video, graphics, sound, music, photographs, software, or any other material.

“Customer Equipment” means any equipment including any Purchased Equipment and any software, other than BT Equipment, used by you in connection with the AI Receptionist Everywhere Service.

“Enabling Service” has the meaning given in Paragraph 5.1.

“EULA” has the meaning given in Paragraph 6.6.1.

“General Terms” means the general terms to which this Schedule is attached or can be found at www.bt.com/terms, and that form part of the Contract.

“Geographical Number” means public telephone numbers in the UK (excluding the Channel Islands) in the number space governed by Ofcom and attributed to communication providers for the purpose of enabling public telephony at a fixed location and which for the AI Receptionist Everywhere Service means a telephone number starting with 01 and 02.

“Incident” means an unplanned interruption to, or a reduction in the quality of, the AI Receptionist Everywhere Service or particular element of the AI Receptionist Everywhere Service.

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

“Maximum AI Receptionist Usage Minutes” means, with respect to you and a calendar month, a number of minutes equal to (a) one hundred (100) minutes multiplied by (b) your AI Receptionist Everywhere Minute Bundle order in effect for that month.

“Minimum Period of Service” means thirty (30) days beginning on the Service Start Date, unless set out otherwise in any applicable 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.

“Port Date” means the date that BT provides to you on which your existing Geographical Number will be ported, and the AI Receptionist Everywhere Service made available to you on that number.

“Professional Services” has the meaning set out in Paragraph 3.1.



“Recurring Charges” means the Charges for the AI Receptionist Everywhere Service or applicable part of the AI Receptionist Everywhere 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 AI Receptionist Everywhere Service, the initial 30-day period following the Minimum Period of Service, and each subsequent 30-day period.

“Service Desk” means the helpdesk that you are able to contact to submit service requests, report Incidents and ask questions about the AI Receptionist Everywhere Service.

“Service Management Boundary” has the meaning given in Paragraph 4.1.

“Service Options” has the meaning given in Paragraph 3.

“SMS Appointment Confirmation(s)” has the meaning given in Paragraph 3.3.

“Standard Service Components” has the meaning given in Paragraph 0.

“Supplier” means RingCentral UK Limited, a company incorporated in the United Kingdom (registered no. 06737634) having its registered office at Level 3, 5 Aldermanbury Square, London, United Kingdom, EC2V 7HR.

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

“Usage Charges” means the Charges for the AI Receptionist Everywhere Service or applicable part of the AI Receptionist Everywhere Service that are calculated by multiplying the volume of units that you used or incurred in a period with the relevant fee as set out in any applicable Order.

“Usage” or **“Use”** means interactions that consume minutes of your AI Receptionist Everywhere Minute Bundle(s). Metering starts once the AI Receptionist is connected with a caller, and stops once the call is ended or transferred, in all cases rounded up in thirty (30) second increments. In the event that there is no response from a caller for thirty (30) seconds when interacting with the AI Receptionist, the call is transferred to your backup extension designated in the AI Receptionist Everywhere Portal.