



Cloud Work Try Before You Buy Trial Service 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 – Cloud Work Try Before You Buy Trial Service

1 Service Summary

BT will provide you with a hosted voice over internet (VoIP) service providing voice and on-net video, and collaboration facilities and enabling Users to make and receive Calls to other Users as well as access the public switched telephone, mobile and international network, on a limited trial basis 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 (“**Cloud Work Try Before You Buy Trial 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 User Feature Pack Licences

BT will provide you with a User Feature Pack Licence per User consisting of Cloud Work Collaborate User Feature Pack for up to 10 Users and as set out in the BT Price List.

2.2 BT Cloud Work Portal

BT will provide you with a right to access and use an online web portal for service where you can view information, manage, and administer the Cloud Work Try Before You Buy Trial Service.

2.3 Geographical Numbers

BT will allocate a new Geographical Number to each User as set out in the Order.

3 Service Options

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

- 3.1 **RingCentral Development Platform**, as set out in the RingCentral Development Platform Annex to this Schedule and subject to the terms set out at <https://www.ringcentral.com/legal/apilitos.html>;

4 Service Management Boundary

- 4.1 BT will provide and manage the Cloud Work Try Before You Buy Trial Service in accordance with Parts A, B and C of this Schedule and as set out in any applicable Order (“**Service Management Boundary**”).
- 4.2 BT will have no responsibility for the Cloud Work Try Before You Buy Trial Service outside the Service Management Boundary.
- 4.3 BT does not make any representations, whether express or implied, about whether the Cloud Work Try Before You Buy Trial Service will operate in combination with any Customer Equipment or other equipment and software.

5 Associated Services

- 5.1 You will have the following services in place that will connect to the Cloud Work Try Before You Buy Trial Service and are necessary for the Cloud Work Try Before You Buy Trial Service to function and will ensure that these services meet the minimum technical requirements that BT specifies:
 - 5.1.1 a suitably enabled Access Service with sufficient bandwidth to support your voice and data usage and service level requirements; and(each an “**Enabling Service**”).
- 5.2 If BT provides you with any services other than the Cloud Work Try Before You Buy Trial 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.
- 5.3 If you have purchased 4G Assure or a third-party Internet service as part of your Access Service BT will not be responsible for the quality and availability of the Cloud Work Try Before You Buy Trial Service when used over 4G Assure or a third-party Internet service.

6 Equipment



6.1 Use of Purchased Equipment

You will:

- 6.1.1 keep the Purchased Equipment safe and without risk to health;
- 6.1.2 only use the Purchased Equipment, 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;
- 6.1.3 not make any alterations or attachments to, or otherwise interfere with, the Purchased Equipment, nor permit any person (other than a person authorised by BT) to do so, without BT's prior written consent and, if BT gives its consent, agree that any alterations or attachments are part of the Purchased Equipment;
- 6.1.4 not sell, charge, assign, transfer or dispose of or part with possession of the Purchased Equipment or any part of it;
- 6.1.5 not allow any lien, encumbrance, or security interest over the Purchased Equipment, nor pledge the credit of BT for the repair of the Purchased Equipment or otherwise;
- 6.1.6 not claim to be owner of the Purchased Equipment and ensure that the owner of the Site(s) will not claim ownership of the Purchased Equipment, even where the Purchased Equipment is fixed to the Site(s);
- 6.1.7 obtain appropriate insurance against any damage to or theft or loss of the Purchased Equipment; and
- 6.1.8 in addition to any other rights that BT may have, reimburse BT for any losses, costs or liabilities arising from your use or misuse of the Purchased Equipment or where the Purchased Equipment is damaged, stolen or lost, except where the loss or damage to Purchased Equipment is a result of fair wear and tear or caused by BT.
- 6.1.9 **Security**
 - (a) You will ensure the proper use of any usernames, personal identification numbers and passwords used with the Purchased Equipment, and you will take all necessary steps to ensure that they are kept confidential, secure, and not made available to unauthorised persons.
 - (b) BT does not guarantee the security of the Purchased Equipment against unauthorised or unlawful access or use.
- 6.1.10 **Software Licence**

On and from the Service Start Date, or, where BT installs any Purchased Equipment, from the date of installation, you will comply with the provisions of any Software licences provided with or as part of any Purchased Equipment.

6.2 Sale of Goods

The UN Convention on Contracts for the International Sale of Goods will not apply to the Contract.

7 Specific Terms

7.1 Trial Period

- 7.1.1 BT will provide you with the Cloud Work Try Before You Buy Trial Service for the Trial Period.
- 7.1.2 At the end of the Trial Period:
 - (a) If you do not wish to use the Cloud Work Try Before You Buy Trial Service after the Trial Period, you will, before the end of the Trial Period, provide Notice to BT in accordance with Paragraph 7.20;
 - (b) If you wish to sign a contract for the Cloud Work Service after the Trial Period, you will inform BT about your intention to do so before the end of the Trial Period;
 - (c) If you do not reach out to BT in accordance with Paragraph 7.1.2(a) or 7.1.2(b) above, then, after the Trial Period, BT will continue to provide the Cloud Work Try Before You Buy Trial Service on a rolling monthly basis and BT will invoice you for that service in accordance with Paragraph 7.6.

7.2 Termination of Contract

Either of us may terminate the Cloud Work Trial Service after the Service Start Date without cause by giving one weeks' Notice to the other.

7.3 Access to Emergency Services

- 7.3.1 BT will provide the ability for Users to call the emergency services by dialling "999" or "112", or by dialling the emergency service numbers applicable to the country in which the Site is located subject to Paragraph 7.3.2 below, but caller location information will only be provided by BT if you:
 - (a) inform BT of the geographic location of calling numbers to enable BT to maintain a database of calling numbers and geographic locations;
 - (b) inform BT immediately of any changes to those locations; and
 - (c) configure your Cloud Work Try Before You Buy Trial Service to accurately convey correct calling number locations.
- 7.3.2 You will provide all reasonable assistance to enable BT to add the correct emergency address to the routing information in order for BT to route the call to the relevant emergency address, failing which you will provide a separate break out for emergency calls from the relevant Site(s).



- 7.3.3 Your failure to comply with the requirements of Paragraph 7.3.2 will constitute a material breach of the Contract. Subject to Clause 22.2 of the General Terms, BT accepts no responsibility or liability in the event of your failure to comply with Paragraph 7.3.2.
- 7.3.4 BT will not guarantee your ability to use the Cloud Work Try Before You Buy Trial Service to make emergency calls at all times, including where:
- (a) there is a failure of mains power or Access Service;
 - (a) there is a failure of Internet service or connectivity;
 - (b) you are accessing the Cloud Work Try Before You Buy Trial Service from a mobile device and are not using the mobile network;
 - (c) there is a failure of access to the Cloud Work Try Before You Buy Trial Service;
 - (d) BT has suspended or interrupted the Cloud Work Try Before You Buy Trial Service for any reason, including Maintenance; or
 - (e) your LAN and WAN networks are not adequate or resilient; and
- therefore, BT recommends that you consider an alternative means to support emergency calls.
- 7.3.5 Every network number is registered to a Site address in your network and where an emergency call is made the location information received by the emergency services will be the Site address. Where a network number is reallocated from one Site to another, there may be a delay in updates to caller location information held by the emergency services and 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 network telephone number was reallocated.
- 7.4 EULA**
- 7.4.1 BT will only provide the Cloud Work Try Before You Buy Trial 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 (“EULA”).
- 7.4.2 You will observe and comply with the EULA for all use of the applicable Software.
- 7.4.3 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 Cloud Work Try Before You Buy Trial Service upon reasonable Notice, and:
- (a) you will continue to pay the Charges for the Cloud Work Try Before You Buy Trial Service until the end of the Trial Period; and
 - (b) BT may charge a re-installation fee to re-start the Cloud Work Try Before You Buy Trial Service.
- 7.4.4 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.
- 7.4.5 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.
- 7.5 Telephone Numbers**
- You will not own any telephone number related to the Cloud Work Try Before You Buy Trial 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 Cloud Work Try Before You Buy Trial Service.
- 7.6 Invoicing**
- 7.6.1 BT will provide the Cloud Work Try Before You Buy Trial Service to you free of charge for the Trial Period.
- 7.6.2 After the Trial Period, 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 or quarterly in advance (depending on your billing frequency) and for any period where the Cloud Work Try Before You Buy Trial Service is provided for less than one month, the Recurring Charges will be calculated on a daily basis and charged in arrears;
 - (b) Usage Charges, monthly or quarterly in arrears (depending on your billing frequency), calculated at the then current rates;
 - (c) any Charges for the chargeable add-ons listed in the BT Price List monthly in advance;
 - (d) any Charges for any Purchased Equipment from the Service Start Date, and those Charges that will apply from the date you take delivery or possession of that Purchased Equipment;
 - (e) Professional Services Charges; and
 - (f) any Termination Charges incurred in accordance with Paragraph 7.7 upon termination of the relevant Cloud Work Try Before You Buy Trial Service.
- 7.6.3 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) Charges for commissioning the Cloud Work Try Before You Buy Trial Service in accordance with Paragraph 8.2 outside of Business Hours;
- (c) Charges for Late Changes as set out in Section 56, Part 18, Subpart 11 of the BT Price List;
- (d) Out of Scope Charges as set out in Section 56, Part 18, Subpart 11 of the BT Price List; and
- (e) any other Charges set out in any applicable Order or the BT Price List or as otherwise agreed between both of us, including:
 - (i) Charges for late payment as set out in Section 15, Part 12 of the BT Price List;
 - (ii) Charges for dishonoured payments as set out in Section 15, Part 12 of the BT Price List; and
 - (iii) Charges for payment processing (if applicable) as set out in Section 15, Part 12 of the BT Price List.

7.7 Cancellation and Termination Charges

7.7.1 Termination Charges

If you terminate the Contract, the Cloud Work Try Before You Buy Trial Service, any applicable Order, or an individual User Feature Pack Licence after the Trial Period 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 other Charges as set out in any applicable Order; and
- (c) any charges reasonably incurred by BT from a Supplier as a result of your early termination.

7.7.2 BT will refund to you any money you have paid in advance after deducting any Charges or other payments due to BT under the Contract. Only a single refund will be applied in each billing cycle.

7.8 Content

7.8.1 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 its 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 Cloud Work Try Before You Buy Trial 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 Service.

7.9 PCI DSS Compliance Obligations

7.9.1 The Cloud Work Try Before You Buy Trial Service is not compliant with PCI DSS and you will not use the Cloud Work Try Before You Buy Trial Service for the processing, storage or transmission of any Cardholder Data or any data that is subject to PCI DSS.

7.9.2 You will be responsible for ensuring that the Cloud Work Try Before You Buy Trial Service does not affect the security of any other service you may have that contain data subject to PCI DSS.

7.9.3 You will indemnify BT for any Claims, losses, costs or liabilities that BT incurs as a result of you storing, processing or transmitting data that is subject to PCI DSS.

7.10 Content for Music on Hold

7.10.1 Where you provide Content for Music on Hold, you:

- (a) warrant that you have obtained in writing all necessary rights, clearances and permissions to allow BT to provide Music on Hold using the Content, including any associated copying, storage, streaming or playing of the Content;
- (b) will obtain all necessary licences from the Performing Right Society (PRS), Mechanical Copyright Protection Society (MCPS), Phonographic Performance Limited (PPL) or any copyright holder; and
- (c) will pay any royalties or other charges to use the Content for Music on Hold.

7.10.2 You will indemnify BT for any Claims, losses, costs, or liabilities brought against BT that results from or relates to your failure to comply with this Paragraph 7.10.

7.10.3 Where any Content that you provide for Music on Hold becomes, or BT reasonably believes is likely to become, the subject of a Claim of infringement of any third party's Intellectual Property Right or breach of any licensing requirement, BT may:



- (a) delete the Content and replace the deleted Content with non-infringing Content; or
- (b) disable the Music on Hold feature.

7.11 Resale

The Cloud Work Try Before You Buy Trial Service and Software are provided solely for your own use, and you will not resell or attempt to resell the Service (or any part or facility of it) to anyone else.

7.12 Use of the Cloud Work Try Before You Buy Trial Service

You will not allow the Cloud Work Try Before You Buy Trial 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.

7.13 BT Cloud Work Portal

7.13.1 BT will make available online via the BT Cloud Work Portal details of your Cloud Work Try Before You Buy Trial Service, including configuration information.

7.13.2 BT will use reasonable endeavours to provide uninterrupted access to the BT Cloud Work Portal, but BT does not guarantee that the BT Cloud Work Portal will be available at all times or will be fault free.

7.13.3 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 BT Cloud Work Portal including all information, materials and Content, or the way BT provides the BT Cloud Work Portal; or
- (c) without notice, interrupt or suspend access to the BT Cloud Work Portal but will restore access as quickly as possible.

7.13.4 In addition to Clause 15 of the General Terms, BT may, without Notice, restrict or suspend your access to or use of the BT Cloud Work 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.

7.14 Additional User Feature Pack Licences

7.14.1 You may apply to add User Feature Pack Licence(s) to the Contract at any time.

7.14.2 The additional User Feature Pack Licence(s) will commence from the date requested and will run co-terminus with the Trial Period for your subscribed Cloud Work Try Before You Buy Trial Service.



Part B – Service Delivery and Management

8 BT's Obligations

8.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the Cloud Work Try Before You Buy Trial Service, BT:

8.1.1 will provide you with contact details for a Service Desk that will be available:

- (a) during Business Hours on Business Days for Cloud Work Entry Users and Cloud Work Basic Users and any Single User Accounts; and
- (b) 24x7x365 Cloud Work Connect Users for Cloud Work Connect+ HD Video Meetings Users and Cloud Work Collaborate Users, excluding Single User Accounts; and

8.1.2 will comply with all reasonable health and safety rules and regulations and reasonable security requirements that apply at the Site(s) and that you have notified to BT in writing, but BT will not be liable if, as a result of any such compliance, BT is in breach of any of its obligations under this Contract.

8.2 Commissioning of the Service

Before the Service Start Date, BT will:

8.2.1 activate the Cloud Work Try Before You Buy Trial Service; and

8.2.2 on the date that BT has completed the activation of the Cloud Work Try Before You Buy Trial Service, confirm to you the Service Start Date.

8.3 During Operation

On and from the Service Start Date, BT:

8.3.1 will respond and use reasonable endeavours to remedy an Incident without undue delay if you report an Incident on the BT Network;

8.3.2 will maintain the BT Cloud Work Portal as set out in Paragraph 7.13;

8.3.3 may carry out Maintenance from time to time and will use reasonable endeavours to inform you at least five Business Days before any Planned Maintenance on the BT Network or Purchased Equipment, however, BT may inform you with less notice than normal where Maintenance is required in an emergency;

8.3.4 may, in the event of a security breach affecting the Cloud Work Try Before You Buy Trial Service, require you to change any or all your passwords;

8.3.5 may withdraw any Software at any time; and

8.3.6 will acquire specific voice traffic data and content as part of the delivery, support, reporting and billing processes on the BT Network. BT will not share such traffic data and content with any third party and will store the traffic data and content in order to comply with your agreed support, reporting and billing needs.

8.4 The End of the Cloud Work Try Before You Buy Trial Service

On termination of the Cloud Work Try Before You Buy Trial Service by either of us, BT:

8.4.1 may delete any Content; and

8.4.2 will terminate your right to access and use the BT Cloud Work Portal.

9 Your Obligations

9.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the Cloud Work Try Before You Buy Trial Service, you will:

9.1.1 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;

9.1.2 ensure that the LAN protocols and applications you use are compatible with the Cloud Work Try Before You Buy Trial Service;

9.1.3 appoint an Administrator who will be responsible for Cloud Work Try Before You Buy Trial 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;

9.1.4 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;

9.1.5 immediately inform BT of any changes to the name and contact details of the Administrator;

9.2 During Operation

On and from the Service Start Date, you will:

9.2.1 ensure that Users report Incidents to the Customer Contact and not to the Service Desk;

9.2.2 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;

9.2.3 monitor and maintain any Customer Equipment connected to the Cloud Work Try Before You Buy Trial Service or used in connection with a Cloud Work Try Before You Buy Trial Service;

9.2.4 ensure that any Customer Equipment that is connected to the Cloud Work Try Before You Buy Trial Service or that you use, directly or indirectly, in relation to the Cloud Work Try Before You Buy Trial Service is:

- (a) adequately protected against viruses and other breaches of security;
- (b) technically compatible with the Cloud Work Try Before You Buy Trial Service and will not harm or damage BT Equipment, the BT Network 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;

9.2.5 immediately disconnect any Customer Equipment, or advise BT to do so at your expense, where Customer Equipment does not meet any relevant instructions, standards, or Applicable Law. Regardless of what it says elsewhere in the Contract, if you do not immediately disconnect any Customer Equipment, or advise BT to do so at your expense in accordance with this Paragraph 9.2.5, BT may suspend an affected Cloud Work Try Before You Buy Trial Service immediately;

9.2.6 distribute, manage and maintain access profiles, passwords and other systems administration information relating to the control of Users' access to the Cloud Work Try Before You Buy Trial Service;

9.2.7 ensure the security and proper use of all valid User access profiles, passwords and other systems administration information used in connection with the Cloud Work Try Before You Buy Trial Service 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 Cloud Work Try Before You Buy Trial 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 Cloud Work Try Before You Buy Trial Service if BT requests you to do so to ensure the security or integrity of the Cloud Work Try Before You Buy Trial Service.

9.2.8 not allow any User specific subscription 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 Cloud Work Try Before You Buy Trial Service; and

9.2.9 not terminate the Access Service or allow the Access Service to be terminated.

10 Notification of Incidents

10.1 Where you become aware of an Incident:

10.1.1 the Customer Contact will report it to the Service Desk;

10.1.2 BT will give you a Ticket; and

10.1.3 BT will use reasonable endeavours to resolve the Incident as soon as reasonably practicable.



Part C – Service Levels

Service Levels do not apply to Cloud Work Try Before You Buy 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.

“4G” means Long Term Evolutions (LTE) and is used for both voice and data services. You may use 4G services when you are in range of a 4G base station.

“4G Assure” means BT’s resilience service that in the event your Access Service fails, will, if you have purchased this service as part of your Access Service, enable you to automatically switch over to the BT 4G network.

“Access Service” means BT Business Broadband, BT Business Infinity, BTnet or BT IP Connect UK or a third-party Internet service.

“Administrator” means any individual that you appoint to be responsible for Cloud Work Try Before You Buy Trial Service management and administration matters.

“BT Business Broadband” means a service from BT that provides high speed network access to the Internet, as further described at <https://business.bt.com/products/broadband/>.

“BT Business Infinity” means any of the infinity broadband services from BT with further details set out at <https://business.bt.com/products/broadband/>.

“BT Cloud Work Portal” means the Cloud Work Try Before You Buy Trial Service secure shared web portal which enables you to view service information, manage and administer the Cloud Work Try Before You Buy Trial Service.

“BT IP Connect UK” means BT’s IP Connect UK service that connects all your sites to a single private IP VPN, converging your voice, data, and video applications into a single IP network.

“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).

“BTnet” means a BT data service that allows you to connect to the Internet using a range of access methods at a variety of speeds over the BT Network.

“Business Hours” means between the hours of 08:00 and 18:00 in a Business Day.

“Call” means a signal, message or communication that is silent, spoken, or visual.

“Call Routing” means the feature that enables passing a Call onwards to a specified User or team.

“Cloud Work Basic” means the Cloud Work User Feature Pack that includes all the features of the Cloud Work Entry and some additional features with further details set out at Section 56, Part 18, Subpart 11 of the BT Price List.

“Cloud Work Collaborate” means the Cloud Work User Feature Pack that includes all the features of the Cloud Work Connect+ HD Video Meetings and some additional features with further details set out at 56, Part 18, Subpart 11 of the BT Price List.

“Cloud Work Connect” means the Cloud Work User Feature Pack that includes all the features of the Cloud Work Basic and some additional features with further details set out at 56, Part 18, Subpart 11 of the BT Price List.

“Cloud Work Connect+ HD Video Meetings” means the Cloud Work User Feature Pack that includes all the features of the Cloud Work Connect and some additional features with further details set out at Section 56, Part 18, Subpart 11 of the BT Price List.

“Cloud Work Entry” means the Cloud Work User Feature Pack with further details set out at Section 56, Part 18, Subpart 11 of the BT Price List.

“Cloud Work Try Before You Buy Trial Service” has the meaning given to it in Paragraph 1.

“Content” means information made available, displayed, or transmitted in connection with a Cloud Work Try Before You Buy Trial Service including applications, data, information, emails, video, graphics, sound, music, photographs, software, or any other material.

“Customer Contact” means the Administrator authorised to act on your behalf for Cloud Work Try Before You Buy Trial 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 Cloud Work Try Before You Buy Trial Service.

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

“EULA” has the meaning given in Paragraph 7.4.1.

“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.

“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 Cloud Work Try Before You Buy Trial Service means a telephone number starting with 01 and 02.

“Go-Live Support” means guidance available during initial implementation.

“HD Video Meeting” means the web meetings and high-definition video meetings features that BT provides as part of the Cloud Work Try Before You Buy Trial Service.

“Incident” means an unplanned interruption to, or a reduction in the quality of, the Cloud Work Try Before You Buy Trial Service or element of the Cloud Work Try Before You Buy Trial Service.

“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.



“Late Changes” means any changes or delays made in the 10 calendar days immediately before an agreed and Scheduled Site visit.

“Local Area Network” or **“LAN”** means the infrastructure that enables the ability to transfer IP services within Site(s) (including data, voice, and video conferencing services).

“Music on Hold” means a feature that provides a continuous broadcast of music to callers in a queue or on call hold.

“Planned Maintenance” means any Maintenance BT has planned to do in advance.

“Recurring Charges” means the Charges for the Cloud Work Try Before You Buy Trial Service or applicable part of the Cloud Work Try Before You Buy Trial Service that are invoiced repeatedly in every payment period (e.g., every month), as set out in any applicable Order.

“Service Desk” means the helpdesk that you are able to contact to submit service requests, report Incidents and ask questions about the Cloud Work Try Before You Buy Trial Service.

“Service Management Boundary” has the meaning given in Paragraph 4.

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

“Single User Account” means an account with only one User Feature Pack Licence.

“Site” means a location at which the Cloud Work Try Before You Buy Trial Service is provided.

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

“Supplier” means RINGCENTRAL UK LTD whose registered office is at 25 Canada Square, Level 37, London, England, E14 5LQ (Company Number 06737634).

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

“Trial Period” means a period of one month from the Service Start Date when the Cloud Work Try Before You Buy Service will be provided to you free of Charge.

“Usage Charges” means the Charges for the Cloud Work Try Before You Buy Trial Service or applicable part of the Cloud Work Try Before You Buy Trial Service that are calculated by multiplying the volume of units that you used or incurred in a period (e.g., number of agents using the Cloud Work Try Before You Buy Trial Service, or the number of minutes the Cloud Work Try Before You Buy Trial Service was used for) with the relevant fee as set out in any applicable Order.

“User Feature Pack Licence” means a licence that you acquire from BT to enable a User to use the Cloud Work Try Before You Buy Trial Service.

“User Feature Pack” means Cloud Work Entry, Cloud Work Basic, Cloud Work Connect, Cloud Work Connect+ HD Video Meetings or Cloud Work Collaborate.

“Virtual Private Network” or **“VPN”** means a network that appears private to users while being provided over network infrastructure that is shared with other customers. Unless otherwise agreed in writing, communications over your VPN are restricted to those sites belonging to your VPN.

“Wide Area Network” or **“WAN”** means the Access Service or any other network through which you connect to the Cloud Work Try Before You Buy Trial Service.