



# Expert Setup 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 Expert Setup Service

### Service Summary

BT will provide you with a one-off appointment in respect of the set-up, installation and optimisation of your BT Service up to the point of the Service Management Boundary as set out in Paragraph 2 ("**Expert Setup Service**").

### 1 Expert Setup Service

- 1.1 BT will provide you with the following services as set out in any applicable Order or Engineer Task List:
  - 1.1.1 A single visit by a BT engineer within Business Hours to your Site to set up, install and optimise the BT Services as detailed in the Engineer Task List.
  - 1.1.2 Subject to Paragraph 2, once BT has completed the tasks listed in the Engineer Task List, you will sign off the Engineer Task List confirming that the tasks have been completed.
  - 1.1.3 Once you have signed off the Engineer Task List, BT will regard the tasks as complete and if you require further support, you will be required to book an additional appointment with a BT engineer that will be subject to additional Charges.

### 2 Service Management Boundary

- 2.1 BT will provide and manage the Expert Setup Service in accordance with Parts B and C of this Schedule and as set out in the Engineer Task List and in any applicable Order ("**Service Management Boundary**").
- 2.2 BT will have no responsibility for the Expert Setup Service outside the Service Management Boundary.
- 2.3 BT does not guarantee that the Expert Setup Service will be provided without errors or that BT will be able to correct all errors or issues that you have identified with the BT Services.
- 2.4 BT will provide the Expert Setup Service at the Site(s) located in England, Wales, Scotland and Northern Ireland (excluding Highlands and Islands, Isle of Wight, Isle of Man, Isle of Scilly, and Channell Islands).

### 3 Equipment

If BT replaces any equipment as part of the Expert Set Up Service, the replacement of that equipment will be governed by the terms and conditions for the associated BT Service.

### 4 Specific Terms

#### 4.1 Changes to the Contract

- 4.1.1 BT may amend the Contract (including the Charges) at any time by either:
  - (a) publishing the amendment online at [www.bt.com/pricing](http://www.bt.com/pricing) or [www.bt.com/terms](http://www.bt.com/terms) (or any other online address that BT advises you of); or
  - (b) by giving Notice to you.
- 4.1.2 In the event that 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.
- 4.1.3 If BT makes any amendment to the Contract that causes you material detriment, you may terminate the Expert Setup Service with 30 days notice and BT will cancel any pre-arranged appointments and not charge you for those appointments.

#### 4.2 Appointment Cancellations

- 4.2.1 You may cancel any Expert Setup Service appointment at least one Business Day before the appointment date without incurring any Charges.
- 4.2.2 If you cancel any Expert Setup Service appointment within one Business Day before the appointment date you will remain liable to pay BT the full Charges for the appointment.

#### 4.3 Access to Emergency Services

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.



### 4.4 Invoicing

- 4.4.1 Unless set out otherwise in any applicable Order or Engineer Task List, BT will invoice you for the following Charges in the amounts set out in any applicable Order or Engineer Task List:
- (a) a one-off charge for providing the Expert Setup Service;
  - (b) a one-off charge if you missed an appointment for the Expert Setup Service;
  - (c) a one-off cancellation charge in accordance with Paragraph 4.2.2; and
  - (d) any other Charges as set out in any applicable Order, Engineer Task List or the BT Price List or as otherwise agreed between both of us.



### Part B – Service Delivery and Management

#### 5 BT's Obligations

##### 5.1 Service Delivery

- 5.1.1 BT 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.
- 5.1.2 In providing the Expert Setup Service BT will not undertake any work that involves working with IT servers, drilling through floors or working above door frame height at any Sites.

##### 5.2 During Operation

On and from the Service Start Date, BT will:

- 5.2.1 accept and process your order for the Expert Setup Service; and
- 5.2.2 send the BT engineer to your Site to provide the Expert Setup Service.

#### 6 Your Obligations

##### 6.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the Expert Setup Service, you will:

- 6.1.1 provide BT with access to any Site(s) during Business Hours, or as otherwise agreed, to enable BT to set up, deliver and manage the Expert Setup Service;
- 6.1.2 provide BT with Notice of any health and safety rules and regulations and security requirements that apply at the Site(s);
- 6.1.3 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;
- 6.1.4 provide BT with any information reasonably required without undue delay;
- 6.1.5 prepare and maintain the Site(s), including:
  - (a) providing a suitable and safe operational environment;
  - (b) take up or remove any fitted or fixed floor coverings, ceiling tiles and partition covers or provide any openings in buildings required to allow BT to undertake any necessary installation or maintenance services;
  - (c) carry out any work that may be required after installation to make good any cosmetic damage caused during installation or maintenance;
- 6.1.6 provide BT with all reasonable assistance to deliver the Expert Setup Service;
- 6.1.7 acknowledge that the Expert Setup Service will only be provided in respect of the BT Services set out in the Engineer Task List; and
- 6.1.8 acknowledge that BT will be not responsible for any in-life issues after completion of the Expert Setup Service which will be governed by their own separate terms.



### Part C – Service Levels

There are no Service Levels provided as part of the Expert Set Up Service.



### Part D – Defined Terms

#### 7 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.

**"BT Price List"** means the document containing a list of BT's charges and terms that may be accessed at: [www.bt.com/pricing](http://www.bt.com/pricing) (or any other online address that BT may advise you).

**"BT Service"** means the equipment or related software that BT has provided to you and that is subject to its own separate BT terms and conditions.

**"Business Hours"** means between the hours of 0800 and 1700 in a Business Day.

**"Device"** means any mobile handset, laptop, tablet or other item of handheld equipment, including all peripherals, excluding SIM Cards and applications, which are in scope of the Expert Setup Service, as set out in the Order.

**"Engineer Task List"** means the list of Devices and associated services that BT has agreed it will install and optimise as part of the Expert Setup Service.

**"General Terms"** means the general terms to which this Schedule is attached or can be found at [www.bt.com/terms](http://www.bt.com/terms), and that form part of the Contract.

**"Service Management Boundary"** has the meaning given in Paragraph 2.1.