

Service Schedule for BT OneBill Online Service

1. SERVICE DESCRIPTION

Service Overview

- 1.1 The Service comprises the facility for the Customer to download BT OneBill Data for Selected Accounts
- 1.2 The Service may only be ordered by completion of the on-line registration process.
- 1.3 The Contract is between the Customer and BT whether or not Users complete the registration process and are requested to accept terms and conditions as part of that registration process.
- 1.4 More than one User can register for the Service.

Service Start Date

- 1.5 The Service Start Date is the date BT OneBill Data is first made available to a User

Service Description

- 1.6 The Service enables Users to access BT OneBill Data for Selected Accounts.
- 1.7 BT will advise the User by email sent to the Email Address when BT OneBill Data for the latest billed period is available.
- 1.8 BT OneBill Data will be available on-line for a maximum of 15 months from the date it is first made available on-line.

2. SERVICE LEVELS

- 2.1 BT aims to provide the Service 24 hours per day, 7 days per week, 365 days per year.
- 2.2 BT will respond to any faults in the Service as soon as it reasonably can.

Helpdesk

- 2.3 The Helpdesk will be available Monday to Friday 08:30 to 17:00 (excluding public and bank holidays) for telephone and / or email queries from Users regarding access to the Service and the BT OneBill Data. Helpdesk support will be limited to the provision of advice by telephone and / or email.

The contact details will be set out on bt.com at <http://www.bt.com/onebillon-line> (or any other url that BT advises to the Customer).

BT is not responsible for providing any other support, whether technical or otherwise, in respect of the Service.

3. CHARGES

The Service is provided free of charge but the Customer may be required to pay charges to the Customer's Internet service provider to connect to bt.com.

4. THE CUSTOMER'S RESPONSIBILITIES

- 4.1 The Customer is responsible for making all necessary arrangements with BT under separate agreement for the provision of BT OneBill and the products and services included under BT OneBill.
- 4.2 The Customer is responsible for providing suitable computer hardware, software and telecommunications equipment and services necessary to access and use the Service, including but not limited to, a web browser with the minimum requirements required for the Customer to access the BT website bt.com This Contract

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does not include the provision of telecommunications services or software necessary to connect to or access the Service.

- 4.3 The Customer is responsible for maintaining a valid Email Address and for notifying BT of any changes to their contact details.
- 4.4 The Customer is responsible for notifying the Helpdesk by telephone if the Customer requires a User access to be withdrawn. BT will arrange for access to be removed as soon as it reasonably can.
- 4.5 If the Customer contracts for additional and / or new services from BT following provision of the Service, the Customer is responsible for applying for the service to be included as a Selected Account

5. ADDITIONAL CONDITIONS

- 5.1 The Customer acknowledges and accepts that Users need to supply the BT OneBill account number set out on the paper bill for the Selected Account as part of the registration process and BT will accept registration from Users who are able to provide that information.
- 5.2 If the Customer's contract for a product or service selected as a Selected Account is terminated, any historical BT OneBill Data applicable to that product or service will continue to be available for a maximum of 15 months from the date it was first made available on-line.

Limits of Liability

- 5.3 The limit of liability under clause 7.2 of the Conditions is £5,000 for all and any direct loss or damage arising from any one incident or series of connected incidents and £10,000 for all incidents in any period of 12 months.

Termination

- 5.4 The Customer agrees that BT may, without notice, terminate Service to a User if the User has not accessed the Service for over 16 months.
- 5.5 The Customer agrees that BT may, without notice, terminate the Contract if the Service has not been accessed by any User for over 16 months.

Resale

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

6. Definitions

In this Service Schedule the following term, in addition to those stated in clause 10 of the Conditions, has the meaning shown next to it:-

BT OneBill means the BT OneBill service which provides customers with consolidated billing data and which BT is providing to the Customer.

BT OneBill Data means the BT OneBill itemised billed charges (excluding details of unbilled usage) applicable to a Selected Account available on-line at bt.com via the Service.

Email Address means the email address registered by the User to which invoice notifications will be sent.

Helpdesk means BT's eBilling helpdesk facility.

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Selected Account

means a BT OneBill account selected by the Customer as part of the registration process.