



# Terms & conditions for Starter and Professional Packs

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This Service Schedule is in addition to the Conditions for BT Business Services and forms part of this Contract for BT Web Hosting Lite (available as part of BT Business Essentials), BT Web Hosting - Starter Pack, BT Web Hosting Professional Pack (the "Service")

## 1. SERVICE DESCRIPTION

1.1 The Service provides web hosting and will be provided to the Customer at the Site.

## 2. RESPONSIBILITIES OF BT & THE CUSTOMER

2.1 The BT webpage may be modified automatically by BT at any time and which may contain marketing information and links to other products and services from both BT and from third parties. BT cannot be held liable for the content of any third party.

2.2 It is the responsibility of the Customer to activate the Service at <https://secure.business.bt.com/account/login.htm?tabId=6>

### Use of Webspace

2.3 The Service is subject to webspace and bandwidth usage limits as set out on <http://business.bt.com/getting-your-business-online/web-hosting/pricing/> or such other documentation as BT may provide from time to time.

2.4 Customer's that have taken the BT Web Hosting – Advanced service are not subject to webspace and bandwidth usage limits, but must comply with BT's Web Hosting Fair Usage Policy.

2.5 BT may take action to suspend or terminate the Customer's use of the Service for any use in excess of these limits unless:

- (a) the Customer's usage is reduced immediately; or
- (b) the Customer upgrades to BT Web Hosting - Advanced; or
- (c) if the Customer is an existing BT Web Hosting - Advanced customer, additional capacity is purchased.

2.6 Customers of the BT Web Hosting Lite service cannot exceed the usage limits.

2.7 The Customer:-

- (a) is responsible for the material that it or anyone else puts on its web site(s);
- (b) must include its contact details (e.g. email address) clearly on its web site(s);
- (c) must ensure that material on its web site(s) and the use of it must not in any way be unlawful.
- (d) must in particular ensure that all necessary licences and consents (including those from owners of copyrights, performing rights and any other relevant intellectual property rights) have been obtained.

### Domain Names

The domain feature of BT Web Hosting was withdrawn on the 8 January 2026 ("Domain Feature Withdrawal Date"), as previously notified. Your domain name will remain active only until your domain renewal date, which might be different and take place after the Domain Feature Withdrawal Date. You must renew your domain feature with an alternative provider as soon as possible in order to keep your domain, and in any event before your domain renewal date.

## 3. CHARGES

3.1 The Customer must pay the Charges for the Service that are set out on <http://business.bt.com/getting-your-business-online/web-hosting/pricing/> or such other documentation as BT may provide from time to time. The Charges are part of these terms and conditions.



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3.2 If the Service is ended during the first 12 months from the date that this Contract starts (whether the Customer has activated the service or not), because the Customer gave BT notice to end the Contract (other than because BT has increased the Charges or changed the Contract to the Customer's detriment) or the Customer has broken the Contract and BT is therefore entitled to terminate, the Customer must pay all Charges for the Service payable for any remaining period of that 12 months.

3.3 Paragraph 3.2 shall not apply to additional webspace and bandwidth purchased by the Customer. The minimum period for such services shall be one month.

3.4 If the Customer has paid any charges for a period after the end of the Contract beyond the 12 months referred to in paragraph 3.2, BT will either repay these charges or put them towards any money the Customer owes BT.

## 4. ADDITIONAL CONDITIONS

4.1 BT shall give notice to the Customer as follows:

a) For all notices, to the email address given by the Customer as part of this Service.

4.2 It is the Customer's responsibility to check the email addresses regularly.

### Content

4.3 Where BT provides the Customer with Content the following provisions apply:-

- (a) this Content is always changing as BT tries to provide the Customer with the best possible service, and therefore the Customer may notice changes to the Content that it can access;
- (b) the Content BT provides to the Customer can only be used for its own purposes and is protected by copyright, trademark and other intellectual property rights. The Customer is not allowed to copy, store, adapt, modify, transmit, distribute externally, play or show in public, broadcast or publish any part of the Content;
- (c) although BT takes precautions, it cannot guarantee the accuracy or completeness of the Content. For this reason the Customer's use of the Content (for whatever purpose) is at the Customer's own risk.
- (d) some of the Content will have its own terms and conditions. These may be displayed online or elsewhere. If the Customer accesses this Content it will need to comply with those terms and conditions. The Customer should be aware that any Content provided on a subscription basis as part of the Service will cease when this Contract ends.

### Security

4.4 Where BT issues the Customer with a set of usernames and passwords, these are essential for the Customer's secure use of the Service and must be kept confidential, secure and only used in accordance with all relevant instructions.

4.5 To ensure that the Service remains secure, the Customer must not change or attempt to change a username.

4.6 If BT believes that there is likely to be a breach of security or misuse of the Service it may:-

- (a) change the Customer's password and notify the Customer that it has done this; and/or
- (b) suspend username and password access to the Service.

4.7 If the Customer believes that any username or password has become known by someone not authorised to use it, or if any password is being or is likely to be used in an unauthorised way, it must inform BT immediately.



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## **BT WEB HOSTING – FAIR USAGE POLICY**

The use of Unlimited Disk Space Services and Unlimited Bandwidth/Unlimited Data Transfer Services are subject to the following conditions:

### **Unlimited Disk Space Services:**

BT reserves the right to review and monitor the amount of disk space used by any user of the Service or website. Where the amount of disk space used impacts upon, or limits the space available to other users or websites receiving services from BT, then BT may restrict the use of space by such users or website(s), or suspend or terminate the provision of services to such user.

### **Unlimited Bandwidth/Unlimited Data Transfer Services:**

No user or website shall be permitted to use 1% or more of Resources for longer than 60 seconds ("Excessive Use of Resources"). Resources are defined as bandwidth, memory, and/or processor utilization available through the Services offered by BT or its suppliers.

BT reserves the right (at its sole discretion) to determine if an Excessive Use of Resources has occurred. BT may restrict the use of Resources by such users or website(s), or suspend or terminate the provision of Services to such user.

### **Additional Prohibited Activities:**

File storage, data warehousing, back-up data storage, any form of data file storage or management, services or software related to Internet relay chat ("IRC"), peer to peer file sharing ("P2P"), bit torrent, game servers, proxy server network, or interactive chat, membership or community sites for file sharing, video sharing or photo sharing applications are not permitted ("Prohibited Activities"). BT may suspend or terminate the provision of services to any user that engages in Prohibited Activities.