



BT Mobile Manager

Annex to the BT Business Mobile Schedule

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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 Annex have the meanings given to them in the General Terms.

Part A – BT Mobile Manager

1 Service Summary

- 1.1 This Annex will apply in addition to the BT Business Mobile Schedule to the General Terms.
- 1.2 After your first bill is generated, BT will provide you with access to an online portal that will enable you to access billing information, generate reports and update services, unless you are a BT OneBill Online customer ("**BT Mobile Manager**").

2 Standard Service Components

BT will provide you with all the following standard service components ("**Standard Service Components**"):

2.1 Top Level Administrator

- 2.1.1 BT will provide you with full administration rights to BT Mobile Manager for a single User who will be able to:
 - (a) access billing information, including viewing your invoices;
 - (b) view and create reports;
 - (c) download summaries and itemised reports;
 - (d) manage User access permissions;
 - (e) switch on/off network services in real-time (roaming, voicemail, SMS, outbound call bar, premium rate call bar, voicemail, adult services, retrieve a personal unblocking code);
 - (f) view current services status of an individual phone;
 - (g) carry out a SIM swap; and
 - (h) make changes to more than one phone at the same time;

("Top Level Administrator").

- 2.1.2 The Top Level Administrator will be able to enable or disable any of the available service features listed in Paragraph 2.1.1.

2.2 User Access

The Top Level Administrator will be able to manage other User profiles and edit other User profiles to allow those Users to use any of the service features listed in Paragraph 2.1.1.

3 Associated Services and Third Parties

- 3.1 You will have the following services in place that will connect to BT Mobile Manager and are necessary for BT Mobile Manager to function and will ensure that these services meet the minimum technical requirements that BT specifies:
 - 3.1.1 an Internet connection for access to BT Mobile Manager, ("**Enabling Service**").
- 3.2 If BT provides you with any services other than BT Mobile Manager (including, but not limited to any Enabling Service) this Annex will not apply to those services and those services will be governed by their separate terms.

4 Specific Terms

4.1 Access and Security of BT Mobile Manager

- 4.1.1 BT may suspend, withdraw, amend or replace BT Mobile Manager and will use reasonable endeavours to provide you with a Notice.
- 4.1.2 You acknowledge that BT Mobile Manager may be adversely affected by events outside BT's control. BT will not be liable if, for any reason, BT Mobile Manager is unavailable at any time or for any period.
- 4.1.3 BT may restrict access to BT Mobile Manager if any Maintenance or upgrades are required.

4.2 Use of BT Mobile Manager

- 4.2.1 You will not use BT Mobile Manager:



- (a) to disseminate, upload or download any nuisance, abusive, offensive, indecent, obscene, menacing, unlawful, libellous, defamatory or otherwise objectionable material;
- (b) to transmit material that encourages a criminal offence to be committed;
- (c) fraudulently or in connection with a criminal offence under the laws of any country where BT Mobile Manager may be accessed;
- (d) to gain unauthorised access to other computing systems;
- (e) to cause annoyance, inconvenience or needless anxiety;
- (f) to send, provide or receive unsolicited advertising or promotional material;
- (g) in contravention of any instructions provided by BT; or
- (h) other than in accordance with the acceptable use policies of any connected networks and the Internet standards.

4.2.2 BT may suspend or cancel your access if BT reasonably believes that you have breached any of your obligations set out in Paragraph 4.2.1 above.

4.2.3 BT will have no liability and you will make no claim in respect of any use of BT Mobile Manager which is contrary to the terms of this Annex, including any use by anyone who is no longer authorised to use BT Mobile Manager.

4.3 Viruses, Hacking and Other Offences

4.3.1 You will not:

- (a) misuse BT Mobile Manager by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful;
- (b) attempt to gain unauthorised access to BT Mobile Manager, the server on which BT Mobile Manager is stored or any server, computer or database connected to BT Mobile Manager; and
- (c) attack BT Mobile Manager via a denial-of-service attack or a distributed denial-of service attack.

4.3.2 By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. BT will report the breach to the relevant law enforcement authorities and will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use BT Mobile Manager will cease immediately.

4.3.3 BT will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of BT Mobile Manager or to your downloading of any material posted on it, or on any website linked to it.

4.4 Links from BT Mobile Manager

BT Mobile Manager may contain links to other sites and resources provided by third parties not controlled by BT. These links are provided for your information only and the inclusion of the links does not imply any endorsement by BT of the sites. BT has no control over the contents of those sites or resources, and accept no responsibility for them or for any loss or damage that may arise from your use of them.

4.5 Support

4.5.1 A Service Desk for BT Mobile Manager will be available between the hours of 0900 and 1700 (UK time) on a Business Day. BT will address any Incidents you reported outside of these hours the following Business Day.

4.5.2 BT will provide a 'how to' guide to support your set up of the BT Mobile Manager.



Part B – Service Delivery and Management

5 BT's Obligations

5.1 During Operation

On and from the Service Start Date, BT:

- 5.1.1 may, in the event of a security breach affecting the BT Mobile Manager, change any user identification code or password;
- 5.1.2 may update or change the password policy at any time to keep up with GDPR and industry standards for password protection;
- 5.1.3 will only process requests that have complied with all relevant security checks; and
- 5.1.4 will be updating BT Mobile Manager regularly, including any information or its layout, and may change BT Mobile Manager at any time or add new features including self-service features, such as online ordering. BT will try to ensure the information on BT Mobile Manager is as accurate as possible, however you acknowledge that out of date or inaccurate information may appear from time to time.

6 Your Obligations

6.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the BT Mobile Manager, you will:

- 6.1.1 ensure that the LAN protocols, applications and firewalls you use are compatible with the BT Mobile Manager;
- 6.1.2 by requesting a User name and password, accept any risk associated with this information being sent by email;
- 6.1.3 be responsible for arranging access for all your Users to BT Mobile Manager;
- 6.1.4 ensure that all Users for which you have arranged access are aware of the terms of this Annex and comply with them.

6.2 During Operation

On and from the Service Start Date, you will:

- 6.2.1 distribute, manage and maintain access profiles, passwords and other systems administration information relating to the control of Users' access to the BT Mobile Manager;
- 6.2.2 be responsible for checking all records of transaction and invoices recorded in BT Mobile Manager;
- 6.2.3 before sending a request to BT, ensure that all instructions provided to BT are accurate;
- 6.2.4 be responsible for the security and proper use of all user IDs and passwords used in connection with BT Mobile Manager (including changing passwords on a regular basis) and will take all necessary steps to ensure that they are kept confidential, secure, used properly and not disclosed to unauthorised people;
- 6.2.5 ensure that Users will not share their IDs and passwords with any other person, including any other User;
- 6.2.6 ensure that the Top Level Administrator only provides Users with access to the service features listed in Paragraph 2.1.1;
- 6.2.7 ensure that your browser session is closed before leaving your work station unattended; and
- 6.2.8 notify BT immediately if you have a reason to believe that any User name or password has become known to someone not authorised by you or is being or is likely to be used in an unauthorised way and if:
 - (a) there is any suspected or actual breach; and
 - (b) you become aware of any error or suspected error in BT Mobile Manager or any transaction relating to or from it.

6.3 The End of the Service

On termination of BT Mobile Manager by either of us, you must copy or download all your billing data as you will no longer be able to access BT Mobile Manager.



Part D – Defined Terms

7 Defined Terms

In addition to the defined terms in the General Terms and the Schedule, capitalised terms in this Annex will have the meaning set out below (and in the case of conflict between these defined terms and the defined terms in the General Terms and the Schedule, these defined terms will take precedence for the purposes of this Annex). BT has repeated some definitions in this Annex that are already defined in the General Terms and the Schedule. This is to make it easier for you to find the definitions when reading this Annex.

“**BT Mobile Manager**” has the meaning given in Paragraph 1.

“**BT OneBill Online**” means the Service provided by BT. Terms and conditions for that Service can be found at www.bt.com/terms.

“**Content**” means applications, data, information (including emails), video, graphics, sound, music, photographs, software or any other material.

“**Enabling Service**” has the meaning given in Paragraph 3.1.

“**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.

“**Incident**” means an unplanned interruption to, or a reduction in the quality of, the BT Mobile Manager or particular element of the BT Mobile Manager.

“**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.

“**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).

“**Schedule**” means BT Business Mobile Schedule to the General Terms available at www.bt.com/terms.

“**Service Desk**” means the helpdesk that you are able to contact to submit service requests, report Incidents and ask questions about the BT Mobile Manager.

“**SIM**” means subscriber identity module.

“**Site**” means a location at which the BT Mobile Manager is provided.

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

“**Top Level Administrator**” has the meaning given in Paragraph 2.1.