



Value Added Services

Annex to BT Business Broadband, Superfast and Ultrafast Schedule to the General Terms

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1 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 or the BT Business Broadband Schedule.

2 This Annex

- 2.1 The terms of this Annex apply where you have ordered a new Broadband Service on or after 26 November 2018 and are in addition to the General Terms and the BT Business Broadband Schedule.
- 2.2 If your Broadband Service is terminated, for whatever reason, these Value Added Services will automatically terminate.
- 2.3 If you wish to continue to use the Value Added Services after termination of your Broadband Service, you will be required to purchase the Value Added Services separately and they will be subject to their own individual service terms.

3 Email Address SERVICE

- 3.1 BT will only provide you with the email address service if BT has previously done so under another Broadband product ("**Email Address Service**").
- 3.2 You may not order any new Email Address services in addition to those you already have.
- 3.3 BT reserves the right to terminate the Email Address Service at any time and will give you as much notice as it reasonably can.
- 3.4 If your email address has already been used to set up an existing BT online profile, BT will continue to provide you with:
 - 3.4.1 1 email address (which will be allocated by BT to a username that BT will provide to you in accordance with Paragraph 3.4.2); and
 - 3.4.2 a username and a mailbox for the email account, subject to the terms set out at <http://www.bt.com/terms/emaillite>.
- 3.5 BT may delete your mailbox(es), Content or username and terminate the Email Address Service if you have not accessed the mailbox(es) for over 90 days. BT will not be liable to you for any such deletion, including where this results in your failure to perform any of your obligations under the Contract.
- 3.6 30 days after the end of the Contract for any reason, BT will disable your email accounts (including any sub-accounts) and mailboxes and delete any Content or usernames. It is your responsibility to copy or back up to a separate device or service any emails or other Content you wish to keep before this 30 day period ends.

4 Inclusive Enhanced IT Support

- 4.1 If you place an Order for Broadband Enhanced, Fibre Enhanced, Superfast Enhanced, Ultrafast Enhanced 1 or Ultrafast Enhanced 2 as part of your Broadband Service, BT will provide you with Enhanced IT support for up to five Devices as part of the Broadband Service ("**Inclusive Enhanced IT Support**") which will include:
 - 4.1.1 remote access technical support; and
 - 4.1.2 basic troubleshooting on the hardware, applications and operating systems connected to the Broadband Service.
- 4.2 Enhanced IT Support will be available to you 24x7x365, excluding UK bank and public holidays.
- 4.3 Enhanced IT Support is not intended to be a substitute for you taking appropriate steps to maintain and safeguard your own IT system through regular data back-up, running current virus software and adopting other appropriate security or maintenance procedures.
- 4.4 In order to provide Enhanced IT Support you will:
 - 4.4.1 grant BT remote access to your computing equipment, where necessary;
 - 4.4.2 install such diagnostic and technical support software that BT provides to you;
 - 4.4.3 have technical details of the supported computing equipment, local area network and connected devices, collected and securely stored by BT for use during fault diagnosis and support incidents; and
 - 4.4.4 allow BT's technical support agents to create, as necessary, systems administration accounts on your PCs and to keep these accounts active and unchanged as required;
- 4.5 BT does not guarantee that it will be able to fix all faults or that BT will be able to advise on all service related issues.
- 4.6 BT will not be liable for any failures in the supported applications and operating systems that cannot be resolved, or for your failure to correctly follow BT's advice and recommendations.
- 4.7 In order to use Enhanced IT Support, you must have in place the following:



- 4.7.1 Windows Vista, Windows 7 or Windows 8 operating system or Apple MacOS 10.4, 10.5 and 10.6;
- 4.7.2 a processor speed of 233MHz or greater;
- 4.7.3 128MB or more of RAM (256MB if installing BT PC Security);
- 4.7.4 at least 200MB available hard drive space; and
- 4.7.5 an available USB, ethernet or wireless port.

5 BT Sport App

- 5.1 If you place an Order before 13 June 2022 for Broadband Enhanced, Fibre Enhanced, Superfast Enhanced, Ultrafast Enhanced 1 or Ultrafast Enhanced 2 as part of your Broadband Service, BT may provide you with access to the BT Sport App for personal, non-commercial use on a Device and Paragraphs 5 to 11 will apply.
- 5.2 BT will provide you with access to the BT Sport App when your BT ID is set up and authorised.
- 5.3 You may access the BT Sport App simultaneously from any two Devices (or any other maximum number of Devices BT tells you from time to time) in any combination. BT may temporarily restrict your access to the BT Sport App to one Device if necessary to protect the quality of the BT Sport App.
- 5.4 Before using the BT Sport App, you will ensure that you or your household has a TV licence.
- 5.5 To use the BT Sport App your Device must maintain a working internet connection of sufficient speed.
- 5.6 Use of the BT Sport App:
 - 5.6.1 on any broadband connection, will count towards any applicable broadband usage limit; and
 - 5.6.2 on any mobile data network, including use by BT Business Mobile customers, will count towards any applicable monthly data allowance.
- 5.7 If BT holds a reasonable belief that you have misused the BT Sport App, or authorised anyone else to misuse the BT Sport App, BT may require you to reimburse BT for any losses or damage BT suffers as a result. Further details about misuse of our BT Sport App are set out in our Acceptable Use Policy, which you can read at www.bt.com/acceptableuse.
- 5.8 BT and its licensors own all Intellectual Property Rights in the BT Sport App, and the rights in all material or Content provided through the BT Sport App will remain BT's or, where applicable, BT's third party content partners. Your use of the BT Sport App and any Software is protected by intellectual property laws, this Agreement and (if applicable) any additional terms of use and/or end user licence agreement you accept. You will not have to pay any charges under any end user licence unless you have agreed to do so.
- 5.9 If you are required to download Software to access the BT Sport App, the Software may send information about itself and your Device (including in relation to usage) to BT. The type of information BT may collect about the Software and your Device under this Paragraph is explained in our privacy policy that you may access on www.bt.com/privacypolicy under the "BT Sport & TV" tab. By using the relevant Software, you are indicating that you have read our privacy policy and you consent to the transmission of this information.

6 BT Sport App Content

- 6.1 The BT Sport App is a variable service and BT cannot guarantee the quality or availability of Content which:
 - 6.1.1 may only be available in certain parts of the United Kingdom; and
 - 6.1.2 is dependent on the quality of the speed of the internet connection on your Devices.
- 6.2 BT aims to make Content available at the times shown, but these times may vary.
- 6.3 Some Content may only be accessible for certain timeframes or "**access periods**". Once the relevant period has expired, the Content will not be available to you anymore.
- 6.4 Different Content and service features are available with different Packs. Availability of Content and service features is detailed on BT's website at www.bt.com/sport.
- 6.5 You acknowledge that some Content available through the BT Sport App may not be suitable for viewing or use by persons of all ages.
- 6.6 BT may change, add to, replace or withdraw any Packs, Content or Channels available through the BT Sport App for any reason, including:
 - 6.6.1 to improve, update or change the structure of or introduce new Packs, Content or Channels;
 - 6.6.2 to reflect changes or developments in technology;
 - 6.6.3 to make changes to certain technical specifications;
 - 6.6.4 if BT's ability to provide the BT Sport App in a particular geographical area changes;
 - 6.6.5 if Channels or Content are provided to BT by other broadcasters or organisations and they stop making the Channels or Content available generally or to BT, or they make changes to the Channels or Content;



- 6.6.6 because it is no longer commercially sensible for BT to provide that Content, Channel or Pack;
- 6.6.7 to allow BT to show Content through the BT Sport App in a way that BT considers enhances your viewing experience;
- 6.6.8 to make editorial changes to Content; or
- 6.6.9 as a result of any change in the law, code or any regulation or regulatory guidance that is applicable to BT.

7 Ending or Suspending Access to the BT Sport App

- 7.1 BT may suspend or terminate your access to the BT Sport App:
 - 7.1.1 if the Service is terminated in accordance with Clauses 17, 18 or 19 of the General Terms or the Schedule;
 - 7.1.2 if your usage is significantly different to that of a regular customer who is a consumer;
 - 7.1.3 if BT reasonably believe you are using the BT Sport App in a way that does not comply with this Annex;
 - 7.1.4 if BT can no longer provide the BT Sport App (or part of it) or if BT suspends a related service;
 - 7.1.5 in response to any serious misuse of the BT Sport App;
 - 7.1.6 if BT has to for legal or regulatory reasons; and
 - 7.1.7 if BT has reasonable grounds to suspect fraud or any other unauthorised activity.
- 7.2 If BT suspends or terminates access to the BT Sport App because you breach the Contract, BT may (if legally required) give your details to the owner of any Content that is the subject of any unauthorised use or to any relevant enforcement agency.

8 Promotion, Advertising and Links to Third Party Sites

Your dealings with, or participation in promotions by, any third party advertisers on the BT Sport App are solely between you and such third party. You acknowledge that BT will not be responsible or liable for any loss or damage of any kind incurred by you as the result of any such dealings or as the result of the presence of such third parties on the BT Sport App.

9 BT's obligations in relation to bt sport

- 9.1 Throughout the provision of the Service, BT will:
 - 9.1.1 provide access to the BT Sport App using reasonable care and skill, but BT cannot guarantee that the BT Sport App will be available all of the time; and
 - 9.1.2 fix any faults on the BT Sport App as soon as reasonably practicable.

10 Your Obligations in relation to bt sport

- 10.1 Before the Service Start Date and, where applicable, throughout the provision of the Service, you will:
 - 10.1.1 before downloading the BT Sport App to a Device, agree to the BT Applications End User Licence Agreement;
 - 10.1.2 use the BT Sport App for personal, non-commercial use only;
 - 10.1.3 only access Content in the United Kingdom, the Channel Islands and the Isle of Man or when you're temporarily in another EU country.;
 - 10.1.4 comply with any reasonable instructions BT gives you about the BT Sport App and comply with our reasonable security checks;
 - 10.1.5 not:
 - (a) use the BT Sport App for any improper or unlawful use;
 - (b) make unauthorised or unlawful recordings of any Content or copy, publish, rent, reproduce, transmit, frame, reverse engineer, decrypt, decompile, disassemble, alter or commercially exploit the relevant software or any Content you watch, stream or download from the BT Sport App;
 - (c) do anything which may have a negative effect on:
 - (i) BT's systems, networks, servers, brand, reputation or security;
 - (ii) other customers' use of services or customers' equipment;
 - (iii) other customers' security; or
 - (iv) any other person's or business's systems, networks or security;
 - (d) view the Content on digital media players, including televisions, computers or any other portable equipment capable of receiving or transmitting television broadcasts;
 - (e) re-distribute, re-broadcast or otherwise transfer any Content provided through the BT Sport App;
 - (f) reproduce any recording made through the BT Sport App;



- (g) display any Content provided through the BT Sport App in retail, business or commercial premises or for any business or commercial purpose;
 - (h) sell or make any charge for watching or using any part of the BT Sport App;
 - (i) show any Content through the BT Sport App in public to an audience, even if no charge is made;
 - (j) attempt to breach any security or content protection rules relating to the BT Sport App, or compromise the security of any Device used for viewing Content through the BT Sport App or the security of the Content; or
 - (k) edit, change, translate or create adaptations or other copies of any Content; and
- 10.1.6 set up and maintain any parental controls that may be available to control access to the BT Sport App.



11 Definitions

In addition to the defined terms in the General Terms and the BT Business Broadband Schedule, capitalised terms in this Annex will have the following meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms and the BT Business Broadband Schedule, these defined terms will take precedence for the purposes of this Annex):

"3G" means universal mobile telecommunications system and is a network used for both voice and data services.

"BT Applications End User Licence Agreement" means the end user licence agreement available on download of the BT Sport App or at www.bt.com/mobile/apptc.

"BT ID" means a user ID that BT will provide you with for use when accessing BT services, including the BT Sport App.

"Channels" means the channels BT may offer through the BT Sport App.

"Device" means a compatible iOS, Android or Windows smartphone or tablet with 3G, 4G or Wi-fi connection that meets the minimum operating system requirements that BT informs you of.

"Pack" means the selection of Channels together with any other Content and features BT offers as a pack from time to time.