

# **Service Schedule for BT Billing Gateway Service**

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## **SERVICE DESCRIPTION**

### **Service Overview**

- 1.1 The Service enables the Customer to access online invoices and analyse billing data.
- 1.2 The Service may only be ordered by telephone or online.
- 1.3 This Contract is between the Customer and BT whether or not Users are requested to accept terms and conditions when they register.

### **Service Start Date**

- 1.4 The Service will commence on the date that the first User obtains login details to enable access to the Service.

### **Minimum Period**

- 1.5 There is no Minimum Period applicable to the Service.

### **Service Description**

- 1.6 The Service allows the Customer and Users to:

- (a) receive On Line Invoices; and
- (b) access and analyse Data

### **User Roles and User Access Points**

- 1.7 Upon registration a User will be allocated a User Role which determines the level of access given to the User. The default User Role is Standard User but a User may apply to have their User Role amended to Customer Admin User by telephoning the Helpdesk and seeking BT's agreement.
- 1.8 A Customer Admin User can amend the User Access Point applied to a Standard User.

### **On Line Invoices**

- 1.9 By allowing Users to register for the Service the Customer is agreeing to receive On Line Invoices in place of paper bills. Subject to paragraphs 1.10, 1.11, 1.13 and 5.3 no paper copies of bills will be provided and any special delivery arrangements that the Customer may have will not apply.
- 1.10 The Customer accepts that the transfer to On Line Invoices may be affected by the timing of the User's registration for the Service and the billing cycle and that consequently the Customer may receive a further paper bill. Payment must be made against this paper bill.
- 1.11 BT will advise the User by email to the Email Address that an On Line Invoice is available to view. Where the Email Address does not accept the notification, BT will send two further notifications. If these fail, BT may revert the User to paper billing.
- 1.12 On Line Invoices will be held online for a maximum of 12 months from the date of the On Line Invoice and are provided in English only.
- 1.13 Customers who have opted to have their charges under the Agreement included in BT One Bill will not receive On Line Invoices and will continue to receive the paper BT One Bill against which payment must be made. Customers moving to BT One Bill will be reverted to paper billing, however Users will be able to access and analyse Data.
- 1.14 Reminders will be sent in paper format.

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1.15 Split bills showing call charges and rentals separately will not be available with the Service.

### **Data**

1.16 The Data available for review and analysis will be for a 12 month period prior to the date that the User accesses the Service. Data may not be available for the period prior to the 1<sup>st</sup> April 2010.

### **GSM Gateway and Bars**

1.17 A Customer Admin User may with BT's permission:

- (a) Access the GSM Gateway to send bulk SMS, in which case the SMS will be subject to the terms of the Agreement, and charged in accordance with paragraph 5.1 below;
- (b) Manage and apply bars on an Account.

## **2. USE OF THE APPLICATION**

2.1 The Customer's use of the Service is at the Customer's own risk.

2.2 When BT provides the Customer with access to the Service it, and any associated software, is provided for the Customer's use only and is protected by copyright, trademark and other intellectual property rights.

2.3 The Customer acknowledges and accepts that:

- (a) in order to register for the Service the User will need Billing Information and that BT will accept registration from Users who have that Billing Information available to them; and
- (b) The Access Point applicable to a User Level is dependent upon the Billing Information supplied by the User at the time of registration to the Service.

2.4 BT may contact the Customer, either by email, online or by phone, for the Customer's views on the Service as part of the ongoing electronic billing development programme.

## **3. SERVICE LEVELS**

3.1 The Service is available between the following hours:

- (a) Monday to Saturday (excluding Public and Bank Holidays): 06:00 to 22:00
- (b) Sunday and Public and Bank Holidays: 10:00 to 16:00.

### **Service Support**

3.2 BT will provide a Helpdesk facility to the Customer for queries regarding access to the Service and the On Line Invoices which can be accessed via telephone and e-mail. BT is not responsible for providing any other support, whether technical or otherwise, in respect of the Service.

3.3 The Helpdesk is available between the following hours:

Monday to Friday (excluding Public and Bank Holidays) 08:00 to 18:00

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## 4. RESPONSIBILITIES OF THE CUSTOMER

### General

- 4.1 To access and use the Service the Customer is responsible for making arrangements for and maintaining:
- (a) The Agreement;
  - (b) The minimum systems requirements detailed on bt.com at <http://www.bt.com/business/billinggateway> (or any other url that BT advises to the Customer).
- 4.2 The Customer is responsible for ensuring that the configuration of the Customer's Equipment is suitable to allow access to the Service and will be responsible for any configuration changes required to the Customer's Equipment to allow access to the Service.

## 5. CHARGES

### General

- 5.1 Charges due for SMS sent via the SMS Gateway will be charged as detailed on the Support Pages. The SMS charges are payable by the date specified on the On Line Invoices. All other charges appearing on the On Line Invoices will be charged in accordance with the Agreement. The payment terms applicable to the On Line Invoices are as detailed in the Agreement.
- 5.2 Clause 4.10 and 4.11 of the Conditions will not apply to the Service, however the Customer may, at its option, elect to pay by monthly direct debit.

### Late Payment

- 5.3 If any payment default occurs on the Customer's On Line Invoices, the On Line Invoice facility may be withdrawn and the Customer and/or Users will revert to paper billing and BT may suspend access to the Service. This applies in addition to any rights under the Agreement regarding late payment of charges.

## 6. ADDITIONAL CONDITIONS

### Limits of Liability

- 6.1 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.

### Resale

- 6.2 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 any one else.

## 7. 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:-

<b>Account(s)</b>	means charges consolidated for billing purposes.
<b>Agreement</b>	means a contract between the Customer and BT for the provision of Mobile Service.
<b>Billing</b>	means the account number and bill reference number set out on the paper bill.

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<b>Information</b>	
<b>Customer Admin User</b>	means a user who can register additional Accounts, access and edit the Pin Board and Public Address Book and in addition can create Standard Users and assign User Access Points at any level equal to or below their own Access Point and edit the account management feature.
<b>Data</b>	means information about the Customer's historic charges, unbilled charges and any unbilled usage (where an inclusive amount of usage is included in the Customer's monthly charge) applicable to the Agreement.
<b>Email Address</b>	means the email address registered by the User to which invoice notifications will be sent.
<b>Helpdesk</b>	means the support desk detailed in paragraphs 3.2 and 3.3, the contact details of which are set out on bt.com at <a href="http://www.bt.com/business/billinggateway">http://www.bt.com/business/billinggateway</a> (or any other url that BT advises to the Customer).
<b>On Line Invoices</b>	means itemised invoices for charges applicable to the Agreement which are available on line at bt.com via the Service.
<b>Pin Board</b>	means a web page on the Service tailored by Customer Admin Users to show specific Data.
<b>Public Address Book</b>	means a web page on the Service allowing Customer Admin Users to flag certain Data.
<b>SMS</b>	means Short Messaging Service.
<b>SMS Gateway</b>	means the bulk SMS messenger tool that allows a Customer Admin User to send bulk SMS.
<b>Standard User</b>	means Users who can register additional Accounts and can access the Pin Board and Public Address Book.
<b>Support Pages</b>	means pages available on the Service allowing customers to submit online requests.
<b>User Access Point</b>	means the On Line Invoices and Data that a User will be able to view. The level will be determined by the Billing Information provided by the User when they register.
<b>User Role</b>	means a Standard User or a Customer Admin User.