



Service Schedule for My BT Business Account – My Bill and Analytics

MY BILL AND ANALYTICS

1. SERVICE DESCRIPTION

The Service comprises the facility for the User to analyse and / or download Data for Accounts and to receive unbilled alerts.

Some elements of the Service may not be available for all Accounts.

The User is required to opt-in to unbilled alerts by completing the process set out on the Site.

Unbilled Alerts

BT will send an Alert to the User following an Exceptional Call. The User will be able to obtain details of the Exceptional Call by clicking on the url included in the Alert. The Exceptional Call must have been made from a Line included in an Account.

Alerts are not available on Accounts which are included in the Customer's BTOneBill (the service which provides customers with consolidated billing data).

BT will not have the information necessary to send an Alert until a minimum of 24 hours after the Exceptional Call. BT will use reasonable endeavours to send the Alert as soon as possible after this period but delays may occur if the information is supplied by a 3rd party and /or the Alert is in connection with an international call.

The monetary value of the call data shown on the Site is indicative only.

The unbilled call information will be available until it is included in the next bill to be issued to the Customer for payment.

Lines are refreshed to align with the latest billed numbers in accordance with the applicable billing cycle. Until the alignment has taken place, the User will not receive Alerts for new Lines added during the billing cycle.

2. COMMENCEMENT

2.1 Data will be available for analysis and/or download as soon as registration has been successfully completed.

2.2 Unbilled Alerts will commence following successful completion of the opt-in process.

3. HELPDESK

The Helpdesk will be available Monday to Friday 08:30 to 17:00 (excluding public and bank holidays) for telephone and / or email queries relating to billing issues. Helpdesk support will be limited to the provision of advice by telephone and / or email.

The contact details are set out on bt.com at <http://www.bt.com/business/contactus> (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 Site.

4. THE CUSTOMER'S RESPONSIBILITIES

4.1 The Customer is responsible for notifying the Helpdesk by telephone if the Customer requires a User access to be withdrawn.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.

4.2 If the Customer contracts for additional and / or new Lines from BT following registration, the Customer is responsible for applying for the Lines to be included in an Account.

5. ADDITIONAL CONDITIONS

5.1 If the Customer's contract for a product or service selected for inclusion in an Account is terminated, or the service is suspended, the Customer acknowledges that BT can no longer provide the Service in respect of that product or service. Any Data applicable to that product or service will continue to be available for a maximum of 15 months from the date of termination.

5.2 The Customer acknowledges and accepts that the Customer will not receive any paper based itemised call or summary reports.

5.3 BT may be unable to provide the Service if the call data exceeds 3.5 million call records per bill.

6. DEFINITIONS

In this Service Schedule the following term, in addition to those stated in clause 14 of the Terms, has the meaning shown next to it:

Service Schedule for BT My BT Business Account

Alert	means an email informing the Customer of Exceptional Calls.
Data	means itemised billed charges (excluding details of unbilled usage) applicable to an Account available on the Site.
Exceptional Calls	means calls which exceed a certain monetary value in relation to particular call types and, for mobile services, calls from individual handsets which exceed a spend threshold.
Line(s)	means lines over which calls can be made including but not limited to exchange lines, Broadband and mobile.