



# Business Email Lite powered by Microsoft® Office 365 Schedule to the General Terms

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## A note on 'you'

'You' and 'your' mean the Customer.

Phrases that refer to 'either of us', 'either one of us', 'each of us' or 'both of us' mean one or both Parties, whichever makes sense in the context of the sentence.

## Part A – The Service

### 1 Service Summary

BT will provide to you a right to access and use a hosted messaging services that will deliver the capabilities of Microsoft Exchange Server as a cloud based service, comprised of all of the Standard Service Components set out in Paragraph 2, (the "**Service**").

### 2 Standard Service Components

BT will provide to you all of the following standard service components in accordance with the details set out in any applicable Order ("**Standard Service Components**"):

- 2.1 a maximum of:
  - 2.1.1 1GB of Mailbox storage per User ("**Maximum Storage**");
  - 2.1.2 a global Message size for inbound, outbound and internal Messages including attachments of 25 MB per Mailbox. Messages larger than this limit will not be delivered and the sender will receive a non-delivery report;
  - 2.1.3 500 recipients per Message;
  - 2.1.4 1500 recipients of Messages per day per Mailbox;
  - 2.1.5 30 Messages per minute per User; and
  - 2.1.6 the additional limits set out at the Business Email URL (or any other URL that BT advises to you);
- 2.2 email notification to Users when their primary Mailbox is approaching its Maximum Storage;
- 2.3 suspension of the primary Mailbox preventing the sending or receipt of Messages when their primary Mailbox exceeds its Maximum Storage until the Mailbox storage is below the Maximum Storage;
- 2.4 use of the Service in excess of Paragraph 2.1 may result in the rejection, deletion or loss of data;
- 2.5 access to a Service Desk and Incident reporting service in accordance with Paragraphs 6.3.2 to 6.3.5 and Paragraph 8.

### 3 Service Management Boundary

- 3.1 BT will provide and manage the Service as set out in Parts B and C of this Schedule and you will be responsible for providing the necessary means to access the Internet ("**Service Management Boundary**").
- 3.2 BT will have no responsibility for the Service outside the Service Management Boundary.
- 3.3 BT does not make any representations, whether express or implied, about whether the Service will operate in combination with any Customer Equipment or other equipment and software.

### 4 Associated Services and Third Parties

- 4.1 You will have the following services in place that will connect to the Service and are necessary for the Service to function and will ensure that these services meet the minimum technical requirements that BT specifies, details of which can be found at the Business Email URL;
  - 4.1.1 Internet access and connectivity; and
  - 4.1.2 compatible Devices (including operating systems),  
(each an "**Enabling Service**").
- 4.2 If BT provides to you any services other than the Service (including, but not limited to any Enabling Service) this Schedule will not apply to those services and those services will be governed by their separate terms and conditions.
- 4.3 This Contract does not include the provision of any service and/or Device necessary to connect to the Service.

### 5 Specific Terms and Conditions

- 5.1 Termination for Convenience
  - 5.1.1 If at any time before the first User SL is first activated BT is unable to provide the Service for any reason, BT will notify you as soon as possible and the Contract for the Service will be cancelled immediately without liability to either of us.



5.1.2 For the purposes of Clause 17.1 of the General Terms, either of us may, at any time after the Service Start Date and without cause, terminate the Service or any Order by giving 30 days' Notice to the other.

**5.2 Minimum Period of Service**

There is no Minimum Period of Service associated with the Service.

**5.3 Access to Emergency Services**

The Service does not provide the ability for Users to call the emergency services by dialling "999" or "112" and does not provide caller location information.

**5.4 Content**

5.4.1 Where BT provides you with Content:

- (a) the use of Content is at your own risk;
- (b) the Content may change from time to time;
- (c) the Content will only be used for its own purposes and is protected by copyright, trademark, and other Intellectual Property Rights;
- (d) you will not copy, store, adapt, modify, transmit, distribute externally, play or show in public, broadcast or publish any part of the Content;
- (e) BT will not guarantee the accuracy or completeness of the Content;
- (f) you comply with any applicable terms and conditions when accessing Content; and
- (g) access to any Content provided on a subscription basis as part of the Service will cease when this Contract ends.

5.4.2 BT will have no obligation to store Content or any responsibility if stored Content is lost or deleted.

5.4.3 BT recommends that you save copies of information you wish to keep on other devices not connected with the Service.

**5.5 Access to Internet**

Where the Service provides access to the Internet, the use of the Internet is at your own risk.

**5.6 EULA**

5.6.1 BT will only provide the Service if you have entered into an end user licence agreement with the Supplier in the form set out at: <https://www.microsoft.com/licensing/docs/customeragreement> as may be amended or supplemented from time to time by the Supplier ("**EULA**").

5.6.2 By accepting the terms of the EULA, you agree to observe and comply with it for any and all use of the Service.

5.6.3 In addition to what it says in Clause 15 of the General Terms, if you do not comply with the EULA, BT may restrict or suspend the Service upon reasonable Notice, and:

- (a) you will pay the Charges that are payable for the Service until the Service ends; and
- (b) BT may charge a restarting Charge to start the Service again.

5.6.4 You are responsible in accordance with the terms of the EULA for the use of the Software.

5.6.5 You will enter into the EULA for your own benefit and the rights, obligations, acknowledgements, undertakings, warranties and indemnities granted in accordance with the EULA are between you and the Supplier.

5.6.6 You will deal with the Supplier with respect to any loss or damage suffered by you or the Supplier under the EULA and any loss or damage will not be enforceable against BT.

**5.7 Compatibility**

5.7.1 The Service is compatible with domains formatted in:

- (a) btconnect.com;
- (b) custom domains, for example yourcompany.com; and
- (c) your own provided domain.

5.7.2 All third party trade mark rights are acknowledged.

5.7.3 Mailbox access is through the POP3 protocol or Microsoft Office Outlook Web App only.

**5.8 Use of Other Web Sites and Services**

You may need to use Microsoft or authorised third party web sites and services to access and use the Service. You may if you choose to do so, use Microsoft applications. The terms of use applicable to the sites, applications and services apply to your use of them.

**5.9 Charges**



5.9.1 Subject to Paragraph 5.9.2, the Service is provided free of charge but you will pay any charges due to the provider of your Internet access. BT will provide the Service in consideration of the performance of your obligations contained in the Contract.

5.9.2 Calls to the Service Desk will be charged at national rates in accordance with the BT Price List.

#### 5.10 Customer Data

5.10.1 You may if you choose to do so submit Customer Data for use in connection with the Service. Except for rights granted by you for use of the Service, and software or services licensed to you by BT or BT's licensors, neither BT nor BT's licensors claim ownership of Customer Data submitted for use with the Service. By submitting Customer Data for use with a Service that enables communication or collaboration with third parties, you acknowledge that those third parties may be able to:

- (a) use, copy, distribute, display, publish, and modify the Customer Data;
- (b) publish your name in connection with the Customer Data; and
- (c) grant these permissions to other persons.

5.10.2 You will secure rights in the Customer Data necessary for BT or BT's licensors (or both) to provide you with the Service without breaching the rights of any third party.

5.10.3 BT will only use the Customer Data to provide the Service, including:

- (a) troubleshooting aimed at preventing, detecting and repairing problems affecting the operation of the Service; and
- (b) the improvement of features that involve the detection of, and protection against, emerging and evolving threats (including for example malware or spam).

5.10.4 Customer Data will not be disclosed to a third party (including law enforcement, other government entity, or civil litigant; excluding BT's licensors and subcontractors) unless otherwise agreed or required by law.

5.10.5 Should a third party contact Microsoft with a demand for Customer Data, Microsoft will attempt to redirect the third party to request it directly from you. To do this Microsoft may provide your basic contact information to the third party. If compelled to disclose Customer Data to a third party, Microsoft will use commercially reasonable efforts to notify you in advance of a disclosure unless legally prohibited.

#### 5.11 Privacy

The Microsoft privacy statement relating to the collection and use of data is available at the Microsoft URL. BT's privacy policy is available here: <http://www.bt.com/> (or any other URL that BT advises to you).

#### 5.12 Processing of data

5.12.1 You will obtain sufficient authorisation from persons providing Personal Data to you, to:

- (a) transfer that data to Microsoft and its agents; and
- (b) permit its transfer, storage and processing.

5.12.2 You consent to the transfer, storage, and processing of Customer Data (including Personal Data collected through the Service) outside the UK including but not limited to the United States.

#### 5.13 Security of data

BT and BT's licensors will implement reasonable and appropriate technical and organisational measures, in accordance with the security overview applicable to the Service, to help secure Customer Data processed or accessed by the Service against accidental or unlawful loss, access, or disclosure. These measures are BT's and BT's licensors only responsibility with respect to the security and handling of Customer Data. Further information is available at the Microsoft URL.

#### 5.14 Deletion of Customer Data

5.14.1 BT may, without notice delete any email account (including a sub-account), Mailbox and associated content and terminate the Service if the account has not been accessed for any continuous period of 90 days. BT will not be liable to you where the deletion or termination results in your failure to perform any of your obligations under the Contract.

5.14.2 Other than as described in these terms:

- (a) BT and BT's licensors have no obligation to continue to hold, export or return the Customer Data; and
- (b) BT or BT's licensors have no liability for deletion of Customer Data.

#### 5.15 Security and Virus Checks

5.15.1 Access to the Service is through SSL or TLS encryption.

5.15.2 The Service uses:



- (a) Microsoft Forefront On-line Protection for Exchange;
- (b) Microsoft Forefront Protection;
- (c) proprietary anti-spam technology; and
- (d) complementary antivirus engines to help detect malicious code, malicious software and spam.

5.15.3 BT does not guarantee that the security and virus checks specified in Paragraphs 5.15.1 and 5.15.2 will detect or protect against all malicious code, malicious software or spam.

5.15.4 BT recommends that you take appropriate measures, including the installation of suitable antivirus software, to protect and secure its PCs and computer network against harmful and malicious viruses.

#### 5.16 **Limitation of Liability**

5.16.1 BT excludes all liability of any kind in respect of Customer Data or any other material which can be accessed or acquired using the Service.

5.16.2 BT is not liable to you either in contract, tort (including negligence) or otherwise for the acts or omissions of other providers of telecommunications or Internet services (including Domain Name registration authorities) or for faults in or failures of their equipment.

5.16.3 Microsoft, its Affiliates and suppliers will not be liable under this Contract for any damages, whether direct, indirect, or consequential, arising from the sale or use of the Service.

5.16.4 The wording in Clause 22.3.2 of the General Terms is deleted and replaced with the following:

The total liability of each of us, regardless of how that liability arose, under or in connection with the Contract, and whether in contract, tort (including negligence or breach of statutory duty), misrepresentation (whether innocent or negligent), restitution, or in any other way, will be limited to:

- (a) £5,000 for any one incident or series of connected incidents; and
- (b) £10,000 for all incidents in any period of 12 months.

All other terms in Clause 22 of the General Terms will continue to apply un-amended.

#### 5.17 **Liability for Breach**

In addition to any liability to BT, you will be legally responsible to Microsoft for any breach by you under the EULA.

#### 5.18 **Indemnity**

Except as may be otherwise specifically provided in the Contract, BT's obligations and responsibilities and that of BT's licensors are solely to you and not to any third party, including Users. You will keep BT harmless and will indemnify BT and BT's licensors, against any liabilities or costs arising from any and all claims by any third party, including Users, in connection with the use and/or misuse of the Service.

#### 5.19 **Suspension of Service**

5.19.1 BT and BT's licensors if BT or they decide to do so, may suspend the Service without notice:

- (a) if BT and/or BT's licensors believe that your use of the Service represents a direct or indirect threat to BT or BT's licensor's network function or integrity or anyone else's use of the Service;
- (b) if reasonably necessary to prevent unauthorised access to Customer Data;
- (c) to the extent necessary to comply with legal requirements;
- (d) if BT and /or BT's licensors believe you have breached your licence or the Contract; or
- (e) if your use exceeds any quotas specified for that Service.

#### 5.20 **Resale**

The Service and any associated software is provided solely for your own use and you will not resell or attempt to resell the Service (or any part or facility of it) to anyone else.

#### 5.21 **Activation and Set-up**

Activation or set-up (or both) of the Service may result in information about connected Devices being sent to BT or BT's licensors (or both). If a Device is connected to the Internet, activation may be automatic. Changes to the Customer Equipment or the Service may require reactivation or set-up (or both) of the Service.

#### 5.22 **Availability**

The Service is scheduled to be available 24 hours per day, 7 days a week but this availability is not guaranteed.

#### 5.23 **Communications**

BT or BT's licensors (or both) may contact you (including Users) in connection with the delivery or operation of the Service.

#### 5.24 **Electronic Notices**

BT may provide information about the Service in electronic form by email to the Primary Email address or through any web site that BT notifies to you.

#### 5.25 **Service Reviews**



You will participate in telephone interviews and complete any questionnaires or other documents in connection with provision of the Service requested by BT and/or Microsoft.

**5.26 Email**

Email addresses will take the format username@btconnect.com and are subject to availability. BT may auto-generate the Primary Email address as part of Service set up. You are responsible for setting up all additional email addresses up to the maximum number allowed.

**5.27 Making Changes to the Contract**

5.27.1 BT may make changes to the Contract (including the Charges) at any time by giving you Notice or publishing the amendment online at [www.bt.com/pricing](http://www.bt.com/pricing) (or any other online address that BT advises you of):

- (a) for changes that cause you material detriment, at least 30 days before the change is to take effect; and
- (b) in the case of any other changes, at least one day before the change is to take effect.

5.27.2 If BT makes any change to the Contract that causes you material detriment, you will not have to pay any Termination Charges if you choose to terminate under Clause 17 within:

- (a) 90 days of the date of BT's notification of the change if BT has only published the change online under Paragraph 5.27.1; or
- (b) 30 days of the date of the Notice if BT has given you Notice under Paragraph 5.27.1.



## Part B – Service Delivery and Management

### 6 BT's Obligations

#### 6.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the Service, BT:

- 6.1.1 will provide to you contact details for the helpdesk that you will be able to contact to submit service requests, report Incidents and ask questions about the Service ("**Service Desk**"); and
- 6.1.2 will provide User SLs to you for your Users to access the Service. Hardware or software used by you to reduce the number of your Users that directly access or use the Service, will not reduce the number of User SLs required. The number required will be determined by BT.

#### 6.2 Commissioning of the Service

The Service Start Date is the date BT advises you that the Service will be activated.

#### 6.3 During Operation

- 6.3.1 BT will perform routine system administration of the Service, including without limitation server, network and security monitoring.
- 6.3.2 The Service Desk provides first line support to you and is available 24 hours a day, seven (7) days a week for reporting of Incidents and enquiries.
- 6.3.3 The contact details for the Service Desk are set out at: <http://www.bt.com/business/contactus> (or any other URL that BT advises to you).
- 6.3.4 In addition to the Service Desk, BT will provide the following on-line services to Users:
  - (a) 'Help & Support' which will provide Users with on-line help on configuration, usage and troubleshooting problems; and
  - (b) 'Your Account' will allow the Admin User to manage Mailboxes and passwords and other Users to manage passwords.
- 6.3.5 BT will not provide any other support, including technical support to the Service.

#### 6.4 The End of the Service

- 6.4.1 On termination of the Service by either one of us, or expiry, BT will delete the account and any data in the account.
- 6.4.2 Termination or expiry of the Contract will automatically terminate the User SLs.

### 7 Your Obligations

#### 7.1 Service Delivery

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

- 7.1.1 provide BT with the names and contact details of any individual or individuals authorised to act on your behalf:
  - (a) for Service management matters ("**Customer Contact**") BT may also accept instructions from a person who BT reasonably believes is acting with your authority;
  - (b) as the first point of contact for all Users of the Service and who is responsible for:
    - (i) day-to-day management of User mail accounts and simple queries including password resets;
    - (ii) administrative activities within Self Care, including password resets and account creation and deletion, which are only available to this contact; and
    - (iii) acting as a contact point for BT or Microsoft for Service delivery or operational issues, ("**Admin User**"). BT may also accept instructions from a person who BT reasonably believes is acting with your authority and may provide Microsoft with the contact details of the Admin User;
- 7.1.2 provide BT with any information reasonably required without undue delay;
- 7.1.3 complete any preparation activities that BT may request to enable you to receive the Services promptly and in accordance with any reasonable timescales;
- 7.1.4 provide and maintain the Enabling Services and report any incidents with the Internet access directly to the supplier of the Internet access;
- 7.1.5 ensure that your system meets the minimum requirements in accordance with the minimum requirements set out at the Business Email URL;
- 7.1.6 notify the Service Desk by email if of any change to the Admin User or Customer Contact details; and



7.1.7 accept that BT may if BT chooses to do so, limit the administrative functions available to you.

7.2 **Service Operation**

On and from the Service Start Date, you will:

- 7.2.1 monitor and maintain any Customer Equipment connected to the Service or used in connection with a Service;
- 7.2.2 ensure that any Customer Equipment that is connected to the Service or that you use, directly or indirectly, in relation to the Service is:
  - (a) connected using the applicable BT Network termination point, unless you have BT's permission to connect by another means and used in accordance with any instructions, standards and safety and security procedures applicable to the use of that Customer Equipment;
  - (b) adequately protected against viruses and other breaches of security;
  - (c) technically compatible with the Service and will not harm or damage the BT Network, or any of BT's supplier's or subcontractor's network or equipment; and
  - (d) approved and used in accordance with relevant instructions and Applicable Law;
- 7.2.3 immediately disconnect any Customer Equipment, or advise BT to do so at your expense, if Customer Equipment does not meet any relevant instructions, standards or Applicable Law;
- 7.2.4 distribute, manage and maintain access profiles, passwords and other systems administration information relating to the control of Users' access to the Service;
- 7.2.5 maintain a list of current Users and immediately terminate access for any person who ceases to be an authorised User;
- 7.2.6 ensure the security and proper use of all valid User access profiles, passwords and other systems administration information used in connection with the Service and:
  - (a) inform BT immediately if a user ID or password has, or is likely to, become known to an unauthorised person, or is being or may be used in an unauthorised way;
  - (b) take all reasonable steps to prevent unauthorised access to the Service; and
  - (c) satisfy BT's security checks if a password is lost or forgotten;
- 7.2.7 if BT requests you to do so in order to ensure the security or integrity of the Service, change any or all passwords and/or other systems administration information used in connection with the Service;
- 7.2.8 comply with the provisions of any Software licences provided with or as part of the Service;
- 7.2.9 acquire and assign User SLs to Users who access the Service. You will not reassign User SLs on a short-term basis (within 90 days of the last assignment) except on a short-term basis, to cover a User's absence. Reassignment of User SLs for any other purpose or timeframe will be permanent. If a User SL is reassigned, you will remove the software or block access from the former User's Device;
- 7.2.10 obtain a licence for each product and separately licensed functionality used on a Device or by a User;
- 7.2.11 be responsible for all configuration and management of your access to the Service including, but not limited to, configuration of your network, firewall, Domain Name system, routers and Devices;
- 7.2.12 only access the Service as permitted by BT and you will not attempt at any time to circumvent system security or any technical limitations relating to use of the Software or to access the source software or compiled code;
- 7.2.13 not:
  - (a) reverse engineer or disassemble any Software;
  - (b) create derivative works of the Software; or
  - (c) unless otherwise expressly permitted under this Contract:
    - (i) rent, lease, lend, resell, or host to or for third parties any Software;
    - (ii) separate and use the components of the Software on two or more computers, upgrade or downgrade components at different times, or transfer components separately;
- 7.2.14 7.2.14. not and will not permit anyone else to copy, store, adapt, modify, transmit or distribute the Service except to Users;
- 7.2.15 7.2.15. be responsible for the creation, maintenance and design of all Customer Data;
- 7.2.16 ensure that you comply with all consumer and other legislation, instructions or guidelines issued by regulatory authorities, relevant licences and any other codes of practice which apply to you and which relate to the provision of Customer Data;
- 7.2.17 be responsible for the acts and omissions of all Users in connection with the Service and be liable for any failure by any User to perform or observe the terms and conditions of this Contract, including any reasonable instructions regarding security, safety or the quality of the Service issued by BT;





- 7.2.18 not create or use an email name that infringes the rights of any person in a corresponding trademark or trade name or that in BT's reasonable opinion is offensive, abusive, defamatory or obscene or detrimental to BT, including to BT's reputation. If BT reasonably believes that any action specified in Paragraph 7.2.17 has happened, BT may, without notice, suspend access to the email account;
- 7.2.19 only use the email address as part of the Service. You will not sell, or transfer it to anyone else and will not try to do so;
- 7.2.20 not without BT's prior written consent, copy manuals or documentation or permit anyone else to do so except as may be permitted by applicable law or as expressly permitted under the Contract;
- 7.2.21 be responsible for all activity with your accounts including that of Users and dealings with third parties that take place through your account or associated accounts. You will keep your accounts confidential. You will inform BT immediately about any possible misuse of your accounts or any security breach relating to the Service; and
- 7.2.22 not:
  - (a) use the Service to try to gain unauthorised access to any service, data, account or network by any means;
  - (b) falsify any protocol or email header information;
  - (c) use the Service to send spam or otherwise make available any offering designed to violate these terms and conditions (for example denial of service attacks);
  - (d) remove, modify, or tamper with any regulatory or legal notice or link that is incorporated into the Service; or
  - (e) use the Service in any application or situation where failure could lead to death or serious bodily injury of any person, or to severe physical or environmental damage. This does not include use for administrative purposes, to store configuration data, engineering and/or configuration tools, or other non-control applications, the failure of which will not result in death, personal injury, or severe physical or environmental damage.

### 7.3 The End of the Service

On termination of the Service by either one of us, or expiry you will stop using and/or accessing the Software.

## 8 Notification of Incidents

Where you become aware of an Incident:

- 8.1 the Customer Contact will report it to BT's Service Desk;
- 8.2 BT will give you a unique reference number for the Incident ("**Ticket**");
- 8.3 BT will inform you when BT believes the Incident is cleared, and will close the Ticket when:
  - 8.3.1 you confirm that the Incident is cleared within 24 hours of being informed; or
  - 8.3.2 BT has attempted unsuccessfully to contact you, in the way agreed between both of us, in relation to the Incident and you have not responded within 24 hours of BT's attempt to contact you.
- 8.4 If you confirm that the Incident is not cleared within 24 hours of being informed, the Ticket will remain open, and BT will continue to work to resolve the Incident.

## 9 IP Addresses and Domain Names

- 9.1 Except for IP Addresses expressly registered in your name, all IP Addresses and Domain Names made available with the Service will at all times remain BT's property or the property of BT's suppliers and will be non-transferable. All of your rights to use such IP Addresses and/or Domain Names will cease on termination or expiration of the Service.
- 9.2 BT cannot ensure that any requested Domain Name will be available from or approved for use by the Internet Registration Authorities and BT has no liability for any failure in the Domain Name registration, transfer or renewal process.
- 9.3 You warrant that you are the owner of, or are authorised by the owner of the trade mark or name that you wish to use as a Domain Name.
- 9.4 You are responsible for all fees associated with registration and maintenance of your Domain Name, and will reimburse BT for any and all fees that BT pays to any Internet Registration Authorities, and thereafter be responsible for paying such fees directly to the relevant Internet Registration Authorities.



## Part C – Service Levels

### 10 Service Levels

BT does not guarantee that the Service will be performed error-free or uninterrupted, or that BT will correct all errors in the Service. BT will endeavour to correct Incidents as soon as BT reasonably can.

All dates relating to this Service are estimates and are provided for guidance purposes only.



## Part D – Defined Terms

### 11 Defined Terms

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

“**Admin User**” has the meaning given in Paragraph 7.1.1(b)(iii).

“**Business Email URL**” means <http://business.bt.com/broadband-and-internet/internet-communications/business-email> or any other URL that BT advises to you.

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

“**Customer Contact**” has the meaning given in Paragraph 7.1.1(a).

“**Customer Data**” means all data, including all text, sound, or image files and software provided to BT or BT’s licensors (or both) by you or on your behalf through your use of the Service.

“**Customer Equipment**” means any equipment and any software, used by you in connection with a Service.

“**Device**” means a compatible desktop, laptop and mobile device which is Customer Equipment.

“**Domain Name**” means a readable name on an Internet page that is linked to a numeric IP Address.

“**Enabling Service**” has the meaning given in Paragraph 4.1.

“**EULA**” has the meaning given in Paragraph 5.6.

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

“**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.

“**IP Address**” means a unique number on the Internet of a network card or controller that identifies a device and is visible by all other devices on the Internet.

“**Mailbox**” means the User’s email account as provisioned by BT which will provide the User with the features associated with the Service.

“**Maximum Storage**” has the meaning given in Paragraph 2.1.1.

“**Message**” means an electronic mail message sent or received through a network or modem connection.

“**Microsoft**” means the Microsoft Corporation.

“**Microsoft URL**” means <http://go.microsoft.com/fwlink/?LinkID=212058&clid=0x409> or any other URL that BT advises to you.

“**POP**” means Post Office Protocol.

“**Primary Email address**” means the first email address set up for the account.

“**Secure Socket Layer**” or “**SSL**” means a protocol used for managing the security of message transmissions on the Internet.

“**Self Care**” means the web-based systems tool available to the Admin User for the day to day running of the Service, and to other Users to change passwords, in accordance with the information at <https://myoffice.bt.com>.

“**Service**” has the meaning given in Paragraph 1.

“**Service Desk**” has the meaning given in Paragraph 6.1.1.

“**Service Management Boundary**” has the meaning given in Paragraph 3.

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

“**Ticket**” has the meaning given in Paragraph 8.2 and may also be known as a “**fault reference number**”.

“**Transport Layer Security**” or “**TLS**” means a protocol that provides privacy between communicating applications and their users on the Internet.

“**Uniform Resource Locator**” or “**URL**” means a character string that points to a resource on an intranet or the Internet.

“**User SL**” means a User Subscription Licences acquired by you for a User who accesses the Service.