



Design and Implementation 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', 'neither of us', 'each of us', 'both of us', 'we each' or 'we both' mean one or both of BT and the Customer, whichever makes sense in the context of the sentence.

WORDS DEFINED IN THE GENERAL TERMS

Words that are capitalised but have not been defined in this Schedule have the meanings given to them in the General Terms.

Part A – The Service

1 SERVICE SUMMARY

BT will provide you with a design and implementation service comprising the Standard Service Component up to the point of the Service Management Boundary as set out in Paragraph 3 ("**Service**").

2 STANDARD SERVICE COMPONENT

BT will provide you with the following standard service component ("**Standard Service Component**") in accordance with the details as set out in any applicable Order:

2.1 Design and implementation engineer

- 2.1.1 BT's design and implementation service is available in each of the following technology areas of the information technology market place: datacentre, cloud and hosted solutions ("**DCH**"); networking ("**Networking**"); security ("**Security**"); unified communications and collaboration ("**UCC**"); and end user computing ("**EUC**").
- 2.1.2 BT will provide you with suitably qualified engineering resource ("**Design and Implementation Engineers**") who will work with you either on your Site or remotely (as appropriate). Design and Implementation Engineers will typically have relevant vendor accreditation at the appropriate level or possess skills or experience similar to that of a design and implementation engineer who has relevant vendor accreditation at the appropriate level.
- 2.1.3 The Design and Implementation Engineer will typically perform the tasks at the typical qualification/skill level and technology area as set out in **Table 1** in Paragraph 12 during the relevant Service Hours.

3 SERVICE MANAGEMENT BOUNDARY

- 3.1 BT will provide the Service as set out in Parts B and C of this Schedule and as set out in any applicable Order ("**Service Management Boundary**").
- 3.2 BT will have no responsibility for the Service outside the Service Management Boundary.

4 SERVICE EXCLUSIONS

- 4.1 The Service does not cover work:
 - 4.1.1 at heights above three metres;
 - 4.1.2 at your request outside the Service Hours; or
 - 4.1.3 outside the United Kingdom.

5 ASSOCIATED SERVICES

If BT provides you with any services other than the Service this Schedule will not apply to those services and those services will be governed by their separate terms.

6 SPECIFIC TERMS

6.1 Amendments to the General Terms

- 6.1.1 Clauses 3.2 and 3.3 of the General Terms are deleted.
- 6.1.2 The definition of Effective Date given in the General Terms is deleted and replaced with the following:
"**Effective Date**" means the date BT accepts your Order either expressly or, in the absence of express acceptance, impliedly by BT's provision of the Service including the making of a commitment on any third party supplier by BT in anticipation of providing the Service.

6.2 Termination for convenience

Regardless of what it says in Clause 17 of the General Terms, you cannot terminate for convenience the Contract, the Service or any applicable Order.

6.3 Customer Committed Date

6.3.1 If you request a change to the Service or any part of the Service, BT may revise the Customer Committed Date to accommodate that change.

6.3.2 BT may expedite delivery of the Service for operational reasons or in response to a request from you, but this will not revise the Customer Committed Date.

6.4 TUPE

It is not intended that the provision of the Service be a relevant transfer of an undertaking under the Transfer of Undertakings (Protection of Employment) Regulations 2006 as updated, amended or replaced from time to time (“TUPE”) and that the provisions of TUPE will not apply at the start of the Service.

6.5 Freedom of information

6.5.1 BT will mark any Confidential Information given to you in connection with the Contract “**In Confidence**” and you will not disclose such Confidential Information to any person without BT’s consent.

6.5.2 BT believes that such information will be exempt from the duty to confirm or deny, and from disclosure, under the Freedom of Information Act 2000.

6.5.3 Where you receive a request in accordance with the Freedom of Information Act 2000 that encompasses any information you hold in connection with the Contract, you will provide BT Notice, to the extent lawfully possible, of the request and you will allow BT at least 10 Business Days in which to make representations.

Part B – Service Delivery and Management

7 BT'S OBLIGATIONS

7.1 Service delivery

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

- 7.1.1 provide you with contact details so that you will be able to contact BT to ask questions about the Service;
- 7.1.2 comply with all reasonable health and safety rules and regulations and reasonable security requirements that apply at the Site(s) and which you have notified to BT in writing, but BT will not be liable if, as a result of any such compliance, BT is in breach of any of its obligations under this Contract; and
- 7.1.3 provide you with a Customer Committed Date and will use reasonable endeavours to meet any Customer Committed Date.

7.2 During operation

On and from the Service Start Date, BT will provide the Service to you as set out in this Schedule.

8 YOUR OBLIGATIONS

8.1 Service delivery

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

- 8.1.1 provide BT with the names and contact details of the Customer Contact, but BT may also accept instructions from a person who BT reasonably believes is acting with your authority;
- 8.1.2 provide BT with any information reasonably required without undue delay;
- 8.1.3 complete any preparation activities that BT may request to enable you to receive the Service, promptly and in accordance with any reasonable timescales; and
- 8.1.4 provide BT with Notice of any health and safety rules and regulations and security requirements that apply at the Site(s).

8.2 During operation

On and from the Service Start Date, you will:

- 8.2.1 provide appropriate Site induction on the Service Start Date; and
- 8.2.2 provide BT with reasonable and timely access to the Site(s) and your personnel for the purposes of the Contract.

9 INVOICING

- 9.1 BT will invoice you for the Charges for the Service as set out in Paragraph 9.2 in the amounts and currency as set out in any applicable Order. Unless set out otherwise in any applicable Order, Charges will be inclusive of all travel and expenses.
- 9.2 Unless set out otherwise in any applicable Order, BT will invoice you for the full Charges when BT has completed the work, or where the work is estimated to take longer than one month, monthly in arrears starting from the Service Start Date.
- 9.3 BT may invoice you for any of the following Charges in addition to those set out in any applicable Order:
 - 9.3.1 Charges for expediting provision of the Service at your request after you have been informed of the Customer Committed Date; and
 - 9.3.2 additional Charges where you request additional services or where, in BT's reasonable opinion, such Charges are necessary as a result of your instructions, or the incompleteness or inaccuracy of information provided by you. BT will let you know in writing of these additional Charges.

10 CHARGES AT THE END OF THE CONTRACT

- 10.1 On expiry of the Service you will pay BT:
 - 10.1.1 all outstanding Charges for Service rendered;
 - 10.1.2 any additional amounts due under the Contract; and
 - 10.1.3 any other Charges as set out in any applicable Order.

11 SERVICE AMENDMENT

- 11.1 You may request, by giving BT Notice, a change to:
 - 11.1.1 an Order for the Service (or part of an Order) at any time before the applicable Service Start Date; or
 - 11.1.2 the Service at any time after the Service Start Date.
- 11.2 If you exercise your right in accordance with Paragraph 11.1, and except where a change results from BT's failure to comply with its obligations under the Contract, BT will, within a reasonable time, provide you with a written estimate, including:
 - 11.2.1 the likely time required to deliver the changed Service; and
 - 11.2.2 any changes to the Charges due to the changed Service.
- 11.3 BT has no obligation to proceed with any change that you request in accordance with Paragraph 11.1, unless and until the necessary changes to the Charges, implementation timetable and any other relevant terms of the Contract to take account of the change are agreed between both of us in writing.
- 11.4 If BT changes a Service prior to the Service Start Date because you have given BT incomplete or inaccurate information, BT may, acting reasonably, apply additional Charges.

Part C – Service Levels

12 PRODUCT CODES AND SERVICES

12.1 The product code shown in the first column of the table below will correspond to one or more product codes as set out in any applicable Order.

12.2 The Service does not include any Service Credits.

Table 1

SERVICES			
Product Code and Descriptor	Service Hours	Typical Qualifications / Skills	Typical Tasks Undertaken
PS1-IMP-DCH-NH (DCH Associate Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	Technical courier duties	• Rack & stack
PS1-IMP-DCH-OH (DCH Associate Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	Technical courier duties	• Rack & stack
PS1-IMP-DCH-SU (DCH Associate Delivery Engineer Sundays and public holidays)	Sundays and public holidays	Technical courier duties	• Rack & stack
PS2-IMP-DCH-NH (DCH Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	HP ATP or equivalent skill-set	• Configuration for DCH solution
PS2-IMP-DCH-OH (DCH Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	HP ATP or equivalent skill-set	• Configuration for DCH solution
PS2-IMP-DCH-SU (DCH Delivery Engineer Sundays and public holidays)	Sundays and public holidays	HP ATP or equivalent skill-set	• Configuration for DCH solution
PS3-IMP-DCH-NH (DCH Senior Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	HP ASE or equivalent skill-set	• Configuration and commissioning for DCH solution
PS3-IMP-DCH-OH (DCH Senior Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	HP ASE or equivalent skill-set	• Configuration and commissioning for DCH solution
PS3-IMP-DCH-SU (DCH Senior Delivery Engineer Sundays and public holidays)	Sundays and public holidays	HP ASE or equivalent skill-set	• Configuration and commissioning for DCH solution
PS4-IMP-DCH-NH (DCH Principal Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	HP MASE or equivalent skill-set	• Design, configuration, commissioning and training for DCH solution
PS4-IMP-DCH-OH (DCH Principal Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	HP MASE or equivalent skill-set	• Design, configuration, commissioning and training for DCH solution
PS4-IMP-DCH-SU (DCH Principal Delivery Engineer Sundays and public holidays)	Sundays and public holidays	HP MASE or equivalent skill-set	• Design, configuration, commissioning and training for DCH solution
PS1-IMP-EUC-NH (EUC Associate Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	Technical courier duties	• Rack & stack
PS1-IMP-EUC-OH (EUC Associate Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	Technical courier duties	• Rack & stack
PS1-IMP-EUC-SU (EUC Associate Delivery Engineer Sundays and public holidays)	Sundays and public holidays	Technical courier duties	• Rack & stack

SERVICES			
Product Code and Descriptor	Service Hours	Typical Qualifications / Skills	Typical Tasks Undertaken
PS2-IMP-EUC-NH (EUC Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	MTA or equivalent skill-set	• Configuration for EUC solution
PS2-IMP-EUC-OH (EUC Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	MTA or equivalent skill-set	• Configuration for EUC solution
PS2-IMP-EUC-SU (EUC Delivery Engineer Sundays and public holidays)	Sundays and public holidays	MTA or equivalent skill-set	• Configuration for EUC solution
PS3-IMP-EUC-NH (EUC Senior Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	MCSA or equivalent skill-set	• Configuration and commissioning for EUC solution
PS3-IMP-EUC-OH (EUC Senior Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	MCSA or equivalent skill-set	• Configuration and commissioning for EUC solution
PS3-IMP-EUC-SU (EUC Senior Delivery Engineer Sundays and public holidays)	Sundays and public holidays	MCSA or equivalent skill-set	• Configuration and commissioning for EUC solution
PS4-IMP-EUC-NH (EUC Consultant Normal Hours)	Business Days, 9am to 5:30pm	MCSE or equivalent skill-set	• Design, configuration, commissioning and training for EUC solution
PS4-IMP-EUC-OH (EUC Consultant Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	MCSE or equivalent skill-set	• Design, configuration, commissioning and training for EUC solution
PS4-IMP-EUC-SU (EUC Consultant Sundays and public holidays)	Sundays and public holidays	MCSE or equivalent skill-set	• Design, configuration, commissioning and training for EUC solution
PS1-IMP-NET-NH (Network Associate Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	Technical courier duties	• Rack & stack
PS1-IMP-NET-OH (Network Associate Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	Technical courier duties	• Rack & stack
PS1-IMP-NET-SU (Network Associate Delivery Engineer Sundays and public holidays)	Sundays and public holidays	Technical courier duties	• Rack & stack
PS2-IMP-NET-NH (Network Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	CCNA® or equivalent skill-set	• Configuration for Network solution
PS2-IMP-NET-OH (Network Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	CCNA® or equivalent skill-set	• Configuration for Network solution
PS2-IMP-NET-SU (Network Delivery Engineer Sundays and public holidays)	Sundays and public holidays	CCNA® or equivalent skill-set	• Configuration for Network solution
PS3-IMP-NET-NH (Network Senior Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	CCNP® or equivalent skill-set	• Configuration and commissioning for Network solution
PS3-IMP-NET-OH (Network Senior Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	CCNP® or equivalent skill-set	• Configuration and commissioning for Network solution

SERVICES			
Product Code and Descriptor	Service Hours	Typical Qualifications / Skills	Typical Tasks Undertaken
PS3-IMP-NET-SU (Network Senior Delivery Engineer Sundays and public holidays)	Sundays and public holidays	CCNP® or equivalent skill-set	• Configuration and commissioning for Network solution
PS4-IMP-NET-NH (Network Principal Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	CCIE® or equivalent skill-set	• Design, configuration, commissioning and training for Network solution
PS4-IMP-NET-OH (Network Principal Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	CCIE® or equivalent skill-set	• Design, configuration, commissioning and training for Network solution
PS4-IMP-NET-SU (Network Principal Delivery Engineer Sundays and public holidays)	Sundays and public holidays	CCIE® or equivalent skill-set	• Design, configuration, commissioning and training for Network solution
PS1-IMP-SEC-NH (Security Associate Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	Technical courier duties	• Rack & stack
PS1-IMP-SEC-OH (Security Associate Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	Technical courier duties	• Rack & stack
PS1-IMP-SEC-SU (Security Associate Delivery Engineer Sundays and public holidays)	Sundays and public holidays	Technical courier duties	• Rack & stack
PS2-IMP-SEC-NH (Security Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	CCNA® Security or equivalent skill-set	• Configuration for Security solution
PS2-IMP-SEC-OH (Security Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	CCNA® Security or equivalent skill-set	• Configuration for Security solution
PS2-IMP-SEC-SU (Security Delivery Engineer Sundays and public holidays)	Sundays and public holidays	CCNA® Security or equivalent skill-set	• Configuration for Security solution
PS3-IMP-SEC-NH (Security Senior Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	CCNP® Security or equivalent skill-set	• Configuration and commissioning for Security solution
PS3-IMP-SEC-OH (Security Senior Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	CCNP® Security or equivalent skill-set	• Configuration and commissioning for Security solution
PS3-IMP-SEC-SU (Security Senior Delivery Engineer Sundays and public holidays)	Sundays and public holidays	CCNP® Security or equivalent skill-set	• Configuration and commissioning for Security solution
PS4-IMP-SEC-NH (Security Principal Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	CCIE® Security or equivalent skill-set	• Design, configuration, commissioning and training for Security solution
PS4-IMP-SEC-OH (Security Principal Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	CCIE® Security or equivalent skill-set	• Design, configuration, commissioning and training for Security solution

SERVICES			
Product Code and Descriptor	Service Hours	Typical Qualifications / Skills	Typical Tasks Undertaken
PS4-IMP-SEC-SU (Security Principal Delivery Engineer Sundays and public holidays)	Sundays and public holidays	CCIE® Security or equivalent skill-set	• Design, configuration, commissioning and training for Security solution
PS1-IMP-UCC-NH (UCC Associate Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	Technical courier duties	• Rack & stack
PS1-IMP-UCC-OH (UCC Associate Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	Technical courier duties	• Rack & stack
PS1-IMP-UCC-SU (UCC Associate Delivery Engineer Sundays and public holidays)	Sundays and public holidays	Technical courier duties	• Rack & stack
PS2-IMP-UCC-NH (UCC Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	CCNA® Collaboration or equivalent skill-set	• Configuration for UCC solution
PS2-IMP-UCC-OH (UCC Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	CCNA® Collaboration or equivalent skill-set	• Configuration for UCC solution
PS2-IMP-UCC-SU (UCC Delivery Engineer Sundays and public holidays)	Sundays and public holidays	CCNA® Collaboration or equivalent skill-set	• Configuration for UCC solution
PS3-IMP-UCC-NH (UCC Senior Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	CCNP® Collaboration or equivalent skill-set	• Configuration and commissioning for UCC solution
PS3-IMP-UCC-OH (UCC Senior Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	CCNP® Collaboration or equivalent skill-set	• Configuration and commissioning for UCC solution
PS3-IMP-UCC-SU (UCC Senior Delivery Engineer Sundays and public holidays)	Sundays and public holidays	CCNP® Collaboration or equivalent skill-set	• Configuration and commissioning for UCC solution
PS4-IMP-UCC-NH (UCC Principal Delivery Engineer Normal Hours)	Business Days, 9am to 5:30pm	CCIE® Collaboration or equivalent skill-set	• Design, configuration, commissioning and training for UCC solution
PS4-IMP-UCC-OH (UCC Principal Delivery Engineer Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	CCIE® Collaboration or equivalent skill-set	• Design, configuration, commissioning and training for UCC solution
PS4-IMP-UCC-SU (UCC Principal Delivery Engineer Sundays and public holidays)	Sundays and public holidays	CCIE® Collaboration or equivalent skill-set	• Design, configuration, commissioning and training for UCC solution
PS5-STR-TDA-NH (Technical Design Authority Normal Hours)	Business Days, 9am to 5:30pm	CCIE® or equivalent skill-set	• Cross architecture solution and design management
PS5-STR-TDA-OH (Technical Design Authority Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	CCIE® or equivalent skill-set	• Cross architecture solution and design management
PS5-STR-TDA-SU (Technical Design Authority Sundays and public holidays)	Sundays and public holidays	CCIE® or equivalent skill-set	• Cross architecture solution and design management

SERVICES			
Product Code and Descriptor	Service Hours	Typical Qualifications / Skills	Typical Tasks Undertaken
PS5-TCS-DCH-NH (Technical Design Authority – DCH specific Normal Hours)	Business Days, 9am to 5:30pm	HP MASE or equivalent skill-set	• Cross architecture solution and design management – DCH specific
PS5-TCS-DCH-OH (Technical Design Authority – DCH specific Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	HP MASE or equivalent skill-set	• Cross architecture solution and design management – DCH specific
PS5-TCS-DCH-SU (Technical Design Authority – DCH specific Sundays and public holidays)	Sundays and public holidays	HP MASE or equivalent skill-set	• Cross architecture solution and design management – DCH specific
PS4-TCS-DCH-NH (DCH Pre Sales Consultant Normal Hours)	Business Days, 9am to 5:30pm	HP MASE or equivalent skill-set	• Technical consultancy for DCH Solution
PS4-TCS-DCH-OH (DCH Pre Sales Consultant Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	HP MASE or equivalent skill-set	• Technical consultancy for DCH Solution
PS4-TCS-DCH-SU (DCH Pre Sales Consultant Sundays and public holidays)	Sundays and public holidays	HP MASE or equivalent skill-set	• Technical consultancy for DCH Solution
PS4-TCS-EUC-NH (EUC Pre Sales Consultant Normal Hours)	Business Days, 9am to 5:30pm	MCSE or equivalent skill-set	• Technical consultancy for EUC Solution
PS4-TCS-EUC-OH (EUC Pre Sales Consultant Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	MCSE or equivalent skill-set	• Technical consultancy for EUC Solution
PS4-TCS-EUC-SU (EUC Pre Sales Consultant Sundays and public holidays)	Sundays and public holidays	MCSE or equivalent skill-set	• Technical consultancy for EUC Solution
PS4-TCS-NET-NH (Network Pre Sales Consultant Normal Hours)	Business Days, 9am to 5:30pm	CCIE® or equivalent skill-set	• Technical consultancy for Network Solution
PS4-TCS-NET-OH (Network Pre Sales Consultant Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	CCIE® or equivalent skill-set	• Technical consultancy for Network Solution
PS4-TCS-NET-SU (Network Pre Sales Consultant Sundays and public holidays)	Sundays and public holidays	CCIE® or equivalent skill-set	• Technical consultancy for Network Solution
PS4-TCS-SEC-NH (Security Pre Sales Consultant Normal Hours)	Business Days, 9am to 5:30pm	CCIE® Security or equivalent skill-set	• Technical consultancy for Security Solution
PS4-TCS-SEC-OH (Security Pre Sales Consultant Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	CCIE® Security or equivalent skill-set	• Technical consultancy for Security Solution
PS4-TCS-SEC-SU (Security Pre Sales Consultant Sundays and public holidays)	Sundays and public holidays	CCIE® Security or equivalent skill-set	• Technical consultancy for Security Solution

SERVICES			
Product Code and Descriptor	Service Hours	Typical Qualifications / Skills	Typical Tasks Undertaken
PS4-TCS-UCC-NH (UCC Pre Sales Consultant Normal Hours)	Business Days, 9am to 5:30pm	CCIE® Collaboration or equivalent skill-set	<ul style="list-style-type: none"> • Technical consultancy for UCC Solution
PS4-TCS-UCC-OH (UCC Pre Sales Consultant Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	CCIE® Collaboration or equivalent skill-set	<ul style="list-style-type: none"> • Technical consultancy for UCC Solution
PS4-TCS-UCC-SU (UCC Pre Sales Consultant Sundays and public holidays)	Sundays and public holidays	CCIE® Collaboration or equivalent skill-set	<ul style="list-style-type: none"> • Technical consultancy for UCC Solution

Part D – Defined Terms

13 DEFINED TERMS

In addition to the defined terms in the General Terms, capitalised terms in this Schedule will have the below 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):

“**CCNA®**” means Cisco® certified network associate.

“**CCNA® Security**” means Cisco® certified network associate with validated associate-level knowledge and skills required to secure Cisco® networks.

“**CCNA® Collaboration**” means a certification program for network video engineers, collaboration engineers, IP telephony and IP network engineers who want to develop and advance their collaboration and video skills in line with the convergence of voice, video, data and mobile applications.

“**CCNP®**” means Cisco® certified network professional.

“**CCNP® Security**” means a certification program aligned specifically to the job role of the Cisco® network security engineer.

“**CCNP® Collaboration**” means a certification program for collaboration and unified communications network engineers who want develop advanced collaboration skills designing, deploying, configuring, and troubleshooting Cisco® collaboration and unified communications applications, devices and networks.

“**CCIE®**” means Cisco® certified internetwork expert.

“**CCIE® Security**” means a certification program that recognizes individuals who have the knowledge and skills to implement, maintain and support extensive Cisco® network security solutions using the latest industry best practices and technologies.

“**CCIE® Collaboration**” means an expert-level certification program for collaboration architects, unified communications architects, or voice and video network managers who are responsible for the design, implementation, and troubleshooting of complex collaboration solutions.

“**Customer Committed Date**” means the date provided by BT on which delivery of the Service (or each part of the Service, including to each Site) is due to start.

“**Customer Contact**” means any individuals authorised to act on your behalf for Service management matters.

“**DCH**” has the meaning given in Paragraph 2.1.1.

“**Design and Implementation Engineers**” has the meaning given in Paragraph 2.1.1.

“**Effective Date**” has the meaning given in Paragraph 6.1.2.

“**EUC**” has the meaning given in Paragraph 2.1.1.

“**General Terms**” means the general terms that this Schedule is attached to, or where not attached to this Schedule, can be found at www.bt.com/terms, and form part of the Contract.

“**HP**” means HP Inc.

“**HP ASE**” means HP accredited systems engineer.

“**HP ATP**” means HP accredited technical professional.

“**HP MASE**” means master HP master accredited systems engineer.

“**IP**” means internet protocol, which is a protocol that is used to allow devices to communicate with each other over a network such as the Internet.

“**MTA**” means Microsoft® technology associate.

“**MCSA**” means Microsoft® certified solutions associate.

“**MCSE**” means Microsoft® certified solutions expert.

“**Networking**” has the meaning given in Paragraph 2.1.1.

“**Security**” has the meaning given in Paragraph 2.1.1.

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

“**Service Hours**” means the hours of operation for each Service as set out in **Table 1** in Paragraph 12.

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

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

“**Term**” means the period of time over which BT will provide the Service as set out in any applicable Order, beginning on the Service Start Date and ending at the end of Service Hours on the last day.

“**TUPE**” has the meaning given in Paragraph 6.4.

“**UCC**” has the meaning given in Paragraph 2.1.1.

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