

Project Management 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 project management service, comprising your choice of the Standard Service Components up to the point of the Service Management Boundary as set out in Paragraph 3 ("**Service**").

2. Standard Service Components

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

2.1 Project coordination (product codes PS1-PMS-PCO-NH, PS1-PMS-PCO-OH and PS1-PMS-PCO-SU)

2.1.1 BT's project coordination service will provide you with suitably qualified project coordination resource ("**Project Coordinators**") who will normally work with you remotely. Project Coordinators will typically be qualified to PRINCE2® Foundation level or possess skills or experience similar to that of a project coordinator qualified to this level. Project Coordinators will normally perform remote coordination of a single installation task such as installing a new Internet circuit with routing devices at each end.

2.1.2 The Project Coordinator will typically perform the tasks as set out in Table 1 in Paragraph 12 during the relevant Service Hours.

2.2 Engagement project coordination (product codes PS2-PMS-EPC-NH, PS2-PMS-EPC-OH and PS2-PMS-EPC-SU)

2.2.1 BT's engagement project coordination service will provide you with suitably qualified engagement project coordination resource ("**Engagement Project Coordinators**") who will normally work with you remotely. Engagement Project Coordinators will typically be qualified to PRINCE2® Foundation level or possess skills or experience similar to that of an engagement project coordinator qualified to this level. Engagement Project Coordinators will normally perform remote coordination of a single installation task, such as installing a new Internet circuit with routing devices at each end.

2.2.2 The Engagement Project Coordinator will typically perform the tasks as set out in Table 1 in Paragraph 12 during the relevant Service Hours.

2.3 Project management (product codes PS3-PMS-PJM-NH, PS3-PMS-PJM-OH and PS3-PMS-PJM-SU)

2.3.1 BT's project management service will provide you with suitably qualified project management resource ("**Project Managers**") who will work with you either on your Site(s) or remotely (as appropriate). Project Managers will typically be qualified to PRINCE2® Practitioner level or possess skills or experience similar to that of a project manager qualified to this level and will normally undertake management of a single project containing a number of tasks that are interdependent and rely on specific resource to coordinate delivery, such as installing a new unified communications and telephony system in a single office.

2.3.2 The Project Manager will typically perform the tasks as set out in Table 1 in Paragraph 12 during the relevant Service Hours.

2.4 Senior project management (product codes PS4-PMS-SPM-NH, PS4-PMS-SPM-OH and PS4-PMS-SPM-SU)

2.4.1 BT's senior project management service will provide you with suitably qualified senior project management resource ("**Senior Project Managers**") who will work with you either on your Site(s) or remotely (as appropriate). Senior Project Managers will typically be qualified to PRINCE2® Practitioner level or possess skills or experience similar to that of a senior project manager qualified to this level and will normally undertake management of one or more projects containing a number of tasks that are interdependent and rely on specific resource to coordinate delivery, such as installing a new companywide unified communications and telephony system across a number of locations.

2.4.2 The Senior Project Manager will typically perform the tasks as set out in Table 1 in Paragraph 12 during the relevant Service Hours.

2.5 Programme management (product codes PS4-PMS-PGM-NH, PS4-PMS-PGM-OH and PS4-PMS-PGM-SU)

2.5.1 BT's programme management service will provide you with suitably qualified programme management resource ("**Programme Managers**") who will work with you either on your Site(s) or remotely (as appropriate). Programme Managers will typically be qualified to MSP® Practitioner level or possess skills or experience similar to that of a programme manager qualified to this level and will normally undertake management of a group of projects to deliver a desired outcome or benefit, such as unifying the systems from two newly merged organisations.

2.5.2 The Programme Manager will typically perform the tasks as set out in Table 1 in Paragraph 12 during the relevant Service Hours.

2.6 Engagement programme management (product codes PS5-PMS-EPM-NH, PS5-PMS-EPM-OH and PS5-PMS-EPM-SU)

2.6.1 BT's engagement programme management service will provide you with suitably qualified engagement programme management resource ("**Engagement Programme Coordinators**") who will work with you either on your Site(s) or remotely (as appropriate). Engagement Project Coordinators will typically be qualified to MSP® Practitioner level or possess skills or experience similar to that of an engagement programme manager qualified to this level and will normally undertake management of a group of projects to deliver a desired outcome or benefit, such as unifying the systems from two newly merged organisations.

2.6.2 The Engagement Programme Manager will typically perform the tasks 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 your request outside the Service Hours; or

4.1.2 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;
- 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 Orders. Unless stated 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 or fees 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

Product Code and Descriptor	STANDARD SERVICE COMPONENT		
	Service Hours	Typical Qualifications / Skills	Typical Tasks Undertaken
PS1-PMS-PCO-NH (Project Coordinator Normal Hours)	Business Days, 9am to 5:30pm	PRINCE2® Foundation level or equivalent skill-set	<ul style="list-style-type: none"> • Coordination of all project activities as agreed in the project plan • Project plan and documentation kept current and up-to-date in line with assignments • Create meeting agendas and distribute minutes
PS1-PMS-PCO-OH (Project Coordinator Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	PRINCE2® Foundation level or equivalent skill-set	<ul style="list-style-type: none"> • Coordination of all project activities as agreed in the project plan • Project plan and documentation kept current and up-to-date in line with assignments • Create meeting agendas and distribute minutes
PS1-PMS-PCO-SU (Project Coordinator Sundays and public holidays)	Sundays and public holidays	PRINCE2® Foundation level or equivalent skill-set	<ul style="list-style-type: none"> • Coordination of all project activities as agreed in the project plan • Project plan and documentation kept current and up-to-date in line with assignments • Create meeting agendas and distribute minutes
PS2-PMS-EPC-NH (Engagement Programme Coordinator Normal Hours)	Business Days, 9am to 5:30pm	PRINCE2® Foundation level or equivalent skill-set	<ul style="list-style-type: none"> • Coordination of all project activities as agreed in the project plan • Project plan and documentation kept current and up-to-date in line with assignments • Create meeting agendas and distribute minutes
PS2-PMS-EPC-OH (Engagement Programme Coordinator Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	PRINCE2® Foundation level or equivalent skill-set	<ul style="list-style-type: none"> • Coordination of all project activities as agreed in the project plan • Project plan and documentation kept current and up-to-date in line with assignments • Create meeting agendas and distribute minutes
PS2-PMS-EPC-SU (Engagement Programme Coordinator Sundays and public holidays)	Sundays and public holidays	PRINCE2® Foundation level or equivalent skill-set	<ul style="list-style-type: none"> • Coordination of all project activities as agreed in the project plan • Project plan and documentation kept current and up-to-date in line with assignments • Create meeting agendas and distribute minutes
PS3-PMS-PJM-NH (Project Manager Normal Hours)	Business Days, 9am to 5:30pm	PRINCE2® Practitioner level or equivalent skill-set	<ul style="list-style-type: none"> • Project budget responsibility • Creation and subsequent updates to the project initiation document • Management of the agreed change control process
PS3-PMS-PJM-OH (Project Manager Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	PRINCE2® Practitioner level or equivalent skill-set	<ul style="list-style-type: none"> • Project budget responsibility • Creation and subsequent updates to the project initiation document • Management of the agreed change control process

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STANDARD SERVICE COMPONENT			
Product Code and Descriptor	Service Hours	Typical Qualifications / Skills	Typical Tasks Undertaken
PS3-PMS-PJM-SU (Project Manager Sundays and public holidays)	Sundays and public holidays	PRINCE2® Practitioner level or equivalent skill-set	<ul style="list-style-type: none"> Project budget responsibility Creation and subsequent updates to the project initiation document Management of the agreed change control process
PS4-PMS-SPM-NH (Senior Project Manager Normal Hours)	Business Days, 9am to 5:30pm	PRINCE2® Practitioner level or equivalent skill-set	<ul style="list-style-type: none"> Project budget responsibility Creation and subsequent updates to the project initiation document Management of the agreed change control process
PS4-PMS-SPM-OH (Senior Project Manager Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	PRINCE2® Practitioner level or equivalent skill-set	<ul style="list-style-type: none"> Project budget responsibility Creation and subsequent updates to the project initiation document Management of the agreed change control process
PS4-PMS-SPM-SU (Senior Project Manager Sundays and public holidays)	Sundays and public holidays	PRINCE2® Practitioner level or equivalent skill-set	<ul style="list-style-type: none"> Project budget responsibility Creation and subsequent updates to the project initiation document Management of the agreed change control process
PS4-PMS-PGM-NH (Programme Manager Normal Hours)	Business Days, 9am to 5:30pm	MSP® Practitioner level or equivalent skill-set	<ul style="list-style-type: none"> Programme planning workshop to discuss design, approach, resource management and responsibilities Programme delivery consisting of two or more individual projects Programme closure articulating the realisation of proposed benefits
PS4-PMS-PGM-OH (Programme Manager Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	MSP® Practitioner level or equivalent skill-set	<ul style="list-style-type: none"> Programme planning workshop to discuss design, approach, resource management and responsibilities Programme delivery consisting of two or more individual projects Programme closure articulating the realisation of proposed benefits
PS4-PMS-PGM-SU (Programme Manager Sundays and public holidays)	Sundays and public holidays	MSP® Practitioner level or equivalent skill-set	<ul style="list-style-type: none"> Programme planning workshop to discuss design, approach, resource management and responsibilities Programme delivery consisting of two or more individual projects Programme closure articulating the realisation of proposed benefits
PS5-PMS-EPM-NH (Engagement Programme Manager Normal Hours)	Business Days, 9am to 5:30pm	MSP® Practitioner level or equivalent skill-set	<ul style="list-style-type: none"> Programme planning workshop to discuss design, approach, resource management and responsibilities Programme delivery consisting of two or more individual projects Programme closure articulating the realisation of proposed benefits
PS5-PMS-EPM-OH (Engagement Programme Manager Out of Hours)	Business Days, 5:31pm to 08:59am and Saturdays	MSP® Practitioner level or equivalent skill-set	<ul style="list-style-type: none"> Programme planning workshop to discuss design, approach, resource management and responsibilities Programme delivery consisting of two or more individual projects Programme closure articulating the realisation of proposed benefits

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STANDARD SERVICE COMPONENT			
Product Code and Descriptor	Service Hours	Typical Qualifications / Skills	Typical Tasks Undertaken
PS5-PMS-EPM-SU (Engagement Programme Manager Sundays and public holidays)	Sundays and public holidays	MSP® Practitioner level or equivalent skill-set	<ul style="list-style-type: none"> • Programme planning workshop to discuss design, approach, resource management and responsibilities • Programme delivery consisting of two or more individual projects • Programme closure articulating the realisation of proposed benefits

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):

“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.

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

“Engagement Programme Coordinators” has the meaning given in Paragraph 2.6.1.

“Engagement Project Coordinators” has the meaning given in Paragraph 2.2.1.

“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.

“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.

“MSP® Practitioner” means the qualification issued to those who pass the MSP® practitioner level training and examination on the MSP® practices for programme management, published by AXELOS Limited. MSP® is a registered trade mark of AXELOS Limited.

“PRINCE2® Foundation” means the qualification issued to those who pass the PRINCE2® foundation level training and examination on the PRINCE2® project management methodology, published by AXELOS Limited. PRINCE2® is a registered trade mark of AXELOS Limited.

“PRINCE2® Practitioner” means the qualification issued to those who pass the PRINCE2® practitioner level training and examination on the PRINCE2® project management methodology, published by AXELOS Limited. PRINCE2® is a registered trade mark of AXELOS Limited.

“Programme Managers” has the meaning given in Paragraph 2.5.1.

“Project Coordinators” has the meaning given in Paragraph 2.1.1.

“Project Managers” has the meaning given in Paragraph 2.3.1.

“Senior Project Managers” has the meaning given in Paragraph 2.4.1.

“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.