



Conditions for Business Mobile Services

Service Schedule for BT Autobalance

1. DEFINITIONS

In this Service Schedule and the Charges Schedule for BT Autobalance:

“Administrator” means a person nominated by the Customer who is responsible for the administration of the Autobalance Service.

“Administrator Only Service” means the option that allows only the Administrator to view and amend the Interim Autobalance Statements prior to issue of the Final Autobalance Statement.

“Authoriser” means a person nominated by the Customer, if the Cost Centre Tagging function is selected, who may view, amend and authorise the Interim Autobalance Statements.

“Autobalance Service” means the service described in this Schedule.

“Basic Tagging” means the Tagging function where a * (star) is added after the phone number is entered into the handset and before calling to attribute a voice call as personal or business.

“Cost Centre Tagging” means the Tagging function where the tagging rules as set by the Administrator are assigned to the Customer's pre-identified cost centre.

“Final Autobalance Statement” means the Interim Autobalance Statements that have been authorised and consolidated.

“Full Service” means the option that allows Users, Authorisers and Administrators to view and amend Interim Autobalance Statements prior to issue of the Final Autobalance Statement.

“Interim Autobalance Statement” means a monthly statement produced by BT containing details of a User's tagged calls.

“Tagging” means the identification and labelling of a call.

“User” means an individual who has a SIM Card and BT voice service and has been registered for the Autobalance Service.

2. GENERAL SERVICE DESCRIPTION

The Autobalance Service is an optional addition to BT voice service that enables Tagging. The Autobalance Service includes a web based interface that enables Tagging to be monitored by means of Interim Autobalance Statements and / or Final Autobalance Statements. The Administrator, Authoriser or User may, depending on the Service options and functions chosen, view, amend and authorise the details of the tagged calls on the web based interface. Two Service options are available – Administrator Only Service and Full Service.

3. DELIVERY OF THE SERVICE

Set Up

3.1 The Customer will appoint an Administrator who will provide BT with details of end users to be registered for the Autobalance Service, in a format requested by BT.

3.2 BT will provide a web based interface that will enable:

- (a) the Customer to set various Tagging functions; and
- (b) Users, Authorisers and Administrators to view, modify and authorise Interim Autobalance Statements as appropriate to the functions selected.

3.3 The Customer may select any of the following advanced functions to be applied using the web based interface provided by BT:

- (a) Retrospective Tagging, the ability to tag calls after they have been made;
- (b) Auto Tagging, the ability to tag automatically specific telephone numbers;
- (c) Learnt Tagging, the ability to automatically tag a number that has been tagged previously;
- (d) Address Book Link, the ability to tag all calls as personal that are not in the specified corporate address book; and
- (e) Organisational Enforced Tagging, the ability for the Customer (or

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Administrator) to determine all Tagging functions.

Notification of spend and statements

- 3.4 BT will make the Interim Autobalance Statements for all Users available on the web based interface within one month of the date of the invoice for voice service provided under this Contract.
- 3.5 BT will notify the Users and the Administrator when the latest Interim Autobalance Statements are available on the web based interface by the following methods:
- (a) for Administrators, by email.
 - (b) for Users, by SMS message, subject to paragraph 3.6 below. This SMS message will also contain details of the total spend for personal and for business calls.
- 3.6 Users will not receive the SMS message in paragraph 3.5(b) above for the first month following the Operational Service Date.
- 3.7 If the Cost Centre Tagging function has been selected the Customer will notify the Authoriser when the Interim Autobalance Statements are available.

Viewing, amending and authorising statements

- 3.8 The Administrator, Authoriser or User may, depending on the options and functions chosen, view, amend and authorise the details of the tagged calls contained in the Interim Autobalance Statements.
- 3.9 The Administrator will determine the time available for viewing and amending the Interim Autobalance Statements. If this exceeds 14 days from the date of notification then the delivery of the following months Interim Autobalance Statement may be delayed.
- 3.10 If Users do not authorise their Interim Statements within the time specified then the Administrator may override the authorisation.
- 3.11 BT will issue the Final Autobalance Statement when all the latest Interim Autobalance Statements have been authorised.

Helpdesks and support

- 3.12 BT will provide a helpdesk and e-mail support for the Administrator to report faults to and seek assistance with the in life operation of the Autobalance Service. Initial set up and establishing the Service within the Customer's organisation is the Customer's responsibility and BT cannot provide support during this time. The helpdesk will be available Monday to Friday 0830 - 1730 (excluding Public and Bank Holidays).
- 3.13 The Customer is responsible for providing support to its Users and Authorisers.

Browser version

- 3.14 The Customer acknowledges and accepts that BT recommends that the Customer accesses the web based interface through Microsoft Internet Explorer browser version 5.1 or higher.

Training

- 3.15 BT will provide online training material on the set up and use of the Autobalance Service.

4. GENERAL CONDITIONS

- 4.1 BT recommends that if the Customer currently has multiple invoice dates for voice service, it requests BT to align these to a single date prior to the Autobalance Service becoming operational. The Customer accepts that if these are not aligned then each voice service invoice will require a separate Autobalance Service account.
- 4.2 The Customer will comply with the Data Protection Act 1998 when handling any personal data that may be provided by the Autobalance Service.

5. CHARGES

- 5.1 The charges for the Autobalance Service are detailed in the Charges Schedule for BT Autobalance.
- 5.2 The charges will be included on the Customer's invoice for voice service provided under this Contract.