



Digital Video Storage Service Schedule to the General Terms

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A note on 'we' and 'you'

'We', 'us' and 'our' mean BT.

'You' and 'your' mean the Customer.

Phrases that refer to 'either', 'neither', '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.

Part A – The Service

1 Service Summary

BT will provide you with a digital video storage service which allows the capture of video signals after transmission from CCTV cameras and their subsequent storage, playback and analysis in digital form, (the "**Service**").

2 Standard Service Components

BT will provide you with the standard service components as set out in any applicable Order, ("**Standard Service Components**").

3 Service Options

BT will provide you with the Service options as set out in any applicable Order ("**Service Options**").

4 Interoperability

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.

5 Associated Services and Third Parties

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 and conditions.

6 Specific Terms and Conditions

6.1 Changes to the Contract

6.1.1 BT may amend the Contract (including the Charges) at any time by either:

- (a) publishing the amendment online at http://www.redcare.bt.com/Terms_conditions.html (or any other online address that BT advises you of); or
- (b) by giving Notice to you for amendments that cause you material detriment, at least 30 days before the change is to take effect and, in the case of any other amendments, at least one day before the change is to take effect.

6.1.2 If BT makes any amendment to the Contract that causes you material detriment, you will not have to pay any Termination Charges if you choose to terminate this Contract under Clause 17 of the General Terms within:

- (a) 90 days after the date of notification if BT has only published the amendment online under Paragraph 6.1.1(a); or
- (b) 30 days after the date of the Notice if BT has given you Notice under Paragraph 6.1.1(b).

6.1.3 On or after the expiry of the Minimum Period of Service, BT will review the Recurring Charges for the Service and notify you in writing of any changes to such Recurring Charges. BT will notify any revision to you in accordance with this Paragraph 6.1 and any such revisions will only become effective after the end of the Minimum Period of Service. BT will not amend the Charges set out in the Order during the Minimum Period of Service unless required to do so to comply with legal or regulatory obligations.

6.2 Termination for Convenience

For the purposes of Clause 17 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 90 days' Notice to the other.

6.3 Minimum Period of Service

At the end of the Minimum Period of Service, unless one of us gives Notice to the other of an intention to terminate the Service in accordance with the Contract, BT will continue to provide the Service and both of us will continue to perform each of our obligations in accordance with the Contract.

6.4 Access to Emergency Services



BT will not provide the ability for Users to call the emergency services by dialling “999” or “112” and therefore alternative arrangements should be made to cover this including the maintenance of a fixed telephone number.

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

6.6 Stored Video Data

6.6.1 Video data recorded by the Customer Equipment is your property. You are responsible for video data stored on any Customer Equipment and for the recovery of stored video data.

6.6.2 BT is not responsible for loss of video data stored on any Customer Equipment either during normal operation or in the event of an Incident with the Service.



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:

- 7.1.1 will provide you with 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**"). The Service Desk will be available 24x7x365;
- 7.1.2 will comply with all reasonable health and safety rules and regulations and reasonable security requirements that apply at the Site(s) and are notified to BT in writing. BT will not be liable if, as a result of any such compliance, BT is in breach of any of BT's obligations under this Contract;
- 7.1.3 will provide you with a date on which delivery of the Service (or each part of the Service, including to each Site) is due to start and will use reasonable endeavours to meet any date, but will have no liability for any failure to do so;
- 7.1.4 will dispatch any Purchased Equipment for delivery to the applicable Site as set out in any applicable Order;
- 7.1.5 if agreed between both of us as set out in any applicable Order, will install any Purchased Equipment at the applicable Sites, in which case BT will:
 - (a) test Purchased Equipment to ensure that it is ready for use; and
 - (b) confirm to you the Service Start Date;
- 7.1.6 may refuse to provide Service to you for reasons of health, safety or technical compatibility where BT has reason to doubt the integrity or suitability of the Customer Equipment.

7.2 Commissioning of the Service

Before the Service Start Date, BT will:

- 7.2.1 configure the Service;
- 7.2.2 conduct a series of standard tests on the Service to ensure that it is configured correctly; and
- 7.2.3 on the date that BT has completed the activities in this Paragraph 7.2, confirm to you the Service Start Date.

7.3 During Operation

On and from the Service Start Date, BT will respond and use reasonable endeavours to remedy an Incident without undue delay and in accordance with the Incident Repair Service in Part C of the Schedule if you report an Incident with the Service.

7.4 The End of the Service

On termination of the Service by either one of us BT may disconnect and remove any BT Equipment located at the Site(s).

8 Your Obligations

8.1 Service Delivery

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

- 8.1.1 provide BT with the names and contact details of any individuals authorised to act on your behalf for Service management matters ("**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 provide BT and anyone on BT's behalf who produces a valid identity card with access to any Site(s) or any other premises outside BT's control, during Business Hours, or as otherwise agreed, to enable BT to set up, deliver and manage the Service. BT may on reasonable notice require you to provide access at other times. If requested by you, BT may agree to work outside BT's usual Business Hours, but you must pay BT's additional Charges for doing so;
- 8.1.4 complete any preparation activities that BT may request to enable you to receive the Services promptly and in accordance with any reasonable timescales;
- 8.1.5 provide BT with Notice of any health and safety rules and regulations and security requirements that apply at the Site(s);
- 8.1.6 provide a suitable and safe working environment for BT's employees and anyone acting on BT's behalf;



- 8.1.7 provide BT with the name and contact details of at least one individual who will be responsible for receiving the Purchased Equipment at the Site(s);
- 8.1.8 prepare and maintain the Site(s) for the installation of BT Equipment and Purchased Equipment and supply of the Service, including, without limitation:
- (a) provide a suitable and safe operational environment for any BT Equipment and/or Purchased Equipment including all necessary trunking, conduits, cable trays, and telecommunications connection points in accordance with BT's reasonable instructions and in accordance with applicable installation standards;
 - (b) take up or remove any fitted or fixed floor coverings, ceiling tiles, suspended ceilings and partition covers and/or provide any openings in buildings required to connect BT Equipment and/or Purchased Equipment to appropriate telecommunications facilities in time to allow BT to undertake any necessary installation or maintenance Services;
 - (c) carry out any work that may be required after installation to make good any cosmetic damage caused during the installation or maintenance Services;
 - (d) provide a secure, continuous power supply at the Site(s) for the operation and maintenance of the Service, BT Equipment and/or Purchased Equipment at such points and with such connections as BT specifies. In order to mitigate any Service interruption resulting from failure in the principal power supply, you will provide back-up power with sufficient capacity to conform to the standby requirements of the applicable standards; and
 - (e) provide a suitable cable route (ducting, trunking or trays, and any other applicable facilities or equipment) for BT's cable and for the provision of all cabling from the equipment rack on which the transmission system is terminated to the control room and monitoring equipment. BT's Charges for the Service include the costs of the cabling within a Site from the cable duct entry point to the equipment rack on which the transmission system is terminated;
- 8.1.9 until ownership in any Purchased Equipment transfers to you in accordance with Paragraph 16.3:
- (a) keep the Purchased Equipment safe and without risk to health;
 - (b) only use the Purchased Equipment, or allow it to be used, in accordance with any instructions BT may give and for the purpose for which it is designed;
 - (c) not move the Purchased Equipment or any part of it from the Site(s);
 - (d) not repair or make any alterations or attachments to the Purchased Equipment without BT's prior written consent, and if BT gives BT's consent, agree that any alterations or attachments will become part of the Purchased Equipment;
 - (e) not sell, charge, assign, transfer or dispose of or part with possession of the Purchased Equipment or any part of it;
 - (f) not allow any lien, encumbrance or security interest over the Purchased Equipment, nor pledge the credit of BT for the repair of the Purchased Equipment or otherwise;
 - (g) not claim to be owner of the Purchased Equipment and ensure that the owner of the Site(s) will not claim ownership of the Purchased Equipment, even if the Purchased Equipment is fixed to the Site(s);
 - (h) obtain appropriate insurance against any damage to or theft or loss of the Purchased Equipment;
 - (i) indemnify BT against all claims and proceedings arising from your use of the Purchased Equipment or if the Purchased Equipment is damaged, stolen or lost and you will keep BT informed of anything that may affect BT's rights, or involve BT in any proceedings, loss or liability;
 - (j) ensure that the Purchased Equipment appears in BT's name in your accounting books;
 - (k) if there is a threatened seizure of the Purchased Equipment, or anything listed in Clause 18.3 of the General Terms applies to you, immediately provide BT with notice and BT may take action to repossess the Purchased Equipment; and
 - (l) notify any interested third parties that BT owns the Purchased Equipment;
- 8.1.10 in addition to the provisions of Paragraph 8.1.8(d), where the BT Equipment rack or Purchased Equipment rack is to be installed,
- (a) provide a single phase 230 volt 50/60 Hz mains supply at the Site(s);
 - (b) present the 230 volt supply and protect with a 'D' type 32amp circuit breaker which should be approved to BS EN 61008-1:2012; and
 - (c) install a protective earth for Class 1 Equipment through to a designated building earth point;
- 8.1.11 in addition to the provisions of Paragraph 8.1.8, provide environmental conditions for the location of the BT Equipment or Purchased Equipment consistent with a room designed to accommodate information technology equipment and which will allow the following parameters to be controlled and maintained:
- (a) temperature: to be maintained in the range of 20 degrees Celsius to 22 degrees Celsius;
 - (b) humidity: the humidity of the room must not exceed 40% (non- condensing);



- (c) vibration: the BT Equipment or Purchased Equipment within cabinets must not be subject to any vibration (either sinusoidal or random); and
- (d) dust: air filter must be included in air conditioning equipment.

If for some unforeseen circumstance BT cannot remotely close the system down (e.g. due to an Incident with ADSL) then BT will give you instructions on how to perform this locally;

- 8.1.12 as the BT Equipment or Purchased Equipment includes video storage equipment located in cabinets each with a footprint of 600mm x 900mm, and a height of up to 2400mm, ensure that an additional one metre of free space is available at the front and rear of the cabinets to allow access and for safety reasons.

8.2 Service Operation

On and from the Service Start Date, you will:

- 8.2.1 monitor and maintain any Customer Equipment connected to the Service or used in connection with a Service;
- 8.2.2 ensure, at your own expense, the integrity and suitability of any Customer Equipment BT is asked to provide the Service on, to or interface with;
- 8.2.3 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 BT Equipment, the BT Network, or any of BT's supplier's or subcontractor's network or equipment;
 - (d) approved and used in accordance with relevant instructions and Applicable Law; and
 - (e) properly grounded against lightning strikes and electrical power surges;
- 8.2.4 ensure that all cameras, monitors and other electrical equipment that are to be connected directly to the Service (including the BT Equipment and/or Purchased Equipment) are approved to the European Electrical Safety Standard EN60950;
- 8.2.5 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;
- 8.2.6 in addition to the provisions of Paragraph 8.1.8(d):
 - (a) at BT's request, disconnect the mains power from an individual Site to allow BT to carry out remedial work. You must confirm mains power disconnection in writing to BT's visiting engineer before BT commences the work; and
 - (b) when a Site is to be ceased, confirm mains power disconnection in writing to enable BT to recover the BT Equipment;
- 8.2.7 be solely responsible for the operation and use of the Service including complying with the Surveillance Camera Code of Practice as appropriate; and
- 8.2.8 co-operate in diagnosing Incidents by carrying out any diagnostic test routines BT reasonably requests.

8.3 The End of the Service

On termination of the Service by either one of us you will:

- 8.3.1 provide BT with all reasonable assistance necessary to remove BT Equipment from the Site(s);
- 8.3.2 disconnect any Customer Equipment from BT Equipment located at the Site(s);
- 8.3.3 not dispose of or use BT Equipment other than in accordance with BT's written instructions or authorisation;
- 8.3.4 arrange for any BT Equipment located at the Site(s) to be returned to BT; and
- 8.3.5 be liable for any reasonable costs of recovery that BT incurs in recovering the BT Equipment.

9 Notification of Incidents

Where you become aware of an Incident:

- 9.1 the Customer Contact or any individual authorised by you will report it to BT's Service Desk by telephone on the United Kingdom telephone number BT provides you;
- 9.2 BT will give you a Ticket;
- 9.3 following receipt of an Incident report from you, BT will respond by:



- 9.3.1 providing advice by telephone, including, where appropriate, advice as to tests and checks to be carried out by you;
 - 9.3.2 where possible, carrying out diagnostic checks from BT's premises (or BT's approved third party premises); and
 - 9.3.3 where it is considered necessary, and as soon as reasonably practicable, visiting the Site where Paragraphs 9.3.1 and 9.3.2 do not diagnose or clear the Incident;
- 9.4 BT will inform you when BT believes the Incident is cleared, and will close the Ticket when:
- 9.4.1 you confirm that the Incident is cleared within 24 hours after being informed; or
 - 9.4.2 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 after BT's attempt to contact you.
- 9.5 If you confirm that the Incident is not cleared within 24 hours after being informed, the Ticket will remain open, and BT will continue to work to resolve the Incident.

10 Invoicing

- 10.1 BT will invoice you for the Charges for the Service as set out in Paragraph 10.2 in the amounts and currency as set out in any applicable Order.
- 10.2 Unless set out otherwise in any applicable Order, BT will invoice you for:
- 10.2.1 Installation Charges, as applicable, (whether or not the provision of the Service involves the physical connection of or to BT Equipment or other apparatus) as a single, non-recurring payment on or after the Service Start Date;
 - 10.2.2 Recurring Charges, which will be paid annually or quarterly in advance (depending on your billing frequency), the first payment being due on the Service Start Date and any further payments due annually or quarterly from then on. The Recurring Charges will be calculated on a daily basis if the Charges require to be prorated;
 - 10.2.3 any Charges for any Purchased Equipment from the Service Start Date, and those Charges which will apply from the date you take delivery or possession of that Purchased Equipment; and
 - 10.2.4 any Termination Charges incurred in accordance with Paragraph 11 upon termination of the relevant Service.
- 10.3 BT may invoice you for any of the following Charges in addition to those set out in any applicable Order:
- 10.3.1 time related Charges for investigating Incidents that you report to BT where BT finds no Incident or that the Incident is caused by something for which BT is not responsible under the Contract. These Charges are set out in Section 15, Part 8 of the BT Price List;
 - 10.3.2 Charges for commissioning the Service as set out in Paragraph 7.2 outside of Business Hours;
 - 10.3.3 time related Charges for working outside BT's usual Business Hours if requested by you;
 - 10.3.4 Charges for restoring Service if the Service has been suspended in accordance with Clause 10.1.2 of the General Terms;
 - 10.3.5 Charges for cancelling the Service in accordance with Clause 16 of the General Terms;
 - 10.3.6 abortive visit Charges if BT is refused entry to the Site, or BT cannot gain access at the appointed time agreed between both of us;
 - 10.3.7 Charges for any other related services that you request and that BT may provide; and
 - 10.3.8 any other Charges as set out in any applicable Order or the BT Price List or as otherwise agreed between both of us.

11 Charges at the End of the Contract

- 11.1 If you exercise your right under Clause 17 of the General Terms to terminate the Contract or any Service for convenience, you will pay BT:
- 11.1.1 all outstanding Charges for Service rendered including any outstanding Installation Charges;
 - 11.1.2 any remaining Charges outstanding with regard to BT Equipment or Purchased Equipment; and
 - 11.1.3 any other Charges as set out in any applicable Order.
- 11.2 In addition to the Charges set out at Paragraph 11.1 above, if you terminate during the Minimum Period of Service, you will pay BT Termination Charges, as compensation, equal to 100 per cent of the Recurring Charges for any remaining months of the Minimum Period of Service, subject to a maximum of 12 months' Recurring Charges.

12 Service Amendment



- 12.1 You may request, by giving BT Notice, a change to:
 - 12.1.1 an Order for the Service (or part of an Order) at any time before the applicable Service Start Date; or
 - 12.1.2 the Service at any time after the Service Start Date.
- 12.2 If you exercise your right under Paragraph 12.1, and except where a change results from BT's failure to comply with BT's obligations under the Contract, BT will, within a reasonable time, provide you with a written estimate, including:
 - 12.2.1 the likely time required to deliver the changed Service; and
 - 12.2.2 any changes to the Charges due to the changed Service.
- 12.3 BT has no obligation to proceed with any change that you request under Paragraph 12.1, unless and until BT has both agreed in writing, in a variation order, on the necessary changes to the Charges, implementation timetable and any other relevant terms of the Contract to take account of the change.
- 12.4 If BT changes a Service prior to the Service Start Date because you have given BT incomplete or inaccurate information, BT may, in BT's reasonable discretion, apply additional reasonable one-time and/or Recurring Charges.

13 IP Addresses

- 13.1 Except for IP Addresses expressly registered in your name, all IP Addresses 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.
- 13.2 All of your rights to use IP Addresses will cease on termination of the Service.

14 BT Equipment

- 14.1 BT Equipment will remain BT's property at all times and risk in BT Equipment will pass to you upon delivery, whether or not the BT Equipment has been installed.
- 14.2 You will not use BT Equipment other than in accordance with BT's written instructions or authorisation and will not move, add to, reconfigure, modify or otherwise interfere with BT Equipment, nor permit any other person (other than a person authorised by BT) to do so.
- 14.3 You will be liable to BT for any loss of or damage to BT Equipment, except where the loss or damage is a result of fair wear and tear or caused by BT.
- 14.4 You will not move or relocate any BT Equipment without BT's prior written consent and you will pay BT's costs and expenses reasonably incurred as a result of such move or relocation.

15 WEEE Directive

- 15.1 You will be responsible under Article 13 of the Waste Electrical and Electronic Equipment Directive 2012 ("**WEEE Directive**") for the costs of collection, treatment, recovery, recycling and environmentally sound disposal of any equipment supplied under the Contract that has become waste electrical and electronic equipment ("**WEEE**").
- 15.2 Each of us acknowledges that for the purposes of Article 13 of the WEEE Directive this Paragraph 15 is an alternative arrangement to finance the collection, treatment, recovery, recycling and environmentally sound disposal of WEEE.
- 15.3 You will be responsible for any information recording or reporting obligations imposed by the WEEE Directive.
- 15.4 You will indemnify BT against any claims or legal proceedings that are brought or threatened against BT by a third party which would not have been caused or made had you fulfilled your express or implied obligations under this Paragraph 15 or in connection with the WEEE Directive.

16 Purchased Equipment

16.1 Consumer Regulations

Where you place an Order acting for purposes that are related to your trade, business or profession, we both agree that it is a business to business transaction to which the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 do not apply.

16.2 Sale of Goods

The UN Convention on Contracts for the International Sale of Goods will not apply to the Contract.

16.3 Transfer of Title and Risk

- 16.3.1 Title in the Purchased Equipment (except for the Intellectual Property Rights) will pass to you when you have paid for the Purchased Equipment in full.
- 16.3.2 If BT delivers or installs the Purchased Equipment, risk will pass to you on delivery of the Purchased Equipment, but you will not be liable for any loss or damage that is caused by BT's negligence.



16.3.3 If BT does not deliver or install the Purchased Equipment, risk will pass to you when you take possession of the Purchased Equipment.

16.4 **Acceptance of Purchased Equipment**

16.4.1 The Purchased Equipment will have been accepted:

(a) if BT does not install the Purchased Equipment, when you take delivery or possession of the Purchased Equipment; and

(b) if BT installs the Purchased Equipment, on the Service Start Date.

16.4.2 Except where you have relied on BT written advice, it is your responsibility to satisfy yourself as to the suitability of Purchased Equipment for your needs.

16.5 **Warranty**

16.5.1 BT will provide you with the applicable manufacturer's warranty on the Purchased Equipment. You may purchase an extended manufacturer's warranty, if offered by the manufacturer, under the terms and conditions specified by the manufacturer prior to the expiry of the original warranty period.

16.5.2 The manufacturer's warranty will commence on the date of dispatch of the Purchased Equipment from the manufacturer or such other date as set out in the Order.

16.5.3 The manufacturer's warranty (including the terms and conditions of the warranty) will be transferred to you on delivery of the Purchased Equipment.

16.5.4 In the event of a fault in the Purchased Equipment, you will return, at your cost, the Purchased Equipment affected by the fault to the manufacturer for repair including where the fault occurs during the period of the manufacturer's warranty.

16.5.5 You acknowledge and agree that it is the manufacturer's decision as to whether a fault is covered by the manufacturer's warranty.

16.5.6 You will ensure that Purchased Equipment returned to the manufacturer for repair is securely packaged. If you do not do so, this could lead to damage during transportation that would render the warranty invalid or increase the costs of any repair. You may incur an additional Charge if BT is required to provide new packaging in order to return a repaired product.

16.6 **Warranty: Software**

16.6.1 BT does not warrant that the Software supplied under the Contract will be free of all Incidents or that its use will be uninterrupted.

16.6.2 Your warranty for any Software provided as part of the Purchased Equipment will be the warranty provided by the manufacturer, if any.

16.7 **Security**

16.7.1 You are responsible for the proper use of any user names, personal identification numbers and passwords used with the Purchased Equipment, and you will take all necessary steps to ensure that they are kept confidential, secure and not made available to unauthorised persons.

16.7.2 BT does not guarantee the security of the Purchased Equipment against unauthorised or unlawful access or use.



Part C – Incident Repair Service and Service Levels

17 Incident Repair Service

- 17.1 It is technically impracticable to provide an Incident free Service and BT does not undertake to do so. BT will however repair any Incidents in the Service in accordance with the Incident Repair Service as set out in this Paragraph 17.
- 17.2 BT will provide you with a Service Desk that will be available as set out in Paragraph 7.1.1.
- 17.3 BT will use reasonable endeavours to respond to an Incident report within 4 Business Hours of receipt of the Incident report from you. If the Incident is not cleared during this period BT will advise you of the progress being made to clear the Incident.
- 17.4 The following table sets out the priority and target fix times for the Service:

Priority	Definition	Target Response Time	Target Fix Time
P1 High	Business critical: problem affecting more than 60% of system functionality. Service cannot be used normally.	4 Business Hours	92% within 4 Business Hours
P2 Medium	Problem with a major function of the system.	4 Business Hours	96% within 12 Business Hours
P3 Low	Minor component failure, workaround possible.	4 Business Hours	99% within 24 Business Hours
P4 Planned	Non-Service affecting e.g. minor GUI configuration issue.	4 Business Hours	99% within 48 Business Hours
P5 Support	Call for information or support only.	4 Business Hours	As planned

- 17.5 BT does not accept any liability for failure to meet the target response or target fix times referred to in this Paragraph 17.

18 Service Levels

- 18.1 There are no Service Levels for this Service.



Part D – Defined Terms

19 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):

“**ADSL**” means asymmetric digital subscriber line.

“**BT Network**” means the communications network owned or leased by BT and used to provide the Service.

“**Business Hours**” means between the hours of 0900 and 1700 in a Business Day.

“**CCTV**” means closed circuit television.

“**Class 1 Equipment**” means equipment in which protection against electric shock does not rely on basic protection only, but which includes means for the connection of exposed-conductive-parts to a protective conductor in the fixed wiring of the installation.

“**Customer Contact**” has the meaning given in Paragraph 8.1.1.

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

“**GUI**” means a type of user interface that allows users to interact with electronic devices through graphical icons and visual indicators.

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

“**Incident Repair Service**” means the Incident repair service set out in Paragraph 17.

“**Installation Charges**” means those Charges set out in any applicable Order in relation to installation of the Service and/or any Purchased Equipment, Customer Equipment and/or BT Equipment as applicable.

“**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.

“**Minimum Period of Service**” means a period of 12, 36 or 60 consecutive months beginning on the Service Start Date, as set out in any applicable Order.

“**Recurring Charges**” means the Charges for the Service or applicable part of the Service that are invoiced repeatedly in every payment period (e.g. every month), as set out in the Order.

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

“**Service Desk**” has the meaning given in Paragraph 7.1.1.

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

“**Site**” means a location at which the Service is provided.

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

“**Ticket**” means the unique reference number provided by BT for an Incident that may also be known as a “**fault reference number**”.

“**WEEE**” has the meaning given in Paragraph 15.1.

“**WEEE Directive**” has the meaning given in Paragraph 15.1.