



Conditions for Maintenance Services for Customer Premises Equipment – Customer Service Compensation Scheme – Annex

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1. BT'S COMMITMENT

- 1.1 BT will repair a Service Failure in line with the Service Care Level the Customer has chosen, as set out in the BT Price List.

Service Failure

- 1.2 Service Failure is a fault with the main telephone system CPU and key CPU components which leads to a total loss of ability to make and receive calls

- 1.3 Main CPU and key CPU components are defined as the central switch hardware and the key hardware components contained within or attached to the core switch hardware essential to the operation of the core unit, including any BT provided and maintained Ethernet LAN switches (into which IP phones are connected), to enable the core unit to make and receive incoming and outgoing calls,

- 1.4 Items which are not main or key components such as, but not limited to,

- (a) Telephone handsets;
- (b) Digital Enhanced Cordless Telecommunications handsets;
- (c) Mobile/wifi handsets;
- (d) Receptionist consoles;
- (e) Headsets;
- (f) Peripherals such as, but not limited to printers, faxes, modems;
- (g) Non BT maintained equipment;
- (h) Software not essential to support the basic telephony functionality of the CPU;
- (i) Non BT supplied/maintained cabling;
- (j) BT provided software and associated applications running on separate BT provided servers (such as but not limited to preferred and advanced applications on IPO. This may

include call centre applications and integration with MS office applications);

- (k) Non BT provided software and associated applications running on separate non BT servers as in (j) above; and

- (l) Data LAN switches which have no IP telephones attached but which form part of the Customer's network

are not included in this Scheme.

Service level Credit

- 1.5 If BT is late in repairing a Service Failure the Customer may claim a one off Service Level Credit of £25.00.

2. Limits

- 2.1 The Customer may not make more than one claim in relation to a fault or for a series of connected faults. The maximum BT will credit and/or pay the Customer is limited to one Service Level Credit for any one Service Failure or series of related Service Failures.

- 2.2 The Customer may not claim under this Contract if the Service Failure is as a result of a loss of service on the access line or Broadband line provided by BT and they have claimed under the Customer Service Compensation Scheme under the Contract for Business Access Services or Contract for Business Broadband Access Services.

3. PAYMENT OF CLAIMS

Any Service Level Credit that BT owes to the Customer under this Contract will be applied as a credit against the advance charges for Service Care due on the maintained equipment.

4. APPLICATION OF THIS SCHEME

- 4.1 Service Level Credits are only available on Service Care Levels BT provides to the Customer on the following services: :

MN3300/MCD and
Avaya IP Office 7

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- 4.2 Service Level Credits will not be made by BT if:
- (a) someone, other than BT, has caused the fault;
 - (b) BT asks for access to the Site and the Customer does not allow this (including where the Customer fails to accept an appointment time for an engineering visit allocated by BT within the timescales for repair);
 - (c) BT reasonably asks for other help and the Customer does not provide it;
 - (d) BT is unable to contact the Customer;
 - (e) the fault is caused by the Customer or the Customer's own equipment;
 - (f) the Customer cancels the fault report before BT have rectified the fault
 - (g) Customers have their access line with any other Communications Provider than BT and the fault is as a result of a failure of service on the access line;
 - (h) BT's failure is due to matters beyond its reasonable control as set out in clause 8 of the Conditions.

4.3 If the Customer reports a fault and BT finds there is none or the fault falls within the scope of paragraph 4.2 above BT may apply a charge.

5. MAKING A CLAIM

5.1 The Customer must make any claim by completing an online Claim Form, within 90 days from the date the fault was repaired.

6. DEFINITIONS

In this Annex the following term has the meanings shown next to it.

Claim Form	The Claim Form which the Customer must complete to make a claim under this Scheme which can be found at www.bt.com/business/help/serviceclaims
CPU	Central Processor Unit
IP	Internet Protocol
IPO	Internet Protocol Office
LAN	Local Area Network