



Conditions for Maintenance Service Service Schedule (Video)

1. MAINTENANCE SERVICE DESCRIPTION

1.1 The maintenance service operates during the hours 08h00–17h00 GMT Monday to Friday inclusive (excluding UK Public/Bank holidays) and comprises the fault repair service described in paragraph 1.2. The Service is available in mainland UK.

1.2 Fault Repair

(a) The Customer must report faults in Equipment by telephoning the number specified on the Order Form or such other number as BT may notify to the Customer.

(b) A fault reported:

(i) before the start of Working Hours on any Working Day will be treated as having been received at the start of Working Hours for that Working Day;

(ii) after Working Hours on any Working Day will be treated as having been received at the start of Working Hours on the next Working Day.

(c) Following a fault report, BT will respond within 4 Working Hours by:

(i) providing advice by telephone, including where appropriate advice as to tests and checks to be carried out by the Customer;

(ii) where possible, carrying out remote diagnostic checks; and

(iii) where it is considered necessary, visiting the Site where (a) and (b) do not diagnose or clear the fault. Attendance on Site will be the same Working Day for faults reported before 13h00 and the next Working Day for faults reported after that time, or as otherwise agreed with the customer.

If the fault is not cleared during that period BT will advise the Customer of the progress being made to clear the fault.

(d) The Customer must provide BT with a contact name and telephone number which BT will use to advise the Customer of the progress being made to clear the fault. BT will use these contact details during the response period.

(e) Work will only be carried out during Working Hours.

(f) BT will take all proper steps to correct the fault by repairing or, at its option, replacing all or part of the Equipment. Where replacement parts are provided by BT, the parts removed will become the property of BT.

(g) BT may remove all or part of the Equipment from the Site for the purpose of inspection, testing and repair, but whenever reasonably practicable will take steps to protect the continuity of the Customer's service.

2. WHAT THE FAULT REPAIR SERVICE COVERS

2.1 The Service covers faults resulting from normal wear and tear.

2.2 The Service also covers faults or work resulting from other causes or circumstances, but an additional charge will be payable. Such other causes or circumstances include:

(a) misuse; incorrect environmental conditions including incorrect temperature and humidity levels; faulty manufacture or design; mains electrical surges or failures;

(b) lightning damage; electromagnetic interference; any other accidental or deliberate damage;

(c) correction of defects following the removal or connection of Equipment other than by BT;

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- (d) connection by the Customer of other equipment to the Equipment; or
- (e) BT being denied access to the Equipment.

2.3 The Service does not cover:

- (a) loss of Customer generated software programmes;
- (b) work at the Customer's request outside the applicable Working Hours for the fault repair service option selected;
- (c) repair, replacement or re-routing of any Customer wiring or cabling or provision of additional wiring and cabling; or
- (d) faults reported by the Customer which are not covered by this Contract.

3. CUSTOMER'S OBLIGATIONS

3.1 The Customer agrees:

- (a) to care for and use the Equipment in accordance with any BT and manufacturer's instructions and to use it only for a purpose for which it was designed;
- (b) not to repair, adjust, or modify the Equipment without BT's written consent. However the Customer may make configuration changes in accordance with and within the limits specified in the supplier's customer documentation. The Customer must notify BT of any such configuration changes; and
- (c) to co-operate in diagnosing faults by carrying out any diagnostic and test routines requested by BT or included in the manufacturer's instructions, and allowing BT to carry out remote diagnostic tests, where appropriate.