



# Redcare Next Generation Alarm Monitoring Service Schedule to the General Terms

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## A note on 'you'

'You' and 'your' mean the Customer.

## 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 Redcare Next Generation Alarm Monitoring Service

## 1 Service Summary

BT will provide you with a service that provides for the transmission of alarm signals, via a monitored alarm signalling network, from an Alarm Signalling Unit at End Customers' Sites, within a Served Area, to the Monitoring Equipment at your alarm receiving centre ("**ARC**") to enable you to provide an alarm monitoring service to End Customers, comprising:

- 1.1 the Standard Service Components; and
- 1.2 any of the Service Options as set out in any applicable Order, up to the point of the Service Management Boundary as set out in Paragraph 4 ("**Redcare Next Generation Alarm Monitoring Service**").

## 2 Standard Service Components

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

### 2.1 ARC Connection Components

2.1.1 If BT has not previously done so, BT will provide you with:

- (a) if required, a router to enable you to connect to the BT Network and this will be BT Equipment;
- (b) BT Redcare Gateway Software;
- (c) connectivity from the ARC to the BT Redcare Platform; and
- (d) access to the Electronic Trading System to enable you to place orders for the Service Options. The terms of use of the Electronic Trading System are set out in Paragraph 7.10.

### 2.2 Support for the ARC Connection Components

- 2.2.1 BT will provide you with 24x7x365 free access to the Service Desk. The Service Desk will provide you with telephone support.
- 2.2.2 Where an Incident is not resolved through the telephone support provided by the Service Desk, you can request a visit to your Site by a BT engineer. This Site visit is at the discretion of BT and BT may charge you for the Site visit depending on the nature of the Incident.

## 3 Service Options

3.1 BT will provide you with any of the following options ("**Service Options**") as set out in any applicable Order and in accordance with the details as set out in that Order:

### 3.1.1 Essential Service

- (a) The Essential Service is a wireless only monitored and secure alarm signalling service.
- (b) The Essential Service will transmit alarm signals via 2G or 4G mobile connectivity.
- (c) BT will provide you with an Alarm Signalling Unit, as set out in any applicable Order, that will include an integral UK roaming SIM Card that will use any of the main UK mobile networks and main Channel Islands mobile networks.
- (d) The Essential Service will monitor network connectivity by regular polling of the Alarm Signalling Unit.
- (e) The Essential Service will report loss of connectivity from the Alarm Signalling Unit to the ARC.

### 3.1.2 Advanced Service

- (a) The Advanced Service is a dual path IP and wireless monitored and secure alarm signalling service.
- (b) The Advanced Service transmits alarm signals via two alarm signalling paths:

- (i) primary path - IP path utilising the End Customer's broadband service or network; and
  - (ii) secondary path – via 2G or 4G mobile connectivity.
- (c) BT will provide you with an Alarm Signalling Unit, as set out in any applicable Order, that will include two integral SIM Cards (a UK single network SIM Card and a UK roaming SIM Card that will use any of the main UK mobile networks and main Channel Islands mobile networks), each from a different mobile network operator.
- (d) In the event of a fault to the primary path, the alarm signals will be transmitted by the secondary path.
- (e) The Advanced Service will monitor both the primary and secondary paths which will be polled regularly.
- (f) The Advanced Service will report any loss of alarm signalling paths to the ARC.
- (g) If the secondary path is the only path available on the Advanced Service, it will perform using the primary path reporting and polling times.

### 3.1.3 **Advanced Extra Service**

The Advanced Extra Service is the same as the Advanced Service but with faster polling of the alarm signalling paths that enables faster reporting of a loss of connectivity to the Alarm Signalling Unit.

### 3.1.4 **Ultimate Service**

- (a) The Ultimate Service is a dual path IP and wireless monitored and secure alarm signalling service with built-in broadband hub.
- (b) **Ultimate Service with existing WLR3 Line**  
If an End Customer has a suitable WLR3 Line, BT will add Redcare Broadband to that WLR3 Line.
- (c) **Ultimate Service with Access Line**  
If an End Customer does not have a suitable Access Line, BT will install an Access Line and provide the Redcare Broadband service.
- (d) **Ultimate Service on existing FTTP connection**  
If an End Customer has a suitable FTTP connection, BT will add Redcare Broadband to that FTTP connection.
- (e) The Ultimate Service transmits alarm signals via two alarm signalling paths:
  - (i) primary path – IP path utilising an Alarm Signalling Unit with built-in broadband hub connected to Redcare Broadband; and
  - (ii) secondary path – via 2G or 4G mobile connectivity.
- (f) BT will provide you with an Alarm Signalling Unit, as set out in any applicable Order, that will include two integral SIM Cards (a UK single network SIM Card and a UK roaming SIM Card that will use any of the main UK mobile networks), each from a different mobile network operator.
- (g) In the event of a fault to the primary path, the alarm signals will be transmitted by the secondary path.
- (h) The Ultimate Service will monitor both the primary and secondary paths which will be polled regularly.
- (i) The Ultimate Service will report any loss of alarm signalling paths to the ARC.
- (j) If the secondary path is the only path available on the Ultimate Service, it will perform using the primary path reporting and polling times.

## 3.2 **Support for the Service Options**

In respect of all of the Service Options set out above, BT will provide you with the following support:

- 3.2.1 24x7x365 free access to the Service Desk.
- 3.2.2 The Service Desk will provide you with telephone support.
- 3.2.3 Where an Incident is not resolved through the telephone support provided by the Service Desk, you can request an End Customer Site visit by a BT engineer. This End Customer Site visit is at the discretion of BT and BT may charge you for the End Customer Site visit depending on the nature of the Incident.

3.3 All of the Service Options will only be available in the Served Area.

## 4 **Service Management Boundary**

- 4.1 BT will provide and manage the Redcare Next Generation Alarm Monitoring Service in accordance with Parts A and B of this Schedule and as set out in any applicable Order up to the router provided by BT that enables you to connect to the Redcare Next Generation Alarm Monitoring Service and that is located in your ARC ("**Service Management Boundary**").

- 4.2 BT will have no responsibility for the Redcare Next Generation Alarm Monitoring Service outside the Service Management Boundary.
- 4.3 BT will be responsible for the BT Redcare Gateway Software.
- 4.4 BT does not make any representations, whether express or implied, about whether the Redcare Next Generation Alarm Monitoring Service will operate in combination with any Customer Equipment or other equipment and software.
- 4.5 The Redcare Next Generation Alarm Monitoring Service does not include the provision, installation, repair or maintenance of Monitoring Equipment.
- 4.6 The 2G or 4G mobile connectivity is not available in all parts of the United Kingdom or the Channel Islands.
- 4.7 The mobile network is not fault free and may be impaired by poor or fluctuating mobile signal strength or temporary interference with the mobile signal at an End Customer's Site, local, geographical, topographical or atmospheric conditions, or other causes of physical or electromagnetic interference beyond BT's control.
- 4.8 The Customer is responsible for checking the reliability, signal strength and availability of the mobile network and its coverage at the End Customer's Sites, irrespective of any information about mobile network availability and coverage published by third parties, ("**Network Coverage**"). BT has no liability where the Network Coverage is unreliable, has insufficient signal strength or is not available at the End Customer's Site.
- 4.9 BT is not responsible for the End Customer's WLR3 Line or FTTP connection.
- 4.10 Where an End Customer's Site is designated as a "Hot Site" by an electricity company, the Redcare Next Generation Alarm Monitoring Service will not be available.
- 4.11 BT can only provide the Redcare Next Generation Alarm Monitoring Service in the Served Area.

## 5 Associated Services and Third Parties

- 5.1 You, your Installer or the End Customer will have the following services in place that will connect to the Redcare Next Generation Alarm Monitoring Service and are necessary for the Redcare Next Generation Alarm Monitoring Service to function and will ensure that these services meet the minimum technical requirements that BT specifies:
  - 5.1.1 in respect of all Service Options:
    - (a) compatible devices with the ability to trigger the Alarm Signalling Unit; and
    - (b) alarm monitoring software.
  - 5.1.2 in respect of the Advanced Service and the Advanced Extra Service, the End Customer will require to have in place an existing broadband service or network for IP signalling;
  - 5.1.3 in respect of the Ultimate Service with existing WLR3 Line, the End Customer will require to have in place an existing compatible WLR3 Line; and
  - 5.1.4 in respect of the Ultimate Service with an existing FTTP connection, the End Customer will require to have in place an existing compatible FTTP connection.(each an "**Enabling Service**").
- 5.2 If BT provides you with any services other than the Redcare Next Generation Alarm Monitoring Service (including, but not limited to any Enabling Service) this Schedule will not apply to those services and those services will be governed by their separate terms.

## 6 Equipment

### 6.1 Use of BT Equipment and Purchased Equipment

In relation to BT Equipment, and until title in any Purchased Equipment transfers to you in accordance with Paragraph 6.3.2, you will and ensure that your Installer or the End Customer, as applicable, will:

- 6.1.1 keep the BT Equipment and Purchased Equipment safe and without risk to health;
- 6.1.2 only use the BT Equipment and Purchased Equipment, or allow it to be used, in accordance with any instructions or authorisation BT may give and for the purpose for which it is designed;
- 6.1.3 not move the BT Equipment or any part of it from your Site(s) without BT's written consent and you will pay BT's costs and expenses reasonably incurred as a result of such move or relocation;
- 6.1.4 not make any alterations or attachments to, or otherwise interfere with, the BT Equipment or Purchased Equipment, including after title in any Purchased Equipment transfers to you in accordance with Paragraph

6.3.2, nor permit any person (other than a person authorised by BT) to do so, without BT's prior written consent and, if BT gives its consent, agree that any alterations or attachments are part of the BT Equipment or Purchased Equipment;

- 6.1.5 not sell, charge, assign, transfer or dispose of or part with possession of the BT Equipment or Purchased Equipment or any part of it;
- 6.1.6 not allow any lien, encumbrance or security interest over the BT Equipment or Purchased Equipment, nor pledge the credit of BT for the repair of the BT Equipment or Purchased Equipment or otherwise;
- 6.1.7 not claim to be owner of the BT Equipment and Purchased Equipment and ensure that the owner of your Site(s) or the owner of the End Customer's Site(s) will not claim ownership of the BT Equipment or Purchased Equipment, as applicable, even where the BT Equipment or Purchased Equipment is fixed to the applicable Site(s);
- 6.1.8 obtain appropriate insurance against any damage to or theft or loss of the BT Equipment and Purchased Equipment;
- 6.1.9 in addition to any other rights that BT may have, reimburse BT for any losses, costs or liabilities arising from your use or misuse of the BT Equipment or Purchased Equipment or where the BT Equipment or Purchased Equipment is damaged, stolen or lost, except where the loss or damage to BT Equipment or Purchased Equipment is a result of fair wear and tear or caused by BT;
- 6.1.10 ensure that the BT Equipment or Purchased Equipment appears in BT's name in your accounting books;
- 6.1.11 where there is a threatened seizure of the BT Equipment and Purchased Equipment, or an Insolvency Event applies to you, immediately provide BT with Notice so that BT may take action to repossess the BT Equipment and Purchased Equipment; and
- 6.1.12 notify any interested third parties that BT owns the BT Equipment and Purchased Equipment.

## 6.2 BT Equipment

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.

## 6.3 Purchased Equipment

### 6.3.1 Delivery of Purchased Equipment

- (a) You will provide BT with the name and contact details of at least one individual who is responsible for receiving the Purchased Equipment at the applicable Installer or End Customer Site(s).
- (b) BT will dispatch any Purchased Equipment for delivery to the applicable Installer or End Customer Site(s) as set out in any applicable Order.

### 6.3.2 Transfer of Title and Risk

- (a) 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.
- (b) Risk in the Purchased Equipment 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.

### 6.3.3 Acceptance of Purchased Equipment

BT will treat the Purchased Equipment as accepted when you or your Installer take delivery or possession of the Purchased Equipment.

### 6.3.4 Warranty

- (a) During the period of 120 consecutive months following the date of delivery of the Purchased Equipment (or any other period that BT advises you in a Notice), if you, or your Installer, report to BT in accordance with Paragraph 10 that there is an Incident in the Purchased Equipment due to faulty design, manufacture or materials, or BT's negligence, subject to Paragraph 6.3.4(b), BT will, or will arrange for the manufacturer or other third party to, replace or (at BT's option) repair the part affected by, or causing, the Incident free of charge, unless:
  - (i) the Purchased Equipment has not been properly kept, used or maintained in accordance with the manufacturer's or BT's instructions, if any;
  - (ii) the Purchased Equipment has been modified without BT's written consent;
  - (iii) the Incident is due to damage, interference with or maintenance of Purchased Equipment by persons other than BT or a third party authorised by BT;

- (iv) the Incident is due to faulty design by you where the Purchased Equipment has been customised or integrated into your systems to your design;
  - (v) the Incident is due to damage typically covered by your or the End Customer's insurance;
  - (vi) the Incident is due to electrical damage; or
  - (vii) the Incident is due to fair wear and tear.
- (b) If you report an Incident to BT in accordance with Paragraph 6.3.4(a) and if BT decides to replace the Purchased Equipment:
- (i) BT will dispatch the replacement during the next Business Day following BT's decision to replace it, ("**Replacement Equipment**");
  - (ii) title and risk in the Replacement Equipment will pass to you on delivery;
  - (iii) you will return the Purchased Equipment within 10 Business Days of receipt of the Replacement Equipment in the return pre-paid packaging provided by BT and title will pass to BT; and;
  - (iv) the warranty period for the replacement item will be the same as the outstanding warranty period for the replaced Purchased Equipment.
- (c) BT may charge you a sum not exceeding the value of the replacement:
- (i) if the Purchased Equipment is not returned within 10 Business Days of the Incident being reported in accordance with Paragraph 6.3.4(b);
  - (ii) if no Incident is found in the Purchased Equipment;
  - (iii) if the Incident is not covered by the warranty; or
  - (iv) if the warranty period for the Purchased Equipment has expired.
- (d) BT does not warrant that the Software supplied in accordance with the Contract is free from Incidents, but BT will remedy any defects that materially impair performance (where necessary, by arrangement between both of us) within a reasonable time.

#### 6.3.5 Security

- (a) You will ensure 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.
- (b) BT does not guarantee the security of the Purchased Equipment against unauthorised or unlawful access or use.

#### 6.3.6 Software Licence

On and from the Service Start Date, or, where BT installs any Purchased Equipment, from the date of installation, you will comply with the provisions of any Software licences provided with or as part of any Purchased Equipment.

#### 6.4 WEEE Directive

- 6.4.1 You will comply with 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**").
- 6.4.2 For the purposes of Article 13 of the WEEE Directive this Paragraph 6.4 is an alternative arrangement to finance the collection, treatment, recovery, recycling and environmentally sound disposal of WEEE.
- 6.4.3 You will comply with any information recording or reporting obligations imposed by the WEEE Directive.

#### 6.5 Sale of Goods

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

#### 6.6 SIM Card

- 6.6.1 SIM Cards are supplied to BT under licence and will remain the property of the mobile network operator at all times. The risk in the SIM Card(s) will pass to you upon delivery.
- 6.6.2 You will, and will ensure the End Customers will, use the SIM Card only for the purpose of accessing the Redcare Next Generation Alarm Monitoring Service during the term of this Contract. You, your Installer or the End Customers cannot make telephone calls using the SIM Card.

- 6.6.3 You will not, and will ensure the End Customers will not, use the SIM Card other than in accordance with BT's written instructions or authorisation and will not move, add to, reconfigure, modify or otherwise interfere with the SIM Card, nor permit any other person (other than a person authorised by BT) to do so.
- 6.6.4 You will not, and will ensure the End Customers will not, sell the SIM Card number, code or any associated number or agree to transfer them to any third party.
- 6.6.5 You will ensure that you, your Installer or the End Customers, inform the Service Desk immediately by telephone if the SIM Card is lost, stolen, damaged or destroyed, or you, your Installer or the End Customers, become aware that the SIM Card is being used in an unauthorised manner.
- 6.6.6 You will be liable to BT for any loss of or damage to the SIM Card, except where the loss or damage is a result of fair wear and tear or caused by BT.

## 7 Specific Terms

### 7.1 Changes to the Contract

- 7.1.1 BT may amend the Contract (including the Charges) at any time by either:
  - (a) publishing the amendment (except the changes to the Charges) online at <https://www.redcare.bt.com/terms-and-conditions.html> (or any other online address that BT advises you of);
  - (b) publishing changes to the Charges on the Electronic Trading System at least two weeks before the change in the Charges is due to take effect; or
  - (c) by giving Notice to you.
- 7.1.2 In the event that the amendments cause you material detriment, BT will give you Notice 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.
- 7.1.3 If BT makes any amendment to the Contract that causes you material detriment, you will not have to pay any Termination Charges if you give Notice to terminate the affected Service in accordance with Clause 17 of the General Terms within:
  - (a) 90 days after the date of notification if BT has only published the amendment online in accordance with Paragraph 7.1.1(a) or 7.1.1(b); or
  - (b) 30 days after the date of the Notice if BT has given you Notice in accordance with Paragraph 7.1.1(c).

### 7.2 Minimum Period of Service

- 7.2.1 Each of the Service Options will have a Minimum Period of Service.
- 7.2.2 At the end of the Minimum Period of Service, unless one of us has given Notice to the other of an intention to terminate an applicable Service Option in accordance with the Contract, BT will continue to provide the applicable Service Option and each of us will continue to perform our obligations in accordance with the Contract.
- 7.2.3 If either of us gives Notice to the other of an intention to terminate an applicable Service Option, BT will cease delivering the applicable Service Option at the time of 23:59 on the last day of the Minimum Period of Service.

### 7.3 Termination for Convenience

For the purposes of Clause 17 of the General Terms, either of us may, at any time after the date of delivery of the Purchased Equipment or the Service Start Date, whichever is earlier, and without cause, terminate the Redcare Next Generation Alarm Monitoring Service or an applicable Service Option by giving 30 days' Notice to the other.

### 7.4 Customer Committed Date

- 7.4.1 If you request a change to the Redcare Next Generation Alarm Monitoring Service or any part of the Redcare Next Generation Alarm Monitoring Service, then BT may revise the Customer Committed Date to accommodate that change.
- 7.4.2 BT may expedite delivery of the Redcare Next Generation Alarm Monitoring Service for operational reasons or in response to a request from you, but this will not revise the Customer Committed Date.

### 7.5 Invoicing

- 7.5.1 The Charges for the ARC Connection Components will be as set out in the Order.
- 7.5.2 The Charges for the Service Options will be as set out in the Charges section of the Electronic Trading System.

- 7.5.3 Unless set out otherwise in any applicable Order or the Electronic Trading System, BT will invoice you for the following Charges in the amounts set out in any applicable Order:
- (a) in respect of the connection from the ARC to the BT Redcare Platform, Installation Charges once connection to the BT Redcare Platform is operational;
  - (b) in respect of the connection from the ARC to the BT Redcare Platform, Recurring Charges for the ARC Connection Components annually in advance and for any period where the connection from the ARC to the BT Redcare Platform is provided for less than one year, the Recurring Charges will be calculated on a daily basis;
  - (c) in respect of Orders for the Essential Service, the Advanced Service and the Advanced Extra Service, Recurring Charges, from the time that the Alarm Signalling Unit connects to the BT Redcare Platform, monthly in advance and for any period where the Service Option is provided for less than one month, the Recurring Charges will be calculated on a daily basis. In respect of the Essential Service, Advanced Service and Advanced Extra Service, if the Alarm Signalling Unit is not connected to the BT Redcare Platform within three months of you placing an Order for each of these Service Options, BT may commence invoicing you for Recurring Charges from three months after the date you place an Order for each of these Service Options;
  - (d) in respect of Orders for the Ultimate Service, Recurring Charges, from the Service Start Date, monthly in advance and for any period where the Service Option is provided for less than one month, the Recurring Charges will be calculated on a daily basis;
  - (e) in respect of Orders for the Essential Service, Advanced Service and Advanced Extra Service, any Charges for any Purchased Equipment from the time that the Alarm Signalling Unit connects to the BT Redcare Platform. In respect of the Essential Service, Advanced Service and Advanced Extra Service, if the Alarm Signalling Unit is not connected to the BT Redcare Platform within three months of you placing an Order for the Purchased Equipment, BT may invoice you for any Charges for any Purchased Equipment from three months after the date you place an Order for each of these Service Options;
  - (f) in respect of Orders for the Ultimate Service, any Charges for any Purchased Equipment from the Service Start Date;
  - (g) Professional Services Charges; and
  - (h) any Termination Charges incurred in accordance with Paragraph 7.6 upon termination of the relevant Service.

- 7.5.4 BT may invoice you for any of the following Charges in addition to those set out in any applicable Order:
- (a) 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;
  - (b) Charges for commissioning the Redcare Next Generation Alarm Monitoring Service in accordance with Paragraph 8.2 outside of Business Hours;
  - (c) Charges for expediting provision of the Redcare Next Generation Alarm Monitoring Service at your request after BT has informed you of the Customer Committed Date; and
  - (d) any other Charges as set out in any applicable Order or as otherwise agreed between both of us.

- 7.5.5 BT may, at any time, require you to pay a deposit or provide a guarantee as security for payment of future invoices in respect of the ARC Connection Components.

## 7.6 Termination Charges

- 7.6.1 If you terminate the Contract or the Redcare Next Generation Alarm Monitoring Service or any of the Service Options for convenience in accordance with Clause 17 of the General Terms you will pay BT:

- (a) all outstanding Charges or payments due and payable under the Contract;
- (b) any other Charges as set out in any applicable Order; and
- (c) any charges reasonably incurred by BT from a supplier as a result of the early termination.

- 7.6.2 In addition to the Charges set out at Paragraph 7.6.1 above, if you terminate a Service Option during the Minimum Period of Service, you will pay BT Termination Charges, as compensation, equal to 100 per cent of the Recurring Charges for the applicable Service Option for any remaining months of the Minimum Period of Service for the applicable Service Option.

- 7.6.3 BT will refund to you any money you have paid in advance after deducting any Charges or other payments due to BT under the Contract.

## 7.7 Service Specific Conditions



- 7.7.1 BT may:
- (a) change the frequency at which polling of the wireless path on the Essential Service is carried out;
  - (b) change the frequency at which polling of the primary and secondary paths are carried out in respect of the Advanced, Advanced Extra and Ultimate Services;
  - (c) suspend the Redcare Next Generation Alarm Monitoring Service if you use any of the Service Options for something which it is not designed for; and
  - (d) if applicable, suspend polling on Alarm Signalling Units that have lost connectivity to the primary path or are only transmitting via the secondary path for longer than seven days.
- 7.7.2 In the event that 2G or 4G mobile connectivity fails due to a fault in the mobile network, BT will advise you of such failure and will attempt to re-establish 2G or 4G mobile connectivity at intervals until it is restored.

## 7.8 Moves

### 7.8.1 Upgrade/Downgrade

- (a) You may move from the Advanced Service to the Advanced Extra Service, or vice versa, at any time.
- (b) BT will not charge you for the move. Instead, BT will charge you for the Recurring Charges for the appropriate Service Option from the date of the move.

### 7.8.2 Ultimate Service End Customer Site Move

- (a) If the End Customer moves to a new Site within the Served Area, you may request that BT moves the relevant Service Option(s) to the new End Customer's Site.
- (b) In respect of the Ultimate Service with existing WLR3 Line, the End Customer's new Site must be in a BT broadband served area. BT will check and advise if the existing WLR3 Line on the End Customer's new Site is suitable for Redcare Broadband and the provisions of Paragraph 8.1.3 will apply.
- (c) In respect of the Ultimate Service with Access Line, the End Customer's new Site must be in an Openreach and BT broadband served area. If required, BT will arrange for a survey to be conducted to confirm the availability of a suitable Access Line to the End Customer's new Site and the provisions of Paragraph 8.1.4 will apply.
- (d) In respect of the Ultimate Service on existing FTTP connection, the End Customer's new Site must be in a BT broadband served area. BT will check and advise if the existing FTTP connection on the End Customer's new Site is suitable for Redcare Broadband and the provisions of Paragraph 8.1.5 will apply.
- (e) If BT's checks or surveys demonstrate that BT is unable to provide the Service Option to the new End Customer Site, both of us will discuss potential options available, if any.
- (f) If, following discussions as set out in Paragraph 7.8.2(e), you do not wish to proceed with the End Customer Site move or BT advises that the End Customer Site move cannot proceed, you may terminate for convenience in accordance with Clause 17 of the General Terms. If you do so, BT will charge you in accordance with Paragraph 7.6.1 and BT may apply the Termination Charges set out in Paragraph 7.6.2. BT may also charge you for the cost of the survey.
- (g) You will place an Order for an End Customer Site move through the Electronic Trading System.
- (h) BT will charge you for the move and the Charges will be published in the Charges section of the Electronic Trading System.

### 7.8.3 Single Connection Move

- (a) At your request and subject to BT confirming a Single Connection Move is possible, BT will carry out a Single Connection Move provided that the gaining alarm receiving centre is capable of taking the Redcare Next Generation Alarm Monitoring Service including the applicable Service Option.
- (b) BT will not charge you for a Single Connection Move.

### 7.8.4 Volume Connection Move

- (a) At your request and subject to BT confirming a Volume Connection Move is possible, BT will carry out a Volume Connection Move provided that the gaining alarm receiving centre is capable of taking the Redcare Next Generation Alarm Monitoring Service including all relevant Service Options.
- (b) BT will not charge you for a Volume Connection Move.

## 7.9 Additional BT Termination Rights

- 7.9.1 In addition to its termination rights under the General Terms, BT may terminate an applicable Service Option:

- (a) where you, the End Customer or the End Customer's broadband service provider or IP network provider (whether BT or any other broadband service provider or IP network provider) cancel or disconnect the broadband service or IP network service that the End Customer uses for the Advanced Service or the Advanced Extra Service;
- (b) in respect of the Advanced Service and Advanced Extra Service, where the End Customer subscribes to a broadband service or IP network service that is technically incompatible with the Redcare Next Generation Alarm Monitoring Service; or
- (c) in respect of the Ultimate Service, where you, the End Customer, the telecommunications service provider or FTTP service provider (whether BT or any other telecommunications service provider or FTTP service provider) cancel the WLR3 Line or FTTP service that the End Customer uses for the primary path.

7.9.2 Both of us will work together to endeavour to re-instate the communication service before BT terminates the applicable Service Option.

7.9.3 If BT terminates an applicable Service Option under this Paragraph 7.9, BT will charge you in accordance with Paragraph 7.6.1 and BT may apply the Termination Charges in accordance with Paragraph 7.6.2.

#### 7.10 Terms of Use for the Electronic Trading System

7.10.1 You will use the Electronic Trading System to:

- (a) place an Order for the Service Option(s) or Alarm Signalling Units; and
- (b) update, amend or cease existing Service Options.

7.10.2 Each of us will appoint a person or persons to be a technical contact and commercial or operational contact for dealing with matters relating to the Transactions in accordance with Paragraph 7.10.

7.10.3 Access to the Electronic Trading System will be controlled by the use of such security devices, certification, encryption, user IDs, access tokens or passwords (or any combination of these) as BT may advise is appropriate from time to time.

7.10.4 You are responsible for the security and proper use of all security devices, certification, encryption, user IDs, access tokens and passwords used in connection with access to the Electronic Trading System (including changing passwords on a regular basis) and you will take all necessary steps to ensure that they are kept confidential, secure, used properly and not disclosed to unauthorised people.

7.10.5 You will immediately inform BT if there is any reason to believe that a security device certificate, encryption, user ID, access token or password has or is likely to become known to someone not authorised to use it or is being or is likely to be used in an unauthorised way.

7.10.6 You will not change or attempt to change a user ID. If you forget or lose a security device, certificate, encryption, user ID, access token or password you will contact BT as soon as possible and satisfy such security checks as BT may operate.

7.10.7 Where you have a reason to believe that the security of the Electronic Trading System has been compromised you will immediately inform BT as soon as possible and BT will suspend all Transactions.

7.10.8 Where BT has reason to believe that the security of the Electronic Trading System has been compromised BT may immediately suspend all Transactions by you.

7.10.9 Where BT suspends Transactions by you under this Paragraph 7.10, BT will only reinstate Transactions when BT is satisfied that all necessary measures to secure access to the Electronic Trading System have been taken.

7.10.10 Both of us agree that any Transaction is considered "in writing".

7.10.11 Signed Documents will be deemed for all purposes to have been "signed" and to constitute an "original" when printed from electronic files or records established and maintained in the normal course of business.

7.10.12 Neither of us will contest the validity or enforceability of signed Documents under the provisions of any Applicable Law requiring certain agreements be in writing and signed by both of us to be bound.

7.10.13 Signed Documents either of us introduce as evidence on paper in any judicial, arbitration, mediation or administrative proceedings, will be admissible as between both of us to the same extent and under the same conditions as other business records originated and maintained in documentary form.

7.10.14 Neither of us will contest the admissibility of copies of signed Documents on the basis that the signed Documents were not originated or maintained in documentary form.

- 7.10.15 BT will maintain without any modification the alarm signalling logs for a minimum period of two years from the later of the date that the record is created or last modified.
- 7.10.16 BT may maintain the alarm signalling logs on computer media or other suitable means provided that the alarm signalling logs can be readily retrieved and presented in a readable form.
- 7.10.17 BT may temporarily suspend the use of the Electronic Trading System for repair, maintenance or improvement. In such cases, BT will use reasonable endeavours to:
  - (a) provide you with as much notice as is practicable; and
  - (b) reinstate the Electronic Trading System as soon as reasonably practicable.
- 7.10.18 BT may further suspend use of the Electronic Trading System, without affecting its right to terminate access, where you are in breach of this Paragraph 7.10 or the Contract.

## 7.11 Amendments to the General Terms

- 7.11.1 The wording in Clause 9.5 of the General Terms is deleted and replaced with the following:

9.5 Unless you are disputing an invoice (see Clause 11), you will pay each invoice BT sends you within 60 days of the date on it. You will pay the full amount in cleared funds into BT's bank account, without any set-off, counterclaim, deduction or withholding, unless you legally have to take something off.

## Part B – Service Delivery and Management

### 8 BT's Obligations

#### 8.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the Redcare Next Generation Alarm Monitoring Service, BT will:

- 8.1.1 provide you with contact details for the Service Desk which will be available 24x7x365;
- 8.1.2 comply with all reasonable health and safety rules and regulations and reasonable security requirements that apply at your Site(s) and that 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;
- 8.1.3 in respect of the Ultimate Service with existing WLR3 Line, check and advise you if the existing WLR3 Line is suitable for Redcare Broadband. Where BT advises that the existing WLR3 Line is not suitable for Redcare Broadband, you may:
  - (a) propose another existing WLR3 Line, in which case BT will carry out a further check in accordance with this Paragraph 8.1.3;
  - (b) cancel your existing Order for the Ultimate Service with existing WLR3 Line and place an Order for the Ultimate Service with Access Line, in which case Paragraph 8.1.4 will apply; or
  - (c) cancel your Order for the Ultimate Service with existing WLR3 Line and BT will have no obligation to provide the applicable Ultimate Service with existing WLR3 Line. You will not be charged for cancelling the Order for the Ultimate Service with existing WLR3 Line;
- 8.1.4 in respect of the Ultimate Service with Access Line, where applicable, arrange for any surveys to be conducted to confirm the availability of a suitable Access Line to the End Customer's Site(s). Where the surveys identify that additional engineering work is required in order to provide a suitable Access Line to the End Customer's Site(s), BT may provide a new quote to you, detailing the additional Charges you will need to pay for the engineering work to be completed, and:
  - (a) where you accept the new quote, will cancel the existing Order to the affected End Customer's Site(s), will generate a new Order for the affected End Customer's Site(s) and will arrange for the additional engineering works to be carried out; or
  - (b) where you do not accept the new quote, will cancel your existing Order for the provision of the applicable Ultimate Service with Access Line to the affected End Customer's Site(s) and BT will have no obligation to provide the applicable Ultimate Service with Access Line. BT may raise a Charge for any reasonable costs incurred in performing the survey in accordance with Clause 16 of the General Terms;
- 8.1.5 in respect of the Ultimate Service on existing FTTP connection, check and advise you if the existing FTTP connection is suitable for Redcare Broadband. Where BT advises that the existing FTTP connection is not suitable for Redcare Broadband, you may:
  - (a) propose another existing FTTP connection, in which case BT will carry out a further check in accordance with this Paragraph 8.1.5;
  - (b) cancel your existing Order for the Ultimate Service on existing FTTP connection and place an Order for the Ultimate Service with Access Line, in which case Paragraph 8.1.4 will apply; or
  - (c) cancel your Order for the Ultimate Service on existing FTTP connection and BT will have no obligation to provide the applicable Ultimate Service on existing FTTP connection. You will not be charged for cancelling the Order for the Ultimate Service on existing FTTP connection; and
- 8.1.6 advise you of the relevant ports that will need to be opened to enable End Customers to connect the Advanced Service or the Advanced Extra Service to their IP network or broadband service.

#### 8.2 Commissioning of the Service

Before the Service Start Date, BT will:

- 8.2.1 configure the Redcare Next Generation Alarm Monitoring Service;
- 8.2.2 test the Access Line for the Ultimate Service; and
- 8.2.3 on the date that BT has completed the activities in this Paragraph 8.2, confirm to you the Service Start Date.

#### 8.3 During Operation

On and from the Service Start Date, BT:

- 8.3.1 will respond and use reasonable endeavours to remedy an Incident without undue delay if BT detects or if you, or your Installer, report an Incident on the BT Network;
  - 8.3.2 in respect of the Ultimate Service with Access Line, will work with Openreach to restore service as soon as practicable during Local Contracted Business Hours if BT detects, or if you, or your Installer, report an Incident on the Access Line;
  - 8.3.3 will maintain a web portal and server, if requested, to provide you or your Installer with online access to availability reports and the facility to check the status of the Alarm Signalling Units and carry out diagnostics;
  - 8.3.4 may carry out Maintenance from time to time and will use reasonable endeavours to inform you:
    - (a) at least five Business Days before any Planned Maintenance on the Redcare Next Generation Alarm Monitoring Service, the BT Network, BT Equipment or Purchased Equipment, however, BT may inform you with less notice than normal where Maintenance is required in an emergency; or
    - (b) without undue delay for scheduled Access Line Maintenance by Openreach;
  - 8.3.5 may, in the event of a security breach affecting the Redcare Next Generation Alarm Monitoring Service, require you to change any or all of your passwords;
  - 8.3.6 will provide you with such instruction, advice and guidance in the installation and commissioning of the Alarm Signalling Unit and applicable Service Option as BT deems reasonable; and
  - 8.3.7 will provide reasonable advice and guidance to you where an End Customer experiences problems with digital equipment connected via the End Customer's broadband service, WLR3 Line, Access Line or FTTP connection caused by the Redcare Next Generation Alarm Monitoring Service.
- 8.4 **The End of the Service**
- 8.4.1 On termination of the Redcare Next Generation Alarm Monitoring Service by either of us, BT may disconnect and remove any BT Equipment located at the ARC.

## 9 Your Obligations

### 9.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the Redcare Next Generation Alarm Monitoring Service, you will, and ensure that your Installer will, as appropriate:

- 9.1.1 if applicable, provide BT with access to any of your or the End Customer's Site(s) during Business Hours, or as otherwise agreed, to enable BT to set up, deliver and manage the Redcare Next Generation Alarm Monitoring Service;
- 9.1.2 if applicable, provide BT with Notice of any health and safety rules and regulations and security requirements that apply at your Site(s) and the End Customer's Site(s);
- 9.1.3 if applicable, ensure that all consents, licences, permissions and authorisations are in place for BT, or a third party on behalf of BT, to:
  - (a) carry out any checks on the End Customer's existing WLR3 Line in accordance with the Contract in respect of the Ultimate Service with existing WLR3 Line;
  - (b) carry out any checks on the End Customer's existing FTTP connection in accordance with the Contract in respect of the Ultimate Service on existing FTTP;
  - (c) carry out any surveys required in accordance with the Contract in respect of the Ultimate Service with Access Line; or
  - (d) install an Access Line in the End Customer(s) Site in accordance with the Contract in respect of the Ultimate Service with Access Line;
- 9.1.4 obtain the necessary consents and approvals for connection of the:
  - (a) Advanced Service or Advance Extra Service to each End Customer's broadband service or IP network;
  - (b) Ultimate Service with existing WLR3 Line to each End Customer's WLR3 Line; or
  - (c) Ultimate Service on existing FTTP connection to each End Customer's FTTP connection;
- 9.1.5 not, and ensure that the End Customer will not, terminate any WLR3 Line, Access Line or FTTP connection onto which BT has added Redcare Broadband nor cause any such WLR3 Line, Access Line or FTTP connection to fail. BT will not be responsible for any Incident caused by any failure of such WLR3 Line, Access Line or FTTP connection caused by you, your Installer or the End Customer(s);

- 9.1.6 prepare and maintain your Site(s) and the End Customer's Site(s) for the installation of BT Equipment and the Alarm Signalling Unit and supply of the Redcare Next Generation Alarm Monitoring Service, including:
- (a) providing a suitable and safe operational environment for any BT Equipment or the Alarm Signalling Unit including all necessary trunking, conduits, cable trays, and, in respect of the Advanced Service and the Advanced Extra Service, telecommunications connection points in accordance with BT's reasonable instructions and applicable installation standards;
  - (b) take up or remove any fitted or fixed floor coverings, ceiling tiles and partition covers or provide any openings in buildings required to connect BT Equipment to appropriate telecommunications facilities in time to allow for 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 installation or maintenance;
  - (d) provide a secure, continuous power supply at your Site(s) and the End Customer's Site(s) for the operation and maintenance of the Redcare Next Generation Alarm Monitoring Service, BT Equipment or the Alarm Signalling Unit, and, in order to mitigate any interruption to the Redcare Next Generation Alarm Monitoring Service resulting from failure in the principal power supply, provide back-up power with sufficient capacity to conform to the standby requirements of the applicable standards; and
  - (e) provide and connect internal cabling between the BT Equipment, Alarm Signalling Unit and any Customer Equipment, as appropriate;
- 9.1.7 install and commission, or arrange for the installation and commission, of the Alarm Signalling Unit;
- 9.1.8 install the BT Redcare Gateway Software if not already installed;
- 9.1.9 supply, install and maintain in good working order the Monitoring Equipment and the Alarm Signalling Unit in accordance with the manufacturer's instructions. You will be responsible for any work required to enable installation of the Alarm Signalling Unit and the Monitoring Equipment;
- 9.1.10 ensure that the relevant ports are opened to enable End Customers to connect the Advanced Service or the Advanced Extra Service to their IP network or broadband service in accordance with Paragraph 8.1.6;
- 9.1.11 carry out a check of the reliability of the Network Coverage at the End Customer's Site and will confirm to BT, in writing, that there is Network Coverage at the End Customer's Site(s) prior to placing an Order for a Service Option;
- 9.1.12 take appropriate measures when positioning aerials to ensure the correct operation of the 2G or 4G service. This may require you or your Installer to use extension cabling or higher gain aerials;
- 9.1.13 place Orders for the Service Options or the Alarm Signalling Units via the Electronic Trading System and comply with the terms of use of the Electronic Trading System set out in Paragraph 7.10; and
- 9.1.14 ensure that you or your Installer have provisions in contracts with End Customers similar to those provisions set out in Clause 6.6 and Clause 12.3 of the General Terms.
- 9.2 During Operation**
- On and from the Service Start Date, you will, and ensure that your Installer will, as appropriate:
- 9.2.1 ensure that End Customers report Incidents to the Customer Contact or your Installer and not to the Service Desk;
- 9.2.2 ensure that the Customer Contact or your Installer will take Incident reports from End Customers and pass these to the Service Desk using the reporting procedures agreed between both of us, and is available for all subsequent Incident management communications;
- 9.2.3 maintain or arrange for the maintenance of the Alarm Signalling Units;
- 9.2.4 monitor and maintain any Customer Equipment connected to the Redcare Next Generation Alarm Monitoring Service or used in connection with a Redcare Next Generation Alarm Monitoring Service;
- 9.2.5 ensure that any Customer Equipment that is connected to the Redcare Next Generation Alarm Monitoring Service or that you use, directly or indirectly, in relation to the Redcare Next Generation Alarm Monitoring Service is:
- (a) connected using the applicable BT Network termination point, unless you have BT's permission to connect by another means;
  - (b) adequately protected against viruses and other breaches of security;

- (c) technically compatible with the Redcare Next Generation Alarm Monitoring Service and will not harm or damage BT Equipment, the BT Network, or any of BT's suppliers' or subcontractors' network or equipment; and
  - (d) approved and used in accordance with relevant instructions, standards and Applicable Law and any safety and security procedures applicable to the use of that Customer Equipment;
- 9.2.6 immediately disconnect any Customer Equipment, or advise BT to do so at your expense, where Customer Equipment:
- (a) does not meet any relevant instructions, standards or Applicable Law; or
  - (b) contains or creates material that is in breach of the Acceptable Use Policy and you are contacted by BT about such material,
- and redress the issues with the Customer Equipment prior to reconnection to the Redcare Next Generation Alarm Monitoring Service;
- 9.2.7 in respect of the Electronic Trading System, maintain a written list of current Users and provide a copy of such list to BT within five Business Days following BT's written request at any time;
- 9.2.8 in respect of the Electronic Trading System, ensure the security and proper use of all valid User access profiles, passwords, access tokens and other systems administration information used in connection with the Redcare Next Generation Alarm Monitoring Service and:
- (a) immediately terminate access for any person who is no longer a User;
  - (b) inform BT immediately if a User's ID or password, or access token, has, or is likely to, become known to an unauthorised person, or is being or may be used in an unauthorised way;
  - (c) take all reasonable steps to prevent unauthorised access to the Redcare Next Generation Alarm Monitoring Service;
  - (d) satisfy BT's security checks if a password is lost or forgotten; and
  - (e) change any or all passwords or other systems administration information used in connection with the Redcare Next Generation Alarm Monitoring Service if BT requests you to do so in order to ensure the security or integrity of the Redcare Next Generation Alarm Monitoring Service;
- 9.2.9 in respect of the Electronic Trading System, not allow any User specific subscription to be used by more than one individual User unless it has been reassigned in its entirety to another individual User, in which case you will ensure the prior User will no longer have any right to access or use the Redcare Next Generation Alarm Monitoring Service;
- 9.2.10 make your Installer and End Customers aware of any applications that BT makes available via the Google Play store or the Apple App store; and
- 9.2.11 make your Installer aware of the BT Upload Download Software.
- 9.3 The End of the Service**
- On termination of the Redcare Next Generation Alarm Monitoring Service by either of us, you will:
- 9.3.1 provide BT with all reasonable assistance necessary to remove BT Equipment from the ARC;
  - 9.3.2 disconnect any Customer Equipment from BT Equipment located at the ARC;
  - 9.3.3 remove the BT Redcare Gateway Software;
  - 9.3.4 not dispose of or use BT Equipment other than in accordance with BT's written instructions or authorisation;
  - 9.3.5 arrange for any BT Equipment located at the ARC to be returned to BT; and
  - 9.3.6 be liable for any reasonable costs of recovery that BT incurs in recovering the BT Equipment.

## 10 Notification of Incidents

- 10.1 Where you become aware of an Incident:
- 10.1.1 the Customer Contact, or your Installer, will report it to the Service Desk;
  - 10.1.2 BT will give you, or your Installer, a Ticket;
  - 10.1.3 BT will inform you, or your Installer, when it believes the Incident is cleared and will close the Ticket when:
    - (a) you, or your Installer, confirm that the Incident is cleared within 24 hours after having been informed; or
    - (b) BT has attempted unsuccessfully to contact you, or your Installer, in the way agreed between both of us in relation to the Incident, and you, or your Installer, have not responded within 24 hours following BT's attempt to contact you or your Installer.

- 10.1.4 If you, or your Installer, confirm that the Incident is not cleared within 24 hours after having been informed, the Ticket will remain open, and BT will continue to work to resolve the Incident.
- 10.1.5 Where BT becomes aware of an Incident, Paragraphs 10.1.2, 10.1.3 and 10.1.4 will apply.
- 10.2 BT will respond to an Incident notified by you or your Installer in accordance with Paragraph 10.1 as follows:
  - 10.2.1 by providing advice by telephone and, where appropriate, advising on tests and checks to be carried out by you;
  - 10.2.2 by carrying out connectivity testing;
  - 10.2.3 where possible, by performing diagnostic checks from BT premises or remotely; and
  - 10.2.4 if Paragraphs 10.2.1, 10.2.2 and 10.2.3 above do not diagnose or clear an Incident, and if BT deems it necessary, BT will visit your Site(s) or the End Customer's Site(s) (or both).



## Part C – Service Levels

### 11 Service Levels

11.1 There are no Service Levels for this Redcare Next Generation Alarm Monitoring Service.

## Part D – Defined Terms

### 12 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). BT has repeated some definitions in this Schedule that are already defined in the General Terms. This is to make it easier for you to find the definitions when reading this Schedule.

**“Access Line”** means a Circuit connecting the End Customer’s Site(s) to the BT Network. You, your Installer or the End Customer cannot make or receive telephone calls using the Access Line and you, your Installer or the End Customer cannot use the Access Line for any other purpose or service.

**“Advanced Service”** means the Service Option set out in Paragraph 3.1.2.

**“Advanced Extra Service”** means the Service Option set out in Paragraph 3.1.3.

**“Alarm Signalling Unit”** means the alarm signalling unit required for the Essential Service, Advanced Service, Advanced Extra Service and Ultimate Service and which is Purchased Equipment.

**“ARC”** means the alarm receiving centre.

**“ARC Connection Components”** means the components set out in Paragraph 2.1.

**“BT Redcare”** means a sub-brand of BT.

**“BT Redcare Platform”** means the platform that provides management of the Redcare Next Generation Alarm Monitoring Service, including management of the Alarm Signalling Unit and the delivery of and logging of events to the ARC.

**“BT Redcare Gateway Software”** means the Software that interfaces between the Redcare Next Generation Alarm Monitoring Service and your alarm monitoring software and enables you to interpret the alarm signals sent from the Alarm Signalling Unit.

**“BT Upload Download Software”** means the software that allows an Installer to connect through the wireless or IP path directly to the alarm panel and carry out remote maintenance and fault diagnosis on the alarm panel. The Installer can obtain the BT Upload Download Software direct from BT.

**“Business Hours”** means between the hours of 0800 and 1700 in a Business Day.

**“Circuit”** means any line, conductor, or other conduit between two terminals by which information is transmitted, and that is provided as part of the Redcare Next Generation Alarm Monitoring Service.

**“Customer Equipment”** means any equipment including any Purchased Equipment and any software, other than BT Equipment, used by you, your Installer or the End Customer in connection with the Redcare Next Generation Alarm Monitoring Service.

**“Document”** means data constituting a record of a Transaction whether in paper or electronic form.

**“Electronic Trading System”** means the website BT makes available to you for the purposes of ordering the Alarm Signalling Units and Service Options.

**“Enabling Service”** has the meaning given in Paragraph 5.1.

**“End Customer”** means any person, firm or company with whom you or your Installer have an agreement to provide an alarm monitoring or telemetry service, and may include you or your Installer.

**“Essential Service”** means the Service Option set out in Paragraph 3.1.1.

**“Fibre to the Premises”** or **“FTTP”** means a pure fibre connection from the BT exchange all the way to your premises.

**“General Terms”** means the general terms to which this Schedule is attached or can be found at <https://www.globalservices.bt.com/en/terms-and-conditions>, and that form part of the Contract.

**“Hot Site”** means a site primarily found in the vicinity of an electricity generation or transforming station or other operational buildings which may extend beyond the perimeter of the associated electricity station.

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

**“Installation Charges”** means those Charges set out in any applicable Order in relation to installation of the Redcare Next Generation Alarm Monitoring Service or BT Equipment as applicable.

**“Installer”** means the person or company you enter into a contract with to install the Alarm Signalling Units and provide the Service Options to the End Customer on your behalf.

**“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.

**“Local Contracted Business Hours”** means the times during which maintenance of any Access Line is provided, which are Business Hours unless set out otherwise in any applicable Order.

**“Minimum Period of Service”** means, in respect of an Order for each applicable Service Option, a period of 12 consecutive months beginning on the Service Start Date. Connections that are moved as part of a Volume Connection Move will retain their existing Minimum Period of Service expiry dates.

**“Monitoring Equipment”** means the equipment operated by you for receiving and monitoring signals from the Alarm Signalling Unit and which is Customer Equipment.

**“Network Coverage”** has the meaning given in Paragraph 4.8.

**“Openreach”** means Openreach Limited, company number 10690039, which is a wholly-owned subsidiary of British Telecommunications plc that manages BT’s local access network that connects customers to their local telephone exchange.

**“Planned Maintenance”** means any Maintenance BT has planned to do in advance.

**“Professional Services”** means those services provided by BT which are labour related services.

**“Purchased Equipment”** means any equipment, including any Software, that BT sells or licences to the Customer and includes Replacement Equipment.

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

**“Redcare Broadband”** means the private broadband service provided by BT Redcare in order to provide you or End Customers with the Ultimate Service. You, your Installer or End Customers will not have access to the Internet and you, your Installer or End Customers cannot make telephone calls using Redcare Broadband. You, your Installer or End Customers cannot use the Redcare Broadband service for any other purpose or service.

**“Redcare Next Generation Alarm Monitoring Service”** has the meaning given in Paragraph 1.

**“Replacement Equipment”** has the meaning given in Paragraph 6.3.4(b)(i).

**“Served Area”** means the area where the Redcare Next Generation Alarm Monitoring Service is available.

**“Service Desk”** means the helpdesk that you are able to contact for support in accordance with Paragraphs 2.2.1 and 3.2, to report Incidents and ask questions about the Redcare Next Generation Alarm Monitoring Service.

**“Service Management Boundary”** has the meaning given in Paragraph 4.1.

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

**“SIM Card”** means a subscriber identity module card.

**“Single Connection Move”** means a transfer of one individual Service Option for an individual End Customer from you to another alarm receiving centre or from another alarm receiving centre to you.

**“Site”** means a location at which the Redcare Next Generation Alarm Monitoring 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 and that may also be known as a **“fault reference number”**.

**“Transactions”** means Orders for the Service Options, Alarm Signalling Units or moves and any other add-on to a Service Option that you place via the Electronic Trading System.

**“Ultimate Service”** means the Service Option set out in Paragraph 3.1.4.

**“Volume Connection Move”** means a transfer of all relevant Service Options from you to another alarm receiving centre or from another alarm receiving centre to you.

**“WEEE”** has the meaning given in Paragraph 6.4.1.

**“WEEE Directive”** has the meaning given in Paragraph 6.4.1.

**“WLR3 Line”** means an Openreach copper access telephony service.