



Conditions for *BT Managed DNS Service – Service Schedule*

This Service Schedule is in addition to the Conditions for BT Managed DNS Service (the “Service”) and forms part of the Contract.

1. SERVICE OVERVIEW

The Service is an online Internet Domain Name management service providing web browser access for the registration, renewal, transfer and administration of Domain Names hosted on a shared infrastructure.

2. THE SERVICE

2.1 BT only uses registrars accredited with ICANN for the registration of .com, .net, .org, .info, .biz, .name Domain Names and any other Domain Names as updated from time to time on the BT website www.bt.com/manageddns.

2.2 The Customer can apply to register a Domain Name and set-up a link from the URL containing the registered Domain Name to the Customer's nominated Customer Website. When the Customer's URL containing the registered Domain Name is accessed by a user it will automatically redirect the user to the Customer's Website.

2.3 Where the Customer does not have a Website, the Customer may request that the Service redirect any user accessing its registered Domain Name to a holding website that advises that the Domain Name has been registered by BT on behalf of a BT customer. The Customer, via the Applicant, or on the Customers own account shall be entitled to request that users be redirected from a holding website to the Customer Website once the Customer has an IP address or a Website. For the avoidance of doubt, Domain Name resolution is the Customer responsibility. The Customer must provide BT with 1 Working Day notification and BT will implement the notice.

2.4 BT does not warrant or guarantee that a Domain Name applied for by a Customer will be registered in the Customer's name or is capable of being registered by the Customer. Accordingly, the Customer should take no action in respect of the requested Domain Name(s) until the Registration Completion Date when BT has notified the Customer that the requested Domain Name has been registered. BT shall not be liable for any loss incurred by the Customer for any action taken in reliance upon registration prior to the Registration Completion Date.

2.5 BT reserves the right to require the Customer to provide a replacement Domain Name or URL and may either refuse to provide or may suspend the Service if, in BT's opinion, there are reasonable grounds for BT to believe that the Domain Name or URL is, or is likely to infringe any legal right of any other party including any prohibition on any attempt at passing off, or is likely to be, offensive, abusive, defamatory or obscene or in breach of the provisions of Clause 5 of the Conditions.

2.6 The Customer acknowledges that BT cannot guarantee that any Domain Name or URL requested by the Customer will be available from or approved for use by any Internet registration authorities.

2.7 Should the Customer's account contain outstanding Charges to BT, BT reserves the right not to provide subsequent services to the Customer until such time that the outstanding Charges on the account are cleared.

2.8 BT reserves the right to suspend the use of a registered Domain Name where the Customer does not pay any part of any relevant charge.

2.9 **Domain Name Restrictions.** The domain .biz can only be used for “bona fide business or commercial use”. A bona fide business use shall include the following:

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- (a) to exchange goods, services, or property of any kind;
- (b) in the ordinary course of trade or business; or
- (c) to facilitate
 - (i) the exchange of goods, services, information, or property of any kind;
or
 - (ii) the ordinary course of trade or business

Additional information on .biz Domain Name restrictions can be found at www.neulevel.biz. As part of its Domain Name registration application, the Applicant will be required to certify that to the best of its knowledge the registered Domain Name will be used in a manner consistent with the restrictions above (this refers to ICANN rules on the use of .biz;). Failure to comply will result in a failure of the Applicant's Domain Name application

- 2.10 **Renewal of Domain Names.** Upon a minimum of two (2) weeks before expiry, BT will automatically renew Domain Names registered within the Service unless specifically notified by the Customer not to do so. Customer accepts and acknowledges that the Customer is solely responsible for notifying BT in the event that the Customer does not want to renew the Domain Names registration, failure to do so will result in the Customer becoming liable for all registration charges. Where the Domain Name is not renewed, this will be made available for re-allocation.
- 2.11 **Domain Name hosting** – Where indicated in the CRF, BT will host the Customer's Domain Name on a shared platform in a BT Data Centre. Where this is requested BT will set up the domain zone file & manage that zone file for any changes requested, including MX address routing & sub-domain creation. For the avoidance of doubt, the Customer has no right of physical access to the BT Data Centre, or shared platform, BT will control the hosted shared platform as part of BT's standard operations.

3. ACCESS TO THE SERVICE

The Service may be accessed via the Internet using a standard browser or via a leased line, private circuit or Virtual Private Network (VPN). Internet access or network connection is not provided under this Contract.

4. HELP DESK

- 4.1 BT will establish and operate a Helpdesk which is available by the Help/Support Enquiry option on the Managed DNS Service website at www.bt.com/manageddns. The Helpdesk will provide support to the Customer and is available during Normal Working Hours for the purpose of the reporting of faults and for handling enquiries.
- 4.2 BT will also provide online support including access to frequently asked questions at www.bt.com/manageddns.

5. ADDITIONAL CUSTOMER RESPONSIBILITIES

- 5.1 The Customer shall be responsible for the following;
 - (a) All configuration and management of its access to the Service including configuration of its network, firewall, DNS, routers and personal computers. BT accepts no liability due to incorrect configuration of any of the above by the Customer, for whatever reason;

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- (b) Any call charges or service charges incurred in accessing the Service via the Internet or via Internet Service Provider;
- (c) Adhering to any instructions or recommendations issued by BT from time to time including closure of all browser sites on completion of access to the Service, in particular where access is gained via the Internet. BT shall not be responsible for any breach in security where the Customer has failed to observe this section 5.1(c).

6. TECHNICAL REQUIREMENTS

In order to access the Service, the Customer must ensure it is equipped with the following minimum system requirements:-

PC hardware with a minimum software level of Internet Explorer 5 or greater, or as advised at www.bt.com/manageddns from time to time.