



## *BT Business Total Broadband Fibre: IT Support Manager PC Service offer*

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1. Any UK business that, during the Offer Period, places a **new** order for BT Business Total Broadband Fibre or Fibre Plus with a minimum contract period of 12 months or 24 months can benefit from receiving IT Support Manager PC Subscription Service (ITSM Service) at no charge as set out below.
2. The Offer Period is from 25<sup>th</sup> January 2010 extended to 30<sup>th</sup> June 2010 inclusive.
3. Existing customers that re-grade from BT Business Total Broadband Lite, Single, Share, Options 1, 2 and 3 and Broadband Network and Network Premium to BT Business Total Broadband Fibre or Fibre Plus are eligible for this offer.
4. Where the customer enters into a new contract with BT for BT Business Total Broadband Fibre or Fibre Plus, then BT will provide the ITSM Service on two customer PCs at no charge to the customer. The ITSM Service will be provided by BT from the date of installation of the customer's BT Business Total Broadband Fibre or Fibre Plus service until 31<sup>st</sup> July 2010. Following this date, the customer will need to place an order with BT for the ITSM Service, should it wish to continue receiving the service.
5. The ITSM Service is a telephone based service and is described at <http://business.bt.com/it-solutions/it-support/it-support-manager-for-pcs>. To access the service the customer must call the 0800 number BT will provide with the customer's welcome communications for the BT Business Total Broadband Fibre or Fibre Plus service.
6. In the event the customer cancels its contract for BT Business Total Broadband Fibre or Fibre Plus prior to 31<sup>st</sup> July 2010, BT will cease provision of the ITSM service from the date of cancellation of the broadband service.
7. Except as expressly amended, BT's standard terms and conditions for the ITSM Service as set out at [http://business.bt.com/sme/itsm/terms/PC\\_Subscription\\_service.pdf](http://business.bt.com/sme/itsm/terms/PC_Subscription_service.pdf) will apply.

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