

BTnet: Market Leading Leased Line Internet

What our SLA means for you

As the Internet is so important to the way we live and work today, it is critical you have a service you can trust and rely on. BTnet is the UK's market leading leased line internet access service offering unbeatable performance quality.

This document outlines why our service is unique and why customers can have confidence in our ability to deliver the best service available underpinned by a money back service level agreement.

100% Target Availability

Have you ever worked out what the downtime of your internet service might cost your business, productivity and your reputation? For most companies it's a very worrying thought and that's why many will want to make sure they're getting the best availability promise possible.

We're so confident in our service offering and platform performance that we offer the best possible target availability of 100% within our Service Level Agreement (SLA), giving you true peace of mind. In the highly unlikely event of an outage you can claim service credits back under the BTnet SLA.

BTnet delivers best possible up-time

How can we afford to offer 100% target availability within our SLA? It is because we are consistently delivering a highly reliable service across the UK. We continue to invest substantially in our network infrastructure, to ensure that our core network is robust and resilient, with diversity and redundancy to enable alternative routes in the event of a failure within the core.

Any provider can offer an SLA and a target availability statistic, but it is the degree of resilience and diversity that is built within the network that is important.

Since we are the number 1 provider in the UK for leased line internet access, more companies have come to BTnet for this type of service than any other provider. Thanks to our excellent platform and circuit performance we are able to offer 100% target availability in our SLA.

No 1

BTnet is the UK's market leading leased line Internet access service

Why is This Important to Me? Expected Downtime from Other Providers

Our 100% target availability speaks for itself and is exceptional in the market when you look into the specific details of other providers SLA. Most other providers will offer a target availability which, on the face of it, looks to be very high and very close to 100%.

Take a provider offering 99.85% availability for instance – pretty good and close enough to 100% you might think? However you might not realise that 99.85% target availability means that you could expect on average to be without the service for over 13 hours a year! That's a lot of downtime to consider with implications for costs to your business and reputation to be without service for this amount of time each year.

There may indeed be no come-back under their SLA until this amount of down time has been reached. While target availability stats may look high, the expected downtime and business cost is important to consider.



Fault Fix Times and Support

In the event of a fault or service issue, it is important to think about the service a provider might give you, how quickly a fault would be resolved and how much urgency a provider really has to fix your service.

With our excellent service up time and network performance, a fault with the BTnet service is highly unlikely, but of course can happen from time to time.

BTnet offers you:

- ❖ **BT Maintenance** – our highest level of care as standard with BTnet
- ❖ **24/7 support, 365 days a year**
- ❖ **UK based** support teams
- ❖ **4 Hour target response time**
- ❖ **5 hour target fix time**
- ❖ **The ability to claim under our SLA from minute 1** of any reported eligible outage

Target Response Times - Why They Matter

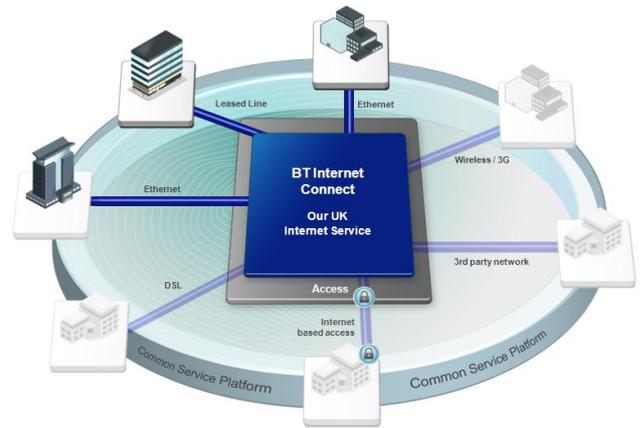
Some providers do not stipulate any target response times to reported faults in their SLA or service descriptions. They may well have a target fix time covered but often the clock doesn't start until they first acknowledge the fault and respond to it. If there's no target response time or promises around this then you could wait a long time before they even start the clock on their fix window.

Target Fix Times

Urgency to Fix Faults and Exposure under the SLA

Other providers will often have varying levels of target fix times for reported faults. Some classify the severity of the fault as well, which then has an impact on their target fix times. These can range from several hours to several days in some cases. Target fix times for the most severe faults are commonly 6 to 8 hours from many providers.

One important aspect to consider though is whether the provider has any real urgency to fix a service issue? BTnet is unique in that you are able to claim under our SLA from minute 1 of any possible downtime, even though we have given you a target 5 hour fix time. While 5 hours is our target, BT has a real urgency to fix service issues as soon as possible, so that we are not exposed under our SLA. Other providers will usually stipulate that you cannot claim under their SLA for downtime until a certain window has passed, usually their target fix time (e.g. 6 or 8 hours commonly). Do they have any real urgency to fix faults sooner?



Latency and Network Performance Transparent Faith in Our Service

For many customers, latency is of paramount importance, which is why BTnet offers an industry leading SLA target of 20ms or less within the UK from core node to core node. In Europe this is 40ms, and to the USA it is 95ms. In fact we are so confident in the performance of our network that we offer hourly stats via our external website at www.bt.net showing the performance Worldwide of our platform. In the highly unlikely event of not hitting latency SLA targets, service credits are made automatically.

Service Delivery

A Lead Time You Can Trust

When you need a new circuit installed there's nothing worse than not knowing when it will be available and knowing when to expect installation.

BTnet offers an indicative 45 working day lead time for fibre delivered services, subject to site survey. Once the survey and planning has been completed, usually within the first 10 – 15 days of an order journey, you will be given a contractual completion date (CCD) for the service. This CCD is then covered under our SLA allowing you to claim service credits back if it is not met.

Some other providers offer no guarantees for installation lead times, even once a survey has been completed. If you need to have reliable timescales then you need an SLA which covers service delivery.

Fair Usage Policies No Limits with BTnet

BTnet is an entirely dedicated leased line internet service offering you fully uncontended and guaranteed bandwidths. As a result, we do not have any form of Fair Usage Policy (FUP) in place and you can use as much data as you like.

Look out for other providers who may stipulate some kind of Fair Usage Policy within their terms and conditions. For a leased line service like this we are sure you want un-restricted access without caps and hidden usage terms.

Use of Third Party Suppliers

BTnet is provided and managed end to end by BT and so we do not need to use any third parties to deliver circuits or infrastructure for your service.

Some other providers will use BT Openreach or other UK infrastructure providers to deliver their service and this can sometimes affect the terms within their SLA. Look carefully to ensure target availability, target fix times and other guarantees aren't adversely affected when a third party is involved in provision of the service. Sometimes the SLA is classed as being null and void if the fault is relating to a component of service provided by a third party.

Key Features

BTnet offers a wide range of features, some of which are listed below. For further information, please contact your BT account manager or BT representative.

Features at a Glance

- ❖ High speed, dedicated Internet access service
- ❖ Fully un-contended (1:1) end to end
- ❖ Synchronous upload and download speeds
- ❖ Bandwidth flexibility within the bearer speed
- ❖ Free on-line service utilisation and reporting tool
- ❖ 24/7/365 support and fully managed service
- ❖ BT-managed Cisco router as standard (unmanaged service also available)
- ❖ BT SIP Trunk ready for business grade voice calls
- ❖ Market leading SLA covering service availability, circuit delivery and network performance
- ❖ 100% target service availability
- ❖ Published network performance reports
- ❖ Variety of resilience and disaster recovery options available

BTnet terms and conditions are available at:

www.bt.com/terms

For more information about BTnet, please contact your account manager or visit:

<http://www.bt.com/btnet>

Market position as measured by Netcraft Leased Line internet analysis

BTnet SLA full detail is confirmed within standard BTnet terms and conditions and Service Schedule available at www.bt.com/terms or upon request. 100% target availability is relevant for BTnet delivered using leased line and Ethernet services. Target availability of EFM delivered services is 99.95%. EFM has a 7 hour target fix time and standard delivery lead time is 30 working days (subject to survey). All other aspects of the SLA and this document remain relevant. All connections are subject to survey.



Offices worldwide

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