BT Managed Identity (OKTA)
Annex to the BT Managed Security Schedule

Contents

Application of this Annex

This BT Managed Identity (OKTA) Annex (the "**Annex**") sets out the additional terms that will apply where BT provides you with the BT Managed Identity (OKTA) Service. The terms of this Annex apply in addition to the terms set out in:

(a) the Schedule; and

(b) the General Terms.

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 Annex have the meanings given to them in the General Terms or the Schedule.

Part A – The BT Managed Identity (OKTA) Service

1 Service Summary

BT will work with the Supplier to provide you with the BT Managed Identity (OKTA) Service. The BT Managed Identity (OKTA) Service provides you with a leading identity solution providing Single-Sign On, Multi-Factor Authentication, Universal Directory and Lifecycle Management for both cloud based and on-premise applications. The BT Managed Identity (OKTA) Service is comprised of:

1.1 all of the Standard Service Components; and

1.2 any of the BT Managed Identity (OKTA) Service Options set out in Paragraph 3 that are selected by you as set out in any applicable Order,

(the "**BT Managed Identity (OKTA) Service**").

2 Standard Service Components

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

2.1 **Foundation, Foundation Plus or Premium** as set out in Appendix 1 to this Annex.

2.2 **Service Software**: BT will provide to you the right to access and use the Service Software for the number of purchased Users.

2.3 **Customer Portal**: BT will provide to you the right to access and use the Supplier's web-based User interface ("**Customer Portal**").

2.3.1 The Customer Portal is an administrative portal to provide a Single Sign-On to access your chosen applications.

2.3.2 The Customer Portal gives you a primary Administrator account that will allow you to create multiple Administrators and enables you to:

(a) review statistics of all access attempts and blocked IP Addresses;

(b) review application usage and User usage of access; and

(c) enable automated Workflows depending on the Graded Service Tier you have selected.

2.3.3 If you select the Premium Graded Service Tier your access to the Customer Portal will be restricted to read-only access.

2.4 **Simple Service Requests**: BT will provide you with the following number of allowances for simple policy changes to your BT Managed Identdy (OKTA) Service per Month once it is accepted into service ("**Simple Service Requests**"):

2.4.1 10 for Foundation;

2.4.2 15 for Foundation Plus; and

2.4.3 20 for Premium.

3 Service Options

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 set out in that Order:

3.1 **Preview Sandbox**: with Preview Sandbox you have access to a second fully functioning version of your tenant to test things like AD integrations and application configurations prior to pushing them out to your full set of Users.

3.2   **EU-Hosted Cell**: with EU-Hosted Cell you have the option to have the Cell hosted in the European Union.

3.3   **APAC-Hosted Cell**: with APAC-Hosted Cell you have the option to have the Cell hosted in the Asia Pacific.

3.4   **HIPAA Compliant Cell**: this is specifically designed to meet the US Health Insurance Portability and Accountability Act 1996 requirements for service providers. From end to end encryption of data to dedicated hardware this Cell enables organisations to manage employee, vendor and patient identities.

3.5   **FedRAMP Compliant Cell**: this is specifically designed to meet the US Federal Risk and Authorisation Management Programme requirements for service providers. From end to end encryption of data to dedicated hardware this Cell enables organisations to manage employee, vendor and other identities.

3.6   **Customised Application Build**: this is an option where BT can configure application access unique to your solution.

3.7   **Professional Services**: BT may provide, at an additional Charge, Professional Services with each Order, to support your initial configuration of the BT Managed Identity (OKTA) Service and the ongoing operation of the BT Managed Identity (OKTA) Service.

3.8   **Ad Hoc Consultancy**: BT may provide at an additional Charge our consultancy services that may be required to determine the Graded Service Tier that is required for each solution.

4   Service Management Boundary

4.1   BT will provide and manage the BT Managed Identity (OKTA) Service as set out in Parts A, B and C of this Annex and as set out in the Order. The service management boundary is the point where traffic enters and leaves the infrastructure owned or controlled by the Supplier ("**Service Management Boundary**").

4.2   BT will have no responsibility for the BT Managed Identity (OKTA) Service outside the Service Management Boundary including:

    4.2.1   issues on User machines (e.g. operating system, coding languages and security settings);

    4.2.2   end to end network connectivity (e.g. your network or networking equipment, Internet connectivity);

    4.2.3   identity source management;

    4.2.4   policy ownership; or

    4.2.5   security information and event management analysis.

4.3   BT does not guarantee that the BT Managed Identity (OKTA) Service will detect or block all malicious threats.

4.4   BT does not make any representations, whether express or implied, about the interoperability between the BT Managed Identity (OKTA) Service and any Customer Equipment.

4.5   Certain Service Options may require you to have specific Customer Equipment that meets minimum specifications, communicated to you by BT or the Supplier, to benefit from full functionality. BT will not be responsible for any inability to provide the BT Managed Identity (OKTA) Service or degradation of the BT Managed Identity (OKTA) Service where you use the BT Managed Identity (OKTA) Service without the required Customer Equipment.

5   Associated Services and Third Parties

5.1   You will provide and maintain an Internet connection at the Site(s) at all times for use with the BT Managed Identity (OKTA) Service, including providing and maintaining any Customer Equipment necessary for such connection. You will pay all charges related to provision, maintenance and use of such Internet connections and report any incidents on the Internet connections directly to the Supplier of the compatible Internet connections.

5.2   If BT provides you with any services other than the BT Managed Identity (OKTA) Service this Annex will not apply to those services and those services will be governed by their separate terms and conditions.

6   Specific Terms and Conditions

6.1   **Customer Portal**

    6.1.1   You will have access to the Supplier's Internet based Customer Portal, as set out in Paragraph 2.3.

    6.1.2   You may allow multiple Administrators to access the Customer Portal. You will give each of your Administrators a unique login and provide management access or read only privileges specific to each Graded Service Tier.

6.2   **Standard of Service**

    The BT Managed Identity (OKTA) Service will not prevent or detect all threats and unauthorised actions.

6.3   **Customer Transaction Logs**

6.3.1 BT and the Supplier may use, reproduce, store, modify, and display the information from the Customer Transaction Logs for the purpose of providing the BT Managed Identity (OKTA) Service.

6.3.2 BT and the Supplier may use the malware, spam, botnets or other information related to the BT Managed Identity (OKTA) Service for the purpose of:

(a) maintaining and improving the BT Managed Identity (OKTA) Service;

(b) complying with all legal or contractual requirements;

(c) making malicious or unwanted content anonymously available to its licensors for the purpose of further developing and enhancing the BT Managed Identity (OKTA) Service;

(d) anonymously aggregating and statistically analysing the content; and

(e) other uses related to the analysis of the BT Managed Identity (OKTA) Service.

6.3.3 The Supplier will retain the Customer Transaction Logs for rolling 90 day periods during the provision of the BT Managed Identity (OKTA) Service.

6.3.4 At the end of the BT Managed Identity (OKTA) Service, the Supplier will delete the Customer Transaction Logs, in accordance with the 90 day retention cycle set out in Paragraph 6.3.3, unless you request in writing to BT that the Customer Transaction Logs are maintained for an additional time period, which will be subject to agreement and an additional Charge to be agreed between you and the Supplier.

6.4 Suggestions, Ideas and Feedback

6.4.1 You agree that the Supplier and/or BT will have the right to use or act upon any suggestions, ideas, enhancement requests, feedback, recommendations or other information provided by you relating to the BT Managed Identity (OKTA) Service, to the extent it is not your Confidential Information.

6.5 Excessive User Consumption (applicable for all Graded Service Tiers)

6.5.1 If your number of Users increases by an amount greater than 10% above the level you purchased over the duration of the BT Managed Identity (OKTA) Service, BT or the Supplier will notify you, and you will work with BT or the Supplier on a User reduction plan, or you will work with BT to renegotiate the Charges.

6.5.2 If either you and the Supplier or we both are unable to reach a mutually agreeable solution within 90 days of the notice in Paragraph 6.5.1, then either:

(a) BT will increase the Charges by the percentage over the number of purchased Users you are showing; or

(b) BT may terminate the affected Order without any liability, except that BT will not refund any pre-paid Charges pro-rated for the unused portion of the Minimum Period of Service of the BT Managed Identity (OKTA) Service.

6.6 Licence

6.6.1 BT gives you a non-exclusive, non-transferable and limited right to access, use and connect to the BT Managed Identity (OKTA) Service in connection with your internal business purposes only.

6.6.2 You will not resell or otherwise transfer the BT Managed Identity (OKTA) Service, any Software or other licences granted under this Contract.

6.7 EULA

6.7.1 BT will only provide the BT Managed Identity (OKTA) Service if you have entered into the end user licence agreement with the Supplier in the form set out at https://www.okta.com/agreements/ as may be amended or supplemented from time to time by the Supplier ("**EULA**").

6.7.2 You will observe and comply with the EULA for all or any use of the applicable Software.

6.7.3 In addition to what it says in Clause 15 of the General Terms, if you do not comply with the EULA, BT may restrict or suspend the BT Managed Identity (OKTA) Service upon reasonable Notice, and:

(a) you will continue to pay the Charges for the BT Managed Identity (OKTA) Service until the end of the Minimum Period of Service; and

(b) BT may charge a re-installation fee to re-start the BT Managed Identity (OKTA) Service.

6.7.4 You will enter into the EULA for your own benefit and the rights, obligations, acknowledgements, undertakings, warranties and indemnities granted in accordance with the EULA are between you and the Supplier and you will deal with the Supplier with respect to any loss or damage suffered by either of you as such loss or damage will not be enforceable against BT.

6.7.5 Where the EULA is presented in a 'click to accept' function and you require BT to configure or install Software on your behalf, BT will do so as your agent and bind you to the EULA.

6.8 Invoicing

6.8.1   BT will invoice you for the Charges for the BT Managed Identity (OKTA) Service as set out in Paragraph 6.8.2 in the amounts and currency specified in the applicable Order.

6.8.2   Unless stated otherwise in an applicable Order, BT will invoice you for:

(a)   Fixed Charges, in your first invoice, which include:

(i)   Charges for the applicable Service Software licence relating to SSO, MFA, UD and LCM;

(ii)   Ad Hoc Consultancy for a fixed number of days, if chosen by you; and

(iii)   Professional Services if required from the Supplier.

(b)   Recurring Charges, monthly, quarterly or annually in advance, as selected by you in the Order, on the first day of the applicable period (for any period where the BT Managed Identity (OKTA) Service is provided for less than the relevant invoicing period, the Recurring Charges will be calculated on a monthly or daily basis as applicable). Recurring Charges will be charged from the Service Start Date and include the following:

(i)   Charges for any applicable Service Options; and

(ii)   Charges, monthly, quarterly or annually in advance, as selected by you in the Order, on the first day of the applicable period calculated as a percentage of Recurring Charges for the Graded Service Tier.

6.8.3   BT may invoice you for any of the following Charges in addition to those set out in the Order:

(a)   Charges for investigating Incidents reported by you, where BT finds no Incident or that the Incident is outside the BT Managed Identity (OKTA) Service Management Boundary;

(b)   Charges for restoring Service if the BT Managed Identity (OKTA) Service has been suspended in accordance with Clause 10.1.2 of the General Terms;

(c)   Charges for cancelling the BT Managed Identity (OKTA) Service in accordance with Clause 16 of the General Terms;

(d)   Charges for expediting provision of the BT Managed Identity (OKTA) Service at your request after you have been informed of the date for delivering the BT Managed Identity (OKTA) Service; and

(e)   any other Charges set out in any applicable Order or otherwise agreed between both of us; and

(f)   any Charges incurred by BT from a supplier or vendor:

(i)   for reinstating any lapsed software licences or required vendor support agreements where the licences or support agreements have lapsed as a result of any action you have taken or not taken or not complying with BT's instructions; or

(ii)   if you cancel or terminate the software licence or vendor support agreement during the contract term or renewal period in accordance with Paragraph 5.6.1(d) of the Schedule.

6.9   **Amendments to the Schedule**

6.9.1   Paragraph 5.2.1(g) of the Schedule will not apply;

6.9.2   Paragraph 5.4 of the Schedule will not apply;

6.9.3   Paragraph 5.5 of the Schedule will not apply;

6.9.4   Paragraph 5.7 of Schedule will not apply;

6.9.5   Paragraph 6.2 of the Schedule will not apply;

6.9.6   Paragraph 6.3 of the Schedule will not apply; and

6.9.7   Paragraph 9.4 of the Schedule will not apply.

Part B – Service Delivery and Management

7 BT's Obligations

7.1 **Service Delivery**

Before the BT Managed Identity (OKTA) Service Start Date and, where applicable, throughout the provision of the BT Managed Identity (OKTA) Service, BT will:

7.1.1 provide you with contact details for the Service Desk that you will be able to contact to submit service requests, report Incidents and ask questions about the BT Managed Identity (OKTA) Service including in relation to:

(a) login issues;

(b) connectivity issues (identified as being due to vendor platforms);

(c) policy issues;

(d) application access issues;

(e) Universal Directory issues;

(f) MFA issues;

(g) latency issues; and

7.1.2 work with you to prepare a deployment plan.

7.2 **During Operation**

On and from the BT Managed Identity (OKTA) Service Start Date, BT:

7.2.1 will work with the Supplier as necessary to restore the BT Managed Identity (OKTA) Service as soon as practicable if you report an Incident in the BT Managed Identity (OKTA) Service; and

7.2.2 may use its access rights as an Administrator to the Customer Portal to investigate and resolve any Incidents notified by you to BT in accordance with Paragraph 5.2 of the Schedule.

8 Your Obligations

8.1 **Service Delivery**

Before the BT Managed Identity (OKTA) Service Start Date and, where applicable, throughout the provision of the BT Managed Identity (OKTA) Service by BT, you will:

8.1.1 provide BT or the Supplier with any technical data or other information reasonably required by BT or the Supplier without undue delay;

8.1.2 establish and maintain your own internal support processes and helpdesk for Users and be responsible for communication with Users;

8.1.3 ensure that your firewall configurations and network settings allow the traffic types necessary for BT to provide the BT Managed Identity (OKTA) Service, including;

(a) ensuring that external HTTP, HTTPS and FTP over HTTP requests (including all attachments, macros or executable) are set up to be directed through the BT Managed Identity (OKTA) Service by making and maintaining the configuration settings required to direct external traffic via the BT Managed Identity (OKTA) Service, with BT's assistance and support as reasonably required and you acknowledge that this external traffic is dependent on your technical infrastructure; and

(b) ensuring that internal HTTP/HTTPS/FTP over HTTP traffic (e.g. to the corporate intranet) is not directed via the BT Managed Identity (OKTA) Service;

8.1.4 use Customer Equipment that is interoperable and that meets any Supplier requirements for Service Options that may be communicated to you by BT or the Supplier from time to time;

8.1.5 ensure that Customer Equipment is installed and operated according to applicable third party vendor specifications and recommendations, and ensure that Customer Equipment has the capacity to access the Supplier's cloud based platform;

8.1.6 where applicable, be responsible for deployment of the Verification App on Users' devices and the configuration and management of all settings relevant to the Verification App;

8.1.7 ensure that each User Subscription is only used by a single, individual User and a User Subscription will not be shared between or used by more than one individual;

8.1.8 carry out all of your other responsibilities set out in this Contract in a timely and efficient manner. If there are any delays in completion of your responsibilities, BT may adjust any agreed timetable or delivery schedule as reasonably necessary;

8.1.9 in relation to the Customer Portal give each Administrator a unique login and provide management access or read-only, where you select Premium Graded Service Tier, privileges specific to each Administrator; and

8.1.10 for UD integration, have at least two agents installed on two separate servers within a domain.

8.2 **Service Operation**

On and from the BT Managed Identity (OKTA) Service Start Date, you will:

8.2.1 install, configure, monitor and maintain any Customer Equipment connected to the BT Managed Identity (OKTA) Service or used in connection with a Service;

8.2.2 undertake all aspects of security policy configuration, including setting up any User groups that may be required on your authentication server which you will reflect in your customer security policy. You will do this using the Customer Portal;

8.2.3 provide BT with Notice 14 days in advance of any changes to your network that may impact the working of the BT Managed Identity (OKTA) Service, and provide BT with all necessary details. If this information is not provided within this timeframe, BT will have no liability for a failure or delay in providing any necessary changes to the BT Managed Identity (OKTA) Service configuration; and

8.2.4 not reduce the number of Users or User Subcriptions at any time after the BT Managed Identity (OKTA) Service Start Date.

Part C – Service Levels

9 Service Availability

9.1 **Availability Commitment**

9.1.1 From the Service Start Date, BT will provide the BT Managed Identity (OKTA) Service with a target Availability of 99.99% of the total hours during every Month you use the BT Managed Identity (OKTA) Service.

9.1.2 During any given Month of use of the BT Managed Identity (OKTA) Service, Availability of the BT Managed Identity (OKTA) Service in your tenant will be 99.99% ("**Availability Commitment**").

9.1.3 The Availability Commitment of the BT Managed Identity (OKTA) Service for a given month will be calculated as follows (rounded to the nearest one hundredth of one percent):

$$\text{Availability \%} = 100\% \times \frac{\text{(total minutes in the Month – total minutes unavailable in the Month)}}{\text{total minutes in the Month}}$$

9.2 **Unavailability**

9.2.1 The BT Managed Identity (OKTA) Service will, subject to the Service Credit limitations set out below, be considered unavailable only if the BT Managed Identity (OKTA) Service does not repeatedly respond with a valid response code to a valid authentication or authorization HTTPS request ("**Unavailable**").

9.2.2 The BT Managed Identity (OKTA) Service will not be deemed Unavailable for any downtime or outages relating to a Customer Outage Event, equipment, applications, interfaces, integrations, systems not owned or managed by the Supplier, service not offered by the Supplier, events invoking the Supplier's disaster recovery plan, or a Force Majeure Event.

9.3 **Real-Time Information**

You may access real-time information on the Supplier's system performance at https://status.okta.com

9.4 **Emergency Maintenance**

The Supplier may perform emergency maintenance for which the Supplier will use commercially reasonable efforts to notify you in advance. For the avoidance of doubt, if the BT Managed Identity (OKTA) Service is Unavailable due to emergency maintenance, such Unavailability will be included in the Availability calculation.

10 Availability Service Credits

10.1 If Availability of the BT Managed Identity (OKTA) Service is less than the Availability Commitment, you may request and receive a service credit equal to an amount determined in accordance with the table below ("**Availability Service Credit**". The Availability Service Credit is calculated as the Availability % set out below multiplied by the annual fixed Charge for the applicable Service Software licence paid by you for the then current annual licence period divided by twelve (12).

Availability %	Availability Service Credit
98.5% – 99.98%	5%
97% - 98.49%	10%
< 97%	20%

10.2 You may request applicable Availability Service Credits within 25 days of the end of the Month in which the Incident occurred by providing details of the reason for the claim and specifying it is for Availability Service Credit. Any failure by you to submit a request in accordance with this Paragraph 10.2 will constitute a waiver of any claim for Availability Service Credits.

10.3 Upon receipt of a valid request for Availability Service Credits in accordance with Paragraph 10.2, BT will review the validity of the request and:

10.3.1 BT will carry out these reviews on a monthly basis;

10.3.2 if BT determines that the request for Availability Service Credits was not valid, BT will notify you accordingly;

10.3.3 if BT determines that the request for Availability Service Credits is valid, BT will notify you of the Availability Service Credit due to you no later than 13 calendar days after the end of the Month in which the Incident occurred and will pay the Availability Service Credit within three months of the request being accepted; and

10.3.4 following expiry or termination of the Contract where no further invoices are due to be issued by BT, BT will pay you theAvailability Service Credits in a reasonable period of time.

10.4 The following is an example of Availability Service Credit calculation where:

10.4.1 the monthly Recurring Charge is £50,000 per Month; and

10.4.2 the Availability Service Credit due is three days.

BT will provide a credit of £50,000/30 days x 3 days i.e. £5,000.

10.5 Availability Service Credits will be aggregated and are available up to a maximum amount equal to 100 per cent of the monthly Recurring Charge for the affected Service after any discount has been applied.

10.6 The Availability Service Credits due to you under this Annex will be calculated on the Recurring Charges after any discount has been applied.

10.7 Availability Service Credits will be calculated in accordance with information recorded by, or on behalf of, BT or the Supplier.

10.8 The Availbility Commitment and Availability Service Credits will not apply:

10.8.1 in the event that Clause 8 of the General Terms applies;

10.8.2 during any trial period of the BT Managed Identity (OKTA) Service;

10.8.3 to failures due to any Force Majeure Event;

10.8.4 if you cause a delay or do not provide any requested information in accordance with any reasonable timescales BT or the Supplier tells you about;

10.8.5 to any Incident not reported in accordance with Paragraph 5.2 of the Schedule; or

10.8.6 if you have not complied with the Contract, including delay in any payments.

Part D – Defined Terms

11 Defined Terms

In addition to the defined terms in the General Terms and the Schedule, capitalised terms in this Annex will have the following meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms or the Schedule, these defined terms will take precedence for the purposes of this Annex):

"**Active Directory**" or "**AD**" means active directory which centralises the management of users within that directory source.

"**Ad Hoc Consultancy**" means our consultancy services that may be required to determine the Graded Service Tier that is required for each solution.

"**Administrator**" means a person authorised to manage the BT Managed Identity (OKTA) Service using the Customer Portal.

"**Availability**" means the period of time when the BT Managed Identity (OKTA) Service is functioning.

"**Availability Service Credit**" has the meaning given in Paragraph 10.1.

"**BT Managed Identity (OKTA) Service**" has the meaning given in Paragraph 1.

"**BT Managed Security Service Schedule**" means a Schedule to the General Terms for the BT Managed Security Service that can be found at https://www.globalservices.bt.com/en/terms-and-conditions or is available on request.

"**Cell**" means the location or hub where your tenant is hosted, geographically there are different cells worldwide.

"**Custom App**" means a customised application that is outside the standard list that the Supplier provides, it may be an application that is unique to your business.

"**Customer Outage Event**" means a period of time in which the BT Managed Identity (OKTA) Service is not available due to your acts, omissions or requests, including (a) configuration changes in, or failures of, your end of the network connection, (b) work performed by the Supplier at your request, or (c) your unavailability or untimely response to Incidents that require your participation for source identification and/or resolution.

"**Customer Portal**" has the meaning given in Paragraph 2.3.

"**Customer Transaction Logs**" means the metadata of all network traffic sent to or received by the Supplier from or to you in your use of the BT Managed Identity (OKTA) Service.

"**Directory**" means the main area where all user accounts are stored within a solution.

"**EULA**" has the meaning given in Paragraph 6.7.1.

"**File Transfer Protocol**" or "**FTP**" means standard network protocol used to transfer files from one host to another host over a TCP-based network, such as the Internet.

"**Hyper-Text Transfer Protocol**" or "**HTTP**" means an application protocol for distributed, collaborative, hypermedia information systems.

"**Hyper-Text Transfer Protocol Secure**" or "**HTTPS**" means a communications protocol for secure communication over a computer network, with especially wide deployment on the Internet.

"**LDAP**" means Lightweight Directory Access Protocol which is an industry standard protocol for accessing and maintaining distributed directory information.

"**Lifecycle Management**" or "**LCM**" means setting up automatic rules for on-boarding and off-boarding users.

"**Month**" means full calendar month.

"**Multi-Factor Authentication**" or "**MFA**" means a User is only granted access after providing two or more pieces of information to validate their identity.

"**O365**" means office 365 which is a software package offered by Microsoft.

"**Professional Services**" or "**PS**" means those services provided by BT which are labour related services.

"**SAML**" means security assertion markup language which is an open standard for exchanging authentication data between two parties.

"**Schedule**" means the BT Managed Security Service Schedule.

"**Service Desk**" means the helpdesk that will be available 24x7x365 for the Customer Contact to contact to submit service requests, report Incidents and ask questions about the BT Managed Identity (OKTA) Service.

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

"**Service Options**" has the meaning given in Paragraph 3.

"**Service Software**" means the Supplier's cloud based platform and User Subscription, as applicable.

"**SIEM**" means security information and event management.

"**Simple Service Requests**" has the meaning given in Paragraph 2.4.

"**Single Sign-On**" or "**SSO**" means an access method where one login allows access to multiple applications.

"**SPLUNK**" means the process of having a search engine for log files.

"**Standard Service Components**" has the meaning given in Paragraph 2.

"**Supplier**" means OKTA Inc., having its principal place of business at 100 First Street, 6th Floor, 600 San Francisco 94105-4687, USA.

"**SWA**" means secure web authentication which is an access management method used for web hosted applications.

"**Unavailable**" has the meaning given in Paragraph 9.2.1.

"**Universal Directory**" or "**UD**" means the main directory source where you can add other AD and HR systems.

"**User Subscription**" means a right for a specific individual User to access the BT Managed Identity (OKTA) Service.

"**Verification App**" means the application allowing access to the BT Managed Identity (OKTA) Service through certain mobile operating systems and computers including OKTA verify, Google authenticator or Cisco Duo, or other 3rd party applications.

"**Workflows**" means an advanced method of setting up automatic security policies that can be applied to User groups.

Appendix 1

Feature	Service Option		
	Foundation	Foundation Plus	Premium
Single sign-on			
Included	Yes	Yes	Yes
Desktop SSO	No	Yes	Yes
Number of Directory sources	1	Up to 3	Up to 5
Number of Users	any number of Users, based on price-per-User	any number of Users, based on price-per-User	any number of Users, based on price-per-User
Number of applications(SWA)	Up to 5	Up to 10	Up to 25
Number of applications(SAML)	O365 only	O365 and 10 SAML	O365 and 25 SAML
Application type	No	No	*Custom App (1 day PS)*
Mobile SSO Included	Yes	Yes	Yes
Multi-factor authentication			
Included	Basic	Basic	Adaptive includes risk-based and contextual policies
Number of access policies (e.g. for all users, certain apps, certain locations)	up to 5	up to 10	**up to 50**
Number of authentication factors (e.g. Okta push, bio-metrics)	2	up to 3	up to 7
Authentication factors	Any Okta catalogue factor	Any Okta catalogue factor	Any Okta catalogue factor
Radius	no	no	Yes

Customer SIEM data availability	yes	yes	yes
Universal Directory			
Directory mastered users - AD and/or LDAP	yes	yes	yes
	BT not responsible for onward sync to 3rd party apps		
Number of Directory sources	1	Up to 3	Up to 5
Application mastered users	no	no	Yes
Password policies (group, bespoke)	yes	yes	yes
Authentication system log (useage and access reports, location tracking)	yes	yes	yes
Self-service password reset	yes	yes	yes
Lifecycle management			
Included	no	yes	yes
Automated access decisions	no	yes - 3 apps	yes - 10 apps
Group membership rules.	up to 10	up to 25	up to 100
Attribute mapping and transformation	10	20	50
Integration			
BT SIEM	no	no	no
Workflow			
Included	no	up to 5	up to 10