



LAN CONNECT CLOUD SERVICE

Annex 2 to the LAN Connect global Schedule

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

Part A – The LAN Connect Cloud Service

1 Service Description

- 1.1 LAN Connect Cloud Service is a cloud controlled wireless LAN and networking service which provides:
 - (a) You with visibility and, where permitted, control of network Users, User Devices, and their applications via a Dashboard; and
 - (b) Users with wireless access to your LAN and connected WAN.
- 1.2 BT will provide to you a LAN Connect Cloud Service, comprised of:
 - 1.2.1 All of the service components set out in paragraph 3 as further detailed on the Order; and
 - 1.2.2 Any of the service options set out in paragraph 4 and additional service options set out in paragraph 5 that are selected by you as set out in the Order (the "**LAN Connect Cloud Service**").
- 1.3 BT will provide to you a BT Project Co-ordinator as set out in Paragraph 2.1 of the LAN Connect global schedule as standard and if recommended by BT, a Radio Frequency Survey per Site.
- 1.4 The standard Incident Repair for CPE related to the LAN Connect Cloud Service operates between 8am and 5pm (9 Hours) on a Business Day. BT aims to get to the Site once the part has been provided by Cisco Meraki. Cisco Meraki will dispatch parts to Site within one Business Day of notification of a faulty device. Alternatively you may also select the optional Meraki Now Service as set out in paragraph 4.5 below.

2 Charges

- 2.1 BT will charge you for any capacity upgrades and such Charges will be agreed in an Order prior to implementation of the upgrades.

3 LAN Connect Cloud Service Components

BT will provide to you all of the following standard service components in accordance with the details set out in any applicable Order:

3.1 Access Points

- 3.1.1 BT will provide Access Points that will serve as the connection point between the User Device and wired network. Your Users must be within radio range of an Access Point to enable wireless access to your LAN.
- 3.1.2 The Access Points will establish secure connectivity with the LAN Connect Cloud Controller via the Internet. You will ensure the Access Points are able to communicate with the LAN Connect Cloud Controller in accordance with the instructions provided by BT.

3.2 LAN Connect Cloud Controller

- 3.2.1 BT will provide a LAN Connect Cloud Controller which is a centralised management and control infrastructure that provides visibility of the Customer Network and is an interface for all configuration activities.
- 3.2.2 The LAN Connect Cloud CPE will use a secure Internet connection as set out in paragraph 3.1.2 of this Annex to communicate with the LAN Connect Cloud Controller. The connection will be "**out of band**", which means any management traffic is separate from any Customer Traffic. Management traffic may include authentication data depending upon the options selected by you.
- 3.2.3 You will not transmit Customer Traffic through the LAN Connect Cloud Controller.

3.3 Dashboard

- 3.3.1 BT will provide access to a Dashboard that will provide read only visibility of the Customer Network (including visibility of network users, their devices and the applications they are using) and an interface for permitted configuration activities.
- 3.3.2 You may carry out the following activities via the Dashboard:
 - (a) run real time web based diagnostics;
 - (b) view reports;



- (c) access detailed analytics;
- (d) monitor the LAN Connect Cloud Service; and
- (e) permit visitor access ("**Guest Access**").

3.3.3 BT will provide management information and LAN Connect Cloud Service reports that will be limited to the reporting available via the Dashboard.

3.4 Licences

3.4.1 BT will provide a licence with all LAN Connect Cloud CPE provided as part of the LAN Connect Cloud Service. The LAN Connect Cloud CPE will only operate once BT registers the licence with the LAN Connect Cloud Controller.

3.4.2 If you elect to purchase additional licences during the Contract, BT will notify you of any additional charges and extend the licence renewal date for all User Devices.

3.4.3 You may purchase a licence renewal from BT. If you choose not to renew a licence you will no longer be able to use the User Device associated with the licence.

3.4.4 You will terminate the LAN Connect Cloud Services associated with a licence including any management services if you do not intend to renew a licence.

3.4.5 BT will notify you of the expiry date of licences via the Dashboard.

3.4.6 You will comply with the EULAs set out in the LAN Connect global Schedule for all use of User Devices provided by Cisco Meraki, including any applicable LAN Connect Cloud CPE.

4 LAN Connect Cloud Service Options

BT will provide to you any of the following optional LAN Connect Cloud Services that are set out in any applicable Order and in accordance with the details and applicable extra Charges as set out in that Order:

4.1 You may request BT to take over the management and maintenance of your existing cloud managed WLAN equipment. This will be subject to the Customer Equipment terms and conditions set out in the LAN Connect global Service Schedule.

4.2 LAN Switches

4.2.1 If selected by you, BT will provide LAN Switches that provide onward connectivity to Host Services and necessary power for Access Points to operate.

4.2.2 LAN Switches will establish secure connectivity with the LAN Connect Cloud Controller via the Internet. You will ensure the LAN Switches are able to communicate with the LAN Connect Cloud Controller in accordance with the instructions provided by BT.

4.3 SD WAN Devices

4.3.1 If selected by you, BT will provide a SD WAN Device that include Firewalls which controls for network traffic. The SD WAN Device will establish secure connectivity with the LAN Connect Cloud Controller via the Internet.

4.3.2 You will ensure the SD WAN Device is able to communicate with the LAN Connect Cloud Controller in accordance with the instructions provided by BT.

4.3.3 Each SD WAN Device will support Stateful Firewalls and additional security features. The scope will be determined by the licence provided.

4.3.4 Each SD WAN Device will support software defined WAN services.

4.3.5 You will have visibility over each SD WAN Device via the Dashboard.

4.4 Self-Install of the LAN Connect Cloud CPE

4.4.1 If selected by you, this option allows you to install the LAN Connect Cloud CPE without need for a BT engineer on-site. This option will only apply when BT provides LAN Connect Cloud CPE and will not apply to any other CPE BT provides under the Contract.

4.4.2 BT will remain being responsible for configuring any LAN Connect Cloud CPE provided as part of the LAN Connect Cloud Service.

4.5 Meraki Now

4.5.1 Meraki Now provides the following equipment dispatch options which are available at an additional cost:

- (a) "**Meraki Now 24x7x2**": being an advance replacement parts Service based on a two-hour response time during 24 hours per day, seven days per week;
- (b) "**Meraki Now 24x7x4**": being an advance replacement parts Service based on a four-hour response time during 24 hours per day, seven days per week.



- (c) "**Meraki Now 8x5x next Business Day**"; being an advance replacement parts Service whereby – where next Business Day delivery is available - an advance replacement part will be shipped the same day to arrive the next Business Day provided both the call and BT and BT's CPE supplier's diagnosis and determination of the failed hardware have been made before 3.00 pm local time. For requests after 3.00 pm local time the advance replacement part will be shipped the next Business Day. Where next Business Day delivery is not available, same day shipping will be provided. Under same day shipping, advance replacement part will be shipped from the serving depot location that same Business Day, provided that BT and BT's CPE supplier's determination of hardware failure has been made before 3.00 pm local time. Determinations that occur after 3.00 pm local time will be shipped the following Business Day.

- 4.6 **Other Options.** BT may also provide to you the following additional services subject to additional Charges to be agreed on an Order: Simple Service Requests, Professional Services, Standard Incident Management (as set out in Paragraph 2.4.4 of the LAN Connect global Service Schedule) and taking over the management and maintenance of existing Customer Equipment.

5 Associated Services and Third Parties

5.1 Guest Access

BT will provide Guest Access that provides authorised Users access to your Wireless LAN to enable connection to the Internet. Guest Access will be subject to additional terms and conditions depending on the access product you select.

5.2 Customer Equipment

5.2.1 You will have the following services in place that will connect to LAN Connect Cloud Service and are necessary for LAN Connect Cloud Service to function and will ensure that these services meet the minimum technical requirements specified by BT:

5.2.1.1 Internet Connection

- i. You will provide an Internet connection in order to use the LAN Connect Cloud Service. The Internet connection may be BT provided Internet or your provided Internet.
- ii. You will ensure all Firewall rules permit the LAN Connect Cloud CPE to connect to the Internet.

5.2.1.2 Power over Ethernet ("PoE")

- i. You will be responsible for providing suitable PoE which conforms to IEEE 802.3af / 802.3at, where BT is not providing PoE for User Devices.

- 5.3 BT shall not be liable for any losses incurred by you due to any interruption (including but not limited to third party attacks) in communications between you and Cisco Meraki and any of its affiliates.

6 LAN Connect Cloud Service Features

- 6.1 Cisco Meraki may introduce new LAN Connect Cloud Service features from time to time that will be available to you with suitable LAN Connect Cloud CPE.
- 6.2 You may be required to restart any dependent User Devices to ensure continuity of LAN Connect Cloud Service will be maintained when BT introduces new features. You may lose LAN Connect Cloud Service if a User Device is not restarted when required.

7 Data

- 7.1 You acknowledge that by using the LAN Connect Cloud Service you may collect data from User Devices that connect to their LAN. This may result in the transfer of data to BT or its suppliers for processing and storage, including data that may be classed as Personal Data (collectively, "**Customer Data**").
- 7.2 You will obtain any necessary consent from your Users regarding collection, processing, and storage of Customer Data.
- 7.3 BT or its suppliers may process and store User Device Information on your behalf so you may monitor the use and performance of your LAN and exercise control (such as network traffic shaping) over traffic passing over your LAN.
- 7.4 The LAN Connect Cloud Service will enable you to collect MAC addresses from Wi-Fi enabled Devices that are within range of your wireless LAN. BT or its suppliers will not store these MAC addresses on its servers, except in a de-identified form, unless a User decides to connect their Device to an Access Point. You will not store these MAC addresses on its LAN CPE or servers, except in a de-identified form.



- 7.5 You are solely responsible for the configuration of your Access Points for the transfer of MAC addresses to your LAN CPE or Servers and for what happens to the MAC addresses following such transfer.
- 7.6 Any collection or processing of such Customer Data shall be subject to the data protection conditions as agreed in the General Terms.

8 Exclusions

The following provisions as set out in the the LAN Connect global Service Schedule are excluded from the LAN Connect Cloud Service:

- (a) Archive Active Software Configuration;
- (b) Enhanced Incident Management and Critical Port Monitoring;
- (c) Performance Reporting;
- (d) Remote management unless the standard Incident Management service has been selected; and
- (e) Service Levels and related Service Credits.

Part B – Defined Terms

9 Defined Terms

In addition to the defined terms in the General Terms and the LAN Connect global 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 either the General Terms or LAN Connect global Schedule, these defined terms will take precedence for the purposes of this Annex:

“Access Point” or **“AP”** means a device that allows wireless devices to connect to a wired network using Wi-Fi Standards.

“Cisco Meraki” means Cisco Meraki, a San Francisco corporation, having its principal place of business at 500 Terry A Francois Boulevard, CA 94158, United States of America.

“Customer Traffic” means data passing between the User Device and the Host Services.

“Dashboard” means the LAN Connect Cloud web interface used to access the LAN Connect Cloud Controller.

“Firewall” means a hardware device together with any associated software, designed to prevent unauthorised access to your LAN.

“Host Services” means file servers, printers, applications etc. attached to the Customer Network.

“LAN Connect Cloud Controller” has the meaning given in paragraph 3.2.1.

“LAN Connect Cloud CPE” means access points, optional LAN switches and security devices.

“MAC” means Media Access Control which is a hardware identification number that uniquely identifies each device on a network.

“Radio Frequency Survey” means a survey conducted by BT, normally on Site, to establish the number of Access Points needed to provide the required radio coverage for LAN Connect Cloud Service to be provided. The radio frequency survey also establishes the type of access points required and where they should be located.

“Simple Service Requests” means pre-defined change requests, usually charged in “units” which are 15 minute increments, weighted by the number of units it takes to perform the change.

“SD WAN Device” means a device that does application and performance routing.

“Stateful Firewall” means a Firewall that keeps track of the status of network connections travelling across it.

“User Device(s)” means any equipment including any computer, smartphone, tablet used by you in connection with the LAN Connect Cloud Service.

“User Device Information” means information about User Devices that connect to your LAN, such as MAC addresses, device names, device types, operating systems, geolocation information, and information transmitted by devices when attempting to access or download data or content (e.g., hostnames, protocols, port numbers, and IP addresses) via the LAN.