BT Threat Intelligence Service (TIS)
Annex to the BT Managed Firewall Security; BT Managed SIEM Security and BT Cloud SIEM Security Service and Managed Azure Sentinel Service Schedules

Contents

BT Threat Intelligence Annex

A note on 'you'

'You' and 'your' mean the Customer.

Application of this Annex

The following terms and conditions will apply where you are contracting for the BT Threat Intelligence Service. They apply in addition to:

(a) conditions contained within the BT Managed Firewall Security; BT Managed SIEM Security; BT Cloud SIEM Security; and/or BT Managed Azure Sentinel Service Schedules to the General Terms (the '**Service Schedules**')as applicable; and

(b) the Order.

Where this Annex varies any Paragraph in the Service Schedules, the variation applies to the BT Threat Intelligence Service in this Annex only, unless expressly stated.

Part A – The BT Threat Intelligence Service

1 Service Summary

BT will provide you with a subscription based enhanced cyber threat alerting and reporting, intelligence advisory service providing you with context and early visibility of cyber-attacks against your business using intelligence driven security analytics via secure email, comprising:

1.1 the Standard Service Components as set out in any applicable Order, up to the point of the Service Management Boundary as set out in Paragraph 4 ("**BT Threat Intelligence Service**").

2 Standard Service Components

BT will provide you with the BT Threat Intelligence Foundation Plus or Premium Service which includes the Service Deliverables set out in the table below ("**Standard Service Components**") in accordance with the details as set out in any applicable Order:

Service Deliverable	Foundation Plus Service	Premium Service
Threat Intelligence Reports		
Intelligence alerts (threat analysis)	✓	✓
Campaign alerts	✓	✓
Quarterly Industry Sector Profile report	✓	✓
Threat Intelligence Services		
Historic IOC Threat Hunting	✓	✓
Cyber Threat Hunting	✗	✓
Request for Information (RFI)	✗	✓

3 Service Details

3.1 ***Foundation Plus Service Summary***

The BT Foundation Plus Threat Intelligence Service provides cyber threat intelligence alerts and reports based upon your technology environment, brand and selected VIP profiles.

3.2 ***Foundation Plus Service Deliverables***

For the full term of the contract BT will provide:

i) Intelligence Alerts

A short, timely notification regarding an event, incident or alert identified that could potentially impact your organisation, based upon the profile of your intelligence requirements as notified to BT via the Customer Enrolment Package form.

The alert will be issued upon collection of actionable intelligence relevant to your intelligence requirements and will be issued within 24 hours of intelligence identification.

The Intelligence Alerts will be delivered via email to up to 10 nominated contacts.

ii) Campaign Alerts

A summary of threats seen in association with a specific Campaign. BT will define when sufficient co-ordinated activity has been seen from a Threat Actor to turn a threat into a Campaign and provide recommended actions which should be taken to mitigate associated risk.

iv) Quarterly Industry Sector Profile

A quarterly report providing a longer-term view of the threat landscape specific to your industry sector.

The report will be delivered via email to up to 10 nominated contacts on the 5th working day of each quarter (January, April, July, October).

v) Historic IOC Threat Hunting

Triggered by threat intelligence, Historic IOC Threat Hunting is the historic search of log data against cyber threats within your environment. The IOC hunting activity will be conducted against the live (up to 35 days retained for SIEM customers or 90 days for Managed Azure Sentinel customers) log data ingested into the SIEM or Sentinel system.

together the (**"Foundation Plus Service Deliverables"**).

3.3 ***Foundation Plus Eligibility***

The BT Foundation Plus Threat Intelligence Service is available to customers of supported threat management Systems only. Full details of currently supported threat management systems can be found in the BT Threat Intelligence Service Description..

3.4 ***Applicable to BT Managed Firewall Security Customers Only***

3.4.1 In the event BT issues an Intelligence Alert containing a threat rating of 'Critical' , BT reserves the right to initiate any change to your CSP, which BT deems necessary as a result of such threat.

3.4.2 Any change to your CSP initiated by BT in accordance with Paragraph 3.4.1 above will count towards your 'reasonable use' allocation as detailed at Paragraph 6.4.6 of the BT Managed Firewall Security Service Schedule.

3.4.3 BT will use reasonable endeavours to identify any consequences of any change made in accordance with Paragraph 3.4.1 but will not be liable to you for any losses or unforeseen consequences as a result of such change.

3.5 ***Premium Service Summary***

The BT Premium Threat Intelligence Service is tailored to your specific intelligence requirements. BT's assigned CTI analyst/s will pro-actively gather your agreed specific intelligence data, set custom tailored threat watch lists and inform you of specific threats, indicators of compromise (**"IOCs"**) and any trends identified.

3.6 ***Premium Service Deliverables***

For the full term of the contract BT will provide:

i) The Foundation Plus Service Deliverables; and

iii) Cyber Threat Hunting

Cyber threat hunting begins with the development of a threat hunt hypothesis, specifically seeking to identify previously undiscovered attacks. Typically, the hypothesis is formed following an intelligence assessment of your sector, the geopolitical and threat landscape together with known IOCs.

BT has developed a number of standard TTP Threat Hunts based upon Threat Actor tactics and techniques (**"TTPs"**) commonly seen across many industry sectors, as fully described in the BT Threat Intelligence Service Description. BT will routinely conduct threat hunts against live log data checking for your selected TTPs.

You may select three of the BT standard TTP Threat Hunts. You may review and change your three chosen TTPs on a quarterly basis.

If you require additional log sources to enable the TTP Threat hunts, this will be managed via the Change request process. **Please note that ingesting additional log sources may increase EPS and therefore the overall cost of the service provided by BT.**

NOTE BT will require sufficient access to your environment and logs to perform the threat hunting activity including access to your supported threat management systems. Further details of currently supported threat management systems can be found in the BT Threat Intelligence Service Description. and

ii) Request for Information (RFI)

A Request for Information (RFI) is the formal process through which you may request further analysis into a problem or issue of specific interest. An RFI should relate to a need for further information outside of the standard reports delivered under the BT Threat Intelligence Service. RFIs are likely to relate to upcoming issues you want to address proactively (which BT could not have determined from the general cyber threat intelligence landscape) e.g. a customer's new project initiative which maybe of a sensitive nature e.g. drilling in or near a conservation area.

RFIs should be raised using the appropriate request form via the assigned CTI analyst who will acknowledge the request and provide a full written report in response to the RFI within 5 working days.

You may request up to 8 RFIs per year within your Premium BT Threat Intelligence Service tariff. Additional RFI bundles can be purchased upon request.

BT reserve the right to reject any RFI requests which BT perceives to be unethical.

together the "**Premium Service Deliverables**").

3.7 ***Emergency RFIs - Applicable to Customers of Premium supported threat management systems only***

In addition to the RFIs, requested under the Premium Service, if you are reacting to an event or attack where there is an immediate and time critical need for intelligence, you can purchase emergency RFI credits and a written response will be provided within 1 working day.

3.8 ***Premium Service Eligibility***

The BT Premium Threat Intelligence Service is available to customers of currently supported threat management systems only. Full details of all threat management systems , currently supported can be found in the BT Threat Intelligence Service Description..

4 Service Management Boundary

4.1 BT will provide and manage the BT Threat Intelligence Service in accordance with Part B of this Annex up to the point where BT sends you any Service Deliverables or makes them available to you as set out in any applicable Order ("**Service Management Boundary**").

4.2 BT will have no responsibility for the BT Threat Intelligence Service outside the Service Management Boundary.

4.3 BT's sole responsibility to you in respect of the Service Deliverables is to ensure that they comply with the service delivery parameters we have agreed in any applicable Order.

4.4 BT will have no responsibility for anything you may or may not decide to do on the basis of the Service Deliverables you receive from BT via the BT Threat Intelligence Service.

5 Associated Services and Third Parties

5.1 If BT provides you with any services other than the BT Threat Intelligence Service this Annex will not apply to those services and those services will be governed by their separate terms.

6 Specific Terms and Conditions

6.1 ***Minimum Period of Service, Opt Out and Renewal Periods***

6.1.1 The minimum period of service means a period of 12 consecutive months beginning on the Service Start Date, unless set out otherwise in any applicable Order ("**Minimum Period of Service**" or "**MPS**").

6.1.2 Notwithstanding the MPS, you may opt out of the BT Threat Intelligence Service within the First Quarter by Notice in writing to BT at least 30 days before the end of the First Quarter. ("**Notice to Opt Out**").

6.1.3 If you issue a Notice to Opt Out in accordance with Paragraph 6.1.2, BT will cease delivering the BT Threat Intelligence Service at the time of 23.59 on the last day of the First Quarter and no Charges shall be payable for the use of the BT Threat Intelligence Service up to that point. For the avoidance of doubt Paragraphs 6.4.1 and 6.4.2 will not apply where you have issued a Notice to Opt Out.

6.1.4 You may request an extension to the BT Threat Intelligence Service for a Renewal Period by Notice in writing to BT at least 90 days before the end of the MPS or Renewal Period ("**Notice of Renewal**").

6.1.5 If you issue a Notice of Renewal in accordance with Paragraph 6.1.4, BT will extend the BT Threat Intelligence Service for the Renewal Period and:

(a) BT will continue to provide the BT Threat Intelligence Service;

(b) the Charges applicable during the MPS will cease to apply and BT will invoice you the Charges set out in the Order from expiry of the MPS; and

(c) both of us will continue to perform each of our obligations in accordance with the Contract.

6.1.6 If you do not issue a Notice of Renewal in accordance with Paragraph 6.1.1, BT will cease delivering the BT Threat Intelligence Service at the time of 23:59 on the last day of the MPS or subsequent Renewal Period.

6.1.7 BT may propose changes to this Annex or the Charges (or both) by giving you Notice at least 90 days prior to the end of the MPS and each Renewal Period ("**Notice to Amend**").

6.1.8 Within 21 days of any Notice to Amend, you will provide BT Notice:

(a) agreeing to the changes BT proposed, in which case those changes will apply from the beginning of the following Renewal Period;

(b) requesting revisions to the changes BT proposed, in which case both of us will enter into good faith negotiations for the remainder of that MPS or Renewal Period, as applicable, and, if agreement is reached, the agreed changes will apply from the beginning of the following Renewal Period; or

(c) terminating the Contract at the end of the MPS or Renewal Period, as applicable.

6.1.9 If we have not reached agreement in accordance with Paragraph 6.1.8(b) by the end of the MPS or the Renewal Period, the terms of this Annex will continue to apply from the beginning of the following Renewal Period unless you give Notice in accordance with Paragraph 6.1.8(c) or BT may give Notice of termination, in which case BT will cease delivering the BT Threat Intelligence Service at the time of 23:59 on the last day of the MPS or subsequent Renewal Period as applicable.

6.2 ***Service Start Date***

6.2.1 If you request a change to the BT Threat Intelligence Service or any part of the BT Threat Intelligence Service, then BT may revise the Service Start Date to accommodate that change.

6.2.2 BT may expedite delivery of the BT Threat Intelligence Service for operational reasons or in response to a request from you, but this will not revise the Service Start Date.

6.3 ***Invoicing***

6.3.1 Unless set out otherwise in any applicable Order, BT will invoice you for the following Charges in the amounts set out in any applicable Order:

(a) if applicable, any Installation Charges, on the Service Start Date, or where the installation period is estimated to be longer than one month, monthly in arrears starting from when you place an Order until the Service Start Date;

(b) subject to Paragraph 6.3.3, Recurring Charges annually in advance;

(c) any Professional Services Charges;

(d) if applicable, any De-installation Charges within 60 days of de-installation of the BT Threat Intelligence Service; and

(e) any Termination Charges incurred in accordance with Paragraph 6.4.2 upon termination of the relevant Service.

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

(a) Charges for investigating Incidents that you report to BT where BT finds no Incident or that the Incident is caused by something for which BT is not responsible under the Contract;

(b) Charges for commissioning the BT Threat Intelligence Service in accordance with Paragraph 7.2 outside of Business Hours;

(c) Charges for expediting provision of the BT Threat Intelligence Service at your request after BT has informed you of the Service Start Date; and

(d) any other Charges as set out in any applicable Order or the BT Price List or as otherwise agreed between both of us.

6.3.3 For any period where the BT Threat Intelligence Service is provided to you for less than one year, BT will invoice you the Recurring Charges on the basis of the hours spent by our analysts in delivering the BT Threat Intelligence Service to you at such rates and billing intervals as set out in the applicable Order.

6.4 ***Termination Charges at the end of the Contract***

6.4.1 If you terminate the Contract, the BT Threat Intelligence Service or any applicable Order for convenience in accordance with Clause 17 of the General Terms you will pay BT:

(a) all outstanding Charges for service rendered;

(b) any De-installation Charges;

(c) any additional amounts due under the Contract;

(d) any other Charges as set out in any applicable Order; and

(e) any other charges reasonably incurred by BT from a supplier as a result of the early termination.

6.4.2 In addition to the Charges set out at Paragraph 6.3.1 above, if you terminate during the MPS or any Renewal Period, unless you have issued a Notice of Opt Out in accordance with Paragraph 6.1.2, you will pay BT:

(a) for any parts of the BT Threat Intelligence Service that were terminated during the first 12 months of the MPS, Termination Charges, as compensation, equal to 100 per cent of the Recurring Charges for any remaining months of the first 12 months of the MPS;
for any parts of the BT Threat Intelligence Service that were terminated during a Renewal Period, Termination Charges, as compensation, equal to 20 per cent of the Recurring Charges for any remaining months of the Renewal Period.

6.5 ***TUPE Regulations***

6.5.1 Both of us agree that each of us do not intend for the commencement of all or part of the BT Threat Intelligence Service under the Contract to constitute a relevant transfer for the purposes of the TUPE Regulations.

6.5.2 You agree to indemnify BT and keep BT indemnified against any Liabilities arising out of or in connection with any Claim or decision by a court or tribunal that the contract of employment of any Staff has transferred to BT under the TUPE Regulations or otherwise as a result of both of us entering into the Contract, including any liability for failure to inform and consult under the TUPE Regulations.

6.5.3 If any contract of employment of any Staff has effect (or is argued to have effect) as if originally made between BT and those Staff as a result of the TUPE Regulations or otherwise at any time, then BT may, on becoming aware of that effect (or argued effect):

(a) terminate the contract of employment of that Staff and you agree to indemnify BT against any Liabilities arising out of such termination and against any sum payable to or in respect of such Staff prior to termination of employment; or

(b) continue to employ that Staff, in which case, you agree to indemnify BT against any Employment Costs of continuing to employ such Staff. Your liability under this Paragraph 6.5.3(b) is capped at a maximum of 12 months' Employment Costs.

6.5.4 The indemnities in Paragraphs 6.5.2 and 6.5.3(a) are not subject to the limitation of liability set out in Clause 22 of the General Terms.

6.6 ***Service Amendment***

6.6.1 You may request, by giving BT Notice, a change to:

(a) an Order for the BT Threat Intelligence Service (or part of an Order) at any time before the applicable Service Start Date; or

(b) the BT Threat Intelligence Service at any time after the Service Start Date.

6.6.2 If you request a change in accordance with Paragraph 6.6.1, except where a change results from BT's failure to comply with its obligations under the Contract, BT will, within a reasonable time, provide you with a written estimate, including:

(a) the likely time required to deliver the changed BT Threat Intelligence Service; and

(b) any changes to the Charges due to the changed BT Threat Intelligence Service.

6.6.3 BT has no obligation to proceed with any change that you request in accordance with Paragraph 6.6.1, unless and until the necessary changes to the Charges, implementation timetable and any other relevant terms of the Contract to take account of the change are agreed between both of us in writing.

6.6.4 If BT changes the BT Threat Intelligence Service prior to the Service Start Date because you have given BT incomplete or inaccurate information, BT may, acting reasonably, apply additional Charges.

Part B – Service Delivery and Management

7 BT's Obligations

7.1 ***Service Delivery***

Before the Service Start Date and, where applicable, throughout the provision of the BT Threat Intelligence Service, BT will:

7.1.1 arrange an initial meeting with you to understand your business and discuss the criteria for customising the BT Threat Intelligence Service;

7.1.2 provide you with contact details for the BT Contact and the Assigned Analyst (if applicable); and

7.1.3 comply with all reasonable health and safety rules and regulations and reasonable security requirements that apply at the Site(s) and that you have notified to BT in writing, but BT will not be liable if, as a result of any such compliance, BT is in breach of any of its obligations under this Contract; and

7.1.4 provide you with a Service Start Date and will use reasonable endeavours to meet any Service Start Date.

7.2 ***Commissioning of the Service***

Before the Service Start Date, BT will:

7.2.1 configure the BT Threat Intelligence Service;

7.2.2 conduct a series of standard tests on the BT Threat Intelligence Service to ensure that it is configured correctly; and

7.2.3 on the date that BT has completed the activities in this Paragraph 7.2, confirm to you the Service Start Date.

7.3 ***During Operation***

On and from the Service Start Date, BT:

7.3.1 will respond and use reasonable endeavours to remedy an Incident without undue delay if you report an Incident with the BT Threat Intelligence Service or the BT Network;

7.3.2 may carry out Maintenance from time to time and will use reasonable endeavours to inform you at least five Business Days before any Planned Maintenance on the BT Network, however, BT may inform you with less notice than normal where Maintenance is required in an emergency; and

7.3.3 may, in the event of a security breach affecting the BT Threat Intelligence Service , require you to change any or all of your passwords.

7.4 ***The End of the Service***

On expiry or termination of the Service by either of us, BT will provide configuration information relating to the BT Threat Intelligence Service provided at the Site(s) in a format that BT reasonably specifies.

8 Your Obligations

8.1 ***Service Delivery***

Before the Service Start Date and, where applicable, throughout the provision of the BT Threat Intelligence Service, you will:

8.1.1 provide BT with the names and contact details of the Customer Contact, but BT may also accept instructions from a person who BT reasonably believes is acting with your authority;

8.1.2 provide BT with any information reasonably required without undue delay;

8.1.3 provide BT with access to any Site(s) during Business Hours, or as otherwise agreed, to enable BT to set up, deliver and manage the BT Threat Intelligence Service;

8.1.4 complete any preparation activities that BT may request to enable you to receive the BT Threat Intelligence Service promptly and in accordance with any reasonable timescales; and

8.1.5 provide BT with Notice of any health and safety rules and regulations and security requirements that apply at the Site(s).

8.2 ***During Operation***

On and from the Service Start Date, you will:

8.2.1 ensure that users report any issues or queries with the BT Threat Intelligence Service to the Customer Contact and not to the BT Contact or the Assigned Analyst;

8.2.2 ensure that the Customer Contact will take queries or issues in relation to the BT Threat Intelligence Service from users and pass these to the BT Contact using the reporting procedures agreed between both of us, and is available for all subsequent Incident management communications;

8.2.3 monitor and maintain any Customer Equipment connected to the BT Threat Intelligence Service or used in connection with the BT Threat Intelligence Service;

8.2.4 ensure that any Customer Equipment that is connected to the BT Threat Intelligence Service or that you use, directly or indirectly, in relation to the BT Threat Intelligence Service is:

(a) adequately protected against viruses and other breaches of security;

(b) technically compatible with the BT Threat Intelligence Service and will not harm or damage BT Equipment, the BT Network, or any of BT's suppliers' or subcontractors' network or equipment; and

(c) approved and used in accordance with relevant instructions, standards and Applicable Law and any safety and security procedures applicable to the use of that Customer Equipment; and

8.2.5 immediately disconnect any Customer Equipment, or advise BT to do so at your expense, where Customer Equipment does not meet any relevant instructions, standards or Applicable Law;

8.3 ***The End of the Service***

On expiry or termination of the BT Threat Intelligence Service by either of us, you will promptly return or delete any confidential information that you have received from BT during the term of the Contract.

9 Notification of Incidents

Where you become aware of an Incident:

9.1 the Customer Contact will report it to the BT Contact;

9.2 BT will give you a Ticket;

9.3 BT will inform you when it believes the Incident is cleared and will close the Ticket when:

9.3.1 you confirm that the Incident is cleared within 24 hours after having been informed; or

9.3.2 BT has attempted unsuccessfully to contact you, in the way agreed between both of us in relation to the Incident, and you have not responded within 24 hours following BT's attempt to contact you.

9.4 If you confirm that the Incident is not cleared within 24 hours after having been informed, the Ticket will remain open, and BT will continue to work to resolve the Incident.

Part C –Service Targets

10 Service Targets

There are no Service Levels for the BT Threat Intelligence Service, however for indicative purposes only, BT offers the following Service Targets:

10.1 ***Intelligence Alerts***

To be delivered to you via e-mail within 24 hours of issue being identified.

10.2 ***Quarterly Industry Sector Profile***

To be delivered to you on the 5th working day of the start of the quarter. Quarters are defined as:

Quarter	Month
Q1	**April**, May, June
Q2	**July**, August, September
Q3	**October**, November, December
Q4	**January**, February, March

10.3 ***Campaign Alert***

BT will issue the Campaign Alert once sufficient co-ordinated activity has been seen from a threat actor deeming it a Campaign within 24 hours of the Campaign being identified.

10.4 ***Historic Threat Hunting***

The Threat Hunting summary report will be delivered via e-mail within 1 business day following the Intelligence Alert being issued (where it contains a BT Risk Rating of High or Critical).

10.5 ***Request for Information (RFI) – Premium level only***

Your CTI analyst will provide a response to an RFI within 5 working days. You can request up to 8 RFIs per year within tariff, if more are required, additional RFI bundles can be purchased upon request. Emergency RFI bundles may also be purchased..

10.6 ***Cyber Threat Hunting***

BT will routinely conduct threat hunts against live log data looking for Threat Actors. BT will issue a threat h unting summary report within 1 business day upon identification of suspicious activity. A monthly summary of the Threat Hunting activity will also be provided.

10.7 ***Exceptions***

Reasonable adjustments will be made to delivery of products in consideration of regional public holidays.

Part D – Defined Terms

11 Defined Terms

In addition to the defined terms in the General Terms and Service Schedules, capitalised terms in this BT Threat Intelligence Annex will have the below meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms and Service Schedules these defined terms will take precedence for the purposes of this Annex). BT has repeated some definitions in this Annex that are already defined in the General Terms and Service Schedules. This is to make it easier for you to find the definitions when reading this Annex.

"**Assigned Analyst**" means the analyst assigned to you (if applicable).

"**BT Contact**" means the customer support desk available Monday to Friday during Business Hours and which can be contact by emailing CentralCTI@bt.com

"**BT Price List**" means the document containing a list of BT's charges and terms that may be accessed at: www.bt.com/pricing (or any other online address that BT may advise you).

"**BT Threat Intelligence Service**" has the meaning given in Paragraph 1.1**Error! Reference source not found.**.

"**Business Hours**" means between the hours of 0800 and 1700 in a Business Day.

"**Campaign**" means a time-bounded set of activity(ies) that uses particular techniques against a set of targets

"**Content**" means applications, data, information (including emails), video, graphics, sound, music, photographs, software or any other material.

"**CSP**" (applicable to BT Managed Firewall Security Customers only) means your customer security policy containing the security rules, set and owned by you, that are applied to the BT Equipment or Customer Equipment and determine the operation of the BT Managed Firewall Security Service.

"**CTI Analysts**" or "**Cyber Threat Intelligence Analysts**" means specialist analysts who leverage multiple intelligence sources to conduct detailed analysis in order to identify, monitor, assess, and counter cyber threats.

"**Customer Contact**" means any individuals authorised to act on your behalf for BT Threat Intelligence Service management matters.

"**Customer Equipment**" means any equipment including any Purchased Equipment and any software, other than BT Equipment, used by you in connection with the BT Threat Intelligence Service.

"**Cyber Threat Intelligence Analysts**" or "**CTI Analysts**" means specialist analysts who leverage multiple intelligence sources to conduct detailed analysis in order to identify, monitor, assess, and counter cyber threats.

"**De-installation Charges**" means the charges payable by you on de-installation of the BT Threat Intelligence Service that are equal to the then current rates for Installation Charges on the date of de-installation.

"**General Terms**" means the general terms that this Annex is attached to, or where not attached to this Annex, can be found at www.bt.com/terms, and form part of the Contract.

"**Incident**" means an unplanned interruption to, or a reduction in the quality of, the BT Threat Intelligence Service or particular element of the BT Threat Intelligence Service.

"**Installation Charges**" means those Charges set out in any applicable Order in relation to installation of the BT Threat Intelligence Service.

"**Internet**" means a global system of interconnected networks that use a standard Internet Protocol to link devices worldwide.

"**Internet Protocol**" or "**IP**" means a communications protocol for devices connected to the Internet that specifies the format for addresses and units of transmitted data.

"**IP Address**" means a unique number on the Internet of a network card or controller that identifies a device and is visible by all other devices on the Internet.

"**IOCs**" means indicators of compromise.

"**Minimum Period of Service**" or "**MPS**" has the meaning given in Paragraph 6.1.1.

"**Notice to Opt Out**" has the meaning given in Paragraph 6.1.2.

"**Notice of Renewal**" has the meaning given in Paragraph 7.1.1.

"**Notice to Amend**" has the meaning given in Paragraph 6.1.7.

"**Planned Maintenance**" means any Maintenance BT has planned to do in advance.

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

"**Recurring Charges**" means the Charges for the BT Threat Intelligence Service or applicable part of the BT Threat Intelligence Service that are invoiced repeatedly in every payment period (e.g. every month), as set out in any applicable Order.

"**Renewal Period**" means for each BT Threat Intelligence Service, the initial 12 month period following the MPS, and each subsequent 12 month period.

"**Service Deliverables**" means any information that BT has agreed to provide to you as part of the BT Threat Intelligence Service, including any briefings, digests, summaries, reports, and other written materials.

"**Service Management Boundary**" has the meaning given in Paragraph 5.1.

"**Service Schedules**" means, for the purposes of this Annex, the Managed Firewall Security; Managed SIEM Security; and/or Cloud SIEM Security Schedules to the General Terms as applicable

"**Site**" means a location at which the BT Threat Intelligence Service is provided.

"**Standard Service Components**" has the meaning given in Paragraph 2.
"**Ticket**" means the unique reference number provided by BT for an Incident and that may also be known as a "**fault reference number**".
"**Threat Actor**" means an individual or a group posing a threat.
"**TTPs**" means Threat Actor tactics, techniques and procedures.