

Connected Cloud Edge Service Schedule

Section A – The Service

1. STANDARD COMPONENTS OF THE SERVICE

- 1.1** BT will provide the Customer with the following standard service components in accordance with the details as set out in any applicable Order:
- 1.1.1 Managed Devices:** these are routers and other networking devices that can be deployed in the available locations for the Service. Managed Devices are deployed as dedicated instances, implemented upon a shared computing infrastructure. Managed Devices are described in the Service Catalogue and will be set out in the Order; and
- 1.1.2 Connections:** provide connectivity between the Managed Device and external services including private WAN, Internet, co-location and public cloud ports only as set out within the Service Management Boundary detailed in section 3. Connections are implemented as virtual circuits upon a shared networking infrastructure. Connection options, including speed, resilience and available network services are defined in the Service Catalogue and will be set out in the Order.
- 1.1.3 Service Design and Deployment**
- (a) Solution Design: Production of a high-level solution design document for the Service ordered.
 - (b) Implementation Plan: A plan detailing the implementation activities related to the delivery of the Service, including responsibilities on the Customer, Enabling Services and third parties that need to be completed so that the applicable Order can be fulfilled.
 - (c) Service Configuration: Implementation of initial Service configuration to Managed Devices.
- 1.1.4 Service Management**
- (a) Service Desk: access to a 24 hours a day 7 days per week Service Desk that will provide support to the components deployed in the Service.
 - (b) Change Management: Implement simple change requests as defined in the Service Catalogue. To validate changes which are outside the scope of a simple change request, with progression to appropriate team who will acknowledge requirements and identify next steps to proceed (which may require an additional Order).
 - (c) Monitoring: Proactive monitoring of Managed Devices, identifying, resolving, or notifying the Customer of actions required to ensure ongoing operation of the Service.
 - (d) Incident Resolution: Management of Incidents related to the Service for deployed Managed Devices, Infrastructure Devices, Connections and other items set out in an applicable Order.

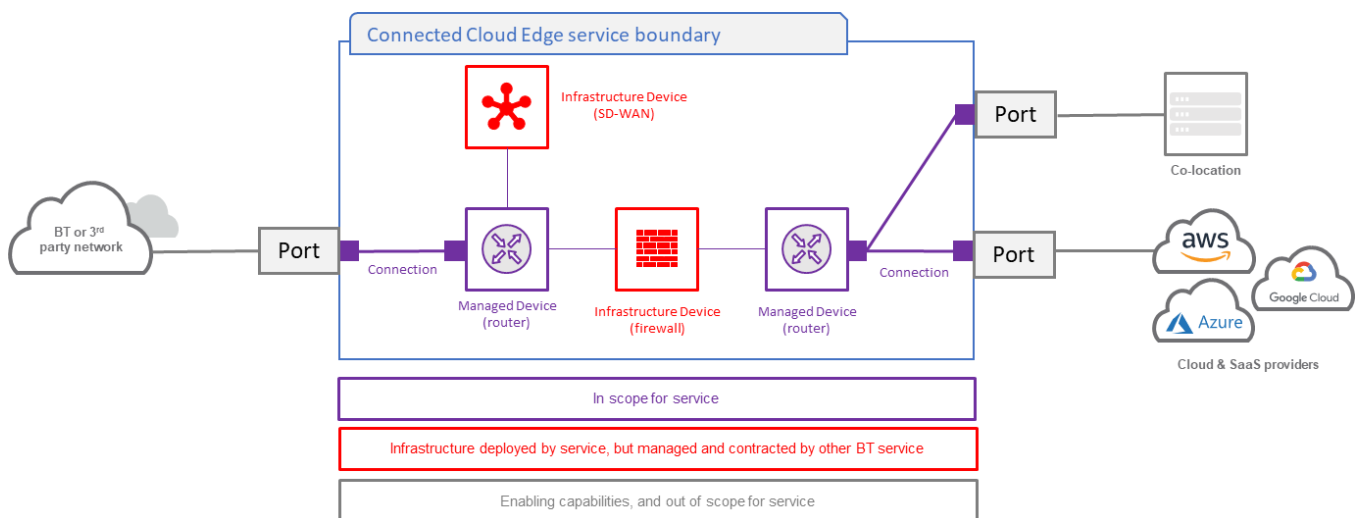
2. SERVICE OPTIONS

- 2.1** BT will provide the Customer with any of the following options as set out in any applicable Order and in accordance with the details as set out in that Order:
- 2.1.1 Connections:** further connections between Managed and Infrastructure Devices and ports can be ordered as part of the Service;
- 2.1.2 Ports:** only where available and agreed with BT; and

2.1.3 Infrastructure Devices: Devices including SD-WANs and firewalls can be deployed by the Service in available locations. Infrastructure Devices are deployed as dedicated instances, implemented over a shared computing infrastructure. Infrastructure Devices, locations, scale, inter-device connections and resilience options are detailed in the Service Catalogue and where the Customer requires BT to deploy an Infrastructure Device this will be set out in the Order. Whilst Infrastructure Devices can be deployed as part of this Service they are subject to separate terms and conditions.

3. SERVICE MANAGEMENT BOUNDARY

3.1 BT's responsibility to provide and manage the Service is physically and logically limited to the following service management boundary shown in purple and set out within the solid blue line of the diagram below ("**Service Management Boundary**"):



3.2 With the exception of items described in sections 1 and 2, BT bears no responsibility for any virtual or physical infrastructure or Enabling Services (with the exception of Enabling Services provided by BT which will be provided in accordance with their separate terms).

3.3 Whilst the Service may be designed and configured to achieve a defined throughput of traffic, the actual performance achieved may differ based on the profile of traffic passed through the Service for which BT has no control.

3.4 Whilst the Service enables traffic to be routed between different connected clouds, networks and other services, it will be the Customer's responsibility to ensure that the traffic routes presented are within the limits of the Service outlined in a design and summarised as part of the Order.

4. ENABLING SERVICES

4.1 The services that the Customer is required to obtain in order to receive this Service ("**Enabling Services**") are:

4.1.1 a compatible network, either purchased from BT under separate terms or through a third-party provider;

4.1.2 ports, if applicable, which provide a physical connection onto the infrastructure used by BT to deliver Connections to deployed devices.

4.1.3 cloud services, either purchased from BT under separate terms or through a third-party Cloud provider.

as demonstrated in the diagram in section **Error! Reference source not found.**. The specific Enabling Service will be dependent on the solution the Customer requires and BT will inform the Customer of the Enabling Services prior to Order.

5. COMMISSIONING OF THE SERVICE

5.1 Before the Operational Service Date, BT will:

- 5.1.1 configure the Service;
- 5.1.2 conduct a series of standard tests on the Service to ensure that it is configured correctly;
- 5.1.3 connect the Service to each Enabling Service; and
- 5.1.4 on the date that BT has completed the activities in this section 5.1, confirm to the Customer that the Service is available for performance of any Acceptance Tests.

6. ACCEPTANCE TESTS

- 6.1 The Customer will carry out the Acceptance Tests for the Service within five Business Days after receiving notice from BT ("**Acceptance Test Period**").
- 6.2 The Service is accepted by the Customer if the Customer confirms acceptance in writing during the Acceptance Test Period or is treated as being accepted by the Customer if the Customer does not provide BT with notice to the contrary by the end of the Acceptance Test Period.
- 6.3 Subject to section 6.4 the "**Operational Service Date**" will be the earlier of the following:
 - 6.3.1 the date that the Customer confirms or BT deems acceptance of the Service in writing in accordance with section 6.2; or
 - 6.3.2 the date of the first day following the Acceptance Test Period.
- 6.4 If, during the Acceptance Test Period, the Customer provides BT notice that the Acceptance Tests have not been passed, BT will remedy the non-conformance without undue delay and provide the Customer notice that BT has remedied the non-conformance and inform the Customer of the Operational Service Date.

Section C – Service Management

The Service Management Schedule as referred to in the Order will apply to this Service.

Where BT provides break fix under the Service Management Schedule and BT has also provided the Customer with ports, then any fibre connecting the port to the Customer's infrastructure is not part of the break fix calculation.