

Applications

Schedule to the General Terms

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1. The BT Managed Microsoft Unified Communications and Collaboration Service (Marketed as One Enterprise Microsoft)

1.1. Service Overview

1.1.1. The Service

- (a) The Service is a modular managed Service comprising a range of Service options and features that can be combined in different ways to meet the Customer's requirements.
- (b) The Service is provided using applications running on Purchased Equipment and Software (UCC infrastructure) located at the Customer's Site(s).
- (c) Service Options include UCC Design and Implement, UCC Application Support and Customer Service Desk.
- (d) Additional optional Services are available for an additional charge. These include Customer Service Management and Professional Services.
- (e) The Service includes the On Time Delivery Service Level as standard.
- (f) The core UCC Services outlined in paragraph 1.1.1(g) below include as standard the Service Availability & Restoration – Tier 2 (availability targets applicable for IP Telephony Solutions) Service Level.
- (g) The core UCC Services which include the Service Availability & Restoration – Tier 2 Service Level are: Instant Messaging and Presence, peer to peer audio and video calling, Enterprise Voice Capabilities and Audio-Video-Web conferencing within the Enterprise. All other UCC Services and features do not include the Service Availability & Restoration – Tier 2 Service Level.
- (h) If the Customer orders the UCC Application Support Service the Minimum Period of Service for each Site shall be either 3 or 5 years. A 1 year Minimum Period is not available for the UCC Application Support Service.

1.1.2. UCC Design and Implement Service

If the Customer orders the UCC Design and Implement Service as detailed in the Order Form, the following conditions shall apply:

- (a) BT will appoint a project manager to manage the implementation of the Service and act as a single point of contact for the Customer in all matters relating to the project. The project manager will be available to meet the Customer to agree the implementation plan and conduct project review meetings as appropriate.
- (b) This option is available in the UK.
- (c) BT will arrange for the CPE to be delivered to Site. Subject to any Site constraints, BT or a BT approved supplier will unpack and install the Purchased Equipment or BT Equipment at Site. BT or its suppliers will connect the CPE to the power supply and ensure that it powers up correctly. The Customer is responsible for the disposal of all surplus packaging.

- (d) If the Customer requires PBX integration, BT or its supplier will install and manage an IP Media Gateway (which will be Purchased Equipment or BT Equipment as detailed in the Order Form) at the Customer's Site which will consist of hardware and software as required by the Customer and the number of Users supported as specified in the Order Form.
- (e) BT will carry out a standard set of tests to ensure that the configuration is working correctly. As part of these set of tests, BT may migrate one or more Users onto the Service to verify that it is functioning correctly. Unless stated otherwise in the Order Form or otherwise agreed in writing, migration of all other Users onto the Service is the Customer's responsibility.
- (f) The Service Start Date occurs on the earlier of the successful completion of the tests or the date when BT notifies the Customer that the Service is available for use and will support the volume of Users specified in the Order Form. The Operational Service Date is independent of any migration of Users by either the Customer or BT.
- (g) Acceptance of the Service by the Customer shall not be deferred on account of any minor faults which do not materially affect the performance of the Service, although BT will take reasonable steps to correct any such faults as soon as practicable.
- (h) For the purposes of this section work will be carried out during a Business Day. The Customer will pay BT an additional sum for any work that is carried out outside of these times.
- (i) For operational reasons BT may occasionally change the Purchased Equipment specified in the Order Form after technical validation of the Service has occurred and/or raise additional charges for any additional Service(s) including any Purchased Equipment ordered by the BT Face to Face Project Manager omitted from the initial Order Form. In such circumstances BT will inform the Customer of the revised Charges and these will be invoiced in accordance with the General Terms.

1.1.3. UCC Application Support Service

If the Customer orders the UCC Application Support Service as detailed in the Order Form, the following conditions shall apply:

- (a) Remote Diagnostics and Repair
 - (i) BT will provide a UK fault repair Service operating twenty four hours per day, seven days per week, including national, public or bank holidays.
 - (ii) BT engineers will interrogate the Service remotely using the management connections to determine which element(s) of the Service is causing the problem(s) reported by the Customer and diagnose precisely the root cause(s) of this problem. Where possible the problem will be rectified remotely. Where it is not possible to fix the problem remotely a field visit will be scheduled for hardware replacement.
 - (iii) BT will aim to restore Service failures within four hours of the fault being logged except where the repair requires a field visit.
 - (iv) BT will raise time-related Charges for support calls resulting from service failures caused by errors in CPE configuration managed by the Customer.
 - (v) The general maintenance provisions will apply to all elements of the Repair Service.
- (b) Planned Maintenance

- (i) From time to time, BT may schedule maintenance work planned in advance to be carried out by BT or on behalf of BT that may cause the Service to be suspended ('Planned Maintenance'). Where possible, Planned Maintenance will be during low usage periods outside Working Hours. Before doing so BT will give the Customer as much notice as possible, and whenever practicable will agree with the Customer when the Service will be suspended.
 - (ii) Emergency maintenance, updates, and other procedures will be scheduled by BT on a case-by-case basis, notice will be given to the Customer where practicable.
- (c) Proactive Monitoring
 - (i) All Service components including hardware operating systems and applications are remotely monitored by BT twenty four hours a day seven days a week including national, public or bank holidays.
 - (ii) The precise nature of the alarms raised varies according the type of application, operating system, hardware and configuration.
 - (iii) Alarms presented to the BT Management Centre are assessed based on priority according to the impact on the availability of the application. The BT Service desk will pro-actively track all such incidents.
- (d) Patch Management
 - (i) Patches are frequently issued by software suppliers to address vulnerabilities identified in their software which may affect application stability, performance or security if left unattended. As part of this Service BT tests the suitability of all Operating System (MS Windows) and Application patches within a BT test environment prior to providing patch management.
 - (ii) The provision of vulnerability patches as part of this service is semiautomated however where provision of a patch is known to or likely to temporarily disrupt Service availability, the patch will be applied at a mutually convenient time with the Customer.
- (e) Anti-Virus Management
 - (i) As part of this Service BT will provide antivirus software. Antivirus patterns are maintained at regular intervals (by the use of automated antivirus updates sourced from AV software suppliers via the BT Management platform.
 - (ii) Antivirus software engines are replaced by updated versions whenever a new version of AV software is made available by the supplier. These updates are semi-automated via the BT Management platform.
- (f) Back-up Management
 - (i) BT will provide a configuration backup Service so in the event of a failure or accidental deletion of account, the system can be restored rapidly. Details of the backup schedule and information retention period are available from BT on request.
- (g) Microsoft UCC Reporting

- (i) Information is provided in graphical as well as text format, where appropriate, and if it is available, historical information covering the last twelve months is included where relevant. However, specific details of the content of reports as well as their frequency and format together with the available options and facilities are as specified by BT from time to time.
- (ii) BT will use reasonable endeavours to ensure the accuracy and timeliness of the selected performance reporting package and the availability of any information, which is to be provided online.
- (iii) A suite of reports is provided depending on the applications being provided and managed as part of the Service
- (iv) The Standard suit of reports includes but is not limited to Service Level Reports and
- (v) Additional Reports can be provided at an additional charge under the Professional Services option.

1.2. Customer Service Desk

1.2.1. If the Customer orders Customer Service Desk as detailed in the Order Form, the following conditions shall apply:

- (a) BT will provide the Customer with a single point of contact service desk to which the Customer will report all faults. The Customer Contact Point will contact the service desk using the telephone number provided by BT. The Customer acknowledges that, prior to reporting a fault to BT, it will carry out an initial diagnosis to ensure that only faults in the Service are reported to BT.
- (b) The service desk will aim to answer all telephone calls in less than fifteen seconds and provides service twenty-four hours per day, seven days per week including all national, public and bank holidays, across all of the elements that make up the Service.
- (c) The Service desk will take full ownership and manage the fault end to end and where appropriate escalate problems to senior managers and technical experts.
- (d) BT will aim to respond to the Customer within fifteen minutes of a fault first being reported.
- (e) The Customer can report, track and provide updates to the BT service desk by telephone or online via the BT Service Portal. Fault histories can also be viewed online via the Service Portal.
- (f) BT will keep the Customer informed throughout the resolution of a problem at the regular intervals agreed with the Customer at the time of reporting the fault (minimum interval one hour). Updates to the Customer can be provided by telephone, email or online via the Service Portal.

1.2.2. BT Equipment

- (a) Purchased Equipment will be provided as set out in the Equipment Schedule.
- (b) Purchased Equipment and Third Party Software will be installed with a standard operating system, a web server, remote access Software and monitoring agents.

1.2.3. Technical Requirements

- (a) In order to access the Service, the Customer must at its own expense ensure that its personal computers ("PCs") and any mobile devices which require access to the Service are of sufficient technical specification to meet the requirements for the client applications as required by Microsoft. These requirements are a desktop Software environment which includes Windows XP, Windows Vista or Windows 7, Outlook 2003 or 2007 or 2010 and, Office 2003 or 2007 and 2010.
- (b) BT does not warrant and accepts no liability for the quality of any IP telephony voice calls which are made across any network utilising this Service.

1.3. Customer Admin Tool

1.3.1. BT will provide the Customer with information on the Customer Admin Tool which will enable the system administrator(s) to independently manage their own Users. Details of the availability of this feature including how to access it will be included in the Customer hand book. The Customer hand book is the user guide provided by BT.

1.4. Service Management Boundary

1.4.1. Where the Service is deployed in the Customer premises, BT responsibility under this Contract for the BT Managed Microsoft UCC Service ends at the BT Equipment (including the hardware and Software components) installed at the Site and the associated management link which is installed by BT for the remote management of the Service. This includes provisioning, maintenance and management of all elements up to this Service Management Boundary.

1.5. The Customer's Responsibilities

In addition to any other responsibilities stated elsewhere in this Contract the Customer is also responsible for:

1.5.1. General Customer Responsibilities

- (a) The provision and management of all PCs, mobile devices and the associated client applications such as Lync and Office Outlook and all integrated applications such as Microsoft Exchange Server and Microsoft Lync, all correctly maintained and licenced at the Customer expense and in accordance with manufacturer or supplier instructions. Licences can be purchased by the Customer under its existing 'Microsoft Enterprise' or 'Select' agreement. A list of the minimum licence requirements will be as detailed by BT and may be amended from time to time;
- (b) Providing BT with all information reasonably required for BT to provide any agreed integration to the Customer's CPE including but not limited to IP addressing and security. The Customer will be responsible for providing and maintaining all Customer CPE and for providing access to Customer CPE as required by BT from time to time;
- (c) The creation, maintenance and design of all Customer Information and ensuring that it complies with any applicable legislation relevant to the provision of such Customer Information;
- (d) Where archiving is made available to the Customer under any of the applications then the Customer acknowledges that the Customer is responsible for:
 - (i) compliance with all regulations and/or legislation regarding the monitoring and analysis of such actions and transactions, and for informing employees of such monitoring as appropriate and obtaining any required consents; and
 - (ii) setting and communicating its own internal policy on the appropriate use of the Service.

- (e) Training of Users on the use of the Service;
- (f) Ensuring that external Users have the appropriate client(s) installed on their desktop;
- (g) Unless expressly stated otherwise, the Customer is responsible for making all arrangements and paying all fees associated with the provision and maintenance of its Domain Names that will be in use and for the ongoing deployment and configuration of its Domain Name Server;
- (h) Unless expressly stated otherwise, the Customer is responsible for making all arrangements and paying all fees associated with the provision and maintenance of any public certificates that will be in use for purposes of enabling federation and external access to the Service;
- (i) The Customer is responsible for the payment of all PSTN, SIP Trunking Mobile and internet Service charges incurred in accessing the Service;
- (j) Audio and Video Quality of Service:-

Microsoft has developed proprietary codecs, RT Audio and RT Video, to:

- (i) maximise performance of Lync audio and video;
- (ii) overcome packet loss and correct errors across networks;
- (iii) deliver superior sound and video quality; and
- (iv) alleviate the need for network layer QoS.

1.6. BT is not responsible for any degradation to the quality of audio and video on the service. The Customer understands and agrees that the service may be impaired by the uploading or downloading of data on the Customer's network. It is the Customer's responsibility to ensure that there is sufficient bandwidth available to meet its requirements and to allow all of its services to co-exist.

1.6.1. Customer Responsibilities (Specific to the UCC Design and Implement Service)

In addition to other responsibilities defined in paragraph 1.5.1 above and elsewhere in this Contract the Customer is also responsible for:

- (a) All configuration of access to the Service including configuration of its network, firewall, DNS, routers, personal computers and home access arrangements for its Users;
- (b) The provision, installation and configuration, of equipment and cables connected to the Service but not provided by BT under this Service Schedule, including but not limited to any equipment the Customer may require for the purposes of carrying out its own network management;
- (c) Providing an NTP clock source which BT can use for edge server synchronization.

1.6.2. Customer Responsibilities (Specific to the Applications Support Service)

In addition to other responsibilities defined in paragraph 1.5.1 above and elsewhere in this Contract the Customer is also responsible for:

- (a) Providing all information reasonably required by BT to provide any agreed integration with the Customer's own applications such as the Customer's own Anti-Virus Platform. The Customer is responsible for providing and maintaining any such application(s) and for providing access to it as required by BT for the duration of the Service;
- (b) The creation, maintenance and design of all Customer Information and ensuring that it complies with any applicable legislation relevant to the provision of such Customer Information;
- (c) Maintaining a copy of the Customer's latest Active Directory and Client configuration details to enable reloading as agreed with BT in the event of failure to these components. This copy must be taken by the Customer before and after Service installation or as otherwise agreed with BT;
- (d) The operation, monitoring and maintenance of equipment and cables connected to the Service but not provided by BT under this Service Schedule, including but not limited to any equipment it may require for the purposes of carrying out its own network management;
- (e) The introduction and maintenance of any necessary security precautions, and ensuring that Users take precautions, to protect from the possibility of hacking and viruses when using the Service. The Customer must ensure they implement suitable security Services/policies covering this, including but not limited to, physical PC, personal firewalling, virus protection, user data encryption, and also abuse potential related to the access technology used;
- (f) Where an employer is legally required to make the following such disclosures to its employees, it is the Customer's responsibility to
 - (i) inform its employees and Users that as part of the Service being deployed by BT, the usage of any targeted applications by the Customer's employees and/ or Users may be monitored and reported to the Customer by BT;
 - (ii) ensure that the Customer's employees and Users have consented or will be deemed to have consented to such monitoring and reporting, if such consent is legally required; and
 - (iii) ensure that, if legally required labour unions or other internal or external authorities, whose consent or authorisation is required by local law, have consented and/or authorised such monitoring and reporting,

BT shall not be liable for any failure of the Customer to comply with this paragraph 1.6.2(f) and the Customer shall indemnify BT from and against any claims or actions brought by its employees or Users against BT arising out of the delivery of Services by BT in accordance with the terms hereof.

1.6.3. If the Customer has a requirement to weaken the federation security settings implemented by BT or to have Third Party security products deployed, this will be subject to change control procedures. The Customer accepts that weakening the security settings in order to connect the Service to public IM networks may increase the risk of a security breach.

2. BT Managed Microsoft Lync 2010

2.1. Service Overview

The Service provides an enterprise grade real-time collaboration service and communications platform based on Microsoft Lync 2010 and Windows Server 2008, Release 2 edition, providing voice, instant messaging, presence, and conferencing in a single solution. The Service is configured to meet the

options selected by the Customer and deployed by BT on Purchased Equipment installed at the Customer Site.

2.2. Service Features

The Service provides the following basic Lync features and functionality to one hundred and twenty five thousand concurrent Users:

- 2.2.1. Instant Messaging (“IM”) allowing two or more Users to exchange IMs and send IMs to group contacts;
- 2.2.2. Advanced Presence allowing Users and IT administrators to define and publish presence states on behalf of themselves and others;
- 2.2.3. voice and video - allowing Users to make peer to peer audio / video calls, support for VGA and HD video, reduced call time set up and voice and video quality indicators;
- 2.2.4. desktop sharing, allowing Users to share their desktop via the Lync Client;
- 2.2.5. device update service, enabling Lync clients and devices to take regular updates from the Lync file store;
- 2.2.6. daily back ups; and
- 2.2.7. additional features and functionality are delivered via the BT Lync Managed Service Options described below.

2.3. Optional Service Components

- 2.3.1. The BT Managed Microsoft Lync Service consists of a range of services and facilities that can be combined in different ways to meet varying requirements. These services and facilities are optional and may incur additional charges.
- 2.3.2. Any subsequent changes required to these components will be subject to BT’s change control procedures.
- 2.3.3. Optional features, configuration Services and professional Services at additional charges will be as detailed in the Order Form and are available as follows:
 - (a) External Access via desktop or mobile client which enables Users to access the Service via a PC or laptop that is not on the Customer Corporate network or via a mobile device.
 - (b) Enterprise voice capabilities: enables Users to use the Office Communicator client as a soft phone to make calls to and receive calls from PSTN numbers and PBX extensions, and / or use the Office Communicator client to control their desk phone. Additional charges may be incurred to configure voice features and will be as detailed in the Order Form.
 - (c) Integration with Customer’s Unified Messaging solution: enables Users to complete the Lync Enterprise voice experience by integrating a BT Managed Lync solution with their own Microsoft Exchange Unified Messaging solution.
 - (d) Audio and video conferencing: allows Users to host and attend multi-party voice and video conferences on the Customer’s corporate network using the Lync client.

- (e) Web conferencing: allows Users to host and attend web conferences on their corporate network and benefit from a range of features including integrated SIP-based audio and video, application sharing and support for media streaming.
- (f) Dial in Conferencing: enables individual Users to dial into conference using a standard mobile, desk or home phone. Configuration of up to 20 Customer provided dial in numbers is included within the Charges. Additional Professional Services charges may be incurred to configure dial in conferencing features and will be as detailed in the Order Form.
- (g) Group chat: allows Users to collaborate by participating in persistent topic based discussions via IM and allows the System Administrator to establish chat rooms. This option allows the Customer to include group chat archiving. BT does not monitor chat room content and all responsibility for chat room content resides with the Customer. Group chat uses its own client which the Customer will be responsible for installing on the desktops of its Users.
- (h) Connectivity to Other Organisations: the Service offers a choice of two types of connectivity to other organisations (“**federation**”), both of which require the Customer to purchase public certificates from a Certificate Authority (CA):
 - (i) Between companies (enterprise to enterprise) - the federated organisation or partner must have deployed either Lync Office Communications Server 2007 or Live Communications Server 2005. Availability of features or functions will be dependent upon configuration and client version. Both parties must have federation configured and have agreed to federate with each other.
 - (ii) Between the Customer and Public Instant Messaging Networks (PIC / PIM). The PIC / PIM federation option allows the Customer to federate with users on the public IM networks supported by Microsoft for connection to Lync 2010 (MSN, AOL and Yahoo!). The Customer is responsible for purchasing the necessary Microsoft licenses for supporting PIC federation.
- (i) Archiving and Monitoring: enables the Customer to apply Lync Archiving and / or Monitoring capabilities to its Service. Lync Archiving archives all IM conversations, while Lync Monitoring provides a solution for archiving CDRs (call detail records) for group conferences and for usage information related to file transfers, audio/video (A/V) conversations, application sharing, remote assistance, meetings, and conferencing servers in call detail records. BT will provide an archiving retrieval application which allows the Customer to search archived data for specific transactions and export this data for reporting purposes as standard, when the Customer orders the Archiving and/or Monitoring options.
- (j) User Access – Communicator Web Access Reach Client: allows Users to access the Service via the browser based Lync Reach Client. In order to deliver this functionality, BT will provide professional Services to integrate with the Customer’s Microsoft Exchange environment. The Customer must also have deployed Outlook Web Access. There is an option to allow the Customer to provide this capability to internal Users.
- (k) User Access - Single Number Reach: allows Users to have a single number routed to all of the User’s online/ activated devices enabling the User to answer any call on their single reach number. Payment of all PSTN or mobile charges incurred is the responsibility of the Customer.

- (l) Availability: allows the Customer to increase the resilience of its solution. Options for increasing resiliency include Hardware Load Balanced Front End servers and / or clustered Back End Servers for pool resilience, Hardware Load Balanced edge servers for outside user resilience, deploying Survivable Branch Appliances for voice resilience at branch Sites, and deploying data centre failover resilience (disaster recovery). Where there is a requirement for Hardware Load Balancers (Front End clustering) BT will provision Cisco Load Balancers from its LAN portfolio.

2.3.4. The standard Service requires the Customer to order a dedicated management link between the Customer Site and the BT management centre to enable BT to carry out remote management of the Service. There will be additional charges for this link.

2.3.5. Equipment Delivery and Staging

- (a) BT will supply Purchased Equipment as set out in the Equipment Schedule. The Purchased Equipment will be staged before installation. Staging will normally be done at the premises of the BT installer, but may take place at the Customer Site.

2.3.6. Staging

Where applicable, all Purchased Equipment will be staged as standard. The standard Staging Service comprises:

- (a) Logistics (delivery of the equipment to BT from the manufacturer and tracking until dispatched to the Customer);
- (b) Hardware configuration (BT will install any plug-in modules in the equipment chassis);
- (c) Software load (installation and amendment of certain software elements as ordered by the Customer in the Order); and
- (d) Power-up Test (powering up and self-test to confirm the operational status of the equipment).

2.3.7. Back up of the Service

Backup of the Service configuration data will be carried out by BT in conjunction with the Customer every day using an industry leading 'backup and restore' utility. Back up of the Service includes 3 restorations per calendar year commencing on the Operational Service Date. Additional requests for restoration will incur additional charges which will be notified to the Customer by BT at the time of the request.

3. BT Applications Assured Infrastructure Service (AAI) (Marketed as Connect Applications)

3.1. Service Description

3.1.1. The BT Applications Assured Infrastructure (AAI) Service provides the Customer with information about his application performance based on his own IT (WAN, LAN, Server, and Desktop) infrastructure, enabling optimisation of both design and performance of applications running across that infrastructure. A number of Management Probes deployed across the Customer Network, at agreed Sites, gather data. BT analyses the data and provides reports and recommendations, as appropriate, to the Customer.

3.1.2. The Service has the following options:

- (a) Audit (Application Landscape Audit, Application Troubleshoot, Application Profiling);
- (b) Monitoring (Application Landscape Monitoring, Application Performance Monitoring including Incident Investigation); and
- (c) Optimise (AOS).

3.1.3. The AAI Service does not include any Service Level options.

3.2. Service Options

3.2.1. Audit

- (a) Management Probes, controlled by the Probe Manager, will be installed to capture data for a pre-defined period which will be stated in the Order Form. BT will check regularly that data is being captured correctly. The Management Agents and BT provided Management Probes will be removed after data capture and the data will be taken to a secure BT site for detailed analysis, unless the parties agree otherwise in writing. Such arrangements may incur an additional charge.
- (b) The following options are available:
 - (i) Applications Landscape Audit: measurement, analysis and reporting of data relating to specific application transactions;
 - (ii) Application Troubleshoot: analysis of specific application transactions, either at the Customer's request, or to follow-up incidents detected by the Monitor or Incident Investigation Options; and
 - (iii) Application Profiling: analysis to assess the likely impact on the Customer's existing network before a new application is deployed. (Currently cannot be performed for VoIP or integrated call technology applications).

3.2.2. Monitor

- (a) This Service provides Application focused performance reports. Data from Management Probes will be transmitted to a Probe Manager, located on a secure reporting platform at a BT site for analysis by BT to identify opportunities for infrastructure improvements to improve Application performance across the Customer Network. The Customer will be given access to a pre-defined set of Application performance reports via a service portal which will be updated each Business Day. A summary report will be provided each month.
- (b) BT will provide, configure, deploy, maintain, and manage (including polling to ensure operational effectiveness) Management Probes within the Customer Network. An application analyst will review the reports, and will bring any significant hot-spots to the Customer's attention.
- (c) The Customer can order either, or both of the following options;
 - (i) Application Landscape Monitoring: a detailed breakdown of Applications usage by device across the Customer Network landscape; and/or
 - (ii) Application Performance Monitoring: a breakdown of end to end application performance from a User's perspective.

3.2.3. Incident Investigation

- (a) This option is available if the Customer has ordered a monitoring service. BT will provide analysis and recommendations, if appropriate, of specific application performance issues on request. Data captured by the monitoring service and real-time access to the Management Probes will be analysed.
- (b) If BT's analysis shows that the cause is in BT provided infrastructure, BT will advise the Customer of next actions.
- (c) Reported incidents will be investigated immediately by the first line support team, who will attempt to resolve the problem during UK Business Hours. If the first line support team cannot resolve a problem it will be passed to the appropriate service team for resolution.

3.2.4. Optimise

- (a) The Application Optimisation Service ("AOS") is a managed, application performance monitoring and optimisation service that enables business critical applications to be prioritised in real time in relation to other applications to protect against poor application performance during periods of network congestion. AOS forms a distributed intelligent network for controlling applications over an IP enabled VPN by combining a centrally controlled application management system with CPE and application reporting. The Service can be provided on a BT provided IP VPN service or another provider's VPN service, and provides:
 - (i) per application traffic optimisation;
 - (ii) per application performance reporting; and
 - (iii) dynamic allocation of VPN resources, to achieve application performance objectives defined per application and per user flow.
- (b) BT will recommend a configuration policy, which it will implement on Customer agreement. BT will also recommend the appropriate bandwidth, including bandwidth overhead, required to support the policy. The Customer is responsible for ordering and paying any charges for any necessary new bandwidth, equipment or configuration changes. BT is not responsible for the Service working correctly if the Customer does not install the recommended bandwidth. Once the system has been installed BT will spend time (up to a month) to discover all applications and flow patterns on the network. It is the Customer's responsibility to provide a preferred application priority list which BT will then implement for the Customer. BT is not responsible for any reduced performance on low priority applications.
- (c) If compression and/or TCP Acceleration have been ordered, BT will enable these after a period of stability following each change.
- (d) BT Equipment will be deployed and configured at Sites and in BT's management centre which is connected to the Customer's WAN via a Management Link.
- (e) The Customer will be given access to a defined set of reports via a service portal.

3.3. Service Delivery

- 3.3.1. If BT is providing the Management Probes, BT will configure and install the Management Probes and conduct a set of standard tests to ensure that the configuration is functioning correctly.

3.3.2. If the Customer is providing Equipment to support the Management Probes, then the Customer must download an initial software application from a website (notified by BT) onto a PC. BT will then remotely access the PC and install other necessary software. If the Customer cannot access the website, BT will provide a CD with the initial software.

3.4. BT Service Management Boundary (SMB)

3.4.1. If BT provides the Management Probes, the SMB of the AAI Audit, Monitor, AOS and Incident Investigation Services are the ports on the Management Probes and any Probe Managers provided at a Site.

3.4.2. If the Customer provides Equipment in support of the Management Probes, the SMB is at the software provided or installed by BT on the Customer Equipment.

3.4.3. For the User Experience Monitoring option, the SMB is at the software provided or installed by BT on the Customer provided PC.

3.5. Customer Responsibilities

3.5.1. For each Management Probe, the Customer will provide a 'mirrored' LAN switch port for the BT Equipment to monitor Application traffic and a second LAN switch port (on the same or a different LAN switch) for management of the Service.

3.5.2. For each Management Probe provided for Monitor and Incident Investigation Services, the Customer will provide a monitor, a keyboard and a mouse.

3.5.3. Unless provided by BT, the Customer is responsible for providing and maintaining the Customer's own LAN, Data Centre and Desktop.

3.5.4. The Customer shall inform BT of any changes to Applications or the underlying operating system which necessitate a change to application policy. The Customer agrees that BT shall not be liable for failure to provide the Service if the Customer has not informed BT of any change.

3.5.5. If necessary, BT and the Customer will agree a method of communications access from the Management Probes and the BT Management Centre.

3.5.6. The Customer will give BT reasonable notice of any infrastructure maintenance on services not provided by BT. BT reserves the right to charge the Customer for investigating data variances that are caused by infrastructure maintenance that it was not informed of.

3.5.7. BT will configure the Probe Manager to send e-mails to the Management Probes regularly to confirm that the Management Probes are operational. The Customer must provide a relay to accept the e-mail messages and relay them to the Internet.

3.5.8. In jurisdictions where an employer is legally required to make such disclosure to its employees, it is the Customer's responsibility to:

- (a) inform its employees and Users that as part of the AAI Service being deployed by BT, the usage of any targeted applications by the Customer's employees and/ or Users may be monitored and reported to the Customer by BT;
- (b) ensure that the Customer's employees and Users have consented or will be deemed to have consented to such monitoring and reporting, if such consent is legally required; and

BT shall not be liable for any failure of the Customer to comply with this paragraph 3.5.8 and the Customer shall indemnify BT from and against any claims or actions brought by its employees or Users against BT arising out of the delivery of Services by BT in accordance with the terms hereof.

3.5.9. The Customer is responsible for obtaining the relevant approvals from his supplier if AOS is to be supplied on another provider's VPN service.

3.6. Charges and Payment Terms

3.6.1. Charges depend on the number, type and location of the Management Probes, and if applicable, the frequency of Reports.

3.6.2. Audits are for a fixed period as defined in the Order Form, but can be extended on request. An additional charge will apply, dependent on the new length of Audit.

3.6.3. For all the AAI options, charges will apply if it is necessary to move or re-configure the Management Probes.

3.7. Customer Data

3.7.1. Any Customer data captured by BT in the delivery of this Service will remain the Customer's data and BT will only process this data to the extent necessary to deliver the Services or in accordance with the instructions of the Customer. At all times both parties will comply with their respective obligations under applicable data protection and privacy legislation.

3.7.2. Unless otherwise agreed in writing between the parties, copies of the data captured in all Audits and Audit Reports will be retained by BT, for use in any future AAI Services provided by BT to the Customer. The Customer acknowledges and agrees that detailed Customer application monitoring data will be held online for a period of 6 months and stored offline for a period of two years. Unless the Service is terminated, all Reports will be stored for two years. On termination of the Service all data relating to the Customer's applications and all Reports held by BT will be destroyed.

4. AAI WAN Optimisation Service (AAI WOS) (Marketed as Connect Acceleration)

4.1. Service Description

4.1.1. BT will provide the Customer with a WAN Optimisation service (the Service), which is a feature of BT's Applications Assured Infrastructure (AAI) service. The standard AAI Service comprises:

- (a) Service Delivery – including AAI Project Managed Installation at all Sites shown in the Order Form;
- (b) Security Management of the Service within BT security guidelines;
- (c) Service Continuity Management;
- (d) Performance Management – including Service outage analysis and resiliency and risk reduction design activities;
- (e) AAI Incident Management:
 - (i) 24X7 Helpdesk and Support - Proactive and Reactive Fault Management;
 - (ii) Service Incident investigation;

- (iii) Problem Management;
- (iv) BT analysts, consultants and Supplier Support; and
- (v) Fault Escalation Procedures;
- (f) AAI Service Review:
 - (i) Monthly Reporting in standard BT format; and
 - (ii) Reporting Platform Access;
- (g) AAI Change/Release Management:
 - (i) Vendor patch and release testing; and
 - (ii) Configuration and Patch Management;
- (h) Sizing of the Service in line with business change (extra Charges may be applicable); and
- (i) Installation, licensing and support of Remote Service Platform (RSP) including the installation, configuration, management, licensing and support of the underlying RSP and Virtual Machine platform but not the Customer Applications that are hosted on the RSP.

4.1.2. The AAI WAN Optimisation Service does not include any Service Level Agreement options.

4.2. WAN Optimisation

4.2.1. The Service uses a software application which can identify and alleviate common performance issues in Wide Area Networks. The software application resides in dedicated network appliances or can run on end-users PCs or laptops. The Service also uses a range of BT Equipment that facilitates suitable scalability, resilience and management of the software and appliances used by the Customer.

4.2.2. The Service uses the following techniques:

- (a) Data Streamlining: reduces bandwidth needs and prioritises applications' bandwidth use;
- (b) Transport Streamlining: reduces TCP inefficiencies, expands window size and minimises latency; and
- (c) Application Streamlining: reduces application inefficiencies, and latency and accelerates secure socket layer (SSL) encrypted traffic.

4.2.3. The Customer is responsible for ordering and paying any charges for any necessary new bandwidth, equipment or configuration changes, if applicable.

4.2.4. BT Equipment will be deployed and configured at designated Customer Sites. BT will manage the Service through a centralised management platform.

4.2.5. The Customer will be provided with access to a defined set of reports via a service portal.

4.2.6. The Service can also be provided to Customer Equipment and to Purchased Equipment; in either case this will be shown in the Order Form. The Customer agrees that BT has the exclusive right to manage the configuration of Customer Equipment and the Purchased Equipment but BT shall notify and consult with the Customer of any such configuration management which BT intends to carry out.

4.3. Mobile Optimisation

4.3.1. In addition to the standard Service, the Customer may order access for mobile Users, which requires the distribution and installation of software on User Desktop or Laptop PCs. It is the Customer's responsibility to carry out this distribution and installation process and provide first line support for mobile Users. Limited compatibility testing has been carried out by BT's suppliers however any further compatibility testing is the Customer's responsibility.

4.3.2. If the Customer selects this option it will be set out in the Order Form, stating the maximum number of concurrent Users.

4.3.3. BT will work with the Customer to define the most appropriate topology, configuration and deployment strategy for the distribution and installation of the software. However deployment must follow the Customer's standard desktop software distribution policy and it is the Customer's responsibility to carry out this distribution and installation process. The Customer must distribute Mobile Client software to Users using MSI (Microsoft Windows Installer) packages. The Mobile Client software must be installed on an NTFS file system by the Customer.

4.4. Remote Service Platform

4.4.1. In addition to the standard Service, the Customer may order the Remote Services Platform (RSP) which provides the Customer with the capability to run additional services and Applications in a protected partition on the WOS Appliance.

4.4.2. The RSP option will include the licensing, installation, configuration, management, support, patching and back-up of the platform subject to the following exceptions:

- (a) Licensing of the Customer Applications residing on the platform is not included;
- (b) Configuration, management, support and patching of the Customer Applications and Virtual Machine Operating System are not included; and
- (c) Back-up of the Customer Applications, Virtual Machine Operating System and Virtual Machine Disk (VMDK) are not included.

4.4.3. In the event of a WOS Appliance failure the replacement device will be restored by BT as per the image at implementation. It is the Customer's responsibility to restore and upgrade as necessary the Application(s), Virtual Machine Operating System and VMDK.

4.4.4. WOS Appliances are not field upgradeable to RSP therefore such WOS Appliances must be pre-configured with RSP, memory and Windows license or Third Party provided, WOS compliant Virtual Disk image at the time of ordering to accommodate potential future RSP application support requirements.

4.4.5. The number of Application partitions available varies from 1 to 5 and is dependent on the technical constraints of the WOS Appliance and the type of Applications included. The number of Application partitions will be agreed between BT and the Customer prior to the Operational Service Date.

4.5. Take over management of existing Customer Equipment

4.5.1. The Customer may request BT to take over the management and maintenance of the Customer's existing optimisation equipment. BT shall be entitled to inspect and test such Customer Equipment at any time subject to the agreed Site access requirements and provision of this Service element shall be subject to the conditions set out in paragraphs 4.5.2 to 4.5.9.

4.5.2. BT will complete a Customer Equipment Inventory list and all Customer Equipment must in BT's reasonable opinion be in satisfactory operating condition and compatible with any services to be provided by BT. The Customer agrees that where BT decides that the Customer Equipment is not compliant with the preceding sentence, the Customer is responsible for procuring the repair or replacement of such Customer Equipment at the Customer's expense. Alternatively BT can procure the replacement equipment and charge the Customer for it.

4.5.3. The Customer must provide all information required to maintain and manage the Customer Equipment.

4.5.4. Title and risk in the Customer Equipment will remain with the Customer.

4.5.5. If BT has to carry out any repairs modifications or adjustments to the Customer Equipment (including software upgrades) which BT considers necessary to provide the Service, then the Customer shall pay BT's reasonable charges for such work.

4.5.6. BT shall not be liable for any faults or any other work carried out by previous maintainers on the Customer Equipment.

4.5.7. The Customer is responsible for advising BT of any changes to the Customer Equipment Inventory list. Such changes will be subject to review by BT and may incur additional Charges.

4.5.8. BT reserves the right to carry out an Audit prior to the Operational Service Date for which the Customer agrees to provide support and assistance at no charge to BT.

4.5.9. If the manufacturer support for any Customer Equipment ceases or degrades during the provision of Service, the Customer agrees that it must either accept a commensurate reduction in Service levels in keeping with this support or the Customer agrees that BT can replace the Customer Equipment at the Customer's expense.

4.6. Service Delivery

4.6.1. BT will configure and install WOS Appliances and conduct a set of standard tests to ensure that the configuration is functioning correctly. The Operational Service Date in respect of each Site shall be the day on which BT advises that such testing is successfully completed. Charging will commence on the Operational Service Date.

4.7. BT Service Management Boundary (SMB)

4.7.1. The SMB of the AAI WOS Service is the port on the WOS Appliance provided at a Site.

4.8. Customer Responsibilities

4.8.1. For each WOS Appliance installed by BT, the Customer will provide a LAN switch port. The WOS Appliance will be installed in line between the LAN switch port and the Customer-premise router in the majority of Locations however this may vary at certain Locations.

4.8.2. The Customer is responsible for providing and maintaining the Customer's own LAN, Data Centre and Application Hardware.

4.8.3. The Customer will give BT reasonable notice of any infrastructure maintenance on services not provided by BT that could reasonably be expected to impact the performance of the Service.

4.8.4. In jurisdictions where an employer is legally required to make such disclosure to its employees, it is the Customer's responsibility to:-

- (a) inform its employees and Users that as part of the Service being deployed by BT, the usage of any targeted Applications by the Customer's employees and/ or Users may be monitored and reported to the Customer by BT; and
- (b) ensure that the Customer's employees and Users have consented to, or will be deemed to have consented to such monitoring and reporting, if such consent is legally required.

BT shall not be liable for any failure of the Customer to comply with this paragraph 4.8.4 and the Customer shall indemnify BT from and against any claims or actions brought by its employees or Users against BT arising out of the delivery of the Service by BT in accordance with the terms hereof.

4.8.5. The Customer is responsible for obtaining the relevant approvals from its supplier if the Service is to be supplied on another provider's VPN service.

4.9. Customer Data

4.9.1. Any Customer data captured by BT in the delivery of the Service will remain the Customer's data and BT will only process this data to the extent necessary to deliver the Service or in accordance with the instructions of the Customer. At all times both parties will comply with their respective obligations under applicable, data protection and privacy legislation, and the confidentiality provisions outlined in the General Terms.

5. WAN Acceleration Service (WAAS)

6.1 Service Summary

5.1.1. BT will provide to the Customer the WAN Acceleration Service (WAAS) Service, comprised of:

- (a) All of the service standard components set out in paragraph 2 as set out in any applicable Order, and
 - (b) Any of the service options set out in paragraph 3 that are selected by the Customer as set out in any applicable Order.
- (the "Service").

5.1.2. The Service is an integrated cloud service that provides WAN optimisation and application acceleration. The Service will optimise and accelerate traffic in a WAN network to produce a faster and more efficient WAN Service for Branch Sites.

5.1.3. The Service consists of WAEs. When the Customer's client and server applications attempt to communicate with each other, this traffic is redirected to the WAEs so that they can act on behalf of the Customer's application and the destination server. The WAEs will examine the traffic and use pre-defined application policies to determine whether to optimise the traffic or allow it to pass through the network unoptimised.

5.1.4. BT will configure and design the Service in accordance with the details set out in the Order Form.

5.1.5. There are no service levels associated with the Service.

6.2 Service Standard Components

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

6.2.1 Central Manager WAE

- (a) 2.1.1 BT will provide a Central Manager WAE for each Customer network. The Central Manager WAE is typically located at the Host Site.
- (b) 2.1.2 The Central Manager WAE contains a web-based interface that will allow the Customer's system administrator to configure, manage and monitor the WAE devices in a network.
- (c) 2.1.3 The Central Manager WAE will act an administrator and will:
 - (d) configure system and network settings for an individual WAE device or device group;
 - (e) create and edit application policies that determine the action that a WAAS device performs when it intercepts specific types of traffic;
 - (f) distribute print drivers from the central repository to the Customer's WAAS print servers;
 - (g) configure file services and set up file blocking policies;
 - (h) create device groups that help manage and configure multiple WAEs at the same time; and
 - (i) provide detailed reports about the optimised traffic in the Customer's network.

6.2.2 Core WAE

- (a) BT will provide one or more Core WAE as set out in the Order.
- (b) When a request for data that is not located in the cache is received, the Core WAE will verify the data using pre-defined application policies. Information related to this data will then be distributed to the Edge WAE so that verification of this data will not need to be repeated.
- (c) The Core WAE will:
 - (d) intercept traffic going to the destination server;
 - (e) establish an optimised connection with the Edge WAE. If the Customer disables the optimisation functionality on the Core WAE, an optimised connection will not be established and the traffic will pass over the network unoptimised;
 - (f) translate requests received from Edge WAEs over the WAN into their original file server protocol and forward the request to the appropriate file server or application server; and
 - (g) provide load balancing and failover support if a second Core WAE is provided in accordance with Paragraph 3.

6.2.3 Edge WAE

- (a) 2.3.1 BT will provide Edge WAEs as set out in the Order.
- (b) 2.3.4 The Edge WAE will reduce the number of requests and the volume of data that will be transferred over the WAN between the Host Site and the Branch Site edge by caching the data most likely to be used at Branch Sites.
- (c) 2.3.4 The Edge WAE will examine the parameters in the traffic's TCP headers and refer to the application policies to determine if the intercepted traffic should be optimised and will inform the Core WAE accordingly.

6.2.4 WAAS Express (WAASx)

- (a) 2.4.1 BT will provide WAAS Express and enable the WAASx feature on a WAASx compatible ISR G2 router.
- (b) 2.4.3 BT will typically deploy WAASx at each Branch Site with ADSL type connections.
- (c) 2.4.4 The Customer may only order WAASx if one or more WAE devices are already installed at the Host Site.

6.2.5 Management Services

BT will provide to the Customer the following management services:

- (a) Project Management with Desk Based Project Manager;
- (b) Business Care, Business Premium care or Standard Care Maintenance;
- (c) Enhanced Incident Management (for non DSL sites);
- (d) Standard Incident Management (for DSL sites); and
- (e) Adhoc Consultancy.

6.3 Service Options

BT will provide to the Customer the following option as set out in any applicable Order and in accordance with the details set out in that Order:

6.3.1 Second Core WAE

- (a) BT will provide a second Core WAE acting as a standby for resilience. BT will provide Professional Services to design and deploy installation of the second Core WAE as set out in the Order.

6.4 Service Management Boundary

6.4.1 BT will provide and manage the Service up to the port on the WAE devices provided as part of the Service ("Service Management Boundary").

6.4.2 BT will have no responsibility for the Service outside the Service Management Boundary.

6.5 Associated Services and Third Parties

6.5.1 The Customer will have the following services in place that will connect to the Service and are necessary for the Service to function and will ensure that these services meet the minimum technical requirements specified by BT. The WAN and LAN may be provided by BT or the Customer:

- (a) A WAN;
- (b) A LAN;
- (c) A BT Management Link.

6.5.2 If BT provides any of the services set out in paragraph 5.1 these terms and conditions will not apply to those services and those services will be governed by their separate terms and conditions.

6.6 Exclusions

6.6.1 The Service will not optimise traffic:

- (a) where any non-TCP traffic is running over the Customer network;
- (b) if the WAE is overloaded and does not have the resources to optimise the traffic; and
- (c) if the intercepted traffic matches an application policy that specifies that the traffic should pass through un-optimised.

6.7 Customer Data

6.7.1 The parties acknowledge that BT will not receive or process any Personal Data on behalf of the Customer as a Data Processor as part of this Service.

6.7.2 The Parties will ensure that any contact information exchanged between the parties which is operationally required for the Service will be processed in accordance with applicable Data Protection Legislation and that such contact information will not be used by either Party except as required in order to perform the Service.

7. Defined Terms

In addition to the defined terms in the General Terms and Managed Service from BT Schedule, the following defined terms apply in this Schedule (and in the case of conflict between these defined terms and the defined terms in the General Terms, these defined terms will take precedence for the purposes of this Schedule):

“Access Line” means a Circuit connecting a Site to the BT Network.

“Active Directory” means the directory for use in Microsoft Windows environments which allows administrators to assign enterprise-wide policies, deploy programs to many computers, apply critical updates to an entire organisation and stores information and settings relating to an organisation in a central, organised, accessible database.

“Analogue Telephony Adapter” means a device located at the Customer's Site that provides an interface to a line powered analogue telephone or a local mains powered telephone, typically a DECT cordless telephone, and performs the conversion to Voice over IP media and signalling and onward transmission to an Ethernet interface.

“Application” means a computer program or programs supporting a business task for the Customer, such as order processing, payroll, e-mail, enterprise resource planning, etc.

“Application Hardware” means a computing resource (such as, by way of example but not limitation, desktops, servers, mainframes, etc.) used to run multiple Applications either locally or by connecting to a shared Application.

“Branch Site(s)” means a remote Site where end Users are located, connected via a WAN to enable access to the master application/data servers. Local servers may exist at these locations for local-only services.

“Central Manager WAE” means the device that will manage all WAE devices within the network.

“Circuit” means any line, conductor, or other conduit between two terminals by which information is transmitted, and that is provided as part of the Service.

“Connect Intelligence Specialist” has the meaning given in Paragraph 7.5.2.

“Core WAE” means a server-side component that is typically located at the Host Site and connects directly to one or more file servers or network-attached storage (NAS). The Core WAE will perform the tasks set out in paragraph 6.2.2

“Customer Requirement Forms (CRFs)” means the BT forms that set out the requirements for the Service agreed between the Customer and BT.

“Desktop” means a computing resource used to run multiple Applications either locally or by connecting to a shared application.

“DMVPN” means an IOS software service that builds a dynamic tunnel overlay network with or without encryption.

“Encryption” means the transformation of data into unreadable data through a cryptographic transformation using a key. Decryption is the process for reversing the unintelligible data into meaningful data using a key.

“Edge WAE” means a file-caching device that serves Customer requests and is located at each Branch Site, replacing file and print servers and services and providing near-LAN read and writes access to a cached view of the centralised storage.

“Enabling Service” has the meaning given in Paragraph 7.15.1.

“Host Site(s)” means a Site where the Customer’s master application/data servers are located. End User traffic is mainly destined for services located at this location. It is possible for end Users to be located at a Host Site.

“Internet Breakout Service” or **“IBO”** has the meaning set out in Paragraph 7.7.3.

“Internet LAN” or **“iLAN”** has the meaning set out in Paragraph 7.7.3.

“IPSec” means IP security, which is a standards-based framework that provides layer 3 services for confidentiality, privacy, data integrity, authentication and replay prevention.

“IPSec Tunnel(s)” means a communication path between two end points. IPSec Tunnels can be either static or dynamic.

“IP Line Appearance” means a way to provide access to a host of advanced PBX style features from a desktop IP instrument without the need for the provision of a PBX.

“Intranet” means a local or restricted communications network, created using worldwide web software.

“Local Area Network” or **“LAN”** means the infrastructure that enables the ability to transfer IP services within Sites (including data, voice and video conferencing services).

“Management Agent” means a computer program which gathers the data needed to provide the Service.

“Management Link” means a connection between the Customer’s VPN and BT’s management centre used to transmit data about the performance of an agreed set of Applications.

“Managed Router” means the router is provided, installed, managed, maintained, monitored and configured by BT.

“Management Probe” means Customer or BT Equipment supporting one or more Management Agents.

“Multi Site” means a number of different Sites covered by the Contract.

“NTE” means the socket where the Customer’s wiring, equipment or existing qualifying data service is connected to the Access Line.

“One Cloud Trunk Channels” means a Trunk of one or more virtual channels, each of which has the capability of supporting a single call. The Trunk service allows existing suitably configured PBXs to continue to handle on-site calls, while traffic between the customer's sites is routed over the customer's IP data network. Signalling and network protocol converters (Voice Gateways) may be required depending on PBX

configuration and signalling type. The service can also offer inbound direct dialling in (DDI) facilities and PSTN breakout.

“One Cloud Users” provide access to a host of advanced PBX and Unified Communications features from a range of IP devices.

“OWA” means Outlook web access.

“PIC” means public IM connectivity.

“Presence” means the location and online status information of a User. Where presence roaming is supported by the server, Users can log on from multiple devices at the same time.

“Probe Manager” means a Management Agent which controls all the other Management Agents.

“PVC” means a Permanent Virtual Circuit which is configured to provide a virtual path over BT’s Network between the Customer’s selected Sites

“QoS” means Quality of Service and refers to control mechanisms that can provide different priority to different users or data flows, or guarantee a certain level of performance to a data flow in accordance with requests from the application program.

“Service” has the meaning given in Paragraph 7.2.

“Service Management Boundary” has the meaning given in Paragraph 7.14.

“Service Options” has the meaning given in Paragraph 7.7.

“SIP” means Session Initiation Protocol

“Software Licence Agreement” means the Software licence agreement provided by Microsoft as supplier of the Software which the Customer must accept before using the Service.

“Standard Service Components” has the meaning given in Paragraph 7.3.

“TCP” means Transmission Control Protocol which is a standard that defines how to establish and maintain a network conversation via which applications can exchange data. TCP works with the Internet Protocol (IP), which is a communications protocol for computers connected to the Internet that specifies the format for addresses and units of transmitted data. TCP and IP are the basic rules defining the Internet.

“TCP Traffic” means traffic sent using Transmission Control Protocol.

“UCC” means Unified Communications and Collaboration.

“Uniform Resource Locator” or **“URL”** means a character string that points to a resource on an intranet or the Internet.

“Virtual Private Network” or **“VPN”** means means a network that appears private to the Customer’s Users while being provided over network infrastructure that is shared with other customers. Unless otherwise agreed in writing, the Customer’s communications over its VPN are restricted to those Sites belonging to its VPN.

“Voice Gateways” means a device that interfaces to traditional telephony interfaces, such as analogue or multiple analogue terminations, Basic Rate Interfaces (BRI), for example ISDN2, or Primary Rate Interfaces (PRI).

“WAN” means Wide Area Network, the infrastructure that enables the transmission of data between Sites.

“WAAS Express (WAASx)” is a software feature which enables business applications to perform faster by using compression and caching technologies. WAASx is a variant of the WAN Acceleration Service with reduced application acceleration capabilities.

“WAE(s)” means wide area application engines that are a set of devices that work together to optimise TCP traffic over the Customer’s network. WAEs consist of the Central Manager WAE, Core WAE and the Edge WAE.

“WOS Appliance” means BT Equipment installed to provide the Service, Customer Equipment and/or Purchased Equipment as the context so requires.

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