

Network Services

Guest Access

Schedule to the General Terms

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Network Services

Where the Customer selects Guest Access as detailed in the Order Form, the following relevant terms shall apply:

1. Guest Access

- 1.1 The Guest Access Service provides authorised Users access to a Customer's Wireless LAN provided by BT and paid for by the Customer, to enable connection to the Internet.
- 1.2 Wireless LAN connections from the Customer Site connect authorised Users to the Internet. The Service only includes connection to the Internet.
- 1.3 Access to the Service and the Internet is provided using 2 access products (BT Wi-fi and Internet Connect) as described under the options below.
- 1.4 When located within the coverage area of a Customer Site the User may connect to the Internet using their computing equipment and when applicable, by using a login name and password. From time to time BT may seek to restrict access to a limited number of websites at a BT Site. The implementation of any restricted access to a website will be at BT's sole discretion.
- 1.5 The Service is dependent on the suitability of the computing equipment used with the Service. Computing equipment is not provided as part of the Service.
- 1.6 Due to the nature of the Service the Customer acknowledges and accepts that BT does not guarantee the security of the Service against unlawful access or use. The Customer is responsible for ensuring adequate internal security policies are implemented to prevent unlawful access to or use of the Service.
- 1.7 The Service includes two options:
 - a) Public Guest; and
 - b) Corporate Guest.
- 1.8 Public Guest

The Public Guest Service provides the authorised User access to the internet via BT's Wi Fi Service. Under this option BT is responsible for controlling which authorised Users are allowed access to the Internet and are responsible for maintaining User log information.

1.9 Corporate Guest

The Corporate Guest Service provides the authorised Users access to the internet via BT's Internet Connect Service. Under this option the Customer is responsible for controlling which authorised Users are allowed access to the Internet and are responsible for maintaining User log information.

1.10 Service Delivery

BT will configure the Customer's LAN infrastructure and conduct a set of standard tests to ensure the configuration is functioning correctly.

2. Network Services - Customer Responsibilities

2.1 All Customer Equipment and any access circuits leased by the Customer directly from a Third Party shall be the sole responsibility of the Customer and are not included as part of the Service.

2.2 Unless otherwise stated, the Customer is responsible for providing suitable computer hardware, Software and telecommunications equipment and services necessary to access and use the Service.

2.3 The Customer shall be responsible for providing a suitable IP addressing scheme (that must be at least a /24 address block) that is registered with an approved Internet registration authority, otherwise it will not be accepted by BT. The Customer shall ensure that it has a single IP address within the Customer Network. Unless the Customer has selected the Configuration Management option, the Customer shall also be responsible for devising any IP addresses which may be required for the purposes of WAN, LAN or both as appropriate, network management.

2.4 If the Customer accesses the Service via a LAN, the Customer is responsible for:

(a) providing and maintaining a suitable LAN and IP router capable of interfacing satisfactorily with the Service; and

(b) configuration of the IP router.

2.5 The Customer shall be responsible for the creation, maintenance and design of all Customer Information.

2.6 The Customer warrants that it will comply with all consumer and other legislation, instructions or guidelines issued by regulatory authorities, relevant licences and any other codes of practice which apply to the Customer or BT and which relate to the provision of Customer Information provided that BT has given notice to the Customer of those which apply to BT.

2.7 Where appropriate, the Customer must specify the volume of traffic required for each CoS level.

2.8 The Customer must adhere to the recommended bandwidth, access rate or specified volume of traffic as specified by BT for each CoS level. The Customer acknowledges that if it exceeds such recommended bandwidth, access rate or specified volume of traffic, then this may result in service degradation for which BT will not be liable.

2.9 To enable BT to provide a CoS level, classification of traffic must be carried out. Unless the Customer has requested to carry out classification of traffic via Professional Services such classification will be the sole responsibility of the Customer.

3. Network Services - General

3.1 Where an IP address or Domain Name is allocated to the Customer, it may only be used in connection with the Service. Except where expressly registered in the Customer's name, all BT based IP addresses and domain names made available on the Customer's behalf in connection with the Service shall at all times remain the property of BT and shall be non-transferable. The Customer shall have no right to use such IP addresses or domain names upon termination of the Service, at which time they will revert to BT.

3.2 Where the Customer has requested network address translation, BT will configure the Service in accordance with the details specified in the design summary. Where the Customer subsequently requests BT to make a change to the network address configuration, the Customer shall pay BT's reasonable Charges for the work carried out.

- 3.3 The Customer will give BT as much notice as possible if it intends to use the Service or to encourage or require the use of the Service in such a way as to distort users natural usage patterns, including, by way of example, running promotions which require users to log on within a short space of time or on a “first come, first served” basis.
- 3.4 The Customer acknowledges that the quality of the Service may be impaired by the uploading and downloading of data when using an ADSL enabled Line.

4. Service Management Boundary

- 4.1 BT will provide and manage the WAN Services up to the bridge router interface to the Customers LAN and will not extend beyond the Customer LAN (“Service Management Boundary”).

5. Defined Terms

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

“Guest” means the name of the feature which provides a User with a logically separate path by VLAN to connect to the Internet.

“Rights” means the rights granted to BT by the Customer to enable BT to:

- (a) execute any works on a Site for or in connection with the installation, maintenance, adjustment, repair, alteration or removal of the BT Equipment; and
- (b) keep the BT Equipment installed on, under or over a Site; and
- (c) enter a Site to inspect the BT Equipment and to allow BT to undertake any reasonable market research, assessment or review of the Service; and
- (d) include the Customer’s Site details on BT’s records available to Users of where the Service is made available and in BT’s general marketing of the Service.

“Wi-fi” means a wireless fidelity network.

“Wireless LAN” means the transmission of data over electromagnetic waves using CPE including access point and client adapter equipment