

BT Managed LAN for HPE Aruba Networking Service Schedule Part B – Service Description

Section A The Service

1. STANDARD COMPONENTS OF THE SERVICE

BT will provide the Customer with the following Services in accordance with the details as set out in the Order:

1.1 Design and preparation

- 1.1.1 Based on the Customer Equipment inventory and the configuration details provided by the Customer, BT will prepare a technical design specification for the Service.
- 1.1.2 A BT Project Co-ordinator will work with the Customer;
 - (a) to establish a Project Initiation Document;
 - (b) agree lead times and plan implementation testing and commissioning activities; and
 - (c) assist the Customer establishing the inventory of existing Customer Equipment and other details required in the event of a Service transition.
- 1.1.3 BT will provide the Customer with a Customer Handbook containing information relating to the Service provided, and relevant contact points within BT.

1.2 Configuration and Monitoring Portal

- 1.2.1 BT will provide the Customer with access to the cloud controller via the BT portal that will allow the Customer to view the following cloud-hosted control infrastructure performance reports:
 - (a) network monitoring and the performance of the ES Devices;
 - (b) identify issues and delays in the overlay network; and
 - (c) view data flows across the network and its Sites.
- 1.2.2 Where the Customer has a Supplier provided instance of Aruba Central, BT will configure this service and provide the Customer with read-only access to this controller, to allow the Customer to view the following:
 - (a) network monitoring and the performance of the Customer Equipment;
 - (b) identify issues and delays in the overlay network; and
 - (c) view data flows across the network and its Sites.

2. SERVICE OPTIONS

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 Purchasing of any additional Equipment

- 2.1.1 Where the Customer requires additional equipment, BT may provide such additional equipment subject to separate orders for sale of equipment and BT will be responsible for delivering this to the Customer location.

2.2 Professional Services and Customer Training

- 2.2.1 BT will provide professional services and Customer training. The professional service includes advice or work relating to ES Devices either operated by or on behalf of the Customer, or to the technical design whereby the details will be further specified in the Order.



2.3 Managed LAN Edge Solution (ES) Devices

- 2.3.1 BT may provide the Customer with ES Devices including associated software licences as set out in the Order. ES Devices will be purchased by the Customer subject to separate orders for sale of equipment.
- 2.3.2 BT will install the ES Devices at those Sites set out in the Order. The ES Devices will then be used to connect to the Customer's network.
- 2.3.3 The ES Devices used to provide the Service are purpose-built networking appliances that are pre-loaded and validated with Aruba Central for an all-in-one solution.

2.4 Incident Reporting and Incident Repair

2.4.1 There are two Incident repair options, and the option selected will be specified on the Order. These options may not be available in all locations and in such event this shall be set out on the Order for a specific location:

(a) **24 hours * Business Days * 4 On Site Maintenance**

This operates 24 hours per day 7 days a week including national, public or bank holidays. If a Site visit is required, BT aims to get to the Site within four Business Hours . If there are less than four Business Hours left in the Business Day when the Incident report is received, the visit may be on the next Business Day. If BT agrees to perform work outside Business Hours, it will be at an additional Charge as agreed in an Order. The Charges will be agreed before any work is performed; and

(b) **24 hours * NBD (Next Business Day) On Site Maintenance**

This operates 24 hours a day 7 days a week including national, public or bank holidays. BT aims to get to the Site by the next Business Day after confirming a Site visit is required for calls received before 2.00 p.m. local time. For calls received after 2.00 p.m. local time, BT will aim to get to the Site within 2 Business Days after confirming a Site visit is required. (“**CPE Incident Repair Options**”).

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:

- 3.1.1 the Service infrastructure including the relevant controllers and gateway services;
- 3.1.2 the service management of the ES Devices (design, deployment, configuration, management and service wrap including on-site break fix) from the WAN port of the device to its LAN port; and
- 3.1.3 for LAN services, the port level of the LAN media does not extend beyond the interface on the hub, switch or router.

3.2 Paragraphs 3.1.2 and 3.1.3 together constitutes the “**Service Management Boundary.**”

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

3.4 BT does not make any representations, whether express or implied, about whether the Service will operate in combination with any other equipment or software not forming part of the Customer Equipment inventory; e.g. any change to the accommodation layout that may occur on the Site or in the surrounding area may affect the transmission of the electromagnetic waves used by the Wireless LAN.

4. ENABLING SERVICES

4.1 The Customer will have the following services in place that are necessary for the Service to function:

- 4.1.1 a certified cable infrastructure that meets the specifications BT provides to the Customer and is comprised of fibre optic and copper structured cabling capable of supporting the agreed design to devices;
- 4.1.2 suitable maintenance contract providing replacement hardware and software upgrades with either a recognised Service Support Partner or the Supplier directly;
- 4.1.3 routing connectivity between the ES Devices and any ES cloud Infrastructure including necessary configuration through the Customer's firewalls; and
- 4.1.4 one or more of the following connectivity services that are compatible with the Services:
 - (a) Internet service; and/or
 - (b) WAN service(each an "**Enabling Service**").

5. COMMISSIONING OF THE SERVICE

5.1 Before the Operational Service Date, BT will:

- 5.1.1 provide a BT Project Co-ordinator. The BT Project Co-ordinator will be the Customer's single point of contact for managing implementation of the Service;
- 5.1.2 deliver and configure the Service in five (5) delivery stages:
 - (a) project mobilisation;
 - (b) definition;
 - (c) detailed design;
 - (d) deliver and test; and
 - (e) closure.
- 5.1.3 conduct a series of standard tests on the Service to ensure that it is configured correctly;
- 5.1.4 connect the Service to each Enabling Service;
- 5.1.5 on the date that BT has completed the activities in this paragraph 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 (5) 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 paragraph 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 paragraph 6.2;
 - 6.3.2 the date of the first day following the Acceptance Test Period; or
 - 6.3.3 the date the Customer starts to use the Service.
- 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 B Supplier Terms

7. EULA

7.1 The applicable EULA will be set out at the web addresses below: -

<https://www.hpe.com/ie/en/software/licensing.html> may be amended or supplemented from time to time by the Supplier ("EULAs").

Section C Service Management

8. SERVICE MANAGEMENT

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