

Private Cloud Hosted and Everywhere Service Schedule

Part B – Service Description

Section A – The Service

1. STANDARD COMPONENTS OF THE SERVICE

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 **a private cloud infrastructure platform** that will allow the Customer to build Virtual Machines and amend, add or remove various computing elements. The Customer may create a Virtual Machine by selecting on the Order the required computing elements for its Virtual Machine.
- 1.2 **access to a Portal** that allows the Customer to view the Catalogue of computing elements.
- 1.3 **a minimum set of computing elements** to create a Virtual Machine. The computing elements may have various options as further described in Paragraph 2, however, will include as standard:
 - 1.3.1 An Operating System - for the Virtual Machine being created to build the Service;
 - 1.3.2 A Hypervisor - being a hardware virtualization technique that allows multiple guest Operating Systems to run on a single host system at the same time. The guest Operating System shares the hardware of the host computer such that each Operating System appears to have its own processor, memory and other hardware resource. The Service can support different Hypervisors as set out in the Catalogue;
 - 1.3.3 Other compute components - vCPUs, vRAM and C drive / root storage;
 - 1.3.4 Storage - The Virtual Machine will include storage allocation, a C:/ root drive where the Operating System will reside. A build consists of; processors, RAM and C: drive/root storage;
 - 1.3.5 Affinity rules - between the Virtual Machine and the host; and
 - 1.3.6 Licenses - for using the Virtual Machine.
- 1.4 **a hosting capability** based on one of two options:
 - 1.4.1 **Private Cloud Hosted** - hosting will be provided in a BT or BT's Supplier data centre. BT will install and configure the BT equipment at BT's or BT's Supplier datacentre; or
 - 1.4.2 **Private Cloud Everywhere** - hosting will be provided in a Customer Data Centre provided such Customer Data Centre meets the environment conditions as provided by BT to host the Service. BT will install and configure the BT equipment at the Customer's chosen Customer Data Center as set out on the Order.
- 1.5 **Managed Services** for the monitoring and management of the Service, up to the point of the Service Management Boundary, to ensure it is operating as efficiently as possible.

2. ADD-ON SERVICES

The Customer may select the following Add-on Services are set out in an Order:

- 2.1 **Operating system customization.** The Operating Systems are presented as templates. The choices available are dependent upon the Catalogue and are defined as "Featured Templates", "My Templates" and "ISOs" (ISO Images). The Customer may copy the existing server and either save it as a Template or reinstall it on to a larger (or smaller) Virtual Machine as required. If the Customer requires an Operating System, which is not shown within Featured Templates the Customer can create one from an ISO image. In such event the Customer may provide or may have access to complementary templates from which new Virtual Machines can be created for use with the environment, however, BT disclaims all representations and

warranties in relation to any template used for creation of a Virtual Machine and BT provides no guarantee as to the service ability, reliability, compatibility, or supportability of Virtual Machines created from such templates. Any support provided for these templates or Virtual machines created from these templates is provided on an "as-is" basis, unless otherwise covered by BT under a separate contract.

- 2.2 Backup.** VM Snapshots provide back up for the Service and enable the Customer to take a point in time "copy" of the Virtual Machine disk volumes. VM Snapshots are defined per Virtual Machine disk volume and the Customer can manually initiate or schedule as required. If this option is selected on the Order the Customer may define how often and when a VM Snapshot is taken or instantly take a snapshot when required subject to the following rules:
- 2.2.1** a maximum of three (3) VM Snapshots per Virtual Machine is allowed;
 - 2.2.2** the Customer will delete a VM Snapshot before a new one is taken, once the maximum number is reached; and
 - 2.2.3** the Customer will remove a VM Snapshot when it is no longer required in order to minimise its effect on the performance of the Virtual Machine.
- 2.3 Disaster Recovery.** Disaster recovery means equivalent or lesser Virtual Machine with or without Software, Network and licenses to the primary Site. If this option is selected on the Order;
- 2.3.1** BT will allow Customer to build a Virtual Machine with or without Software, Network and licenses that will be used in case of any disaster to the Virtual Machine at the primary Site; and
 - 2.3.2** the Customer will need to have processes and procedures to invoke disaster recovery in an event of any disaster.
- 2.4 Administration of the Virtual Machine.** In order to increase or decrease the size of the Virtual Machine (in terms of CPU and RAM), the Customer may either build a new Virtual Machine, or modify the current Virtual Machine, via a separate Order. The Customer may copy the existing server and either save it as a Template or reinstall it on to a larger (or smaller) Virtual Machine as required.
- 2.5 Monitoring of the Virtual Machine.** If this option is selected on the Order;
- 2.5.1** BT will monitor and manage the Service on the Customer's behalf to ensure it is operating as efficiently as possible; and
 - 2.5.2** the Customer will report an incident in the event of any Service performance degrade or availability issues.
- 2.6 Anti-virus management of the Virtual Machine.** Anti-virus management provides protection against any viruses If this option is selected on the Order;
- 2.6.1** BT will take all reasonable steps (including testing) to ensure that any Software used in the Virtual Machine shall provide protection against viruses; and
 - 2.6.2** the Customer will ensure that necessary resources in the Virtual Machines are provided for the Software performance that is not hindered by application or network policies or equivalents.
- 2.7 Additional Storage.** Additional storage may be ordered by the Customer in the form of additional drives. A number of different size drives are made available with an option for a Customer defined disk.
- 2.8 Additional Licenses.** While licenses for the Virtual Machine are provided by BT as standard component, the Customer may order any additional licenses for the Service from BT as set out in the Order.

3. SERVICE MANAGEMENT BOUNDARY

- 3.1** BT will provide and manage the Service in-life in accordance with this Schedule and as set out in any applicable Order up to the Hypervisor layer including the management stack ("**Service Management Boundary**").



- 3.2 Customers will be responsible for managing their Operating Systems and application environments and BT will have no responsibility for the Service outside the Service Management Boundary.
- 3.3 BT does not make any representations, whether express or implied, about whether the Service will operate in combination with any Customer equipment or other equipment and software.
- 3.4 With the exception of items described above in Paragraphs 1 and 2, BT accepts 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).

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 remote access capability
(each an “Enabling Service”)
- 4.2 Before the Operational Service Date, BT will:
 - 4.2.1 configure the Service;
 - 4.2.2 conduct a series of standard tests on the Service to ensure that it is configured correctly;
 - 4.2.3 connect the Service to each Enabling Service; and
 - 4.2.4 on the date that BT has completed the activities in this Paragraph 4.2, confirm to the Customer that the Service is available for performance of any Acceptance Tests.

5. ACCEPTANCE TESTS

- 5.1 The Customer will carry out the Acceptance Tests for the Service within five (5) Business Days after receiving notice from BT (“Acceptance Test Period”).
- 5.2 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.
- 5.3 Subject to Paragraph 5.4 the Operational Service Date will be the earlier of the following:
 - 5.3.1 the date that the Customer confirms, or BT deems acceptance of the Service in writing in accordance with Paragraph 5.2; or
 - 5.3.2 the date of the first day following the Acceptance Test Period.
- 5.4 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 – Service Management

6. SERVICE MANAGEMENT

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