

ThousandEyes with BT Service Schedule Part B – Service Description

Section A – The Service

1. STANDARD COMPONENTS OF THE SERVICE

BT will provide one of the service tiers ("**Service Tiers**") set out below and in accordance with the details as set out in any applicable Order.

1.1 Basic:

- 1.1.1 BT will resale the ThousandEyes Instance to the Customer. At the end of the Subscription Term set out in the Order the Customer will be responsible for renewing the licence with the Supplier.
- 1.1.2 BT will install the Endpoint Agents and Enterprise Agents remotely to the agreed devices or virtual machines and set-up the ThousandEyes monitoring services, alerts, reports and dashboards for the Customer based on the scope agreed between the Customer and BT. If BT does not have remote access, then BT will provide support to the Customer so the Customer can install the Endpoint Agents or the Enterprise Agents.
- 1.1.3 The Customer may select one-off or recurring Professional Services at an additional Charge as set out in Paragraph 2.1 **Error! Reference source not found.**
- 1.1.4 If the Customer does not select Professional Services then, except as set out in Paragraph 1.1.5, the provision of this Service Tier is limited to the resale, installation and set-up of the ThousandEyes Instance only and the rest of this Agreement will not apply and the Customer will be subject to the EULA between the Customer and the Supplier for continued use of the ThousandEyes Instance.
- 1.1.5 Where the Charges for this Basic Service Tier have been spread over the Subscription Term as a recurring Charge then any terms in this Agreement in relation to the following shall apply:
 - (a) invoicing, taxes and late payment of Charges;
 - (b) Processing of Customer Personal Data by BT; and
 - (c) both parties liability for the obligations set out in (a) and (b).
- 1.1.6 The Basic Service Tier does not provide any alert management by BT. If the Customer discovers any issues on BT-provided services through their own testing, the Customer must report them to BT as reactive incidents, as per the incident process set out in the Schedule for that BT service.

1.2 Managed/Co-managed:

Implementation and Setup:

- 1.2.1 BT will install the Endpoint Agents and Enterprise Agents remotely to the agreed devices or virtual machines and set-up the ThousandEyes monitoring services, alerts, reports and dashboards for the Customer based on the scope agreed between the Customer and BT. If BT does not have remote access, then BT will provide support to the Customer so the Customer can install the Endpoint Agents or the Enterprise Agents.
- 1.2.2 BT will provide the Customer with access to the ThousandEyes Portal.

Reporting and Solution Management:

- 1.2.3** BT will customise dashboards and reports based on the Customer's requirements to the extent the requirements are within the capability of the ThousandEyes Portal.
- 1.2.4** BT will operate the ThousandEyes Instance and the ThousandEyes Portal with 24 hours a day, 7 days per week monitoring service.
- 1.2.5** BT will administer the ThousandEyes Instance and ThousandEyes Portal and will manage access rights for all Users (in the Co-managed Service Tier, the Customer will have administrator access as well).
- 1.2.6** BT will manage the licences for the ThousandEyes Instance and software updates and will monitor the overall functioning of the Service.

24/7 Proactive Monitoring and Troubleshooting:

- 1.2.7** The Service will perform 24 hours a day, 7 days per week proactive monitoring of the Customer's networks, applications or Users' experience based on the scope agreed between the Customer and BT.
- 1.2.8** The Service will diagnose and identify performance issues and error domains and report to the Customer within the agreed target times set out in the Key Measures.
- 1.2.9** Where the Service identifies issues as set out in Paragraph 1.2.8 on services that are not provided by BT then BT's only responsibility is to alert the Customer of the issue. Where the service is provided by BT then BT will manage the issue in accordance with the terms and conditions of such service.

Professional Services - Technical Consultant

- 1.2.10** BT will assign a Technical Consultant who will:
 - (a) be the principal contact for anything related to the Service and notably for monthly reporting activities. The monthly report will include observations and recommendations that may, if adopted by the Customer, improve the performance of the Customer's services that are monitored by this Service. The Parties will agree the date in the month when the report will be issued;
 - (b) carry out on-going activities and analysis to improve the performance of the services that are monitored by this Service;
 - (c) work with the Customer and other relevant parties to maintain the technical integrity of the Service; and
 - (d) notify the Customer of any software releases that may affect the Service and which BT may adopt,
- 1.2.11** The Technical Consultant will provide assistance to the Customer in projects, agreed between the Parties, where the Service is required.

Ad-hoc Thousandeyes Tests:

- 1.2.12** Where the Co-managed Service Tier has been selected, BT will provide the Customer with administrator access to a BT customer dedicated account from which the Customer can set-up

ad-hoc ThousandEyes tests. The Technical Consultant may be used to set-up and analyse the ad-hoc ThousandEyes tests.

1.3 Assessment:

- 1.3.1** BT will provide the Customer with a one-off 90 day assessment to provide visibility insights and diagnosis on digital experience or performance of target applications or networks. BT will provide the Customer with an assessment report based on the scope and requirements agreed between the Parties which may include observations and recommendations that may, if adopted by the Customer, improve the performance of their applications or networks. Depending on the scope of work agreed between the Parties, BT may need to install the Endpoint Agents and Enterprise Agents remotely to the agreed devices or virtual machines and set-up ThousandEyes tests. If BT does not have remote access, then BT will provide support to the Customer so the Customer can install the Endpoint Agents or the Enterprise Agents.
- 1.3.2** BT will provide the Customer with access to the ThousandEyes Portal during the 90 day assessment period. At the end of the 90 day period access will be terminated and this Agreement will be terminated.

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 Professional Services - Technical Consultant for Basic Service Tier

- 2.1.1** If the Customer has chosen the Basic Service Tier, the Customer may opt for Professional Services, either on a recurring or non-recurring basis, for a period of time as set out in any applicable Order. The level of Professional Services the Customer receives will depend on the number of hours set out in the Order.
- 2.1.2** BT will assign a Technical Consultant who will:
- (a) be the principal contact for anything related to the Service and notably for monthly reporting activities. The monthly report will include observations and recommendations that may, if adopted by the Customer, improve the performance of the Customer's services that are monitored by this Service. The Parties will agree the date in the month when the report will be issued; and
 - (a) carry out on-going activities and analysis to improve the performance of the services that are monitored by this Service.
- 2.1.3** The Technical Consultant will provide assistance to the Customer in any project where the Service is required.

3. SERVICE MANAGEMENT BOUNDARY AND BEDDING-IN PERIOD

- 3.1** BT will provide and manage the Service in accordance with Parts A and B of this Schedule and as set out in any applicable Order ("**Service Management Boundary**").
- 3.2** BT will have no responsibility for the Service outside the Service Management Boundary.
- 3.3** There will be a bedding-in period of 3 months following the Operational Service Date where no alerts will be actioned ("**Bedding-in Period**"). This is necessary for the tuning and training of the alerts and to fully establish the noise floor baseline. This will ensure that the ratio of relevant alerts versus false alarms is minimised so that higher service effectiveness is possible. After this period BT will action alert volumes of

up to 1% of total test volumes per month. If these volumes are exceeded frequently further tuning will be required which BT will carry out in consultation with the Customer.

- 3.4 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.
- 3.5 BT will have no responsibility for any third party software and any equipment or servers hosting the Enterprise Agents and Endpoint Agents.

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 appropriate devices or virtual machines to host the Enterprise Agents and Endpoint Agents; and
 - 4.1.2 a working network connected to the equipment and virtual machines hosting the Enterprise Agents and Endpoint Agents,(each an “**Enabling Service**”)

5. COMMISSIONING OF THE SERVICE

- 5.1 Before the Operational Service Date, BT will:
 - 5.1.1 deliver and 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 remotely connect the Service to each Enabling Service;
 - 5.1.4 check that the Enterprise Agents or Endpoint Agents have been installed correctly on the virtual machines and devices; and
 - 5.1.5 on the date that BT has completed the activities in this paragraph 5.1, confirm to the Customer the Operational Service Date.

Section B - Supplier Terms

6. EULA

- 6.1 The applicable EULA can be found at https://www.cisco.com/c/en/us/about/legal/cloud-and-software/end_user_license_agreement.html
- 6.2 Customer Personal Data will be Processed by the Supplier in accordance with their data processing agreement set out at <https://trustportal.cisco.com/c/dam/r/ctp/docs/dataprotection/cisco-master-data-protection-agreement.pdf> which the Customer will sign.

Section C – Service Management

7. SERVICE MANAGEMENT

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