

BT Fortinet SD-WAN 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 SD-WAN Edge Devices

- 1.1.1 BT will provide the Customer with SD-WAN Edge Devices including associated software licences.
- 1.1.2 Where BT provides Physical SD-WAN Edge Devices, BT will install these at those Sites set-out in the Order and they will connect into the Customer's network in order that BT can provide the Service.
- 1.1.3 Where the Customer has selected a Virtual SD-WAN Edge Device, BT will provide the Customer with the Licence Subscription required to run the Service and the Customer will install the software on their Virtual Environment.
- 1.1.4 The Customer will purchase a Licence Subscription for each SD-WAN Edge Device as set out in paragraph 1.5.

1.2 BT or Cloud Hosted Control Infrastructure

- 1.2.1 BT will provide a hosted management infrastructure in the cloud or in a datacentre that will allow BT to:
 - (a) orchestrate the delivery of the Customer's Service;
 - (b) monitor in real time the Customer's network and the performance of the SD-WAN Devices;
 - (c) identify issues, inefficiencies or delays with the Customer's network;
 - (d) troubleshoot issues with the Customer's network; and
 - (e) view data flows across the Customer's network and Sites.
- ("BT or Cloud Hosted Control Infrastructure")

1.3 Transport Independent VPN

- 1.3.1 BT will provide the Customer with a VPN and encryption service where the Customer can:
 - (a) build corporate VPNs across its Sites; and
 - (b) transfer information across their network and the internet using secure encryption technology.

1.4 Application Traffic Steering

- 1.4.1 BT will provide the Customer with the ability to manage its traffic and Applications in order to improve the efficiency of its network through application traffic steering.
- 1.4.2 The Customer will be able to categorise certain Applications as business critical. Changes to the categories shall be addressed as a Simple Service Request ("SSRs").
- 1.4.3 Application traffic steering will work optimally if there are at least two (2) resilient Enabling Services (e.g., two redundant, diverse Internet access circuits) connected to a Site.

1.5 License Subscriptions

- 1.5.1 The Customer will purchase at least one of the License Subscriptions below for each SD-WAN Device as set out in the applicable Order. Where there are multiple SD-WAN Devices at a Site,

they will all have the same License Subscription, however, License Subscriptions may vary across Sites within the Customer's network:

(a) Standard License Subscription

- (i) The Standard License Subscription aligns with the technical and security features supported by the Supplier as detailed in the Order.

(b) Virtual License Subscription

- (i) The Virtual License Subscription used in the Customer's Virtual Environment includes all features provided as part of the Standard License Subscription.
- (ii) The Customer may modify the number of virtual central processing units ("**CPUs**"), in the set range, that the Customer requires for its virtual instance by raising a change request to BT.
- (iii) BT will work with the Customer to check and validate the change request before it is effective.
- (iv) The Customer may change the number of virtual CPUs at any time subject to providing BT with no less than 30 days' notice.
- (v) The Virtual License Subscription monthly recurring charge will vary depending on the number of virtual CPUs and the selected License Subscription.

(c) Licence Activation

All Licenses (Forticare, security licences) will auto-start after a 60 day "grace period" after Fortinet shipment.

1.6 Customer Portal

1.6.1 BT will provide the Customer with a customer portal accessible via the BT My Account Portal, that will allow the Customer to monitor its network status and generate reports.

1.6.2 BT will not provide training on the BT My Account Portal as part of the standard Service.

2. SERVICE OPTIONS

BT will provide the Customer with the following option(s) as set out in any applicable Order and in accordance with the details as set out in that Order. Service Options may not be available in all countries:

2.1 SD WAN Edge Devices

2.1.1 BT will provide the Customer with SD WAN Edge Devices including Switches and Wi-Fi Access Points and the requisite software licences for the SD WAN Edge Devices as detailed in the Order, which BT will install at the Customer's Sites and that will connect into the Customer's network in order that BT can provide the ordered service.

2.2 Co-Management

2.2.1 BT will provide read access only to the Forti Manager ("**FMG**") and FortiAnalyzer via the BT My Account Portal ("**Customer Hub**") that will allow the Customer to:

- (a)** view, in real time, the performance of their Applications that run over their network;
- (b)** identify issues, inefficiencies or delays with the Customer's network;
- (c)** troubleshoot issues with the Customer's network; and
- (d)** view data flows across the Customer's network and Sites;

2.2.2 BT will provide an ability to make configuration changes to the Service.

2.2.3 The FMG shall be hosted and managed by BT.

2.2.4 Where the Customer requests and is granted write access on either FMG or FortiAnalyzer, BT shall not be liable for any loss incurred as a result of configuration changes made by the Customer.

2.3 Mobile Data Access Management

- 2.3.1** For Sites in the UK only, BT will provide the Customer with Mobile Data Access, using one of the Service options below, if set out in the Order:
- (a)** Backup Mobile Data Access; or
 - (b)** Backup Plus Mobile Data Access;
 - (c)** Active-Active Mobile Data Access; or
 - (d)** Prime Mobile Data Access.
- 2.3.2** The Mobile Data Access the Customer selects can be either BT Managed Mobile Data Access or Customer Managed Mobile Data Access.
- 2.3.3** Mobile Data Access can be purchased in one of the following variants:
- (a)** BT Managed Mobile Data Access – External;
 - (b)** BT Managed Mobile Data Access – Internal Hub;
 - (c)** BT Managed Mobile Data Access – SIM Only (4G only – limited models);
 - (d)** The Customer's own SIM for use with Devices with embedded SIM Card (4G Only - Limited models).
- 2.3.4** Active-Active Mobile Data Access is only available over 5G where 5G is available to the Customer.
- 2.3.5** Where the Customer selects BT Managed Mobile Data Access, BT will:
- (a)** install, maintain and support the Mobile Data Equipment/SIM Card;
 - (b)** hold and deploy additional Mobile Data Equipment when required; and
 - (c)** remotely and proactively monitor the Mobile Data Equipment and report on any performance issues.
- 2.3.6** Where the Customer selects Customer Managed Mobile Data Access, the Customer is responsible for:
- (a)** provision of the Customer SIM Card;
 - (b)** any charges or fees associated with or incurred by the Customer's use of the Customer SIM Card; and
 - (c)** arranging for the SIM Card to be activated prior to the day of installation.
- 2.3.7** BT or one of its suppliers, will retain title in the Mobile Data Equipment which will be classified as BT equipment under this Schedule, except as set out in paragraph 2.3.10.
- 2.3.8** BT grants the Customer a licence to use the Mobile Data Equipment and SIM Card solely for accessing the Mobile Network in accordance with this Schedule during the Minimum Period of Service and any agreed renewal period.
- 2.3.9** Upon termination or expiry of this Schedule for any reason, or where the Mobile Data Equipment is no longer required or is faulty, BT will, at its option, collect the Mobile Data Equipment or ask the Customer to return it to BT at the Customer's expense, except as set out in paragraph 2.3.10.
- 2.3.10** Upon termination or expiry of this Schedule, the title in Physical SD-WAN Devices, including the Internal Hub, transfers to the Customer and the Customer shall be responsible for their disposal.
- 2.3.11** Mobile Data Access provides access across a public Mobile Network which can be subject to degradation, congestion and interference (including lack of access to 5G) which are beyond BT's control.
- 2.3.12** Where the Customer has selected Customer Managed Mobile Data Access BT will not be responsible for any problems with the signal strength or quality or with any access to the Service using Mobile Data Access.
- 2.3.13** In addition to any rights BT may have under the Governing Agreement, if the Customer uses the Mobile Data Access in breach of this Schedule, BT may, without notice:
- (a)** terminate the Mobile Data Access; or

(b) temporarily or permanently block the BT SIM Card used with the Mobile Data Access.

2.3.14 Issues identified with Mobile Network connectivity, between the Site and the local cell tower, may take in excess of 5 Business Days to resolve.

2.4 Cloud Deployment

2.4.1 Where the Customer has selected Cloud Deployment, BT will enable the Customer to activate the Virtual SD-WAN Device in the Customer's Virtual Environment as part of the Service if set out in the Order.

2.5 Fortinet Security Licence Subscription

2.5.1 The Fortinet Security Licence Subscription will be configured in accordance with the design agreed with the Customer with applicable Security Licence Subscriptions and the Customer can monitor the performance of them via the Customer Hub, however, BT do not proactively take any action on security alerts received, however, a Customer may wish to Order the Protective Monitoring Service.

2.5.2 A full list of available Fortinet Security Licence Subscriptions available to Order will be set out in the Customer Handbook.

2.5.3 Where the Customer selects FortiGate Unified Threat Management as a Fortinet Security Licence Subscription:

(a) if the Customer orders the Physical SD-WAN Device, BT's Security Licence Subscription will be included with the Standard Licence Subscription; and

(b) If the Customer orders the Virtual Licence Subscription for their virtual SD-WAN Device to be deployed in their own Virtual Environment, the Customer has the option to opt-in or opt-out of Fortinet Security Licence Subscription.

2.6 Protective Monitoring Service

2.6.1 Where the Customer has selected one of the Fortinet Security Options, the Customer can further select the Protective Monitoring Service ("**PMS**"). The PMS provides 24 hours a day, 7 days per week monitoring of high and critical security events.

2.6.2 To select PMS, the Customer will need to opt into the Security Licence Subscription and enable logging functionality. To obtain the best quality, the Customer will have to enable and configure secure socket layer inspection.

2.6.3 BT will notify the Customer of any required remedial action and engage BT Service Management to action pre-defined playbooks (agreed with the Customer) where applicable. The Customer and/or BT Service Management may be responsible for carrying out remedial action.

2.7 FortiSASE

2.7.1 Where the Customer requires FortiSASE features to enhance the Fortinet Service, BT will provide the Customer with SASE Licenses in the quantity set out in the Order, from the following:

(a) Bandwidth License: will increase bandwidth access from the Customer's devices to FortiSASE PoPs;

(b) Public IP Address License (will increase the number of public IP addresses available for the Customer's Fortinet Service;

(c) Remote Users licenses for remote users regardless of location when accessing the Internet.

2.7.2 FortiSASE is available in line with global regulations. During offer, BT will propose a network, traffic and access design in line with local regulations and agree this with the customer,

The service is only available with the FortiSASE PoPs plus selected PoPs. In some countries the FortiSASE service is not available due to local regulations.

2.8 LAN CPE Devices

- 2.8.1** BT will provide the Customer with LAN CPE Devices and the requisite Software licences for the LAN CPE Device as detailed in the Order, which BT will install at the Customer's Sites and that will connect into the Customer's network in order for BT to provide the ordered service.

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** in respect of the Physical SD-WAN Edge Devices, between the WAN and LAN ports of each Physical SD-WAN Device and excluding any Customer SIM Card;
 - 3.1.2** in respect of the Virtual SD-WAN Device, within the Virtual SD-WAN Device hosted on the Enabling Service but not any underlying virtual or physical infrastructure supporting this, including an Enabling Service;
 - 3.1.3** in respect of the LAN CPE Switches between the WAN and LAN ports of each LAN CPE Device; and
 - 3.1.4** in respect of the LAN CPE Wi-Fi Access Point, between the LAN port and the Wi-Fi antennae.
- 3.2** Paragraphs 3.1.1 and 3.1.4 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 Customer equipment or other equipment and software.

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** internet routing connectivity between the SD-WAN Devices and the SD-WAN Cloud Infrastructure including necessary configuration through the Customer's firewalls; and
 - 4.1.2** one or more of the following connectivity services that are compatible with the Services:
 - (a)** a BT or third-party Internet service;
 - (b)** a BT or third-party MPLS service;
 - (c)** a BT or third-party Ethernet service; and
 - (d)** a Customer owned or third-party provided WAN that BT has confirmed in writing is compatible with the Service,
- (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** connect the Service to each Enabling Service; and
 - 5.1.4** 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 C - Service Management

7. ADDITIONAL SERVICE MANAGEMENT CONDITIONS

7.1 Overview

- 7.1.1** The Service Management Schedule as referred to in the Order will apply to this Service. In addition, BT will manage the Service deployment.
- 7.1.2** Service impacting alerts will generate proactive tickets into the BT service desk who will notify the Customer accordingly.
- 7.1.3** Any Incidents caused due to the changes made by the Customer utilising the Co-Management Service option will be considered as either Priority 2 or 3 Incidents as further defined in the Service Management Schedule, depending on the severity.

7.2 IT Operations Management

- 7.2.1** On and from the Operational Service Date, BT will manage:
 - (a)** software updates for the BT or Cloud Hosted Control Infrastructure;
 - (b)** overall BT or Cloud Hosted Control Infrastructure uptime and any planned works; and
 - (c)** changes to the BT or Cloud Hosted Control Infrastructure.
- 7.2.2** On and from the Operational Service Date, at the Customer's Site, BT will:
 - (a)** where the SD WAN Edge Devices is BT owned, provide hardware maintenance and where applicable, replacement;
 - (b)** manage operating system updates on SD WAN Edge Devices;
 - (c)** provide configuration management; and
 - (d)** manage SD-WAN policy changes on the SD WAN Edge Devices.
- 7.2.3** From the Operational Service Start Date, BT will remotely undertake throughout the year a review of Software running on any Equipment and if BT in its discretion considers appropriate, will update the Software operating on the Equipment ("Software Update Service").
- 7.2.4** From the Operational Service Start Date, BT will perform the activities included with Software Update Service and in addition BT will remotely undertake one additional update per annum when requested to do so by the Customer ("Software Update Customer").

7.3 All Software Upgrades

- 7.3.1** Remotely updating Software does carry some risk of the Equipment not returning to a working state and subsequently requiring a reboot or engineer maintenance visit to the Customer's Site;
- 7.3.2** The Customer will provide an onsite contact for the duration of the upgrade who will be responsible for attempting to restart any Equipment that needs rebooting and will liaise with the Service Desk;

- 7.3.3** If BT is unable to remotely install the required Software as explained above. BT will attend the Customer's Site to do so which will incur Charges at a daily rate and any associated reasonably incurred expenses.
- 7.3.4** In respect of all Software updates:
- (a)** BT will only install the Software on compatible Equipment during Business Hours, unless agreed otherwise between us, at a time agreed between us and the Customer will incur Charges if the Customer require Software to be installed outside of Business Hours;
 - (b)** BT will notify the Customer if the Equipment is not compatible and any replacement of incompatible Equipment will be at the Customer's own cost; and
 - (c)** BT will notify the Customer as soon as reasonably practicable of the duration and impact of any Equipment downtime as a result of BT installing the Software updates.
- 7.3.5** If the Customer requires additional Software updates in excess of that set out above, the Customer may request upgrades at any time via customer portal for an additional Charge.
- 7.3.6** BT will, where necessary, create and manage change records for the configuration and management of the Equipment;
- 7.3.7** BT will reactively update the Software for the Equipment:
- (a)** to mitigate stability issues, performance or functionality errors found during Incident resolution investigations;
 - (b)** to ensure that the software and firmware of the Equipment remains eligible for support of its manufacturer; and
 - (c)** where any upgrades are required to enhance the Service.

8. AS-REQUESTED SERVICES

8.1 Simple Service Requests

- 8.1.1** BT will perform up to five (5) SSRs per SD-WAN Device per year; starting from the Operational Service Date; without additional charge, provided the SSRs do not require a change to the SD-WAN design.