

## Private Cloud Shared Service Schedule Part B – Service Description

### Section A The Service

#### 1. STANDARD COMPONENTS OF THE SERVICE

- 1.1 BT will provide the Customer with the following standard service components in accordance with the details as set out in the Order:
- 1.1.1 **a CMS Portal:** access to a CMS Portal (including a catalogue to select the Service Options of the virtualised infrastructure). The CMS Portal will show the up-to-date list of available Service Options and Sites as well as the prevailing Charges for Service Options; and
  - 1.1.2 **Availability Zone(s) :** in which to deploy the Virtual Machine(s). The Availability Zone(s) (“AZ”) is the platform where the Customers online Order is deployed. Once the Customer selects the Service Options, they are automatically provisioned within the chosen AZ(s), as applicable.
  - 1.1.3 **a Service Option Catalogue:** show the options available to the Customer when completing the online Order. The Customer may use the Online Order to add to and/or remove any Service Options ordered via the CMS Portal. BT may update the Service Options as the Service evolves.
  - 1.1.4 **a Private Cloud Shared Infrastructure Platform:** that will allow the Customer to build Virtual Machines as well as amend, add or remove various computing elements like storage and networking.

#### 2. SERVICE OPTIONS

- 2.1 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:

##### 2.2 Virtual Machine:

- 2.2.1 The Service enables the Customer to self-provision the virtual infrastructure through the use of the CMS Portal or an API. Using the CMS Portal, the Customer selects the Service Options required in order to provision the Virtual Machine. The Service Option Catalogue specifies the Service Options that are available to create the Virtual Machine.
- 2.2.2 **Virtual Machine – Post-creation service options:** The following service options are only available after the Virtual Machine has been ordered and created:

##### (a) Virtual Machine Type

- (i) The Customer may select a Virtual Machine from the Virtual Machine attributes displayed within the Service Option Catalogue.
- (ii) The Customer may, in order to increase or decrease the size of the Virtual Machine (in terms of CPU and RAM), either build a new Virtual Machine or modify the current Virtual Machine, via a separate online Order. The Customer may copy the existing Virtual Machine as a Template or reinstall it on to a larger (or smaller) Virtual Machine as required.

##### (b) Storage (C:/root)

- (i) The Virtual Machine will include storage allocation, a C:/ root drive where the Operating System will reside.
- (ii) Additional Storage may be added in the form of additional drives. A number of different size drives are made available with an option for a Customer defined disk.

Additional disks can be added and are subject to a separate online Order and additional Charges.

**(c) Operating System.**

- (i) The Customer will select the Operating System for the Virtual Machine being created in order to build the Service. The Operating Systems are presented to the Customer as Templates. The options available are dependent upon the Service Option Catalogue and are defined as "ISOs" (ISO Images). The option of Operating Systems will be displayed by BT in the CMS Portal for the Customer to select.

**(d) Network connectivity.**

- (i) The Customer may order different Network offerings to provide connectivity between Virtual Machines and to and from the Internet;
- (a) The Network connectivity may include a firewall function set out in paragraph 2.2.3(f) below and/or Load Balancing set out in paragraph 2.7 below.
- (b) The additional BT (or other licensed operators) Network services are not part of the Service and the Customer will order them separately and separate conditions and additional Charges will apply.

**(e) Templates.**

- (i) Templates are used to create a Virtual Machine with a specific Operating System build. BT will make Template options available via the CMS Portal.

**(f) Firewall .**

- (i) The Customer may make changes to the firewall by adding, deleting and/or change access control lists.

**(g) Load Balancing.**

- (i) The Service supports the creation of a load balanced group of Virtual Machines.

**(h) ISO Images.**

- (i) Where the Customer require a particular Operating System that is not shown within the Templates, the Customer can create one from an ISO Image.

### 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** BT will provide and manage the Service up to:

- (a) hardware and software including the Hypervisor and orchestration software up to but not including the Operating System on the Virtual Machine; and
- (b) where the Service infrastructure connects to the Internet; or
- (c) to the external IP service, which is not part of the Service.

**3.2** Paragraphs 3.1 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.

**3.5** Given the nature and volume of malicious and unwanted electronic content, BT does not warrant that the Service is error free or will detect all security or malicious code threats.

### 4. ENABLING SERVICES

- 4.1 The Customer will have the following services in place that are necessary for the Service to function:
- (a) the Internet or other connectivity in place that will connect to the Service;
  - (b) Computer hardware, software and telecommunications equipment and services necessary to access and use the Service; and
  - (c) An account on the CMS Portal to enable online ordering.  
(each an “**Enabling Service**”)

## 5. COMMISSIONING OF THE SERVICE

- 5.1 Before the Operational Service Date, BT will:
- 5.1.1 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 FOR SERVICE OPTIONS

- 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**”), where applicable.
- 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 Service Management

### 7. SERVICE MANAGEMENT

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