

Connect Cisco 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 Devices

- 1.1.1 Subject to Paragraph 1.1.5, BT will provide the Customer with BT SD-WAN Devices including requisite Software licences for the BT SD-WAN Device as detailed in the Order.
- 1.1.2 Where BT provides the Customer with Physical SD-WAN CPE Devices, BT will install these at the Customer's Sites and they will connect into the Customer's network in order that BT can provide the Service.
- 1.1.3 Where BT provides the Customer with Virtual SD-WAN Devices, either BT or the Customer will deploy these onto the Customer's virtual infrastructure set out in Paragraph 4.1.3
- 1.1.4 The Customer will purchase a Site Service Tier as set out in the Order for each of their SD-WAN Devices.
- 1.1.5 Where BT is unable to provide the Customer with BT SD-WAN Devices in accordance with the terms of this Agreement BT will agree with the Customer in writing whether Customer-Provided SD-WAN Devices can be supported. Where BT agrees that Customer-Provided SD-WAN Devices can be supported, the Customer will be responsible for:
 - (a) ordering the Customer-Provided SD-WAN Device;
 - (b) delivery of the Customer-Provided SD-WAN Device to the Customer's Site;
 - (c) installation of the Customer-Provided SD-WAN Device;
 - (d) ensuring the Customer-Provided SD-WAN Device hardware and software meets the specifications BT has notified to the Customer in writing;
 - (e) ensuring that a suitable licence is available for the Customer-Provided SD-WAN Device for the term of this Agreement;
 - (f) placing the Customer-Provided SD-WAN Device in a Cisco Smart Account or Virtual Account owned by the Customer to which the Customer will ensure BT is given management access so the Customer-Provided SD-WAN Device can connect to the Cloud Hosted Controller Infrastructure; and
 - (g) hardware maintenance of the Customer-Provided SD-WAN Device.

1.2 Supplier SD-WAN Licences

- 1.2.1 BT will provide the Customer with the following licences as detailed in the Order (except where the Customer selects Cisco SD-WAN Customer Owned):
 - (a) **DNA Essentials licence subscription:**

The DNA Essentials licence subscription aligns with the technical features supported by the Supplier SD-WAN licence known as DNA Essentials (or any subsequent renaming) and as detailed in the Order ("DNA Essentials").
 - (b) **DNA Advantage licence subscription:**

The DNA Advantage licence subscription aligns with the technical features supported by the Supplier SD-WAN licence known as DNA Advantage (or any subsequent renaming) and as detailed in the Order ("DNA Advantage").

(c) DNA Premier licence subscription:

The DNA Premier licence subscription aligns with the technical features supported by the Supplier SD-WAN licence known as DNA Premier (or any subsequent renaming) and as detailed in the Order ("**DNA Premier**").

1.3 Cloud Hosted Control Infrastructure

1.3.1 BT will provide the Customer with access to the BT My Account Portal that will allow the Customer to:

- (a)** monitor in real time the Customer's network and the performance of the SD-WAN Devices;
- (b)** identify issues, inefficiencies or delays with the Customer's network;
- (c)** troubleshoot issues with the Customer's network;
- (d)** view data flows across the Customer's network and Sites; and
- (e)** compile analysis reports and summaries of the performance of the Customer's network, ("**Cloud Hosted Control Infrastructure**").

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

1.3.3 BT will provide a Cloud Hosted Controller for configuration and monitoring of the SD-WAN Device except where the Customer selects Cisco SD-WAN Customer Owned, as set out in Part A Paragraph 1.3.3.

1.3.4 Where the Customer has their own Cloud Hosted Controller, the Customer will ensure that any software installed on both Cloud Hosted Controller and the Customer-Provided SD-WAN Device is compatible with BT and meet all requirements that BT specifies.

1.4 Transport Independent VPN

1.4.1 BT will provide the Customer with a VPN and encryption service that will allow the Customer to:

- (a)** build corporate VPNs across the Customer's global Sites; and
- (b)** transfer information securely across the Customer's network and the Internet using encryption technology, ("**Transport Independent VPN**").

1.5 Simple Service Requests

1.5.1 BT will perform up to five Simple Service Requests from the BT SSR catalogue per SD-WAN Device per year provided those changes do not require a change to functional operation of the implemented design of the Service.

1.5.2 BT will not update current design documentation of the Service as part of the Simple Service Request.

1.6 SD-WAN Site Service Tier

1.6.1 The Customer must purchase one of the Site Service Tiers below for each SD-WAN Device the Customer orders through the Service as set out in any applicable Order. Where there are multiple SD-WAN Devices on a Site, they will all have the same Site Service Tier:

(c) Bronze Site Service Tier

The Bronze Site Service Tier aligns with the technical features supported by the Supplier subscription licensing tier known as DNA Essentials (or any subsequent renaming) and as detailed in the Order.

(d) Silver Site Service Tier

The Silver Site Service Tier aligns with the technical features supported by the Supplier subscription licensing tier known as DNA Advantage (or any subsequent renaming) and as detailed in the Order.

(e) Gold Site Service Tier

The Gold Site Service Tier aligns with the technical features supported by the Supplier subscription licensing tier known as DNA Premier (or any subsequent renaming thereof) and as detailed in the Order.

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 Support for embedded security features: the Customer may purchase one of the Security Support Tiers below for each SD-WAN Device the Customer orders through the Service as set out in any applicable Order. Where there are multiple SD-WAN Devices on a Site, they can have different Security Support Tiers:

2.1.1 Basic Security Support Tier

The Basic Security Support Tier aligns with the technical features supported by the Supplier subscription licensing tier known as **DNA Essentials** (or any subsequent renaming) and as detailed in the Order.

2.1.2 Intermediate Security Support Tier

The Intermediate Security Support Tier aligns with the technical features supported by the Supplier subscription licensing tier known as **DNA Advantage** (or any subsequent renaming) and as detailed in the Order.

2.1.3 Advanced Security Support Tier

The Advanced Security Support Tier aligns with the technical features supported by the Supplier subscription licensing tier known as **DNA Premier** (or any subsequent renaming thereof) and as detailed in the Order.

2.2 Security Support Tiers provide reactive support only and are limited to the capabilities of the Cloud Hosted Control Infrastructure.

2.3 Cloud OnRamp: BT will deploy the virtual SD-WAN Device into the Customer's cloud environment as part of the Service.

2.4 Co-Management Advanced

2.4.1 Co-Management Advanced provides the Customer with an access to Connect Cisco SD-WAN Cloud Hosted Controller, through which the Customer can make limited configuration changes to their BT Managed Connect Cisco SD-WAN Service.

2.4.2 Co-Management Advanced configuration changes impact overlay network configuration.

2.4.3 If the Customer orders Co-Management Advanced:

- (a)** at least 2 hours before any change is implemented on an SD-WAN Device via the Co-Management Advanced, the Customer will invoke the change control process and also inform BT service desk;
- (b)** the Customer agrees to follow the procedure detailed in the Co-Management Advanced User Guide;
- (c)** BT reserves the right to ask for an updated design documentation at any time;
- (d)** from the Operational Service Date, the Customer will maintain a log of all changes applied to the network. BT can request such log anytime for investigation;
- (e)** if an Incident occurs, BT may restore the affected network to a previous configuration using backup data, depending on the Supplier's ability to restore the network. Restoration of network configuration using the backup data may result in data being lost;
- (f)** BT will not be liable for any damage or failure caused by changes to the network configuration performed by the Customer; and

- (g) BT may not be able to submit a root cause analysis (“RCA”) document for Incidents caused by configuration changes done via Co-Management Advanced.

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 Cloud Hosted Control Infrastructure:
 - (a) where the Customer selects either Cisco SD-WAN BT Owned or Cisco SD-WAN – BYOD, BT will be responsible for both the management and the availability of the Cloud Hosted Controller;
 - (b) where the Customer selects Cisco SD-WAN Customer Owned, BT will be responsible for management but not for the availability of the Cloud Hosted Controller;
 - 3.1.2 in respect of the Physical SD-WAN CPE Devices, between the WAN and LAN ports of each Physical SD-WAN CPE Device;
 - 3.1.3 in respect of the Virtual SD-WAN Devices, BT is responsible for monitoring and maintaining the Virtual SD-WAN Device but not any of the underlying virtual or physical infrastructure supporting this including an Enabling Service; and
 - 3.1.4 in respect of the Customer-Provided SD-WAN Device, BT is not responsible for maintaining the Customer-Provided SD-WAN Device or any of the underlying virtual or physical infrastructure supporting this including an Enabling Service.
- 3.2 Paragraphs 3.1.1 – 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, including the Customer-Provided SD-WAN Device, or other equipment and software that is not provided by BT.
- 3.5 BT will have no responsibility under this Schedule for any of the Enabling Services, including the Enabling Service that the Customer-Provided SD-WAN Device and Virtual SD-WAN Device are hosted on.
- 3.6 When the Customer undertakes API access to the Cloud Hosted Control Infrastructure such access will be via the BT My Account Portal and the API’s interaction is at the Customer’s own risk including their compliance with any security standards set by the Supplier.

4. ENABLING SERVICES

- 4.1 The Customer will have the following services in place that are necessary for the Service to function and will ensure that these services meet the minimum technical requirements that BT specifies:
 - 4.1.1 The Customer will have internet routing connectivity from the SD-WAN Devices to the Cloud Hosted Control Infrastructure including any necessary configuration through the Customer’s firewalls;
 - 4.1.2 one or more of the following connectivity services:
 - (a) Internet service; and/or
 - (b) WAN/MPLS service;
 - 4.1.3 In addition to the Enabling Services set out in Paragraph 4.1.2 and 4.1.2, where a Virtual SD-WAN Device or virtual Customer-Provided SD-WAN Device is to be deployed the Customer must provide one or more of the following:
 - (a) a Cloud environment used for deploying a Virtual SD-WAN Device or virtual Customer-Provided SD-WAN Device;
 - (b) a customer service infrastructure used for an on-premise Virtual SD-WAN Device or virtual Customer-Provided SD-WAN Device; or

(c) the BT service called “**Connected Cloud Edge**”.
(each an “**Enabling Service**”)

- 4.2** Where the Customer is planning to use 4G or 5G Internet as an underlay connection, it will be the Customer's responsibility to procure SIM cards compatible with the corresponding hardware module. The Customer is required to ensure adequate signal strength at each device location and troubleshoot any issues with any 4G or 5G SIM cards and raise these issues on the day of installation to the engineer, otherwise it will be the Customer's responsibility to install any SIM cards.
- 4.3** If BT provides the Customer with any services other than the Service (including, but not limited to any Enabling Service) this Schedule will not apply to those services and those services will be governed by their separate terms.
- 4.4** Users must use Google Chrome or Mozilla Firefox internet browsers in order to access the Cloud Hosted Control Infrastructure.
- 4.5** Where BT is unable to connect to an SD-WAN Device in order to rectify an issue with the Service because of an incident with the Enabling Service, BT will not be liable for any delay in rectifying the issue with the Service as a result of this delay and the Service Levels will not apply. If the Enabling Service is provided by BT then any Service Levels set out in the terms associated with that Enabling Service would apply where applicable.
- 4.6** Where the SD-WAN Device is directly deployed onto an Enabling Service set out in Paragraph 4.1.2 without a separate WAN router or NTE, any functionality of Enabling Service is determined only by the capability of the Service and the Customer acknowledges this may result in a decreased functionality of such Enabling Service.
- 4.7** BT will not be responsible for providing regulatory or legal advice as part of either the takeover of the Service, implementing SD-WAN Services to the Customer's specifications or the on-going management of the Service. It is the Customer's responsibility to ensure that suppliers of the Enabling Service provide their inputs compliantly.

5. COMMISSIONING OF THE SERVICE

5.1 Before the Operational Service Date, BT will:

5.1.1 Where the Customer selects Cisco SD-WAN BT Owned, deliver and configure the Service:

- (a) ordering and standing up the Cloud Hosted Controller;
- (b) linking the Cloud Hosted Controller to BT systems;
- (c) provide and install the SD-WAN Devices on Site;
- (d) connect the Service to each Enabling Service;
- (e) conduct a series of standard tests on the Service to ensure that it is configured correctly
- (f) enable monitoring and reporting of each SD-WAN Device on Site;

5.1.2 Where the Customer selects Cisco SD-WAN – BYOD, deliver and configure the Service:

- (a) ordering and standing up the Cloud Hosted Controller;
- (b) linking the Cloud Hosted Controller to BT systems;
- (c) adopt all Customer-Provided SD-WAN Devices into BT's management;
- (d) enable monitoring and reporting of each CPE on Site.

5.1.3 Where the Customer selects Cisco SD-WAN Customer Owned, deliver and configure the Service:

- (a) linking the Cloud Hosted Controller to BT systems;
- (b) adopt all Customer-Provided SD-WAN Devices into BT's management;
- (c) enable monitoring and reporting of each SD-WAN Device on Site;
- (d) perform all central policy changes during Dual Management; and

- (e) downgrade “read-write” access of all the Customer's accounts to standard “read-only” mode after adopting the Customer's Customer-Provided SD-WAN Devices, as set out in Paragraph 5.1.3(b).

5.1.4 where required, upgrade the Software used with the Service and will test and certify various software versions the Supplier releases from time to time. Any deviation from recommended software releases will have to be agreed between both of us.

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 the Cisco General Terms that can be found at:

https://www.cisco.com/c/dam/en_us/about/doing_business/legal/Cisco_General_Terms.pdf; and

7.2 the Offer Description will be the Cisco Catalyst SD-WAN offer descriptions that can be found at:

https://www.cisco.com/c/dam/en_us/about/doing_business/legal/OfferDescriptions/Cisco-Catalyst-SD-WAN.pdf

7.3 Each may be amended or supplemented from time to time by the Supplier.

Section C Service Management

8. SERVICE MANAGEMENT

8.1 The Service Management Schedule as referred to in the Order will apply to this Service except that the provisions regarding Inventory Management set out in the Service Management Schedule shall not apply to this Service

8.2 In addition to the Service Management Schedule:

8.2.1 On and from the Operational Service Date, BT will manage:

(a) software updates for the Cloud Hosted Controller;

(b) security notifications;

(c) overall Cloud Hosted Controller uptime and any planned works; and

(d) changes to Cloud Hosted Controller.

8.2.2 On and from the Operational Service Date, at the Customer's Site, BT will:

- (a) where the Customer selects Cisco SD-WAN BT Owned, provide hardware maintenance and where applicable replacement;
- (b) manage operating software updates on SD-WAN Devices; and
- (c) where the Customer has not opted for the Co-Management Advanced, manage SD-WAN policy changes on the SD-WAN Devices.

8.3 Any Incidents caused by configuration changes via the Co-Management Advanced will be considered as either priority 2 or 3 Incidents as set out in the Service Management Schedule, depending on the severity.