

Edge Solutions 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 Design and preparation

- 1.1.1 Based on the CPE inventory and the configuration details provided by the Customer, BT will prepare a technical design specification for the Service.
- 1.1.2 A BT Project Co-ordinator will work with the Customer;
 - (a) to establish a Project Initiation Document;
 - (b) agree lead times and plan implementation testing and commissioning activities; and
 - (c) assist the Customer establishing the inventory of existing Customer Equipment and other details required in the event of a service transition.
- 1.1.3 BT will provide the Customer with a detailed Customer Handbook containing information relating to the Service provided, and relevant contact points within BT.

1.2 Edge Solution (ES) Devices

- 1.2.1 BT will provide the Customer with ES Devices including associated software licences as set out in the Order. ES Devices are CPE and will be purchased by the Customer subject to separate orders for sale of equipment.
- 1.2.2 BT will install the ES Devices at those Sites set-out in the Order. The ES Devices will then be used to connect to the Customer's network.
- 1.2.3 The ES Devices used to provide the Service are purpose-built networking appliances that are pre-loaded and validated with Supplier ES software for an all-in-one solution.

1.3 Configuration and Monitoring Portal

- 1.3.1 BT will provide the Customer with read-only access to the cloud controller via the BT portal that will allow the Customer to view the following cloud-hosted control infrastructure performance reports:
 - (a) network monitoring and the performance of the ES Devices;
 - (b) identify issues and delays in the overlay network;
 - (c) view data flows across the network and its Sites.
- 1.3.2 The cloud controller is hosted and managed by the Supplier.

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 Purchasing of any additional Equipment

- 2.1.1 Where the Customer requires additional equipment, BT may provide such additional equipment subject to separate orders for sale of equipment and BT will be responsible for delivering this to the Customer location.

2.2 Professional Services and Customer Training

- 2.2.1 BT will provide Professional Services and Customer training, delivered during Business Hours. The Professional Service includes advice or work relating to any Customer Equipment, either operated by or on behalf of the Customer, or to the technical design.

2.3 ES (Edge Solutions) Camera

- 2.3.1 ES Camera is CPE, a hardware device which is cloud managed and allows a Customer to view and control from a Supplier Dashboard and which may be purchased from BT subject to separate orders for sale of equipment.
- 2.3.2 BT will manage the ES Camera in accordance with the terms of this Schedule but not the footage recorded by it.
- 2.3.3 During the ES Camera install process, BT will perform several tasks that require the ability to view video footage in order to ensure that the ES Cameras are properly installed and meet the Customer's requirements. Once the installation process is complete, BT's and the Supplier's video access will be revoked after seven days.
- 2.3.4 Where the Customer requires BT to have access to the video footage in order to deal with an Incident then the Customer administrator will need to grant BT access.
- 2.3.5 Any footage recorded is stored on the ES Camera, and should the ES Camera be lost, stolen or break, the recorded video footage will be lost.
- 2.3.6 BT will procure licences for the ES Camera in accordance with the conditions set out in Part A.
- 2.3.7 BT will notify the Customer of the expiry date of licences via the Dashboard.
- 2.3.8 BT will not be liable for any video footage recorded on the ES Camera or for any access obtained by third parties to the footage.

2.4 Incident Reporting and Incident Repair

- 2.4.1 There are two CPE Incident Repair Options, and the option selected will be specified on the Order. These options may not be available in all locations:
- (a) **8 * 5 * 4 On Site CPE Maintenance**
- This operates between 8am and 5pm on a Business Day. BT aims to get to the Site within four hours of confirming a Site visit is required. If there are less than four Business Hours left in the Business Day when the Incident report is received, the visit may be on the next Business Day. If BT agrees to perform work outside Business Hours, it will be at an additional Charge as agreed in an Order. The Charges will be agreed before any work is performed; and
- (b) **24 * 7 * 4 On Site CPE Maintenance**
- This operates 24 hours a day 7 days a week including national, public or bank holidays. BT aims to get to the Site within four hours after confirming a Site visit is required.
- (“CPE Incident Repair Options”).**

2.5 Transport Independent VPN

- 2.5.1 BT will provide the Customer with a VPN and encryption service that will allow the Customer to:
- (a) build a corporate VPN across its Sites;
- (b) transfer information across the network and the internet using secure encryption technology.

2.6 Application Traffic Steering

- 2.6.1 Through application traffic steering BT will provide the Customer with the ability to manage its traffic and applications in order to improve the efficiency of its network.
- 2.6.2 The Customer will be able to categorise certain applications as business critical. Changes to the categories will be dealt with as a simple service request.

2.6.3 Application traffic steering will only work optimally if there are at least two (2) resilient Enabling Services (e.g., two redundant, diverse Internet access circuits) connected to a Site.

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 the Service infrastructure including the relevant controllers and gateway services;
 - 3.1.2 the service management of the ES Devices (design, deployment, configuration, management and service wrap including on-site break fix) from the WAN port of the device to its LAN port; and
 - 3.1.3 for LAN services, the port level of the LAN media does not extend beyond the interface on the hub, switch or router.
- 3.2** Paragraphs Error! Reference source not found. , 3.1.2 and 3.1.3 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 other equipment or software not forming part of the Customer Equipment inventory; e.g. any change to the accommodation layout that may occur on the Site or in the surrounding area may affect the transmission of the electromagnetic waves used by the Wireless LAN.

4. ENABLING SERVICES

- 4.1** The Customer will have the following services in place that are necessary for the Service to function:
- (a)** a certified cable infrastructure that meets the specifications BT provides to the Customer and is comprised of fibre optic and copper structured cabling capable of supporting the agreed design to devices;
 - (b)** suitable maintenance contract providing replacement hardware and Software upgrades with either a recognised Service Support Partner or the Supplier directly;
 - (c)** internet routing connectivity between the ES Devices and any ES cloud Infrastructure including necessary configuration through the Customer's firewalls; and
 - (d)** one or more of the following connectivity services that are compatible with the Services:
 - (i) Internet service; and/or
 - (ii) WAN/MPLS service(each an "**Enabling Service**").

5. COMMISSIONING OF THE SERVICE

- 5.1** Before the Operational Service Date, BT will:
- 5.1.1** provide a BT Project Co-ordinator. The BT Project Co-ordinator will be the Customer's single point of contact for managing implementation of the Service;
 - 5.1.2** In the event the Customer has purchased additional equipment from BT, BT will:
 - (a)** subject to any Site constraints unpack, and install the the purchased equipment at the Site;
 - (b)** connect the purchased equipment to the power supply and ensure that the purchased equipment powers up correctly.
 - (c)** configure the purchased equipment, as appropriate, so that traffic can be transmitted across the Customer network as set out in the technical specification.
 - 5.1.3** deliver and configure the Service in five (5) delivery stages;

- (a) project mobilisation;
- (b) definition;
- (c) detailed design;
- (d) deliver and test; and
- (e) closure.

5.1.4 conduct a series of standard tests on the Service to ensure that it is configured correctly;

5.1.5 connect the Service to each Enabling Service;

5.1.6 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 B Supplier Terms

7. EULA

7.1 The applicable EULA will be set out at the web addresses below:-

7.1.1 <http://www.cisco.com/go/eula> ("**Cisco EULA**"); and

7.1.2 <http://www.cisco.com/web/products/seula/meraki-seula.pdf> ("**Meraki EULA**")

as may be amended or supplemented from time to time by the Supplier ("EULAs").

Section C Service Management

8. SERVICE MANAGEMENT

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