

Internet Connect Reach - 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 this Order:

1.1 Access Line

1.1.1 BT or its agent will arrange for the Customer to be provided with the Access Lines set out in the Customer's Order at the Customer's Sites.

1.1.2 BT or its agent will connect the Access Line to an internet POP.

1.1.3 The Access Line option(s), speed and contention available at a Site may vary according to the location of the Site, but will include one or more of the following:

- xDSL,
- private leased line circuit,
- wireless or mobile, and
- cable and satellite.

1.1.4 Access Lines may not be available in all countries. If BT cannot provide the Customer with the Access Line that the Customer asks for, BT will let the Customer know at the time of Order.

1.2 Local in-country Internet

BT or its agent will order a local in-country Internet service from a local Internet service provider and will ensure that the local Internet service provider shall provide the Customer access to the Internet from that Site.

1.3 Equipment

BT or its agent will arrange for the Customer to be supplied with an NTE at each Site and BT will arrange for that NTE to be connected to the designated Access Line.

2. SERVICE OPTIONS

BT will provide the Customer with any of the following options as set out in any applicable Order ("Service Options") and in accordance with the details as set out in that Order:

2.1 Managed Router

2.1.1 The Customer may require that BT will provide the Service at a Site with Managed Router(s).

2.1.2 If the Customer selects the Managed Router Service Option, BT or its agent will:

- (a) install the Managed Router(s) at the Site(s);
- (b) conduct acceptance testing of the Managed Router(s) and commission it into the Service;
- (c) manage the Managed Router (including providing maintenance, monitoring and configuration) to make sure that the User has connectivity for its traffic across the Service; and
- (d) own the Managed Router at all times.

2.1.3 A number of maintenance service options are available for Managed Routers. These options vary from country to country and must be selected for each Site and specified in the Order.

2.2 Proactive Monitoring

2.2.1 If the Customer selects the Proactive Monitoring Service Option, BT will proactively monitor the NTE or the Managed Router (as applicable) by 'pinging' it at least every five minutes while the Service

is in operation. If BT detects a fault, it will perform initial diagnostics and, if necessary, it will raise a Ticket and register the fault with the third party supplier for resolution.

2.2.2 If the Customer selects Managed Routers, the Proactive Monitoring Service Option is included in the Customer's Order and provided as part of the Service.

2.3 Service Options may not be available in all countries. If BT cannot provide the Customer with the Service Option that the Customer asks for, BT will let the Customer know at the time of Order.

3. SERVICE MANAGEMENT BOUNDARY

3.1 BT will provide and manage the Service as set out in this Schedule and as set out in any applicable Order up to the Ethernet RJ45 Port on the NTE or Managed Router (as applicable). This includes the provision, maintenance and management of all elements up to the Service Management Boundary but excludes any cable that connects to the Customer equipment.

3.2 In the event the Customer has selected the use of a third party provided existing Access Lines; this will be excluded from the Service Management Boundary.

3.3 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.

3.4 Paragraphs 3.1 – 3.3 together constitutes the “**Service Management Boundary**”.

3.5 BT will have no responsibility for the Service outside the Service Management Boundary.

4. COMMISSIONING OF THE SERVICE

4.1 Before the Operational Service Date, BT will:

4.1.1 deliver and configure the Service;

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

4.1.3 on the date that BT has completed the activities in this paragraph 4.1, confirm to the Customer that the Service is available for performance of any Acceptance Tests.

5. ACCEPTANCE TESTS

5.1 The Customer will carry out the Acceptance Tests for the Service within five (5) Business Days after receiving notice from BT (“**Acceptance Test Period**”).

5.2 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.

5.3 Subject to paragraph 5.4, the Operational Service Date will be the earlier of the following:

5.3.1 the date that the Customer confirms or BT deems acceptance of the Service in writing in accordance with paragraph 5.2;

5.3.2 the date of the first day following the Acceptance Test Period; or

5.3.3 the date the Customer starts to use the Service.

5.4 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 Responsibility Matrix

6. SERVICE MANAGEMENT

- 6.1** The Service Management Schedule as referred to in the Order will apply to this Service.
- 6.2** Unless the Customer has selected the Proactive Monitoring Service Option or BT Managed Routers, in which case the Service will be managed as set out in that Service Option. BT will provide reactive management for the Service. BT will raise a Ticket if the Customer notifies BT of a fault in the Service and if necessary BT will register the fault with the relevant third party supplier for resolution.