

# Cloud Storage Service Schedule Part B – Service Description

## Section A The Service

### 1. STANDARD COMPONENTS OF THE SERVICE

BT will provide the Customer with the following standard components of the Service in accordance with the details as set out in the Order:

#### 1.1 Storage Zone

- 1.1.1 The Storage Zone is where the File, Block or Object Storage Domains are created by the Customer, allowing the Customer to store, browse and select their Data Objects.
- 1.1.2 The Storage Zone will allocate and provision the File, Block or Object Storage Domain to the Customer when ordered by the Customer.
- 1.1.3 The location of the Storage Zone will be chosen by the Customer.

#### 1.2 File, Block, or Object Storage Domain

- 1.2.1 The File Storage Domain is a Customer dedicated repository within the Storage Zone which allows the Customer to organize and store data in a hierarchical storage way.
- 1.2.2 The Block Storage Domain is a Customer dedicated repository within the Storage Zone which allows the Customer to use a block storage technology that divides data into data blocks and stores them in a manner optimized for fast access and retrieval of the Customer's data.
- 1.2.3 The Object Storage Domain is a Customer dedicated repository within the Storage Zone where the Data Objects reside.

### 2. SERVICE MANAGEMENT BOUNDARY

- 2.1 BT's responsibility to provide and manage the Service is physically and logically limited up to the Storage Zone and provision of the File, Block or Object Storage Domain but excludes the Application to access the File, Block or Object Storage Domain.
- 2.2 Paragraph 2.1 constitutes the "**Service Management Boundary.**"
- 2.3 BT will have no responsibility for the Service outside the Service Management Boundary.
- 2.4 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.
- 2.5 Whenever BT becomes aware that security has been compromised, BT will use reasonable care and skill in order to limit any further occurrences of fraud, misuse, unwanted or unauthorised activity or access to the Customer's Content in accordance with BT's security policy but it is not possible to guarantee that all instances of fraud, misuse, unwanted or unauthorised activity or access to the Customer's Content will be prevented or detected.

### 3. ENABLING SERVICES

- 3.1 The Customer will have an internet connection in place which is necessary for the Service to function and will allow the Customer to access to the File, Block and Object Storage Domains (the "**Enabling Service**").

### 4. COMMISSIONING OF THE SERVICE

- 4.1 Before the Operational Service Date, BT will:
  - 4.1.1 deliver and configure the Service as set out in the Order;

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

### 6. EUA

- 6.1 The applicable EUA will be: <https://www.purestorage.com/content/dam/pdf/en/legal/pure-enduser-agreement.pdf>

## Section C Service Management

### 7. SERVICE MANAGEMENT

- 7.1 If the Customer reports an Incident with the Service to the Service Desk, BT will aim to respond to an Incident during Business Hours by:
  - 7.1.1 providing advice by telephone, including, where appropriate, recommendations as to tests and checks to be carried out by the Customer;
  - 7.1.2 where possible, carrying out diagnostic checks from BT premises; andwhere it is considered necessary escalating the Incident to the Supplier if Paragraphs 7.1.1 and 7.1.2 above do not diagnose or clear the Incident.