Internet Connect Global - 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 and Port

1.1.1   BT or BT's agent will connect Site(s) to an Internet Point of Presence ("PoP") using the Access Line and type of Port set out in the Order.

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

(a)   Ethernet Access Line:

- Premium Ethernet Access;
- Ethernet Plus Access;
- Standard Ethernet Access;

(b)   Customer's existing Access Line.

1.1.3   Port speeds available at an Internet PoP may vary and will not be affected by the chosen Access Line option.

1.2   IP Address Allocation and management

1.2.1   BT will manage the IP Addresses used with the Service.

1.2.2   The Customer may either select on the Order:

(a)   to use its existing IP Addresses with the Service; or

(b)   IP Addresses to be allocated by BT.

1.3   Static or Dynamic Routing

1.3.1   The Customer may select on the Order whether communication between the Customer's network into the Internet will be static or dynamic (using BGP routing).

1.3.2   If the Customer selects dynamic BGP routing with the Service, the Service will require the use of an Autonomous System Number ("ASN") to be used with it. In such event the Customer will specify in the Order whether the Customer will use:

(a)   its existing Public or Private ASN; or

(b)   a Private ASN assigned by BT.

1.4   Domain Name System ("DNS") Service

1.4.1   BT will:

(a)   provide a caching DNS server to hold a number of frequently used DNS entries used by the Customer, to enable faster resolving of host names and IP Addresses; and

(b)   configure BT's servers to enable Reverse DNS resolution for the Customer, if Customer's IP Addresses are allocated by BT as part of the Service.

1.5   Performance Reports

1.5.1   BT will make reports available identifying the performance of the BT Network between PoPs selected by BT. The performance parameters that can be viewed by the Customer include the following:

(a)   core network performance (including Port utilisation, Round Trip Delay, packet drops or discards);

(b) Customer's Port performance (including Port utilisation, throughput, packet drop or discard, packet errors for average and peak values, inbound and outbound).

1.5.2 These performance reports are available via a web portal which can be accessed by the Customer via the online global portal using the following website address: https://www.globalservices.bt.com/uk/en/my_account

1.5.3 BT will update the information contained in the performance reports periodically.

2. SERVICE OPTIONS

This paragraph sets out the Service options the Customer may order together with the Standard Components. These Service options may not be available in all locations. BT will provide the Customer with any of the following options if set out in any applicable Order and in accordance with the details as set out in that Order:

2.1 Additional Domain Name System ("DNS") Service

2.1.1 BT will host the Customer's registered Domain Name as primary and/or secondary as set out below if the Customer selects one of the following as a Service option:

(a) secondary DNS: BT will host Customer's registered Domain Name on BT's server(s); or

(b) both primary DNS and secondary DNS: BT will host Customer's primary DNS and secondary DNS server(s) on two geographic locations to maximise resilience of the DNS Service.

2.2 Access Line Resilience

2.2.1 BT will provide a second Access Line to improve the availability of Internet connectivity at a Site(s), the following options are available:

(a) **Secure:**
- BT will provide two separate Access Lines to a Site. BT will connect the two Access Lines to the same PoP.
- The primary and secondary Access Lines will be any of the Ethernet Access Line options.

(b) **Secure+**
- BT will provide two separate Access Lines to a Site. BT will connect the two Access Lines to separate PoPs.
- The primary and secondary Access Lines will be any of the Ethernet Access Line options.

2.2.2 The following configuration options are available for the Access Lines:

(a) **Failover** – BT or BT's agent will configure the secondary Access Line as a backup to the primary Access Line, if the Primary Access Line fails traffic will route via the Secondary Access Line; or

(b) **Load balancing** – BT or BT's agent will configure the secondary Access Line for dual running with the primary Access Line. If one Access Line fails, subject to sufficient capacity being available on the other, traffic can flow over the other.

(c) For both (a) and (b) above, it is recommended the Port speeds for each Access Line are equal.

2.3 Managed Routers:

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

2.3.2 If the Customer selects the Managed Router Service option, BT will:

(a) install the Managed Router(s) at the Site(s);

(b) conduct acceptance testing of the Managed Router(s) up to layer three of the Open Systems Interconnection reference model 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.

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

2.4 Customer Equipment (Customer Managed Routers)

2.4.1 If the Customer orders the Service without Managed Routers, depending on the location of the Service, the Customer will receive LAN port from NTE equipment to Customer's network or equipment:

(a) as port based service; or

(b) a VLAN aware service (BT will provide a VLAN ID as part of the Service Delivery. The Customer will need to support/manage the VLAN tagging on Customer's own managed router at this point). The Customer will not be able to see VLAN management if BT is delivering the Service using Managed Router.

2.5 Burstable Bandwidth

2.5.1 If the Customer orders Burstable Bandwidth as part of the Service, BT will provide a Port and Access Line to enable a higher speed than the sustained bandwidth requirement.

2.5.2 The monthly Port charge for Burstable Bandwidth will be calculated by determining sustained bandwidth for each Port. The calculation of sustained bandwidth will be based on the industry standard 95th percentile of sustained utilisation, where the highest 5% of traffic will be excluded and the billing will be based on the next value measured.

2.5.3 Reports will be made available through the online portal in accordance with Paragraph 1.5.

2.6 Multi-Service Access

2.6.1 Multi-Service Access is an option that provides both Internet Connect Global and BT's MPLS based data VPN service known as IP Connect Global ("IP Connect Global") over the same Access Line, Customer premises equipment and Port ("Multi-Service Access").

2.6.2 Subject to BT's confirmation in writing, BT will provide the Multi-Service Access option to the Customer subject to following conditions:

(a) All use of the Internet Connect Global service as part of Multi-Service Access is subject to the terms of the IP Connect Global Schedule.

(b) Internet Connect Global, as part of the Multi-Service Access option, is only available at Sites in countries in which BT provides the Internet Connect Global service.

(c) The Customer is responsible for the provision and operation of a firewall to implement its security policies and requirements in relation to the Internet Connect Global service provided through Multi-Service Access. Alternatively, the Customer may choose to order a zone-based firewall or cloud based security configuration within the BT Equipment.

(d) The Burstable Bandwidth Service option is not available with the Multi-Service Access feature.

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 for Internet Connect Global Service with Managed Routers, the LAN interface on the Managed Router. This includes provision, maintenance and management of all elements up to the Service Management Boundary; and

3.1.2 for Internet Connect Global Service without Managed Routers, the NTU of the Access Line. This includes provision, maintenance and management of all elements up to the Service Management Boundary.

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;

(a) for Service with BT Managed Routers, BT will configure the equipment and the Access Line and conduct a set of standard tests to ping the Managed Router.

(b) for Service with Unmanaged BT or Unmanaged Customer Routers, confirm delivery of the Access Line and conduct a set of standard tests to ping the Port; 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. Minor defects in quality of the Service shall not prevent acceptance.

Section B – Service Management

6. SERVICE MANAGEMENT

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