

BT FortiSASE Service Schedule Part B – Service Description

Section A – The Service

1. STANDARD COMPONENTS OF THE SERVICE

- 1.1 The Service consists of the following Standard Components provided by BT in accordance with the details set out in any applicable Order:
- 1.1.1 **Design and Implementation** whereby BT will design and deploy the Service using globally distributed PoPs to ensure low-latency and high-performance connectivity for remote Users. The PoPs will be in data center(s) suitable as Fortinet cloud locations and designed to ensure compliance with local regulations. The specific PoPs to be used will be agreed depending on Customer requirements;
 - 1.1.2 **FortiSASE Client** provides the User device with a client that will allow the User to remotely log into their office environment;
 - 1.1.3 **FortiSASE Portal access** allowing the Customer read access to monitor its network status and generate reports (should the Co-Management service option be selected);
 - 1.1.4 **Management** whereby BT will manage the Service through FortiOS, providing a centralized platform for policy enforcement and monitoring;
 - 1.1.5 **Cloud Access Security Broker ("CASB")** a security tool that acts as a gatekeeper between users and cloud services;
 - 1.1.6 **Secure Internet Access ("SIA")** provides secure access to the internet and web-based applications, including web filtering, DNS security, SSL inspection, and advanced threat protection;
 - 1.1.7 **Secure Private Access ("SPA")** provides secure access to private applications of the Customer utilising Zero Trust Network Access (ZTNA) principles to enforce strict access controls;
 - 1.1.8 **Endpoint Protection** safeguards devices from threats and vulnerabilities with antivirus, anti-malware, and endpoint detection and response (EDR) capabilities;
 - 1.1.9 **Digital Experience Monitoring ("DEM")** monitors user experience and network performance by providing insights into application performance and user connectivity. This feature needs to be separately ordered and requires an additional license;
 - 1.1.10 **Fortinet SASE License Subscriptions**
 - (a) BT will provide the required SASE Licence subscriptions in the quantity set out in the Order. Before ordering BT will provide the Customer with a full list of available Fortinet SASE License Subscriptions.
 - (b) SASE Licence subscriptions may be ordered (i) for the entire duration of the Service as set out in the Order or (ii) for minimal one year with yearly renewals which will be charged to the Customer at the start of each new year.
 - (c) The Customer accepts that BT manages these licenses for the Customer during the duration of the Service.
 - (d) The Supplier SASE Licence subscriptions are limited to 3 Users per device.
 - 1.1.11 **Fortinet SASE Licence Configuration.** BT will configure the Supplier SASE Licence subscriptions will in accordance with the design agreed with the Customer. Licenses must be purchased via BT.

2. SERVICE OPTIONS

BT will provide the Customer with the following option(s) as set out in any applicable Order and in accordance with the details as set out in that Order:

2.1 FortiSASE Options

The Customer may order from BT one or more additional features offered by the Supplier. The available Supplier Service options from BT are presented by BT to the customer before the order. The available Supplier Service options may change from time to time due to changes in the Supplier's offering.

2.2 Co-Management

If ordered by the Customer, BT will provide access to the FortiSASE Portal that provide capabilities for the customer to have direct access to the FortiSASE Portal and execute several agreed commands as specified in the service description.

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 between the FortiClient hosted on the Enabling Service and the Management Instance in the Cloud only. This does not include any underlying virtual or physical infrastructure supporting this, including any Enabling Service.

3.2 If the Customer has ordered "Co-Management", BT shall not be liable for any loss incurred because of configuration changes made by the Customer.

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 or other equipment and software.

4. ENABLING SERVICES

4.1 The Customer will have the following services in place that are necessary for the Service to function:

4.1.1 internet routing connectivity between the FortiClient Devices and the Cloud Infrastructure including necessary configuration through the Customer's firewalls.

5. COMMISSIONING OF THE SERVICE

Before the Operational Service Date, BT will:

5.1.1 deliver and configure the Service;

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

5.1.3 on the date that BT has completed the activities in this paragraph 4.1.1, 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 Service Management

7. SERVICE MANAGEMENT

- 7.1** The Service Management Schedule as referred to in the Order will apply to this Service. For the avoidance of doubt, if the Customer has ordered Co-Management Service option, any Incidents caused due to the changes made by the Customer utilising the Co-Management Service option will be considered as either Priority 2 or 3 Incidents as further defined in the Service Management Schedule, depending on the severity of the Incident.

- 7.2** In addition to the Service Management Schedule:

7.2.1 IT Operations Management.

on and from the Operational Service Date; BT will:

- (a) manage:
 - (i) Software updates for the BT or Cloud Hosted Control Infrastructure;
 - (ii) overall BT or Cloud Hosted Control Infrastructure uptime and any planned works; and
 - (iii) changes to the BT or Cloud Hosted Control Infrastructure.
- (b) remotely undertake throughout the year a review of Software running on any Equipment and if BT in its discretion considers appropriate, will update the Software operating on the Equipment ("**Software Upgrade Service**").

7.2.2 Software Upgrades

- (a) Remotely updating Software (e.g. the FortiClient) does carry some risk of the Customer-owned Equipment not returning to a working state and subsequently requiring a reboot.
- (b) The Customer will provide a contact for the duration of the upgrade who will be responsible for attempting to restart any Equipment that needs rebooting and will liaise with the Service Desk.
- (c) In respect of all Software Upgrades:
 - (i) BT will only install the Software on compatible equipment during Business Hours, unless agreed otherwise between us, at a time agreed between us and the Customer will incur Charges if the Customer require Software to be installed outside of Business Hours; and
 - (ii) BT will notify the Customer as soon as reasonably practicable of the duration and impact of any customer-owned Equipment downtime as a result of BT installing the Software updates.
- (d) BT will reactively update the Software for the customer owned Equipment:
 - (i) to mitigate stability issues, performance or functionality errors found during Incident resolution investigations; and
 - (ii) where any upgrades are required to enhance the Service.

8. AS-REQUESTED SERVICES

- 8.1 Simple Service Requests.** BT will perform up to five (5) SSRs per year without additional charge - starting from the Operational Service Date.

9. SERVICE TARGETS.

- 9.1** The service level for this managed service is best effort (with the exceptions as defined in Part A of this schedule)