



BT iNlife Managed Security Service Schedule to the General Terms

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A note on 'you'

'You' and 'your' mean the Customer.

Phrases that refer to 'either of us', 'neither of us', 'each of us', 'both of us', 'we each' or 'we both' mean one or both of BT and the Customer, whichever makes sense in the context of the sentence.

Words defined in the General Terms

Words that are capitalised but have not been defined in this Schedule have the meanings given to them in the General Terms.

Part A – The Service

1 Service Summary

BT will provide you with the iNlife managed security service, comprising:

- 1.1 a combination of the Standard Service Components; and
- 1.2 any of the Service Options that are selected by you as set out in any applicable Order, up to the point of the Service Management Boundary as set out in Paragraph 4 ("**Service**").

2 Standard Service Components

iNlife is a remote monitoring and management service for the identification and management of Incidents on network security appliances such as firewalls and unified threat management devices. It has a modular structure in which individual Standard Service Components are combined to form a range of standard Services with associated Service Levels, identified by product codes and descriptors as set out in **Table 1** in Paragraph 15.

BT will provide you with a combination of the following standard service components ("**Standard Service Components**") in accordance with the details as set out in any applicable Order:

2.1 Remote monitoring

2.1.1 BT will use remote monitoring to identify potential Incidents and problems before they affect your service and will take proactive steps to resolve them, including:

- (a) monitoring the availability of Customer Equipment on a 24 hours a day, seven days a week basis at the polling frequency shown in **Table 1** in Paragraph 15. In the event of a failed poll, BT will let the Customer Contact know within 15 minutes. Polling of Customer Equipment with a shared management address may be limited to polling of the shared address;
- (b) gathering performance data from the Customer Equipment at a frequency appropriate to the type of data being collected;
- (c) monitoring the availability of Customer Equipment for basic operational signs to check it is functioning correctly and collecting additional information to determine whether Customer Equipment is running with reduced functionality or reduced capacity; and
- (d) monitoring performance indicators such as processor, memory, backplane utilisation, port utilisation and protocol errors of infrastructure ports as appropriate.

2.1.2 A separate document detailing the parameters being monitored for each type of Customer Equipment and the Service Level that applies is available if you request it. The method of monitoring will vary according to the type of Customer Equipment that you are using.

2.1.3 If an Incident affecting your service is identified BT will attempt remote diagnosis promptly. BT will log the Incident in BT's incident management system and will, subject to Paragraph 2.1.4, undertake corrective action to attempt to resolve the incident remotely.

2.1.4 Where Customer Equipment is also covered by iNcare (as set out in Paragraph 10.1.4) the activities as set out in Paragraph 11 will be performed according to the Service Level selected by you under iNcare. Where Customer Equipment is covered by an equivalent maintenance contract from another supplier BT will let you know of the action required to correct the issue.

2.1.5 BT will monitor the availability and performance of Customer Equipment only. The health and status of your network services will not be monitored as part of the Service unless BT expressly agree otherwise.

2.2 RMAC Enhanced

2.2.1 You may request BT to perform remote moves, adds and changes to the Customer Equipment ("**RMAC**") which BT will perform within the RMAC acknowledge and RMAC complete times as set out in **Table 1** in Paragraph 15 ("**RMAC Enhanced**"). The individual administrative tasks that may be performed remotely by BT are listed in the RMAC Data Sheet which is available if you request it.



- 2.2.2 Your level of entitlement to the Service will be as set out in **Table 1** in Paragraph 15.
 - 2.2.3 The Service Hours for RMAC Enhanced are as set out in **Table 1** in Paragraph 15.
 - 2.2.4 You will make all requests for RMAC Enhanced via telephone or email to the Service Desk, who will log the request and supply a call reference number to you.
 - 2.2.5 A request may contain a single RMAC task or multiple RMAC tasks but each individual task will be deducted from the quantity of RMAC Enhanced included with your selected Service Level.
 - 2.2.6 You may request RMAC Enhanced at any time during the Service Hours. Where the Service Hours are not 24 hours a day, seven days a week any requests you make outside of Service Hours will be treated as set out below:
 - (a) if you make a request before the start of Service Hours on any Business Day it will be treated as having been received at the start of Service Hours for that Business Day; and
 - (b) if you make a request after the end of Service Hours on any Business Day it will be treated as having been received at the start of Service Hours on the next Business Day.
 - 2.2.7 Each request will be documented and an acknowledgement will be sent to you within the RMAC acknowledge times as set out in **Table 1** in Paragraph 15.
 - 2.2.8 Following acknowledgement BT will:
 - (a) ask you for all the information reasonably required to carry out the request;
 - (b) assess the request and let you know of any potential implications of carrying out the request; and
 - (c) let you know of the scope of work required to carry out the request.
 - 2.2.9 You will accept and formally acknowledge the scope of work before BT will carry out the request.
 - 2.2.10 BT will use a suitable method of remote access and will complete the request within the RMAC complete times as set out in **Table 1** in Paragraph 15.
 - 2.2.11 Any RMAC task that you request that is not specifically listed in the RMAC Data Sheet will be assessed by BT and may be categorised as either a major task or as a task requiring additional consultancy that may be subject to availability of resource and you may need to pay an additional Charge. At BT's discretion, BT may amend the list and categorisation of tasks in the RMAC Data Sheet from time to time.
 - 2.2.12 Unless BT agrees otherwise, you will not have read-write access to edit or modify Customer Equipment to make configuration changes. On your request, BT will give you read-only access through the following access methods as appropriate to the type of device:
 - (a) HTTPS ASDM read-only access;
 - (b) CLI read-only access;
 - (c) SNMP read-only access;
 - (d) Local Syslog and/or SDEE logging.
 - 2.2.13 Any RMAC Enhanced entitlement that you do not use will expire at the end of the Term.
 - 2.2.14 If you purchase additional RMAC under iNcare (as set out in Paragraph 10.1.4), BT will provide them as RMAC Enhanced only when they are to be used on Customer Equipment that is covered by the Service. In all other cases any additional RMAC will be provided as standard RMAC as set out in the iNcare Schedule.
- 2.3 **Configuration management**
- 2.3.1 On a daily basis, or on another timeframe that BT agrees, BT will collect configuration files from all Customer Equipment. The most recently collected configuration files will be stored on BT's system to provide the ability to 'roll back' to the previous configuration should this be required.
 - 2.3.2 In the event of a hardware failure, BT will load the most recently collected configuration files onto a replacement unit (if required).
- 2.4 **Software / Signature update management**
- 2.4.1 **Software update:**
 - (a) BT will work out the appropriate level of software that the Customer Equipment should be operating at as part of the Service. At least once a year BT will review the software on the each item of Customer Equipment and let you know whether an update is required;
 - (b) you may request that an upgrade be carried out in order to be able to take advantage of new features released by the Customer Equipment Manufacturer but BT will first need to agree to these upgrades before they are carried out; and
 - (c) in either case, both of BT will agree in advance as to whether the work will be carried out remotely or on Site and any additional Charges that may apply.
 - 2.4.2 **Signature update:**



Where a signature update is available (for example: intrusion prevention system ("IPS") signature or antivirus ("AV") signature) BT will arrange for the automatic download and application of such updates as they are made available by the Customer Equipment Manufacturer.

2.5 Service reporting

- 2.5.1 BT will provide a predetermined reporting functionality that may vary depending on the type of Customer Equipment you have and the Service you have chosen.
- 2.5.2 Service reports will be made available to you online and may be viewed or downloaded.
- 2.5.3 We will both agree to any requests for changes to the predetermined reporting or any requests for ad-hoc reports and any additional Charges that you may need to pay BT as a result of the changes.
- 2.5.4 Where you have bespoke or significant reporting requirements which in BT's reasonable opinion make it necessary for the deployment of BT Equipment, we will both agree on the scope of the deployment and any additional Charges which may apply as a result.

3 Service Options

BT will provide you 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:

3.1 Managed security data collector

- 3.1.1 This onsite monitoring capability will aggregate and compress data before forwarding on the data to BT's logging and reporting servers. This Service Option can be identified by product code LIFE-MNODE-MSS.

3.2 On-site server

- 3.2.1 This Service Option will provide BT Equipment at the Site(s) for use with the managed security data collector Service Option (as set out in Paragraph 3.1.1). The on-site server Service Option can be identified by product code LIFE-MNODE-SETUP.

3.3 Managed security high availability for cluster device

- 3.3.1 This Service Option will enable the sharing of relevant Services across each additional device in a pair or cluster to provide improved availability or capacity. This Service Option can be identified by product code LIFE-SEC-HA.

3.4 Managed security service fix time

- 3.4.1 Where Customer Equipment covered by the Service is also covered by iNcare (as set out in Paragraph 10.1.4) at an iNcare service level that includes the advance hardware replacement and onsite field engineer standard service components as set out in the iNcare Schedule, if your Order includes Fix Time for the Service (identified by the product code suffix -FIX1) Paragraph 3.4.2 will apply.
- 3.4.2 Within one hour after being provided with suitable access to the Customer Equipment and any replacement hardware BT has supplied to you under the advance hardware replacement standard service component of iNcare (whichever is the later), the onsite field engineer will install the replacement hardware, apply power and load the most recent configuration file collected by BT as set out in Paragraph 2.3.

4 Service Management Boundary

- 4.1 BT will provide and manage the Service as set out in Parts B and C of this Schedule and as set out in any applicable Order ("**Service Management Boundary**").
- 4.2 BT will have no responsibility for the Service outside the Service Management Boundary.

5 Service Exclusions

- 5.1 The Service does not cover:
 - 5.1.1 work at your request outside the Service Hours;
 - 5.1.2 an engineer attending the Site(s);
 - 5.1.3 loss of Software programmes, data and information generated by you; or
 - 5.1.4 Incidents arising where:
 - (a) communication with the Customer Equipment is prevented by the failure of your telecommunications facility; or
 - (b) the Customer Equipment was, in BT's reasonable opinion, faulty or operating in an unstable manner before the Service started.

6 Associated Services



If BT provides you with any services other than the Service this Schedule will not apply to those services and those services will be governed by their separate terms.

7 Equipment

7.1 BT Equipment

Where BT provides BT Equipment:

- 7.1.1 BT Equipment will remain BT's property at all times and risk in BT Equipment will pass to you upon delivery, whether or not the BT Equipment has been installed.
- 7.1.2 Where BT Equipment is placed on the premises of a third party at your request you will be responsible for the BT Equipment as if it were placed on your Site(s).

7.2 Use of BT Equipment

In relation to BT Equipment, you will:

- 7.2.1 keep the BT Equipment safe and without risk to health;
- 7.2.2 only use the BT Equipment, or allow it to be used, in accordance with any instructions or authorisation BT may give and for the purpose for which it is designed;
- 7.2.3 not move the BT Equipment or any part of it from the Site(s) without BT's written consent and you will pay BT's costs and expenses reasonably incurred as a result of such move or relocation;
- 7.2.4 not make any alterations or attachments to, or otherwise interfere with, the BT Equipment, nor permit any person (other than a person authorised by us) to do so, without BT's prior written consent and, if BT gives its consent, agree that any alterations or attachments will become part of the BT Equipment;
- 7.2.5 not sell, charge, assign, transfer or dispose of or part with possession of the BT Equipment or any part of it;
- 7.2.6 not allow any lien, encumbrance or security interest over the BT Equipment, nor pledge the credit of BT for the repair of the BT Equipment or otherwise;
- 7.2.7 not claim to be owner of the BT Equipment and ensure that the owner of the Site(s) will not claim ownership of the BT Equipment, even where the BT Equipment is fixed to the Site(s);
- 7.2.8 obtain appropriate insurance against any damage to or theft or loss of the BT Equipment;
- 7.2.9 indemnify BT against all Claims, losses, costs or liabilities arising from your use of the BT Equipment or where the BT Equipment is damaged, stolen or lost;
- 7.2.10 where there is a threatened seizure of the BT Equipment, or anything listed in Clause 18.3 of the General Terms applies to you, immediately provide BT with Notice so that BT may take action to repossess the BT Equipment; and
- 7.2.11 notify any interested third parties that BT owns the BT Equipment.

7.3 WEEE Directive

- 7.3.1 You will be responsible under Article 13 of the Waste Electrical and Electronic Equipment Directive 2012 ("WEEE Directive") for the costs of collection, treatment, recovery, recycling and environmentally sound disposal of any equipment supplied under the Contract that has become waste electrical and electronic equipment ("WEEE").
- 7.3.2 For the purposes of Article 13 of the WEEE Directive this Paragraph 7.3 is an alternative arrangement to finance the collection, treatment, recovery, recycling and environmentally sound disposal of WEEE.
- 7.3.3 You will be responsible for any information recording or reporting obligations imposed by the WEEE Directive.
- 7.3.4 You will indemnify BT against any Claims, losses, costs or liabilities that BT incurs due to your failure to comply with your express or implied obligations in accordance with this Paragraph 7.3 or in connection with the WEEE Directive.

8 Specific Terms

8.1 Amendments to the General Terms

- 8.1.1 Clauses 3.2 and 3.3 of the General Terms are deleted.
- 8.1.2 The definition of Effective Date given in the General Terms is deleted and replaced with the following:
"Effective Date" means the date BT accepts your Order either expressly or, in the absence of express acceptance, impliedly by BT's provision of the Service including the making of a commitment on any third party supplier by BT in anticipation of providing the Service.

8.2 Termination for convenience



For the purposes of Clause 17 of the General Terms and subject to Paragraph 13 of this Schedule, either of us may, at any time after the Service Start Date and without cause, terminate the Contract, the Service or any applicable Order by giving 90 days' Notice to the other.

8.3 EULA

- 8.3.1 Where the Service includes Software that is licensed by a third party who requires you to accept their terms of use, BT will only provide the Service if you have entered into an end user licence agreement with the relevant third party, as may be amended or supplemented from time to time by the relevant third party ("**EULA**").
- 8.3.2 By accepting the terms of the EULA, you acknowledge their conditions and agree to observe and comply with them for any and all use of the Service.
- 8.3.3 If you do not comply with or observe the EULA, BT may restrict or suspend the Service upon reasonable Notice and Clause 15 of the General Terms will apply to any restriction or suspension of the Services in accordance with this Paragraph 8.3.
- 8.3.4 You will accept responsibility in accordance with the terms of the EULA for the use of the Software.
- 8.3.5 You will enter into the EULA for your own benefit and the rights, obligations, acknowledgements, undertakings, warranties and indemnities granted in accordance with the EULA will be between you and the relevant third party.
- 8.3.6 You will deal with the relevant third party with respect to any loss or damage suffered by you or the relevant third party under the EULA and such loss or damage will not be enforceable against BT.
- 8.3.7 Where the EULA is presented in the form of a 'click to accept' type function and BT configures or installs Software on your behalf you give BT the authority to bind you to the EULA.

8.4 TUPE

It is not intended that the provision of the Service be a relevant transfer of an undertaking under the Transfer of Undertakings (Protection of Employment) Regulations 2006 as updated, amended or replaced from time to time ("**TUPE**") and that the provisions of TUPE will not apply at the start of the Service.

8.5 Freedom of information

- 8.5.1 BT will mark any Confidential Information given to you in connection with the Contract "**In Confidence**" and you will not disclose such Confidential Information to any person without BT's consent.
- 8.5.2 BT believes that such information will be exempt from the duty to confirm or deny, and from disclosure, under the Freedom of Information Act 2000.
- 8.5.3 Where you receive a request in accordance with the Freedom of Information Act 2000 that encompasses any information you hold in connection with the Contract, you will provide BT Notice, to the extent lawfully possible, of the request and you will allow BT at least 10 Business Days in which to make representations.



Part B – Service Delivery and Operation

9 BT's Obligations

9.1 Service delivery

Before the Service Start Date and, where applicable, throughout the provision of the Service, BT will:

- 9.1.1 provide you with contact details for the Service Desk; and
- 9.1.2 comply with all reasonable health and safety rules and regulations and reasonable security requirements that apply at the Site(s) and which you have notified to BT in writing, but BT will not be liable if, as a result of any such compliance, BT is in breach of any of its obligations under this Contract.

9.2 Commissioning of the Service

Before the Service Start Date, BT will:

- 9.2.1 following receipt of the Input Material supplied by you as set out in Paragraph 10.1.2, determine the extent to which it is possible to provide the Service, and if BT decides to, inspect Customer Equipment to assess its suitability for the Service and let you know of what BT has concluded;
- 9.2.2 configure an internet VPN management link to your equipment;
- 9.2.3 analyse the Input Material and prepare BT's systems in readiness for the Service;
- 9.2.4 let you know of any necessary changes you may need to make to your network to enable it to openly route traffic between Customer Equipment and the internet VPN management link. If you ask BT to, BT will undertake any necessary changes on your behalf at an additional Charge;
- 9.2.5 configure the Customer Equipment as necessary for the Service. This may include (but not be limited to) the remote application of management IP addresses, application of SNMP community strings, enabling of logging functions and additional items of configuration as appropriate;
- 9.2.6 following completion of the activities as set out in Paragraphs 10.1.2 and 9.2.1 to 9.2.5, perform commissioning of Customer Equipment onto BT's systems; and
- 9.2.7 following successful commissioning, let you know of this and agree the Service Start Date.

9.3 During operation

On and from the Service Start Date, BT will provide the Service to you as set out in this Schedule.

9.4 The end of the Service

On expiry or termination of the Service by either of us, BT:

- 9.4.1 will at your request, provide you with inventory information from BT's system (typically including the asset serial number, model number, asset name and IP address of each item of Customer Equipment) relating to the Service provided at the Sites in a format that BT reasonably specifies; and
- 9.4.2 may disconnect and remove any BT Equipment located at the Site(s).

10 Your Obligations

10.1 Service delivery

Before the Service Start Date and, where applicable, throughout the provision of the Service, you will:

- 10.1.1 provide BT with the names and contact details of the Customer Contact, but BT may also accept instructions from a person who BT reasonably believes is acting with your authority;
- 10.1.2 provide BT with the necessary Input Material at least 60 Business Days before the Service Start Date;
- 10.1.3 provide BT with any other information that BT may reasonably require without undue delay;
- 10.1.4 provide BT with access to any Site(s) during Business Hours, or as otherwise agreed, to enable BT to set up, deliver and manage the Service;
- 10.1.5 establish and maintain iNcare (or an equivalent maintenance service from another supplier) on all Customer Equipment;
- 10.1.6 maintain Customer Equipment and any other relevant components of your network at the appropriate hardware and software levels necessary to ensure satisfactory operation of the Service;
- 10.1.7 where BT inspects Customer Equipment as set out in Paragraph 9.2.1 (or where you request BT to make configuration changes to Customer Equipment as set out in Paragraph 9.2.6), upgrade or replace Customer Equipment at your expense to bring it to an appropriate hardware and software level as set out in Paragraph 10.1.6;



- 10.1.8 configure and permit such access to Customer Equipment as may reasonably be required by BT for the purpose of setting up the Service as set out in Paragraph 9.2 in the first instance and to subsequently provide the Service;
- 10.1.9 unless BT agrees otherwise, provide at your own expense internet access to Customer Equipment at all times and to maintain responsibility for Incident resolution relating to such internet access and allocate at your own expense a statically assigned, registered and internet routable, public IP address for each item of Customer Equipment;
- 10.1.10 complete any other preparation activities that BT may request to enable you to receive the Services promptly and in accordance with any reasonable timescales;
- 10.1.11 provide BT with Notice of any health and safety rules and regulations and security requirements that apply at the Site(s); and
- 10.1.12 where BT provides BT Equipment, prepare and maintain the Site(s) for the installation of BT Equipment, including:
 - (a) provide a suitable and safe operational environment for any BT Equipment including all necessary trunking, conduits, cable trays, and telecommunications connection points in accordance with BT's reasonable instructions and applicable installation standards;
 - (b) take up or remove any fitted or fixed floor coverings, ceiling tiles and partition covers or provide any openings in buildings required to connect BT Equipment to appropriate telecommunications facilities in time to allow BT to undertake any necessary installation or maintenance Services;
 - (c) carry out any work that may be required after installation to make good any cosmetic damage caused during the installation or maintenance Services;
 - (d) provide a secure, continuous power supply at the Site(s) for the operation and maintenance of the Service or BT Equipment at such points and with such connections as BT specifies, and in order to mitigate any Service interruption resulting from failure in the principal power supply, provide back-up power with sufficient capacity to conform to the standby requirements of the applicable standards; and
 - (e) provide internal cabling between the BT Equipment and any Customer Equipment, as appropriate.

10.2 During operation

On and from the Service Start Date, you will:

- 10.2.1 ensure that Users report Incidents to the Customer Contact and not to the Service Desk;
- 10.2.2 ensure that the Customer Contact will take Incident reports from Users and pass these to the Service Desk using the reporting procedures agreed between both of us, and will be available for all subsequent Incident management communications;
- 10.2.3 provide BT with reasonable and timely access to the Site(s), the Customer Equipment and the BT Equipment (if any) during Service Hours, or as otherwise agreed, for the purposes of the Contract;
- 10.2.4 where you are given read-write access to edit or modify the Customer Equipment (as set out in Paragraph 2.2.4) let BT know of any configuration changes you make promptly; and
- 10.2.5 be responsible for the security and proper use of all User identifications and passwords used in connection with the Service (including changing passwords on a regular basis) and will take all necessary steps to ensure that they are kept confidential, secure, used properly and not disclosed to unauthorised people. You will immediately let BT know if there is any reason to believe that a User identification or password has or is likely to become known to someone not authorised to use it or is being or is likely to be used in an unauthorised way.

10.3 The end of the Service

On expiry or termination of the Service by either of us, you will:

- 10.3.1 provide BT with all reasonable assistance necessary to remove BT Equipment from the Site(s);
- 10.3.2 disconnect any Customer Equipment from BT Equipment located at the Site(s);
- 10.3.3 not dispose of or use BT Equipment other than in accordance with BT's written instructions or authorisation;
- 10.3.4 arrange for any BT Equipment located at the Site(s) to be returned to BT; and
- 10.3.5 be liable for any reasonable costs of recovery that BT incurs in recovering the BT Equipment.

11 Notification of Incidents

11.1 Where you become aware of an Incident:

- 11.1.1 the Customer Contact will report it to the Service Desk;



- 11.1.2 BT will give you a Ticket;
- 11.1.3 BT will let you know when it believes the Incident is cleared, and will close the Ticket when:
 - (a) you confirm that the Incident is cleared within 24 hours after having been informed; or
 - (b) BT has attempted unsuccessfully to contact you, in the way agreed between both of us, in relation to the Incident and you have not responded within 24 hours following BT's attempt to contact you.
- 11.1.4 If you confirm that the Incident is not cleared within 24 hours after having been informed, the Ticket will remain open, and BT will continue to work to resolve the Incident.
- 11.2 At the time of reporting an Incident you will provide all information reasonably necessary to verify your entitlement to receive the Service, and where appropriate, for remote diagnostic work to begin. This information may include: a valid contract number; a contact name, telephone number or email for providing updates; equipment serial numbers; a detailed description of any fault and the results of any investigative work already carried out by you.
- 11.3 BT will use the contact details given at the time of reporting an Incident to advise you of the progress being made to clear any fault. BT will continue to use these contact details for the duration of the Incident unless advised otherwise.
- 11.4 If you choose a Service where the Service Hours are not 24 hours a day, seven days a week, a report made by you:
 - 11.4.1 before the start of Service Hours on any Business Day will be treated as having been received at the start of Service Hours for that Business Day;
 - 11.4.2 after the end of Service Hours on any Business Day will be treated as having been received at the start of Service Hours on the next Business Day.

12 Invoicing

- 12.1 BT will invoice you for the Charges for the Service as set out in Paragraph 12.2 in the amounts and currency as set out in any applicable Order.
- 12.2 Unless set out otherwise in any applicable Order, BT will invoice you for:
 - 12.2.1 Installation Charges, when BT accepts your Order;
 - 12.2.2 Recurring Charges, quarterly in advance; and
 - 12.2.3 any Termination Charges incurred in accordance with Paragraph 13 upon termination of the relevant Service.
- 12.3 BT may invoice you for any of the following Charges in addition to those set out in any applicable Order:
 - 12.3.1 Charges for investigating Incidents that you report to BT where BT finds no Incident or that the Incident is caused by something for which BT is not responsible under the Contract;
 - 12.3.2 Charges for cancelling the Service in accordance with Clause 16 of the General Terms; and
 - 12.3.3 additional Charges where you request additional services or where, in BT's reasonable opinion, such Charges are necessary as a result of your instructions, or the incompleteness or inaccuracy of information provided by you. BT will let you know in writing of these additional Charges.

13 Charges at the End of the Contract

If you exercise your right in accordance with Clause 17 of the General Terms to terminate for convenience the Contract, the Service or any applicable Order:

- 13.1 you will pay BT:
 - 13.1.1 all outstanding Charges for Service rendered;
 - 13.1.2 any additional amounts due under the Contract;
 - 13.1.3 any other Charges as set out in any applicable Order; and
 - 13.1.4 if you terminate during the first 12 months of the Term, Termination Charges, as compensation, equal to:
 - (a) 100 per cent of the Recurring Charges for any remaining months of the first 12 months of the Term; and
 - (b) any additional sums paid or payable by BT to any third party supplier in anticipation of the remainder of the Term; or
 - 13.1.5 if you terminate after the first 12 months of the Term, Termination Charges, as compensation, equal to:
 - (a) 30 per cent of the Recurring Charges for any remaining months of the then current 12 month period (measured from the Service Start Date) of the Term; and



- (b) any additional sums paid or payable by BT to any third party supplier in anticipation of the remainder of the Term.
- 13.2 BT will refund to you any money you have paid in advance after first deducting any money due to BT under the Contract.

14 Service Amendment

- 14.1 You may request, by giving BT Notice, a change to:
 - 14.1.1 an Order for the Service (or part of an Order) at any time before the applicable Service Start Date; or
 - 14.1.2 the Service at any time after the Service Start Date.
- 14.2 If you exercise your right in accordance with Paragraph 14.1, and except where a change results from BT's failure to comply with its obligations under the Contract, BT will, within a reasonable time, provide you with a written estimate, including:
 - 14.2.1 the likely time required to deliver the changed Service; and
 - 14.2.2 any changes to the Charges due to the changed Service.
- 14.3 BT has no obligation to proceed with any change that you request in accordance with Paragraph 14.1, unless and until the necessary changes to the Charges, implementation timetable and any other relevant terms of the Contract to take account of the change are agreed between both of us in writing.
- 14.4 If BT changes a Service prior to the Service Start Date because you have given BT incomplete or inaccurate information, BT may, acting reasonably, apply additional one-time or Recurring Charges.



Part C – Service Levels

15 Standard Service Component Combinations and Service Levels

- 15.1 The product code shown in the first column of the table below will correspond to one or more product codes as set out in any applicable Order.
- 15.2 The target performance level for each Standard Service Component combination is shown in the body of the table below ("Service Level").
- 15.3 Descriptions for each Standard Service Component shown in the table below are given in Paragraphs 2.1 to 2.5 of this Schedule.
- 15.4 The Service does not include any Service Credits.

Table 1

STANDARD SERVICE COMPONENT COMBINATIONS and SERVICE LEVELS									
Product Code and Descriptor	Remote Monitoring (Para. 2.1)	Polling Frequency (mins.) (Para. 2.1.1(a))	RMAC Enhanced Service Hours (Para. 2.2.3)	RMAC Acknowledge Time (Para. 2.2.1)	RMAC Complete Time (Para. 2.2.1)	RMAC Qty. (Para. 2.2.2)	Configuration Management (Para. 2.3)	Software / Signature Update Management (Para. 2.4)	Service Reporting (Para. 2.5)
LIFE-SEC-F-PL-x or LIFE-SEC-C-PL-x (iNlife for Security Plus) where 'x' denotes the size of the device – Small, Medium or Large	24 hours a day, seven days a week	2	Business Days, 8am to 6pm	4 hours	End of next Business Day	60	Yes	Software updates	Yes
LIFE-SEC-F-PR-x or LIFE-SEC-C-PR-x (iNlife for Security Premium) where 'x' denotes the size of the device – Small, Medium or Large	24 hours a day, seven days a week	2	24 hours a day, seven days a week	30 mins	4 hours	120	Yes	Signature updates and Software updates	Yes



Part D – Defined Terms

16 Defined Terms

In addition to the defined terms in the General Terms, capitalised terms in this Schedule will have the below meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms, these defined terms will take precedence for the purposes of this Schedule):

“**ASDM**” means adaptive security device manager.

“**AV**” has the meaning given in Paragraph 2.4.2.

“**CLI**” means command line interface.

“**Customer Contact**” means any individuals authorised to act on your behalf for Service management matters.

“**Customer Equipment**” means any equipment including any Purchased Equipment and any software, other than BT Equipment, that BT provides the Service to.

“**Customer Equipment Manufacturer**” means the manufacturer of the Customer Equipment.

“**Effective Date**” has the meaning given in Paragraph 8.1.2.

“**General Terms**” means the general terms that this Schedule is attached to, or where not attached to this Schedule, can be found at www.bt.com/terms, and form part of the Contract.

“**Incident**” means an unplanned interruption to, or a reduction in the quality of, the performance of the Customer Equipment.

“**Fix Time**” means the target fix time for the Service as set out in Paragraph 3.4.

“**HTTPS**” means a communications protocol for secure communication over a computer network.

“**iNcare**” means a separate maintenance service provided by BT, details of which can be found in the iNcare Schedule to the General Terms.

“**Input Material**” means all information reasonably required by BT to set up and provide the Service including but not limited to details of Customer Equipment, serial number(s), location, hostname, IP address(es), password(s) and contact details.

“**Installation Charges**” means the Charges for the commissioning activities as set out in Paragraph 9.2.

“**IPS**” has the meaning given in Paragraph 2.4.2.

“**RMAC**” has the meaning given to it in Paragraph 2.2.1.

“**RMAC Data Sheet**” means the data sheet published by BT from time to time that lists the individual administrative tasks that may be performed as remote moves, adds and changes under the RMAC Enhanced Standard Service Component as set out in Paragraph 2.2.1.

“**RMAC Enhanced**” has the meaning given to it in Paragraph 2.2.1.

“**SDEE**” means security device event exchange.

“**Service**” has the meaning given in Paragraph 1.

“**Service Desk**” means the helpdesk that you will be able to contact to submit service requests, report Incidents and ask questions about the Service.

“**Service Hours**” means the hours of operation for each Service as set out in **Table 1** in Paragraph 15.

“**Service Level**” has the meaning given in Paragraph 15.2.

“**Service Management Boundary**” has the meaning given in Paragraph 4.1.

“**Service Options**” has the meaning given in Paragraph 3.

“**Service Request**” means a request for information, advice or to request Software.

“**SNMP**” means an Internet-standard protocol for managing devices on internet protocol networks.

“**Standard Service Components**” has the meaning given in Paragraph 2.

“**Syslog**” means a standardized mechanism used for logging in computer systems.

“**Term**” means the period of time over which BT will provide the Service as set out in any applicable Order, beginning on the Service Start Date and ending at the end of Service Hours on the last day.

“**Ticket**” means the unique reference number provided by BT for an Incident and that may also be known as a “**fault reference number**”.

“**TUPE**” has the meaning given in Paragraph 8.1.

“**VPN**” means a network that appears private to your Users while being provided over network infrastructure that is shared with other customers.

“**WEEE**” has the meaning given in Paragraph 7.3.1.

“**WEEE Directive**” has the meaning given in Paragraph 7.3.1.