



OTTM Visualise Service Schedule to the General Terms

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Part A – The OTTM Visualise Service

1 Service Summary

BT will provide you with an operational technology threat management security service that enables ICS Asset visibility, vulnerability management and threat detection within your operational environment, comprising:

- 1.1 the Standard Service Components; and
- 1.2 any of the Service Options as set out in any applicable Order, up to the point of the Service Management Boundary as set out in Paragraph 0 (“**OTTM Visualise Service**”).

2 Standard Service Components

- 2.1 BT will provide you with the following standard service components (“**Standard Service Components**”) in accordance with the details as set out in any applicable Order:
 - 2.1.1 **Security Platform:** containing Security Sensors from a range of suppliers. The Security Sensors are either physical or virtual devices collecting data from the Customer ICS Network Switch to provide threat information in order to gain visibility on the security of your operational technology network. If agreed on the Order that the Security Sensors will be:
 - (a) physical devices, these will be sold to you by BT as Purchased Equipment;
 - (b) virtual devices, as a suitable licence for self-installation on your virtual machine infrastructure will be sold to you BT as Purchased Equipment;
 - 2.1.2 **Supplier Software and Threat Intelligence licence subscription:** BT will procure and deliver this Software and the respective licenses for the Minimum Period of Service as set out in the Order;
 - 2.1.3 **Initial setup:** high-level design of the Security Platform, ordering, shipping and distribution of the Purchased Equipment to the Sites;
 - 2.1.4 **Training:** provided by the selected Supplier for up to ten (10) of your named contacts;
 - 2.1.5 **Controlled Deployment:** which includes configuration of the Security Platform, discovery of the ICS Assets, Security Platform optimisation which includes fine tuning and ICS Asset labelling; and
 - 2.1.6 **Setting your operational technology environmental baseline.**

3 Service Options

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

- 3.1 **Management Console** that may be either a physical or virtual device:
 - 3.1.1 for the physical device, the Management Console will be sold to you by BT as Purchased Equipment that will include the suitable licence for self-installation;
 - 3.1.2 for the virtual device, the suitable licence for self-installation on your virtual machine infrastructure will be sold to you BT as Purchased Equipment.
- 3.2 **An additional SaaS Management Console:** a cloud-based Management Console which is deployed as Software as a service (“**SaaS**”), rather than being a physical deployment and enables you to consolidate all your security management within a single application.
- 3.3 **Integrating the operational technology alerts with your system:** If you order the integration of the operational technology alerts with your systems BT will configure the Security Platform to forward alerts into your system.
- 3.4 **Forwarding of operational technology alerts to a SIEM owned by you:** If you have your own SIEM, BT will configure the Security Platform to forward alerts into SIEM owned by you.
- 3.5 **Extended learning period for the Security Sensors:** BT provides a 15 days learning period to identify communications between the ICS Assets.
- 3.6 **BT management and coordination of Security Appliance installation:** You can request BT to manage and coordinate the physical installation of the Security Appliances using a BT installation partner/subcontractor.
- 3.7 **Project manager:** BT will provide a senior-level professional accountable for the successful deployment, configuration, tuning and labelling of the OTTM Visualise Service.

4 Service Management Boundary

- 4.1 BT will provide the OTTM Visualise Service in accordance with Parts B and C of this Schedule and as set out in any applicable Order up to the Security Appliance(s). (“**Service Management Boundary**”).



- 4.2 BT will have no responsibility for the OTTM Visualise Service outside the Service Management Boundary.
- 4.3 BT does not make any representations, whether express or implied, about whether the OTTM Visualise Service will operate in combination with any Customer Equipment or other equipment and Software.

5 Associated Services

- 5.1 You will have the following services in place that will connect to the OTTM Visualise Service and are necessary for the OTTM Visualise Service to function and will ensure that these services meet the minimum technical requirements that BT specifies:
 - 5.1.1 Remote access connectivity;
(each an “**Enabling Service**”).
- 5.2 If BT provides you with any services other than the OTTM Visualise Service this Schedule will not apply to those services and those services will be governed by their separate terms.

6 Equipment

- 6.1 In relation to and until title in any Purchased Equipment transfers to you in accordance with Paragraph 6.2.2, you will:
 - 6.1.1 keep the Purchased Equipment safe and without risk to health;
 - 6.1.2 not move the Purchased 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;
 - 6.1.3 not make any alterations or attachments to, or otherwise interfere with, the Purchased Equipment, nor permit any person (other than a person authorised by BT) to do so, without BT’s prior written consent and, if BT gives its consent, agree that any alterations or attachments are part of the Purchased Equipment;
 - 6.1.4 only use the Purchased 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;
 - 6.1.5 not sell, charge, assign, transfer or dispose of or part with possession of the Purchased Equipment or any part of it;
 - 6.1.6 not allow any lien, encumbrance or security interest over the Purchased Equipment, nor pledge the credit of BT for the repair of the Purchased Equipment or otherwise;
 - 6.1.7 not claim to be owner of, and ensure that the owner of the Site(s) will not claim ownership of, the Purchased Equipment, even where it is fixed to the Site(s);
 - 6.1.8 obtain appropriate insurance against any damage to or theft or loss of the Purchased Equipment;
 - 6.1.9 in addition to any other rights that BT may have, reimburse BT for any losses, costs or liabilities arising from your use or miss-use, loss, damage or theft of Purchased Equipment, except where the loss or damage is a result of fair wear and tear or caused by BT; and
 - 6.1.10 where there is a threatened seizure of the Purchased Equipment, or an Insolvency Event applies to you, immediately provide BT with Notice so that BT may take action to repossess the Purchased Equipment.

6.2 Purchased Equipment

6.2.1 Delivery and Installation of Purchased Equipment

You will provide BT with the name and contact details of at least one individual who is responsible for receiving the Purchased Equipment at the Site(s).

6.2.2 Transfer of Title and Risk

- (a) Where the Purchased Equipment is delivered to a Site:
 - (i) title in the Purchased Equipment (except for the Intellectual Property Rights) will pass to you when you have paid for the Purchased Equipment in full;
 - (ii) where BT delivers or installs the Purchased Equipment, risk will pass to you on delivery of the Purchased Equipment, but you will not be liable for any loss or damage that is caused by BT’s negligence; and
 - (iii) where BT does not deliver or install the Purchased Equipment, risk will pass to you when you take possession of the Purchased Equipment.

6.2.3 Acceptance of Purchased Equipment

- (a) The Purchased Equipment is accepted:
 - (i) if BT does not install the Purchased Equipment, when you take delivery or possession of the Purchased Equipment; and
 - (ii) if BT installs the Purchased Equipment, on the Service Start Date.



- (b) Unless you have relied on BT's written advice, it is your responsibility to satisfy yourself as to the suitability of Purchased Equipment for your needs.

6.2.4 Security

- (a) You will ensure the proper use of any Usernames, personal identification numbers and passwords or similar used in conjunction with the Purchased Equipment or the OTTM Visualise Service, and you will take all necessary steps to ensure that the foregoing is kept confidential, secure and not made available to unauthorised persons.
- (b) BT does not guarantee the security of the Purchased Equipment against unauthorised or unlawful access or use.

6.2.5 Software Licence

On and from the Service Start Date, or, where BT installs any Purchased Equipment, from the date of installation, you will comply with the provisions of any Software licences provided with or as part of any Purchased Equipment.

6.3 WEEE Directive

- 6.3.1 You will where applicable comply with 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**").
- 6.3.2 For the purposes of Article 13 of the WEEE Directive this Paragraph 6.3 is an alternative arrangement to finance the collection, treatment, recovery, recycling and environmentally sound disposal of WEEE.
- 6.3.3 You will comply with any information recording or reporting obligations imposed by the WEEE Directive.

7 Specific Terms

7.1 Changes to the Contract

- 7.1.1 BT may amend the Contract (including the Charges) at any time by either:
 - (a) publishing the amendment online at www.bt.com/pricing or www.bt.com/terms (or any other online address that BT advises you of); or
 - (b) by giving Notice to you.
- 7.1.2 If the amendments cause you material detriment, BT will give you Notice at least 30 days before the change is to take effect and, in the case of any other amendments, at least one day before the change is to take effect.
- 7.1.3 If BT makes any amendment to the Contract that causes you material detriment, you will not have to pay any Charges if you give Notice to terminate the affected Service in accordance with Clause 17 of the General Terms within:
 - (a) 90 days after the date of notification if BT has only published the amendment online in accordance with Paragraph 7.1.1(a); or
 - (b) 30 days after the date of the Notice if BT has given you Notice in accordance with Paragraph 7.1.1(b).

7.2 Minimum Period of Service

- 7.2.1 You may request an extension to OTTM Visualise Service for a Renewal Period by Notice in writing to BT at least 90 days before the end of the Minimum Period of Service or Renewal Period ("**Notice of Renewal**").
- 7.2.2 If you issue a Notice of Renewal in accordance with Paragraph 7.2.1, BT will extend the Supplier's licence for the Renewal Period and:
 - (a) BT will continue to provide the OTTM Visualise Service and relevant Supplier's licence;
 - (b) the Charges applicable during the Minimum Period of Service will cease to apply and BT will invoice you the Charges set out in the new Order from expiry of the Minimum Period of Service; and
 - (c) both of us will continue to perform each of our obligations in accordance with the Contract.
- 7.2.3 If you do not issue a Notice of Renewal in accordance with Paragraph 7.2.1, BT will cease delivering the OTTM Visualise Service at the time of 23:59 on the last day of the Minimum Period of Service or subsequent Renewal Period.

7.3 Customer Committed Date

- 7.3.1 If you request a change to the OTTM Visualise Service or any part of the OTTM Visualise Service, then BT may revise the Customer Committed Date to accommodate that change.



7.3.2 BT may expedite delivery of the OTTM Visualise Service for operational reasons or in response to a request from you, but this will not revise the Customer Committed Date.

7.4 EULA

7.4.1 BT will only provide the OTTM Visualise Service if you have entered into the end user licence agreement with the Supplier in the form set out at <https://www.forescout.com/company/legal/eula/> or <https://www.nozominetworks.com/legal/eula>, as may be amended or supplemented from time to time by the Supplier (“EULA”).

7.4.2 You will observe and comply with the EULA for any use of the applicable Software and you will:

- (a) acknowledge and agree that the Supplier shall process your Personal Data in accordance with its data processing addendum, as incorporated into the Supplier’s EULA;
- (b) acknowledge that BT shall also process your Personal Data in accordance with the data protection obligations as set out in Clause 14 of the General Terms; and
- (c) acknowledge, in particular, for the purposes of BT providing you with a detailed technical analysis of your network traffic flows, operational technology asset intelligence and tuning of alerts, and optimising the Security Platform for the purposes of implementation, BT shall process your Personal Data as a data processor in accordance with Clause 14.5 of the General Terms.

7.4.3 In addition to what it says in Clause 15 of the General Terms, if you do not comply with the EULA, BT may restrict or suspend the OTTM Visualise Service upon reasonable Notice, and:

- (a) BT may charge a re-installation fee to re-start the OTTM Visualise Service.

7.4.4 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 are between you and the Supplier and you will deal with the Supplier with respect to any loss or damage suffered by either of you as such loss or damage will not be enforceable against BT.

7.4.5 Where the EULA is presented in a ‘click to accept’ function and you require BT to configure or install Software on your behalf, BT will do so as your agent and bind you to the EULA. For this purpose, you hereby already grant to BT a mandate to enter into EULA in your name and on your behalf. BT and you may for this also execute a power of attorney as part of the Order.

7.5 Invoicing

7.5.1 Unless set out otherwise in any applicable Order, BT will invoice you for the following Charges in the amounts set out in any applicable Order:

- (a) Initial set up and deployment Charges which apply after you have confirmed acceptance of the OTTM Visualise Service in accordance with Paragraph 9.2.2 and handover phase specific to each Security Sensor;
- (b) Charges for the Purchased Equipment which will apply from the date you take delivery or possession of that Purchased Equipment;
- (c) Professional Services Charges which will apply after the Effective Date;
- (d) Installation Charges, where applicable, from the date the installation took place;
- (e) One-Time Charges, such as Charges as a result of a Site survey which will apply after the Effective Date;
- (f) De-installation Charges within 60 days of de-installation of the OTTM Visualise Service; and
- (g) any Termination Charges incurred in accordance with Paragraph 7.6 upon termination of the OTTM Visualise Service.

7.5.2 BT may after the Service Start Date invoice you for any of the following Charges in addition to those set out in any applicable Order:

- (a) 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;
- (b) Charges for commissioning the OTTM Visualise Service outside of Business Hours;
- (c) Charges for expediting provision of the OTTM Visualise Service at your request after BT has informed you of the Service Start Date; and
- (d) any other Charges as set out in any applicable Order or as otherwise agreed between both of us.

7.6 Cancellation and Termination Charges at the end of the Contract

7.6.1 Cancellation Charges

For the purposes of Clause 16 of the General Terms, if you cancel an Order, or part of it, any time before the Service Start Date you will pay BT the Cancellation Charges as set out below:

- (a) a percentage of the initial set up and deployment charges as set out in the applicable Order as follows:
 - (i) 10% if you cancel the Order on or up to 10 days after the Effective Date,



- (ii) 20% if you cancel between 11 days and up to 30 days after the Effective Date;
 - (iii) 30% if you cancel between 31 days and up to 60 days after the Effective Date ; or
 - (iv) 100% of the initial set up and deployment Charges if you cancel more than 60 days after the Effective Date; and
- (b) 100 % of the Supplier's licence fees paid by BT to the Supplier during the initial set up and deployment; and
 - (c) any waived One-Time Charges as set out in the Order.

7.6.2 Charges at the end of the Contract

If you terminate the Contract or the OTTM Visualise Service for convenience in accordance with Clause 17 of the General Terms you will pay BT:

- (a) all outstanding Charges or payments due and payable under the Contract;
- (b) De-installation Charges;
- (c) any additional Charges that BT has to pay a supplier as a result of early termination of the OTTM Visualise Service;
- (d) any waived One-Time Charges as set out in the Order; and
- (e) any other Charges as set out in any applicable Order.

7.7 PCI DSS Compliance Obligations

7.7.1 The OTTM Visualise Service is not compliant with PCI DSS and you will not use the OTTM Visualise Service for the processing, storage or transmission of any Cardholder Data or any data that is subject to PCI DSS.

7.7.2 You will indemnify BT for any Claims, losses, costs or liabilities that it incurs as a result of you storing, processing or transmitting data that is subject to PCI DSS.

7.8 Export of Content using Cloud Services

7.8.1 The OTTM Visualise Service comprises of a cloud service that utilises Software and technology that may be subject to export control laws of various countries. You are solely responsible for any compliance related to the way you use the OTTM Visualise Service and the location the OTTM Visualise Service is used including access by Users to the Service and for your Content transferred or processed using the OTTM Visualise Service, including any publication of such Content.

7.8.2 You will indemnify BT against all Claims, losses, costs or liabilities brought against BT as a result of, or arising out of or in connection with, your non-compliance with any laws (including sanctions and export control laws) of any country you use, access or transfer Content to.

Part B – Service Delivery and Management

8 BT's Obligations

8.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the OTTM Visualise Service, after mobilisation of the BT delivery team, BT will:

- 8.1.1 provide you with contact details for the Service Desk;
- 8.1.2 provide you with contact details for the project coordinator and BT's cyber design implementation specialist;
- 8.1.3 appoint a project coordinator (if a project manager has not been selected) to provide scheduling, and day-to-day coordination to keep tasks on track and to oversee the deployment, configuration and tuning of the Security Platform;
- 8.1.4 if a project manager has been selected, appoint a project manager to proactively co-ordinate all deployment elements associated with the OTTM Visualise Service, liaising with you, the installers and the Suppliers. All project management activity will be administered remotely, and the project manager will not visit your Site;
- 8.1.5 appoint a solution architect to conduct a technical workshop to fully understand your requirements; and
- 8.1.6 design a Security Platform to meet your cyber security requirements and project manage the delivery and deployment of the solution on your operational technology estate in accordance with any applicable Order.

8.2 Commissioning of the Service

Before the Service Start Date, during the Controlled Deployment stage, BT will:

- 8.2.1 deliver and configure the Security Platform;
- 8.2.2 conduct a series of standard tests on the Security Platform to ensure that it is working correctly;
- 8.2.3 connect the OTTM Visualise Service to each Enabling Service;



- 8.2.4 on the date that BT has completed the activities in this Paragraph 8.2, confirm to you that the OTTM Visualise Service is available for performance of any Acceptance Tests in accordance with Paragraph 9.2;
 - 8.2.5 depending on the Supplier selected, deploy the Threat Intelligence feed, in accordance with your Threat Intelligence licence subscription; and
 - 8.2.6 conduct discovery of the ICS Assets that are visible to the Security Platform;
 - 8.2.7 initiate learning mode to identify communication paths between the ICS Assets;
 - 8.2.8 enable a cyber design implementation specialist to work closely with your nominated trained individuals in order to fine tune the platform;
 - 8.2.9 baseline normal behaviour for the ICS Assets;
 - 8.2.10 label the ICS Assets within the Security Platform to provide security context;
 - 8.2.11 configure the pre-defined dashboards and reports associated with the OTTM Visualise Service;
 - 8.2.12 provision reports on discovered ICS Assets, Vulnerabilities and communications profiles;
 - 8.2.13 coordinate training with the selected Supplier for up to ten (10) of your named Users;
 - 8.2.14 create up to ten (10) accounts for your Users;
 - 8.2.15 work with you in relation to your acceptance testing and approval; and
 - 8.2.16 provide a handover to you in relation to the Security Platform.
- 8.3 **During Operation**
- On and from the Service Start Date, BT will:
- 8.3.1 in the event of a security breach affecting the OTTM Visualise Service, require you to change any or all of your passwords.
- 8.4 **The End of the Service**
- On termination of the OTTM Visualise Service by either of us, BT:
- 8.4.1 will provide configuration information relating to the OTTM Visualise Service provided at the Site(s) in a format that BT reasonably specifies.

9 Your Obligations

9.1 Service Delivery

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

- 9.1.1 complete the OTTM Visualise Service capture form which includes:
 - (a) providing BT with the name and contact details of the individuals who would assist and input with the network design;
 - (b) listing the number of your Sites and their location;
 - (c) providing approximate numbers of manufacturing zones and cell areas within the Sites;
 - (d) advising BT of any compliance or regulatory framework;
 - (e) providing the expected number of ICS Assets per Site; and
 - (f) confirming if the Industrial Control System/network is air-gapped;
- 9.1.2 notify BT of any environmental considerations BT should be aware of e.g., heat, power availability, altitude, humidity, lightning, etc.;
- 9.1.3 ensure that the LAN protocols and applications you use are compatible with the OTTM Visualise Service;
- 9.1.4 ensure that your installation location has sufficient AC power supply and is ready for the use of Security Appliances;
- 9.1.5 ensure that the physical Security Sensor installation location has suitable rack cabinet located within a maximum of 30 meters from the Customer ICS Network Switch;
- 9.1.6 ensure that the Customer ICS Network Switch along with suitable cabling is available and in operational condition to connect to the Security Sensor;
- 9.1.7 ensure that the cabling or LAN connectivity between the Security Sensor and the Management Console (if selected by you) will be on the Site and in satisfactory operational condition;
- 9.1.8 in case of no mobile/cell network coverage on the Site, provide the suitable network access within maximum 30 meters from the Security Appliance place of installation;
- 9.1.9 confirm the remote network access mechanism e.g., Citrix or Palo Alto Global Protect VPN, other, will be provided (enabling BT to complete device configuration remotely);



- 9.1.10 prepare and maintain the Site(s) for the installation of Purchased Equipment and supply of the OTTM Visualise Service, including:
 - (a) providing a suitable and safe operational environment for any Purchased 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 Purchased 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 installation or maintenance;
 - (d) provide a secure, continuous power supply at the Site(s) for the operation and maintenance of the OTTM Visualise Service, Purchased Equipment at such points and with such connections as BT specifies, and, in order to mitigate any interruption to the OTTM Visualise Service 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 Purchased Equipment and any Customer Equipment, as appropriate;
- 9.1.11 provide the names and contact details of your:
 - (a) Customer Contact/project manager to work with BT to coordinate deployment activities within your organisation; and
 - (b) Customer Contact per Site to work with BT to undertake the tuning activities within the Sites;
- 9.1.12 use the Incident reporting procedures notified to you by BT, and ensure that your Customer Contact is available;
- 9.1.13 provide BT with full Site details such as full address, specific room location where the installation will take place, etc.;
- 9.1.14 provide BT with high level design information which includes:
 - (a) a copy of your network diagram;
 - (b) switches and routers make and model;
 - (c) rack positions, rack space and cabinet numbers; and
 - (d) network time protocol source for the Management Console access;
- 9.1.15 attend a kick-off call to confirm scope of works;
- 9.1.16 sign off the high level design;
- 9.1.17 provide BT with low level design information which includes:
 - (a) physical device information, being:
 - (i) hostnames, including naming conventions;
 - (ii) IP Addressing, including Domain Name system and network time protocol settings;
 - (iii) power source and plug type;
 - (iv) switches and router configuration e.g., firmware version, average CPU utilisation, bandwidth utilisation, low level monitoring ports and networks to mirror;
 - (b) virtual device information, being:
 - (i) the compute platform/infrastructure on which the virtual deployment is to take place;
 - (ii) hostnames, including naming conventions;
 - (iii) IP Addressing, including DNS & NTP settings;
 - (iv) performance stats from hypervisor when requested;
 - (v) console access to the virtual machine when required;
 - (vi) resolution of hypervisor related Incidents;
- 9.1.18 to enable access to cloud SaaS (SaaS Management Console, and if applicable any associated Threat Intelligence):
 - (a) ensure management servers and/or Security Sensors have reliable network access to cloud SaaS where applicable; and
 - (b) manage firewall changes required for on-premises devices to communicate with cloud SaaS;
- 9.1.19 in order to configure devices remotely, provide BT remote network access mechanism details as follows:
 - (a) description of the remote access solution and share your security policy;
 - (b) remote access mechanism agent details, if required; and
 - (c) remote access credentials;



- 9.1.20 provide to BT the following cabling information:
- (a) suitable cabling and patching cables to complete the installation of the Security Appliances;
 - (b) media type, speed, and duplex settings;
 - (c) switch name and port numbers used by the Security Appliances; and
 - (d) switch location (room/rack);
- 9.1.21 assist BT to complete a pre installation survey activity for each Site. This may be by telephone, email, or on-site visit;
- 9.1.22 provide BT, and BT's employees, agents, consultants, and subcontractors with access to any Site(s) during Business Hours, or as otherwise agreed, to enable BT to set up, deliver and install of the OTTM Visualise Service;
- 9.1.23 in jurisdictions where an employer is legally required to make a disclosure to its Users and other employees:
- (a) inform your Users that as part of the OTTM Visualise Service being delivered by BT, BT may monitor and report to you the use of any targeted applications by them;
 - (b) ensure that your Users have consented or are deemed to have consented to such monitoring and reporting (if such consent is legally required); and
 - (c) agree that BT will not be liable for any failure by you to comply with this Paragraph 9.1.23, you will be liable to BT for any Claims, losses, costs or liabilities incurred or suffered by BT due to your failure to comply with this Paragraph 9.1.23;
- 9.1.24 where BT configures the Security Platform to forward the operational technology alerts into your systems, be fully responsible for the impact these alerts may have on those systems (for example on your firewalls and wider IT/security systems); and
- 9.1.25 where BT configures the Security Platform to forward the operational technology alerts into your SIEM, be fully responsible for the impact these alerts may have on the SIEM.
- 9.2 Acceptance Tests**
- 9.2.1 You will carry out the Acceptance Tests for the OTTM Visualise Service within the Acceptance Test Period.
- 9.2.2 The OTTM Visualise Service is accepted by you if you confirm acceptance in writing during the Acceptance Test Period or is treated as being accepted by you if you do not provide BT with Notice to the contrary by the end of the Acceptance Test Period.
- 9.2.3 Subject to Paragraph 9.2.4, the Service Start Date will be the earlier of the following:
- (a) the date that you confirm or BT deems acceptance of the OTTM Visualise Service in writing; or
 - (b) the date of the first day following the Acceptance Test Period.
- 9.2.4 If, during the Acceptance Test Period, you provide BT Notice that the Acceptance Tests have not been passed, BT will remedy the non-conformance without undue delay and provide you Notice that BT has remedied the non-conformance and inform you of the Service Start Date.
- 9.3 During Operation**
- On and from the Service Start Date, you will:
- 9.3.1 monitor and maintain Customer Equipment connected to the OTTM Visualise Service or used in connection with a OTTM Visualise Service;
- 9.3.2 ensure that the Customer Equipment that is connected to the OTTM Visualise Service or that you use, directly or indirectly, in relation to the OTTM Visualise Service:
- (a) is adequately protected against viruses and other breaches of security;
 - (b) will not harm or damage Purchased Equipment, Customer Equipment the BT infrastructure, or any of BT's suppliers' or subcontractors' network or equipment; and
 - (c) is approved and used in accordance with relevant instructions, standards and Applicable Law and any safety and security procedures applicable to the use of that Customer Equipment ;
- 9.3.3 immediately disconnect Customer Equipment, or advise BT to do so at your expense, where Customer Equipment:
- (a) does not meet any relevant instructions, standards or Applicable Law; or
 - (b) contains or creates material that is in breach of the Acceptable Use Policy and you are contacted by BT about such material,
- and redress the issues with the Customer Equipment prior to reconnection to the OTTM Visualise Service;
- 9.3.4 inform BT of any Planned Maintenance and any third party provided Enabling Services;
- 9.3.5 provide service assurance support to BT, where reasonably requested to progress the resolution of Incidents for any Purchased Equipment installed on an Enabling Service that is not being provided by BT;



- 9.3.6 where you have provided your own or a third-party Enabling Service, ensure and confirm to BT that the Enabling Service is working correctly before reporting Incidents to BT;
- 9.3.7 distribute, manage and maintain access profiles, passwords and other systems administration information relating to the control of Users' access to the OTTM Visualise Service;
- 9.3.8 maintain a written list of current Users and provide a copy of such list to BT within five Business Days following BT's written request at any time;
- 9.3.9 ensure the security and proper use of all valid User access profiles, passwords and other systems administration information used in connection with the OTTM Visualise Service and:
 - (a) immediately terminate access for any person who is no longer an authorised User;
 - (b) inform BT immediately if a User's ID or password has, or is likely to, become known to an unauthorised person, or is being or may be used in an unauthorised way;
 - (c) take all reasonable steps to prevent unauthorised access to the OTTM Visualise Service;
 - (d) satisfy BT's security checks if a password is lost or forgotten; and
 - (e) change any or all passwords or other systems administration information used in connection with the OTTM Visualise Service if BT requests you to do so in order to ensure the security or integrity of the OTTM Visualise Service;
- 9.3.10 ensure that the maximum number of Users will not exceed the permitted number of User identities set out in Paragraph 8.2.14;
- 9.3.11 not allow any User specific subscription to be used by more than one individual User unless it has been reassigned in its entirety to another individual User, in which case you will ensure the prior User will no longer have any right to access or use the OTTM Visualise Service;
- 9.3.12 not take any action that could:
 - (a) damage, interfere with, weaken, destroy, disrupt, harm, violate, disable, overburden, overtake, compromise, hack into or otherwise adversely affect any computer system, network or the Internet access of the BT Network or network of any other person or company; or
 - (b) adversely affect or tamper with BT's security, the BT Network or any system or security network that belongs to any other person or company;
- 9.3.13 not access any computer system or network belonging to any person or company for any purpose without permission, including to probe, scan or test the security of a computer system or network or to monitor data traffic;
- 9.3.14 not collect, take or harvest any information or data from any BT services, BT's system or network or attempt to undermine any of BT's servers or systems that run BT services.

10 Notification of Incidents

- 10.1 Where you become aware of an Incident between the initial set up and deployment stage and the handover phase:
 - 10.1.1 you will report it to the Service Desk;
 - 10.1.2 BT will give you a Ticket;
 - 10.1.3 BT will inform you when BT believes the Incident is cleared, and will close the Ticket when:
 - (a) you confirm that the Incident is cleared within 24 hours of being informed; or
 - (b) BT has attempted unsuccessfully to contact you in relation to the Incident and you have not responded within 24 hours.
- 10.2 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.
- 10.3 Following the handover phase, you will not be able to report Incidents to BT in relation to the Service.



Part C – Service Levels

There are no Service Levels for the OTTM Visualise Service.



Part D – Defined Terms

11 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). BT has repeated some definitions in this Schedule that are already defined in the General Terms. This is to make it easier for you to find the definitions when reading this Schedule.

“**Acceptance Test Period**” means objective tests conducted by you that when passed confirm that you have accepted the OTTM Visualise Service and that the OTTM Visualise Service is ready for use conducted within five Business Days after receiving Notice from BT.

“**BT Network**” means the communications network owned or leased by BT and used to provide the OTTM Visualise Service.

“**Business Hours**” means between the hours of 0800 and 1700 in a Business Day.

“**Cardholder Data**” means the unique payment card number (typically for credit or debit cards) that identifies the issuer and the particular cardholder account.

“**Common Vulnerability and Exposures**” or “**CVE**” means a list of publicly disclosed computer security that’s been assigned a CVE ID number. The CVE lists can be found at <https://cve.mitre.org/>.

“**Content**” means applications, data, information (including emails), video, graphics, sound, music, photographs, Software or any other material.

“**Customer Equipment**” means any equipment including any Purchased Equipment and any Software, other than BT Equipment, used by you in connection with a OTTM Visualise Service.

“**Customer ICS Network Switch**” means the network switching device within your Industrial Control System environment that aggregates operational technology network traffic and provides designated mirror/span ports for passive traffic delivery to authorised Security Sensors.

“**De-installation Charges**” means the charges payable by you on de-installation of the OTTM Visualise Service that are equal to the then current rates for Installation Charges on the date of de-installation.

“**Domain Name**” means a readable name on an Internet page that is linked to a numeric IP Address.

“**Enabling Service**” has the meaning given in Paragraph 5.1.

“**EULA**” has the meaning given in Paragraph 7.4.

“**General Terms**” means the general terms to which this Schedule is attached or can be found at www.bt.com/terms, and that form part of the Contract.

“**ICS Asset**” means an Industrial Control System asset that is any hardware or software component within an operational technology environment that monitors, controls, or manages industrial processes.

“**Incident**” means an unplanned interruption to, or a reduction in the quality of, the OTTM Visualise Service or particular element of the OTTM Visualise Service.

“**Industrial Control System**” means an integrated suite or hardware, software, and network components designed to monitor, automate, and control physical industrial processes.

“**Installation Charges**” means those Charges set out in any applicable Order in relation to installation of the OTTM Visualise Service or any Purchased Equipment, or Customer Equipment.

“**Internet**” means a global system of interconnected networks that use a standard Internet Protocol to link devices worldwide.

“**IP Address**” means a unique number on the Internet of a network card or controller that identifies a device and is visible by all other devices on the Internet.

“**Local Area Network**” or “**LAN**” means the infrastructure that enables the ability to transfer IP services within Site(s) (including data, voice and video conferencing services).

“**Management Console**” means either a physical or virtual device which uses feeds from a Security Sensor to provide ICS Asset data, alerts and other information.

“**Minimum Period of Service**” means a period of 12 consecutive months beginning on the Service Start Date, unless set out otherwise in any applicable Order.

“**One-Time Charges**” means charges that are invoiced upon each occurrence of a single event.

“**OTTM**” means operational technology threat management.

“**PCI DSS**” means the Payment Card Industry Data Security Standards, a set of policies and procedures, issued by the PCI Security Standards Council LLC (as may be adopted by local regulators) and intended to optimise the security of credit and debit card transactions and protect cardholders against misuse of their personal information.

“**Planned Maintenance**” means any Maintenance BT has planned to do in advance.

“**Professional Services**” means those services provided by BT which are labour related services as set out in the applicable Order.



“**Renewal Period**” means for each OTTM Visualise Service, the initial 12-month period following the Minimum Period of Service, and each subsequent 12-month period.

“**Security Appliances**” means Security Sensor and/or Management Console.

“**Security Platform**” means a platform comprised of Security Appliances that are purchased by you from BT. BT will design, install, configure and tune the Security Platform prior to handing over to you so you can manage and maintain it by yourself.

“**Security Sensor**” means a physical or virtual device specialised for Industrial Control Systems (“**ICS**”) collecting data from the ICS Assets, to build an ICS Asset inventory and sending data back to the Management Console for analysis.

“**Service Desk**” means the helpdesk (which may be an online portal) that you are able to contact to submit service requests, report Incidents and ask questions about the OTTM Visualise Service.

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

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

“**SIEM**” means security information and event management technology; which collects and analyses (both near real time and historical) security log data.

“**Standard Service Components**” has the meaning given in Paragraph 0.

“**Supplier**” means, depending on the vendor selected in the Order, either ForeScout Technologies, Inc. Principal business office: 190 West Tasman Drive, San Jose, CA 95134 USA; or Nozomi Networks, Inc., a Delaware Company having its principal place of business at 575 Market Street, Suite 3650, San Francisco, CA 94105.

“**Threat Intelligence**” means information gathered from a range of sources about current or potential attacks against an organization. The information is analysed, refined and organised and then used to minimise and mitigate cyber security risks. The Threat Intelligence feed BT uses for this OTTM Visualise Service is based on the Supplier selected by you.

“**Vulnerability**” means a software susceptibility that may be exploited by an attacker.

“**WEEE**” has the meaning given in Paragraph 6.3.

“**WEEE Directive**” has the meaning given in Paragraph 6.3.1.