

## Agile Connect Service Schedule

### Section A – The Service

#### 1. STANDARD COMPONENTS OF THE SERVICE

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

##### 1.1 Design:

**1.1.1** a detailed design of the Service based on the Customer requirements and the equipment options as set out below.

##### 1.2 Equipment

The Customer may choose on the Order, one of the following three options for the Standard Service Components:

###### 1.2.1 Physical SD-WAN Devices - BT equipment.

- (a) Based on BT's design BT will deliver physical SD-WAN Devices, including associated software licences to the Site(s), enabling the Customer to self-install.
- (b) The SD-WAN Devices will then be used to connect to the Customer's network.
- (c) The SD-WAN Devices used to provide the Service are purpose-built networking appliances that are pre-loaded and validated with required SD-WAN software for an all-in-one solution with the option to add additional security features onto the Service if required.
- (d) The SD-WAN Devices will be considered as BT equipment.
- (e) The Customer will be responsible for the correct installation of the SD-WAN Device(s) and implementing any changes.

###### 1.2.2 Virtual SD-WAN Devices.

- (a) Based on BT's design BT will provide virtual SD-WAN Device(s) at one of the launched cloud service marketplaces (e.g. Azure, AWS) and BT will deploy this virtual SD-WAN Device on the virtual compute infrastructure.
- (b) The Customer will be responsible for the correct installation of the virtual SD-WAN Device(s) and implementing any changes.

###### 1.2.3 Physical SD-WAN Devices - Bring Your Own Device.

- (a) Based on BT's design BT will provide the Customer with the required instructions enabling the Customer to provide and self-install the required SD-WAN Device.
- (b) The Customer will be responsible for delivery of the required SD-WAN Device(s), the correct installation of such SD-WAN Devices and implementing any changes.
- (c) The physical SD-WAN Devices will be considered as Customer equipment.
- (d) The Customer will provide the serial number of these SD-WAN Devices to BT as part of the ordering process for BT to incorporate it into the managed Service from BT.

##### 1.3 Portal access for Service self-management, Application visibility and control

**1.3.1** BT will provide the Customer with access via a Portal to:

- (a) process the Service activation of a Site;
- (b) configure the Service and the policies;
- (c) modify the Service configuration and the policies;
- (d) view active and inactive Sites; and

(e) view delivery progress and Incidents.

**1.3.2** The Portal will give the Customer access to:

- (a) reports of traffic usage across VPNs, subnets and ports; and
- (b) documentation and a user-guide for installation and configuration of the Service.

**1.3.3** The Customer will be able to:

- (a) reactively monitor the Service on each active Site; and
- (b) interface with Customer's IT helpdesk.

## **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 Managed Installation**

If this Service Option is selected by the Customer, BT will be responsible for installing the SD-WAN Device by sending a qualified engineer to the Site to install the physical or virtual SD-WAN Device(s).

### **2.2 Managed Service – Change management**

If this Service Option is selected by the Customer, BT will provide a qualified engineer to implement changes on the Customer's behalf at the Site(s). By selecting the Managed Service option BT will be responsible for managing all aspects of the Service. Each change shall be set out on an Order.

### **2.3 Advanced Analytics**

If this Service Option is selected by the Customer, BT will provide the Customer with reports comprising the following information:

- 2.3.1** top Applications at network level;
- 2.3.2** VPN level;
- 2.3.3** BT equipment level;
- 2.3.4** top users at the network and VPN level;
- 2.3.5** top Application and network performance groups;
- 2.3.6** BT equipment level statistic on top user downloads and uploads; and
- 2.3.7** Application usage over time.

### **2.4 Transport Independent VPN**

**2.4.1** If this Service Option is selected by the Customer, BT will provide a fully managed IP VPN and Encryption service that:

- (a) enables the Customer to build corporate VPNs across globally dispersed Sites and transfer information securely across the Customer's network and the Internet using Encryption technology;
- (b) provides additional optional features on the Transport Independent VPN as set out in Paragraph 2 and in accordance with the details as may be set out in the applicable Order; and
- (c) except for countries where Encryption is not permitted for legal and/or regulatory reasons, provides an Internet break out feature allowing the Customer to restrict access to the Internet from VPN Sites using Managed Routers. Internet traffic presented on the Customer's LAN port and the Managed Router will route Internet traffic to the Internet without Encryption so that Internet traffic does not traverse the IP Sec Tunnel.

**2.4.2** The Customer will not be able to initiate connectivity to a Site from the wider Internet or host web services.

## **2.5 Application Aware Routing**

**2.5.1** If this Service Option is selected by the Customer: BT will provide the Customer with a facility that manages traffic and Applications in order to improve the efficiency of the network ("**Group**").

**2.5.2** This feature is only available at Sites with dual uplink access connectivity.

**2.5.3** The Customer may allocate specific Applications to three Groups, based on Application signatures or other technical parameters.

**2.5.4** A common network behaviour will apply to any Application assigned to the same Group.

**2.5.5** The Customer will set the target network behaviour for an individual Group by defining the jitter, packet loss and round trip delay target for each Group.

**2.5.6** There is no pre-set default value as this will depend on the Application type.

## **2.6 WAN Traffic Balancing**

**2.6.1** If this Service Option is selected by the Customer: BT will provide WAN traffic balancing allowing the Customer to securely improve its WAN efficiency and availability and ensure WAN performance for Application traffic the Customers defines as business critical, by:

- (a) delivering intelligent path control for Application-aware routing, that selects paths by looking at specific packet attributes (for example: DSCP marking, source/destination IP address or source/destination port), or Application types, performance requirement and a predefined set of policies based on the needs of the Applications and the status of the path; and
- (b) continuously measuring WAN path performance to detect dynamic changes. When a change puts Application traffic out of policy, WAN Traffic Balancing triggers this traffic to be redirected to a more suitable path.

## **2.7 Site Service Move**

If this Service Option is selected by the Customer, BT will move any physical equipment provided or managed by BT to another location or within a country.

## **2.8 Embedded Security Services**

**2.8.1** If this Service Option is selected by the Customer: The Customer may choose any of the following services that will be fully integrated by BT into the software:

- (a) Web Filtering and Virtual Firewall Services - BT will provide the Customer with a technology that stops Users from viewing certain URLs or websites by preventing their browsers from loading pages from those sites;
- (b) Intrusion Detection and Prevention Services - BT will:
  - (i) monitor the events occurring in the Customer's network for signs of possible attacks, incidents, violations or imminent threats to Customers security policies; and
  - (ii) perform the required actions to stop the detected incidents.

**2.8.2** BT will provide reports for any of the Embedded Security Services selected on the Order.

**2.8.3** Embedded Security Services may not be available in all countries. BT will only provide Embedded Security Services to countries set out on the Order.

**2.8.4** At the time of ordering, the Parties shall check if the hardware used with the Service comply with the minimum hardware requirements for the Embedded Security Services to function. If the hardware does not comply with such minimum hardware requirements the Customer shall:

- (a) order also the required hardware upgrade or replacement from BT if the Customer has selected physical BT equipment as a Standard Component; or

- (b) provide the required hardware upgrade or replacement if the Customer has selected Bring Your Own Device as a Standard Component.

### 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 if physical BT equipment was selected as Standard Component, the Customer facing LAN port of the BT equipment provided at a Site; or
  - 3.1.2 if Bring Your Own Device was selected as Standard Component (in line with BT hardware and design guidelines) provided at a Site, the Customer facing LAN port of the Customer equipment; or
  - 3.1.3 if virtual BT equipment was selected as Standard Component, the virtual SD-WAN Device deployed on virtual compute infrastructure and not the underlying hosting platform; and
  - 3.1.4 The service management of SD-WAN Devices (design, deployment, configuration, management and service wrap including on-site break fix) from the WAN port of the device to its LAN port.
- 3.2 BT will not be responsible for any issues in relation to the quality of the Service, where the Customer is connecting to the Internet via a mobile network or using a Wi-Fi hotspot capability.
- 3.3 Paragraphs 3.1 and 3.2 together constitutes the "**Service Management Boundary.**"
- 3.4 BT will have no responsibility for the Service outside the Service Management Boundary.
- 3.5 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 one or more of the following connectivity services that are compatible with the Service:
      - (a) Internet service; and/or
      - (b) WAN/MPLS service;
    - 4.1.2 for Transport Independent VPN - an Access Line;
    - 4.1.3 for virtual SD-WAN Devices;
      - (a) suitable generic Customer equipment or BT equipment as per the BT design guidelines;
      - (b) a compute infrastructure provided by BT; and
      - (c) a third party cloud service approved by BT.
- (each an "**Enabling Service**").

### 5. COMMISSIONING OF THE SERVICE

- 5.1 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;
  - 5.1.3 on the date that BT has completed the activities in this paragraph 5.1, 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

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