Edge Compute Service Schedule
Part B – Service Description

Section A – The Service

1. STANDARD COMPONENTS OF THE SERVICE

1.1 BT will provide the Customer with an Edge Compute infrastructure platform comprising of the following standard service components in accordance with the details as set out in any applicable Order:

1.1.1 an Edge Compute application suite (including software e.g., QiO Foresight) providing use-case driven functionality supporting the Customer's requirements;

1.1.2 Infrastructure Devices (e.g., Dell servers) installed and configured by BT or an approved Supplier at the Customer Site(s). BT will provide Cat6 cables to connect the Infrastructure Devices within a cabinet or to the nearest switch within the Customer's selected Site environment; and

1.1.3 Incident management, maintenance and monitoring services as set out in Section B.

2. SERVICE OPTIONS

2.1 BT will provide the Customer with any of the following options as set out in any applicable Order and in accordance with the details as set out in that Order:

2.1.1 **Hybrid Model –** where the Edge Compute application suite is hosted within the cloud; and

2.1.2 **On-Premise Model –** where the Edge Compute application suite is hosted on dedicated Customer equipment at the Customer Site(s);

2.1.3 **S^3 Dashboard – Data Centre**

(a) BT will provide the Customer with a dashboard that reports energy performance statistics and charts against the Customer's server estate ("S^3 Dashboard"). The S^3 Dashboard will be hosted in the cloud and accessible via a login provided to the Customer. The S^3 Dashboard will report the following data as measured from the energy performance analysed of the Customer's defined servers:

(i) server inventory chart, monthly energy usage chart, unused resources data statistic, inventory by country chart, carbon footprint chart and worst CO_2 server emitters table;

(ii) additionally, the S^3 Dashboard will provide certain analysed insights of selected servers (as selected by the Customer) to focus on:

A. server power draw trend graph per month;

B. server Energy Efficiency Index (EE) measure and distribution;

C. IT Equipment Utilisation (ITEU) and IT Equipment Energy (ITEE) measures.

(b) The Customer will be required to provide their own Gateway Virtual Machine that will be used to aggregate the S^3 Dashboard data;

(c) BT will manage the implementation of the S^3 Dashboard to ensure installation of it with the Customer and the cloud S^3 Dashboard Supplier;

(d) BT will liaise with the cloud S^3 Dashboard Supplier and the Customer to provide:

(i) remote access to the Customer's Gateway Virtual Machine for the Cloud S³ Dashboard Supplier, and

(ii) networking between the Cloud S³ Dashboard Supplier and the Gateway Virtual Machine;

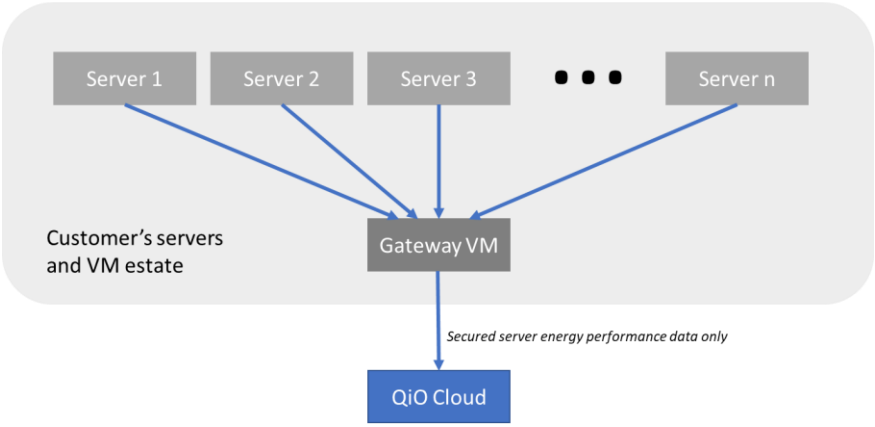
(iii) management of the Dashboard Incident.

(e) The Cloud S³ Dashboard Supplier will:

(i) install the gateway software on the Customer's Gateway Virtual Machine;

(ii) address issues related to the functioning of the S³ Dashboard, should typically be resolved within 24 hours from their identification;

(f) Energy performance data is stored in the Cloud S³ Dashboard Supplier's cloud storage only and it is securely transferred via the gateway. The data flow can be visualised as follows:



3. SERVICE MANAGEMENT BOUNDARY

3.1 BT will provide and manage the Service in accordance with Section B of this Schedule up to Customer's side of the socket on the NTE and the Application Service and this constitutes the "**Service Management Boundary**".

3.2 BT will have no responsibility for the Service outside the Service Management Boundary (with the exception of Enabling Services provided by BT which will be provided in accordance with their separate terms).

3.3 BT does not make any representations, whether express or implied, about whether the Service will operate in combination with any Customer equipment or other equipment and software.

4. ENABLING SERVICES

4.1 The Customer will have the following services in place that are necessary for the Service to function ("**Enabling Services**"):

4.1.1 networking capability allowing local data transit at each Site;

4.1.2 Internet connectivity that will connect to the Service; and

4.1.3 a Gateway Virtual Machine and necessary network infrastructure that meets the minimum requirements (2 VCPU: each with access to 8 GB of RAM, 60 GB hard disk drive and Ubuntu 20.04 operating system) where the Customer has selected the S³ Dashboard.

5. COMMISSIONING OF THE SERVICE

5.1 Before the Operational Service Date, BT will:

5.1.1 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 connect the Service to each Enabling Service; and

5.1.4 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

7. SERVICE MANAGEMENT TERMS

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

7.2 Additionally, BT will be responsible for following fault management activities on the Infrastructure Devices and software as follows:

7.2.1 Hardware break fix. BT will work with its Suppliers to replace any faulty Infrastructure Devices in the agreed timescales under BT's Supplier support agreements and will raise issues with its Suppliers on the Customers behalf and manage any replacements required;

7.2.2 Software support. BT will raise any software support issues on Customers behalf with its Suppliers; and

7.2.3 Limited remote hands. In order to solve Incidents BT may request that the on-site Customer contact performs intermittent basic, remote hands activities such as physical rebooting of a Infrastructure Device, with more complex activities being conducted by BT's field service team.

7.3 Where the Customer has selected the S^3 Dashboard, BT will manage and fix any issues with networking between the Gateway Virtual Machine and Cloud S^3 Dashboard Supplier.