

Internet Connect Reach - Service Schedule

Section A – The Service

1. STANDARD COMPONENTS OF THE SERVICE

BT will provide the Customer with the following Services in accordance with the details as set out in this Order:

1.1 Access Line

1.1.1 BT will arrange for the Customer to be provided with the Access Lines set out in the Customer's Order at the Customer's Sites. BT will connect the Access Line to an internet Point of Presence.

1.1.2 Access Lines may not be available in all countries. If BT cannot provide the Customer with the Access Line that the Customer asks for, BT will let the Customer know at the time of Order, and the Order, or relevant part, will be cancelled by BT.

1.2 Equipment

BT will arrange for the Customer to be supplied with either NTE or a Managed Router (if the Customer selects this Service Option) at each Site and BT will arrange for that NTE or Managed Router to be connected to the designated Access Line.

1.3 Service Management

BT will provide reactive management for the Service. BT will raise a Ticket if it detects or the Customer notifies BT of a fault in the Service and if necessary BT will register the fault with the relevant third party supplier for resolution, unless the Customer has selected the Proactive Monitoring Service Option, in which case the Service will be managed as set out in that Service Option.

2. SERVICE OPTIONS

BT will provide the Customer 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:

2.1 Managed Router

2.1.1 If the Customer select the Managed Router Service Option, BT will install and manage (including providing maintenance, monitoring, configuration and commissioning of) a Managed Router for the Service.

2.1.2 If the Customer select the Managed Router Service Option, the Proactive Monitoring Service Option is included in the Customer's Order and unless BT tells the Customer otherwise, BT will provide it to the Customer as part of the Service.

2.1.3 BT will continue to own the Managed Router at all times.

2.1.4 BT will arrange for the Managed Router to be configured and installed (both hardware and software) to make sure that the User has connectivity for its traffic across the Service.

2.2 Proactive Monitoring

2.2.1 If the Customer select the Proactive Monitoring Service Option, BT will proactively monitor the NTE or the Managed Router (as applicable) by 'pinging' it at least every five minutes while the Service is in operation. If BT detects a fault, it will perform initial diagnostics within 15 minutes and, if necessary, it will raise a Ticket and register the fault with the third party supplier for resolution.

2.3 Service Options may not be available in all countries. If BT cannot provide the Customer with the Service Option that the Customer asks for, BT will let the Customer know at the time of Order and the Order, or relevant part, will be cancelled by BT.

3. SERVICE MANAGEMENT BOUNDARY

- 3.1 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 up to the Ethernet RJ45 Port on the NTE or Managed Router (as applicable). This includes the provision, maintenance and management of all elements up to the Service Management Boundary but excludes any cable that connects to the Customer Equipment.
- 3.2 In the event the Customer has selected the use of a third party provided existing Access Lines; this will be excluded from the Service Management Boundary.
- 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.
- 3.4 Paragraphs **Error! Reference source not found.** - **Error! Reference source not found.**3 together constitutes the **"Service Management Boundary."**
- 3.5 BT will have no responsibility for the Service outside the Service Management Boundary.

4. COMMISSIONING OF THE SERVICE

- 4.1 Before the Operational Service Date, BT will:
- 4.1.1 deliver and configure the Service;
 - 4.1.2 conduct a series of standard tests on the Service to ensure that it is configured correctly;
 - 4.1.3 on the date that BT has completed the activities in this paragraph 4.1, confirm to the Customer that the Service is available for performance of any Acceptance Tests.

5. ACCEPTANCE TESTS

- 5.1 The Customer will carry out the Acceptance Tests for the Service within five (5) Business Days after receiving notice from BT ("**Acceptance Test Period**").
- 5.2 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.
- 5.3 Subject to paragraph 5.4, the Operational Service Date will be the earlier of the following:
- 5.3.1 the date that the Customer confirms or BT deems acceptance of the Service in writing in accordance with paragraph 5.2;
 - 5.3.2 the date of the first day following the Acceptance Test Period; or
 - 5.3.3 the date the Customer starts to use the Service.
- 5.4 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 Responsibility Matrix

6. SERVICE MANAGEMENT

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