

# ***BT IP Connect Global Annex to the General Service Schedule***

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## **1. Definitions**

The following definitions apply, in addition to those in the General Terms and Conditions of the PSA and the General Services Schedule..

**“Indicative Delivery Date”** means an estimated delivery date provided to the Customer by BT after the Customer has signed the Order.

## **2. Service Description**

BT IP Connect Global Service, (“the Service”) is a private, global, IP-based VPN service based on Multi Protocol Label Switching industry standards that provides the Customer with any-to-any connectivity and differentiated performance levels, prioritisation of delay and non-delay sensitive traffic as well as voice and multi-media applications, all on a single network. The Service allows the creation of a private, secure VPN(s) for the Customer so that any Site within the Customer IP VPN can directly communicate with any other Site within the same Customer IP VPN.

The Service consists of Access, Port(s) and Class of Service (“CoS”) and can be supplied with or without Managed Routers at each Site. Managed Routers are mandatory for some options.

### **2.1. Access**

The following types of access to the BT Network are available;

- a) Leased Line
- b) Digital Subscriber Line (“DSL”)
- c) Ethernet
- d) Hybrid VPN (HVPN)
- e) BT Reach-In Network to Network Interface (“NNI”)

Not all types are available in all locations and not all are suitable for all the Customer’s applications. The applicable access type shall be defined on the Order:

#### **2.1.1. Leased Line Access**

Leased Line Access is a dedicated circuit from a Site to the nearest BT Network point of presence (POP), and is capable of carrying all CoS.

#### **2.1.2. DSL**

- a) Business DSL Premium with a contention ratio of the DSL Access Line speed to the expected throughput (“contention”) of between 1:1 and 1:8 depending on location and supplier. It is suitable for all CoS.
- b) Business DSL Plus with contention between 4:1 and 10:1, suitable for AF and DE Classes.
- c) Business DSL Standard with contention greater than 10:1, suitable for DE Class. (Managed Routers are mandatory).

The Port speed will be set to the DSL speed, and traffic may burst to the Access speed if bandwidth is available. Typical throughput will be limited by the contention ratio.

If the Customer provides DSL Access, the Customer is responsible for the functionality, maintenance and all charges related to this access. BT will not provide

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DSL services if the Customer provided Access is connected to a PBX or related equipment.

If BT provides the DSL Local Loop Access, BT will deliver the DSL up to a defined demarcation point. Telephony services on the DSL will be disabled, and the line may only be used with the Service.

DSL Orders are subject to survey, that is a check to determine if BT's supplier can deliver the DSL. If the initial enquiry shows that the Service is available, but later it is found that it cannot be delivered, BT will inform the Customer of alternative Access options and charges. The Customer may order an alternative Access or cancel the Order for that Site.

If this happens at either five (5) Sites or 20% of Sites (whichever is greater), then the Customer may either order alternative Access types, or cancel the entire Order for all Sites. In this case the Customer shall pay Charges for work already performed by BT to deliver Service to all Sites specified in the Order, and for termination of any Service already delivered.

### **2.1.3. Ethernet**

Premium Ethernet Access; a dedicated Ethernet access circuit connecting a Site to the BT Network is available in some locations. The following limitations apply:

- a) Framing overheads will reduce IP throughput by up to 9% of the "headline" access speed; and
- b) maximum EF traffic is 50% of Port speed.

### **2.1.4. Hybrid VPN (HVPN) (Managed Routers are mandatory)**

HVPN Access allows the Customer to use a high speed broadband connection to the public internet to access the Service. An IPsec tunnel is created from a Managed Router at a Site to a secure network gateway to the BT Network. The Customer can access its VPN at the HVPN Port speed ordered.

The Customer may either provide its own broadband "Customer Provided Access (CPA)", or BT may provide the broadband, "BT Provided Access". For CPA, the Customer must provide an ISP-supplied modem at its own expense. Both the upstream and downstream broadband speed must be greater than, or equal to, the HVPN Port speed.

For new Orders at a Site, one Managed Router will be required. If the Customer replaces an existing access method with HVPN, the Customer acknowledges that it may be necessary either to replace an existing Managed Router, or to add an additional Managed Router, for which the Customer agrees to pay and to pay for any installation and de-installation Charges.

### **2.1.5. BT Reach-In Network to Network Interface ("NNI") (Managed Routers are mandatory)**

BT Reach-In NNI is a private, in-country IP-based VPN service delivered over a third party network that extends the reach of the Customer's IP Connect Global network.

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The BT Network is interconnected with BT's suppliers' networks in certain countries. The Customer may access its IP Connect Global network via BT's supplier's IP VPN service via these interconnects.

Reach-In NNI consists of Access, CoS, Port(s) and a Managed Router(s) at each Site. The Customer can order different configurations to provide the required level of resilience at the Site.

The Access Line from the Site to a port on a node in the supplier's network must be Leased Line, Premium Ethernet or Business DSL Premium. If Business DSL Premium is not available, it may be possible to provide Business DSL Plus. Business DSL Standard cannot be ordered for Reach-In NNI.

All Managed Routers connected to the supplier's network must conform to the CoS markings and classes available on the supplier's network. The Managed Router will perform CoS mapping and re-mark traffic from BT's standard 6 CoS (on the LAN side of the Managed Router) to the supplier-specific classes of service. The Customer's data will not be re-marked as it transits the supplier's network.

## **2.2. Port**

The Port is the point where the Access is connected to the BT Network. If the Access speed exceeds the Port speed traffic shaping will be used to limit the use of Access capacity to the Port speed.

For BT Reach-In NNI the Port is the point on the supplier's network where the Access is connected to the supplier's IP VPN service.

## **2.3. Class of Service ("Class or CoS")**

CoS is a means of providing differentiated service across an MPLS network allowing congestion avoidance and management. The Customer's traffic can be either "In-Contract" or "Out-of-Contract". In-Contract traffic is data sent by the Customer within the configuration rules specified by BT and is supported by the Service Levels set out in this Service Annex and section 7 of the General Service Schedule. Out-of-Contract traffic is data sent by the Customer outside the configuration rules specified by BT and is not supported by the Service Levels set out in this Service Annex and section 7 of the General Service Schedule.

The Service has three (3) types of application Class (EF, AF and DE). Up to four (4) separate AF Classes can be ordered adding up to six (6) Classes in total. CoS varies based on application type and speed, but the Access Line and the Port must have the same or greater bandwidth than the total contracted rate per CoS, (note the contracted rate for each AF Class is counted separately). The Customer's applications mapping policy to the appropriate CoS, based on the applications operating across the Customer VPN, is set in consultation with BT. Any traffic not identified as part of a subscribed CoS will be marked DE. The prioritisation of data within the Service is set out below.

**Expedited Forwarding, "EF Class"** is for voice over IP applications. The Customer must specify the amount of EF Class traffic, "contract rate", required. There is no bursting capability for EF Class traffic, and any traffic above contract rate will be dropped.

**Assured Forwarding, "AF Class"** is for delay-sensitive data traffic. The Customer specifies the amount of AF Class traffic ("In-Contract bandwidth"). Traffic may burst above the contract rate if bandwidth is available ("Out-of-Contract bandwidth"). The assured throughput for each AF Class is the In-Contract bandwidth for that CoS. Traffic in excess of the In-Contract bandwidth in any AF Class will be marked Out-of-Contract.

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**Default “DE Class”** is for delay tolerant applications. DE Class is not ordered separately and is included in the Charge for the Port. DE Class can burst to Port speed if other Classes are not using the bandwidth. DE traffic is “bleached”, as it carries no priority over and above the other CoS. Some access types allow this bleaching to be turned off if specified by the Customer in the Order.

For BT Reach-In NNI the number of Classes of Service may be less than six (6). It may be three, (only one AF) or one (DE only) if BT’s supplier’s network does not have six (6) CoS or its CoS model is not fully compatible with BT’s.

## **2.3.1. Customer Traffic Marking (not available with BT Reach-In NNI)**

If the Customer is marking its own traffic (either the Customer has ordered Managed Routers with Differentiated Services Code Point (“DSCP”) transparency or is managing its own Routers) then:-

- a) only AF traffic that is marked as low drop probability (afx1) or using the class selector (csx) and is within the specified contract bandwidth will be carried as In-Contract. All other AF traffic will be treated as Out-of-Contract even if the total traffic for that AF class is less than the specified In-Contract bandwidth; and
- b) the Customer must mark DE traffic with the DSCP marking used by BT before transmitting it to the BT Network.

## **2.4. Service Optional Features**

### **2.4.1. Multiple VPN (mVPN)**

Multiple VPN can be ordered for Sites with Access Lines connecting directly to the BT Network. It enables the Customer to define more than one VPN within its network and connect Sites to a number of VPNs. Multiple VPN cannot be provided over DSL. The Customer can partition routing and traffic between Sites securely right up to the LAN port. Each Site can be a member of some or all of these VPNs allowing Communities of Interest (COINs) to be set up. BT will not provide any connectivity between the VPNs.

If a Router supports connectivity to Multiple VPNs, traffic from each VPN will be routed to a dedicated LAN or sub interface on that Router.

Each Site must have one VPN connection designated as the primary VPN for management connectivity.

CoS specifications can be aggregated either across the Port or per VPN at each Site. For Leased Line Access frame relay protocol is used to present each VPN logically as a dedicated frame relay PVC over the Access Line.

For Ethernet access the same is achieved through the use of 802.1q vlans (“virtual local area network”) standard.

The Customer is responsible for selection and configuration of the Router if it orders Service with Unmanaged Routers.

If the Customer orders Multiple VPNs to a Site, then the CoS policy may be applied to the whole of the Customer’s access (CoS Policy per Access, “CPpA”) or it may be

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applied to the individual VPN connections (CoS Policy per Connection “CPpC”). In some locations there will be no choice and only CPpA or CPpC will be available.

## 2.4.2. Multiple Routes

The Customer may order either or both of the following options, but the aggregate number of preferred routes may not exceed five (5).

### 2.4.2.1. Multiple Default Routes.

If the Customer is using a routing gateway to other services, such as the Internet, the Customer may select up to five (5) Sites through which connection to the other service occurs. This enables the Customer to provide regional access to those services.

### 2.4.2.2. Multiple Specific Routes.

The Customer can order up to five (5) routes to the same addresses to manage traffic loads to Site(s) with multiple Access Lines. Each of the Access Lines is declared a routing gateway.

For both options, all other Sites select a preferred routing Gateway. If the preferred gateway fails the Service automatically redirects traffic to another routing Gateway.

## 2.4.3. Access Options (“Resilience”)(Managed routers are mandatory)

Different Access Options can be ordered to improve availability at a Site(s). Not all options are available in all locations.

Access Option	Primary	Secondary	Comments
“Standard”	Any Access type	None	Single Router
“Access Back-up”	Leased Line	DSL or HVPN	Some configurations require two (2) separate Routers on the same LAN segment.
“Secure”	Leased Line or Ethernet	Leased Line or Ethernet	Requires two (2) separate Routers on the same LAN segment. Connected to same POP.
“Secure+”	Leased Line or Ethernet	Leased Line or Ethernet	Requires two (2) separate Routers on the same LAN segment. Connected to two different POPs.

Except for Standard Access, if the Primary Access (or Router or POP as appropriate) fails, traffic will be re-routed to the Secondary. The Secondary Access may be of equal or less bandwidth than the Primary. If the Customer orders different CoS on the Primary and Secondary, it may not be possible to carry all traffic effectively on the Secondary.

The Customer may only use the Secondary during a failure of the Primary. BT reserves the right to increase the Port Charge if the Customer uses both Ports at the same time.

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## **2.5. Service Packs**

The Service Packs listed in the Charges table in Section 6 are not available in all locations. Each pack and, if applicable, delivery frequency must be specified on the Order. Additional Charges, which will be stated on the Order, will apply for Service Packs unless sections 2.5, 2.6 or 2.7 state otherwise.

### **2.5.1. Technical Advisory Service**

BT will provide analysis of specific problems, analyse and evaluate current and future network requirements.

### **2.5.2. Service Relationship Management**

In addition to the Service Centre the Customer may order a Service Relationship Manager ("SRM") who will be available during Business Hours to perform some or all of the following activities:

- a) **Quality of Service Review.** A regular scheduled review of the Service.
- b) **Incident Escalation,** escalating critical (to the Customer) incidents outside BT's automatic escalation processes.
- c) **Incident Analysis.** Identifying trends in incident occurrence and proposing remedial action.

In addition to the standard Customer Handbook the SRM will provide the Customer with some, or all of the following documentation:

- a) **Customer Service Plan.** A detailed guide to the Service used as the basis of the Quality of Service Reviews.
- b) **Service Enhancement Plan.** A "living document" describing all aspects of the service together with Quality of Service Reviews and plans for improvements (with targets and performance against target).
- c) **Capacity Plan.** A basic network capacity analysis, highlighting any parts of the Customer's network with consistently high utilisation.
- d) **Service Development Plan.** Focussed on the Customer's longer term needs, describing goals, agreed priorities, related actions and progress.
- e) **Customer Scorecard.** Agreed key performance measures reviewed during the Quality of Service Reviews.

### **2.5.3. Project Management**

In addition to the Service Centre, the Customer can order Project Management of network installation. If ordered, BT will provide a project manager who will:

- a) Develop an implementation Plan.
- b) Review and report progress against plan.

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- c) Adapt the plan to meet changes. Note: If the Customer requests changes that affect more than 10% of the original plan, BT reserves the right to review the Project Management Charge.
- d) Confirm that the test plan has been completed.
- e) Provide a closure report.

### **2.6. Routers**

If BT provides the Routers, BT will install them and manage their maintenance, monitoring and configuration; these Routers are Managed Routers. A number of maintenance service options are available, which may vary from country to country. The maintenance service option, which applies to severity 1 faults, must be stated on the Order for each Site.

The Customer may provide, manage and maintain its own Routers; these Routers are Unmanaged Routers. There is an option to purchase Routers and maintenance from BT; separate terms and conditions will apply.

The Managed Router service includes Router Configure and Commission, Change Management (additional Charge applies) and Proactive Fault Management (additional Charge applies), none of which can be provided with Unmanaged Routers.

#### **2.6.1. Router Configure and Commission**

The Managed Routers and network service will be configured and installed (both hardware and software) to deliver connectivity for the Customer's traffic across the Network.

BT will perform network commissioning and acceptance testing (up to Layer 3 of the Open Systems Interconnection reference model) before giving the Customer the design and configuration details.

#### **2.6.2. Change Management**

The Customer can order Change Management in which BT will perform routine software configuration and upgrade tasks remotely on Managed Routers. The Customer can order Change Management with up to five (5) defined changes per Managed Router, per year for a monthly Charge. Alternatively, changes can be requested and be charged "per occasion".

BT will be responsible for network design and will ensure that any proposed reconfigurations of Managed Routers do not conflict with the existing Customer network. If any network changes are required they will be made at the same time. If the network changes require changes to Port and/or Access speeds, then Port and/or Access reconfiguration charges will apply.

BT will archive Router configuration files and restore configurations if a Managed Router fails. BT will store copies of the three (3) most recent configurations for each Router.

BT will provide software maintenance for Managed Routers ensuring that the level of software is appropriate. Before any upgrade, BT will evaluate the impact to the Customer's network.

BT will provide upgrades to OS versions as the manufacturer makes them

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obsolescent or if changes to the Service required by the Customer require a later release of software.

The Managed Routers will be configured so that new software can be downloaded to the Router, in addition to the existing Router configuration.

Additional charges will apply if a hardware upgrade is necessary to support the software upgrade.

## **2.6.3. Proactive Management**

The polling and monitoring are at two (2) minute intervals. BT will perform initial diagnostics and take appropriate action on any incidents within fifteen (15) minutes.

Some limitations currently apply to the proactive management of Standard DSL and HVPN Access.

## **2.7. Reports**

2.7.1. BT will provide access to a BT portal where the following reports will be available at intervals determined by BT. All are standard, except for Sites with DSL Plus or Standard Access unless otherwise stated:

- a) Core network performance (Port, VPN and CoS utilisation)
- b) Core network Round-Trip Delay, Packet Delivery and Jitter
- c) Inventory report
- d) Planned Maintenance Report
- e) Order Status
- f) e-notification - Initial incident detection
- g) e-updates
- h) Ticket Status

2.7.2. The following reports are available at additional charges, which will be specified on the Order.

### **2.7.2.1. Managed Router Performance**

- a) Port, VPN and CoS utilisation
- b) CPU Utilisation
- c) Free/Used Memory
- d) CPE Reachability

### **2.7.2.2. Site-to-Site Performance**

Provides network performance (round-trip delay and jitter) reporting between the Customer's Sites and is ordered in packs of ten (10) Sites.

### **2.7.2.3. Port Errors and Discards**

Provides information about the number of packets with errors and the number of discarded packets.

### **2.7.2.4. Threshold Reporting**

Provides a view of performance exceptions based on pre-set threshold for ports, VPNs, CoS, CPE and Site-to-Site paths.

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## **2.7.2.5. Trending and Forecasting Reports Package**

Provides a forecast view of Port, VPN utilisation and CoS usage based historical trends.

## **2.7.2.6. Scheduled Reports**

The Customer can request a scheduled email copy of the online report for Port, VPN, CoS or Site-to-Site paths.

## **2.7.2.7. DSL PLUS Reporting Package**

This option adds reports per Site or for all Sites that have DSL Plus Accesses.

## **2.7.3. SNMP Management Feed**

This gives read-only SNMP access to network management information from the Managed Router. The Customer is responsible for providing its own SNMP management tools. SNMP connectivity will be provided between the Managed Routers and up to two hosts within the Customer LAN.

## **2.8. Shared Access**

Shared Access enables the Customer to share its Access connection(s) with or share the access connection(s) of another IP Connect Global customer in order to create a mutual VPN(s), as agreed between them under a separate agreement. The terms and conditions that apply are specified in the "Shared Access Consent Form", which both the Customer and the other customer must sign.

## **2.9. Service Centre**

In addition to the Service Centre described in the General Service Schedule, the Customer may request and BT may agree to provide additional telephone numbers to give the Customer Contact access to up to three (3) additional regional service centres which can provide support in a small number of additional languages. There is an additional Charge for these numbers. BT reserves the right to withdraw the additional numbers at any time.

## **3. Service Delivery**

- 3.1.(a). On the Order for any Site, the Customer may request a delivery date (the "Customer Requested Date" or "CRD"). After the Customer has signed the Order BT will provide an Indicative Delivery Date and (where applicable) BT will then conduct a Site survey. Subject to there being no issues arising from the Site survey and subject to BT receiving appropriate confirmation from its suppliers, BT will provide a Customer Commit Date ("CCD"), which is the date on which BT agrees to deliver the Service. Notwithstanding Clause 5.2 of the General Service Schedule and paragraphs 3.2 and 3.3 below, if the Customer delays Service delivery, the Customer agrees that it shall pay (i) BT's invoice for Charges which would have become due on the last CCD agreed in writing by BT and (ii) BT's invoices for recurring Charges, which are due monthly in advance. In these circumstances the Service Levels on Service delivery after the CCD as set out in paragraph 7.1.2 of the General Service Schedule shall not apply.
- 3.1.(b). If the Site survey reveals issues which affect the Order (including Charges and conditions) BT reserves the right to provide a new quotation. If the Customer accepts the new quotation then the existing Order will be cancelled, a new Order will be generated on the basis of the new quotation and the provisions of paragraph 3.1(a) shall apply. If the Customer does not accept the new

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quotation then the existing Order will be cancelled, BT will not provide Service and the Customer agrees that BT shall not be liable in these circumstances.

3.1.(c). For the purpose of this Annex these paragraphs 3.1(a) and 3.1(b) amend and supersede the provisions of section 7.1.1 in the General Service Schedule.

3.2. For Service with Managed Routers, BT will configure the Equipment, CoS and Access, so that traffic can be transmitted from one Site to another, and conduct a set of standard tests to ping the Managed Router. The OSD occurs on successful completion of the tests.

3.3. For Service with Unmanaged Routers, BT will confirm delivery of the Access Line, configure the CoS and conduct a set of standard tests to ping the Port. The OSD occurs on successful completion of the tests.

3.4. For the purposes of paragraphs 3.2 and 3.3 above, the Customer may wish to migrate its traffic after BT has conducted its standard tests. In these circumstances OSD occurs when BT has successfully completed its standard tests. BT can assist with traffic migration after the OSD subject to an additional charge.

### **4. BT Service Management Boundary (SMB)**

4.1. For Service with Managed Routers, including the BT Reach-In NNI option, the SMB is the LAN port on the Router. This includes provision, maintenance and management of all elements up to this SMB. The cable which connects to the Customer Equipment is the responsibility of the Customer.

4.2. For Service with Unmanaged Routers the SMB is the Network Terminating Unit (NTU) of the Access provided by BT. This includes provisioning, maintenance and management of all elements up to this SMB. The cable connecting the NTU to the Customer Equipment is the responsibility of the Customer.

4.3. HVPN CPA is excluded from the SMB.

### **5. The Customer's Responsibilities**

5.1. The Customer may not use any BT provided DSL to make or receive PSTN calls.

5.2. The Customer may not make changes to the line or any telephony service on the line, without BT's prior written agreement. Any costs incurred by BT for such changes will be charged by BT to the Customer.

5.3. The Customer is responsible for the providing all service items (e.g. internal cabling) from the DSL Local Loop Access demarcation point to the Router.

5.4. If the Customer orders Service with Unmanaged Routers, the Customer is responsible for:

- a) providing routers which adhere to BT's design guidelines; and
- b) marking traffic with the DSCP marking used by BT before transmitting traffic to the BT Network.

### **5.5. HVPN**

5.5.1. In addition to the provisions of the Agreement, the Customer agrees that it is responsible for, and will ensure that it complies with, all applicable licensing and regulatory requirements for use of HVPN including but not limited to the local law and regulations that apply to the export and re-export of any encryption software or

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devices. BT reserves the right to require the Customer to produce proof of compliance with such licensing and regulatory requirements before Service delivery. If the Customer cannot produce such proof to BT's satisfaction, BT reserves the right to suspend Service delivery or cancel the Order. If BT cancels the Order the provisions of Clause 5 (Cancellation) of the General Terms and Conditions shall apply. The Customer is responsible for obtaining any local import and user licenses and the written authority from all respective authorities necessary.

- 5.5.2. CPA must be installed and working before placing an Order for HVPN. If it is not the Customer agrees to pay all HVPN Charges from the OSD. The Customer also agrees to pay all BT's costs (including applicable Charges) if HVPN is delivered and it is subsequently found that suitable CPA has not been provided.
- 5.5.3. If the CPA is provided on the basis of 'up to' a certain speed, the Customer acknowledges and agrees that it may not receive the full speed, and that for the Service to work it must order an access speed significantly higher than the required HVPN Port speed; it is the Customer's responsibility to ensure that the CPA meets these requirements. The Customer acknowledges and agrees that BT will not be liable for Service failure, and BT's SLA will not apply, when the actual CPA speed falls below the HVPN Port speed.
- 5.5.4. If a dynamic IP address is used, the Customer acknowledges and agrees that BT's SLA will not apply to any downtime occurrences resulting from refresh of the dynamic IP address.
- 5.5.5. The Customer acknowledges and agrees that Internet browsing from the Managed Router will impair HVPN; in these circumstances BT will not be liable for any failure in Service and BT's SLA will not apply.
- 5.5.6. The Customer agrees that it will not permit Internet browsing through the Managed Router.
- 5.6. The Customer must not act to mis-use the Service as provided by BT to contravene or circumvent local laws and regulations. BT can/will treat any such contravention as a material breach and as such BT may a) suspend the Service and it can refuse to restore Service until it receives an acceptable assurance from the Customer that there will be no further contravention or circumvention; or b) terminate the Service upon written notice subject to the General Terms and Conditions of the Agreement.

### **6. Charges**

The charges for the Service will comprise some or all of the following components, depending upon the Option selected on the Order:

<b>Pricing Element</b>	<b>One-time Charge</b>	<b>Recurring Charge</b>	<b>Notes</b>
Access (BT Provided)	Install/De-install	Monthly	Charges vary by speed, Access Option, location and whether each Access is protected or unprotected.
DSL Local Loop	Install/De-install	Monthly	For BT provided DSL Local Loop
Port	Install/De-install	Monthly	Charges vary by speed, Class of Service, location and Resilience (whether primary or secondary).
BT	Install/De-	Monthly	Charges will be based on the equipment

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Equipment (Managed Routers)	install Upgrade		model, cards, location and maintenance and management options ordered.
Multiple VPNs on an Access (including Shared Access)	Install/De-install	Monthly	Charge applies to all but the Primary VPN.
Additional BGP Prefixes	Install per router, per VPN with BGP	Monthly per router, per VPN with BGP	Standard offer includes up to 50 prefixes per VPN per router
<b>Service Packs</b>			
Technical Advisory Services	Per project	None	Charged per day for each Technical Advisory option (instant network analysis, ad hoc or call off consultancy) ordered
Performance Reports	Setup Charge	Monthly	For each Report described in 2.7.2 ordered. Note, Site-to-Site reports include up to 10 paths per report.
SNMP Management Feed (per Feed)	Installation/ Re-configuration	None	Charge is based on the number of Routers
Service Relationship Management	None	Monthly	Charges vary by location and Service Management option (Service Relationship Co-ordinator, Service Relationship Manager Regional, Service Relationship Manager Global, Business Relationship Manager) ordered
Project Management	Per project	None	Charged per day for each Project Management option (project managed install) ordered.
Change Management	None	Monthly	Charge is based on the number of Sites
Proactive Management	None	Monthly	Charge is based on the number of Sites.
Additional Service Centre numbers	Set-up	Monthly	

### **6.1. Re-configuration Charges**

6.1.1. Change of Port speed. A Port install Charge applies to the new Port. There is no-de-install charge for the old port. In addition the Customer will pay any charges that BT has to pay the Access supplier for any changes to the Access.

6.1.2. CoS Changes will incur a Port Reconfiguration Charge.

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- 6.1.3. Changes to Access speed or location will incur Installation Charges for the new Access and De-installation Charges for the old Access.
- 6.1.4. Changes to Routers will incur Installation Charges for new hardware or change in location, and De-installation Charges for replaced or re-located hardware.
- 6.1.5. DSL Upgrade or Downgrade will incur a One-Time Charge.
- 6.1.6. The Customer may request up to two (2) tests of a resilient access type during any twelve (12) Months. There will be charges for additional tests.

### **6.2. HVPN**

- 6.2.1. Unless stated otherwise in the Agreement, the Charges shall remain valid for the Minimum Period of Service except to the extent that HVPN is dependent on a third party's products or services, in which case Charges are subject to change without notification.
- 6.2.2. For CPA, the Customer must confirm with its supplier that the CPA is working correctly before reporting Incidents to BT. Downtime will not be recorded for reported Incidents until the Customer has confirmed that the CPA is working.
- 6.2.3. A new Minimum Period of Service will apply for upgrades. In addition to installation charges for upgrades, de-installation charges may apply for upgrades requiring changes in Equipment, or Access supplier.
- 6.2.4. For BT Provided Access, BT will charge the Customer an Excess Download Charge if the Customer's use of the Service exceeds the suppliers download limits. This charge will be applied every two (2) Months, in arrears.

### **7. Service Levels**

In addition to the Service levels set out in the General Service Schedule, Network Performance Service Levels apply to traffic sent at the subscribed rate and marked In-contract and only to the Customer's Sites accessing the Service from certain countries where the Customer has at least two Sites in the applicable country or Region. Not all classes of service are available from all locations.

The standard Network Performance SLA measures performance on the BT network and does not include the Customer's access to the BT Network.

If the Customer orders Site to Site Performance reports, then BT may agree to set specific Site to Site targets, for RTD and Jitter, which will be dependent on the Customer's network configuration. BT will also provide network performance levels for its supplier's in-country networks for BT Reach-In NNI services.

The specific targets for the Customer's network will be set out in the Order.

#### **7.1. Round Trip Delay (all classes)**

BT will send two test packets of 100 bytes for DE Class, ten (10) test packets of 100 bytes for AF Class or ten test packets of 80 bytes for EF Class every minute, 24 hours a day between designated BT Network Provider Edge (PE) routers and measure the time it takes a test packet to return to its origin. Round Trip Delay ("RTD") statistics will be calculated as an average across all test packets sent and received in one Month.

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For valid claims, BT will give the Customer a Service Credit of 2% of the Monthly Site Charges if BT fails to meet the average RTD target for any Class of Service in any Month. The Service Credit will double to 4% of Monthly Site Charges if the target is missed by more than 20%.

### **7.2. Packet Delivery (all Classes)**

BT will send ten (10) test packets of 100 bytes for AF or DE Class or ten (10) test packets of 80 bytes for EF Class, every minute, 24 hours a day between designated BT Network PE routers. Packet Delivery statistics will be calculated as an average of all test packets sent and received in one Month.

For valid claims, BT will give the Customer a Service Credit of 2% of the Monthly Site Charges if BT fails to meet the average Packet Delivery target for any Class of Service in any Month.

### **7.3. Jitter (EF Class only)**

BT will send ten (10) test 80 byte packets with 20 ms spacing, every minute, 24 hours a day between designated BT Network PE routers. Jitter statistics will be calculated as an average of all test packets sent and received over one Month.

For valid claims, BT will give the Customer a Service Credit of 2% of the Monthly Site Charges if BT fails to meet the average Jitter target in any Month. The Service Credit will double to 4% of Monthly Site Charges if the target is missed by more than 20%.

### **7.4. Site to Site Network Performance**

The Site to Site SLA measures performance between designated Managed Routers at the Customer's Sites. Performance is measured using BT's customer reports platform and the Customer must order Site to Site Reports for each path to be measured, and pay the Charges for the reports. The following restrictions apply:

- a) Port speeds must be at T1/E1 and above.
- b) Access must be Leased Line
- c) The SLA targets for a Site will no longer apply if there are changes in Port speed or bandwidth at that Site. BT and the Customer will agree new targets for those Sites.
- d) The SLA will not apply on any path in any Month where average Port utilisation exceeds 50%.

### **7.5. BT Reach-in NNI**

Service Levels for the supplier's network performance for RTD (all classes), Packet Delivery (all classes) and Jitter (EF only) are measured by the supplier on a core network basis only. The supplier equipment used for measurements may or may not be equipment that the Customer's Site(s) connect to. The mechanism for network performance measurements may vary from country to country depending on suppliers' measurement procedures.

7.5.1. BT will give the Customer a Service Credit of 1% of Monthly Site Charges per affected Site for valid claims if the supplier's network does not meet the RTD target in any Month.

7.5.2. BT will give the Customer a Service Credit of 1% of Monthly Site Charges per affected Site for valid claims if the supplier's network does not meet the packet delivery target in any Month.

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- 7.5.3. BT will give the Customer a Service Credit of 1% of Monthly Site Charges per affected Site for valid claims if the supplier's network does not meet the jitter target in any Month.

### **7.6. Exclusions**

The exclusions in this section 7.6 apply in addition to the General Exclusions in the General Service Schedule

BT will suspend measurement of Network Performance if there is a:

- a) Qualifying Fault affecting Availability; or
- b) failure on the Primary link on a Resilient Access and the speed of the Failover link is lower than the Primary link.

Note, the designated PE routers used for the standard SLA measurements may, or may not, be routers that the Customer's Sites connect to.