

1 Definitions

The following definitions apply, in addition to those in the General Terms and Conditions.

“**API**” means the Application programming interface which enables the Customer to manage the Standard Service through an Application.

“**Application**” means a software program designed to carry out operations for specific tasks.

“**BT Private Compute**” means the dedicated Customer IT infrastructure platform built in a BT data centre on either dedicated or virtualised servers (on dedicated servers) with a standard operating system on which the Customer can run its Applications.

“**Checkword**” means a word or phrase chosen by the Customer during the online registration process for the Portal that can be used by the Service Desk to verify the authority of the caller to raise incidents on behalf of the Customer.

“**Cloud**” means the delivery of computing and storage capacity as a service to a heterogeneous community of end-recipients or Customers.

“**Customer Data**” has the meaning given in the General Terms and Conditions.

“**Compute Management System (CMS)**” means the Portal, Application catalogue and the automation / orchestration system that manages and drives the Service.

“**Customer Information**” means data, information, video, graphics, sound, music, photographs, software and any other materials published by or on behalf of the Customer.

“**Dashboard**” means an area of the Portal that the Customer may access to view the overall status of the Service.

“**Data Object**” means the Customer’s data item which consists of one or more of the following attributes: an object that contracts the actual data, meta data defining the objects characteristics and/or content and a corresponding data format identifier.

“**Domain Name**” means a unique name that identifies an internet resource such as a website.

“**Failure of Service**” means the Customer experiences a continuous loss of Service that cannot be circumvented.

“**FileFly Admin Application**” means, in relation to the FileFly Service, the software required to administer the process of archiving data from its primary storage source to the target Storage Zone.

“**FileFly Agent Application**” means, in relation to the FileFly Service, the software required to manage the process of archiving data from its primary storage source to the target Storage Zone.

“**FileFly Fully Qualified Domain Name (FQDN)**” means a routable Domain Name that specifies an exact location of the FileFly Object Storage Domain.

“**FileFly Object Storage Domain**” means a repository, dedicated to the FileFly Service, within the Storage Zone where the Data Objects will reside.

“**FileFly Service**” has the meaning given in Clause 2.3.

“**FileFly Virtual Machine (VM)**” means a self-contained operating system environment that behaves as if it were a separate server which will run the FileFly Admin Application and FileFly Agent Application.

“**Fully Qualified Domain Name (FQDN)**” means the FileFly FQDN or the Standard FQDN.

“**GB (Gigabyte)**” is an industry standard measure of data by volume.

“**Globally Unique Identifier**” means the unique reference number used as an identifier in computer software.



BT Compute Storage Service Schedule

“Incident” means an incident which is not part of the standard operation of a Service and which causes, or may cause, an interruption to, or a reduction in the quality of that Service.

“Incident Repair Service” means the service set out in Clause 10.2 of this Service Schedule.

“IP” means Internet protocol, a protocol that was designed to interconnect networks and is part of a suite of protocols known as TCP/IP, where “TCP” means transmission control protocol, a reliable connection-based protocol.

“Metadata” means data within a Data Object that describes the Data Object in terms of the design and specification of the data stored. It is used for the purpose of managing the data.

“Month” means a calendar month.

“Object Storage” means storage architecture that manages data as an object. An object includes the data, Metadata and Globally Unique Identifier.

“Object Storage Domain” means the Standard Object Storage Domain or the FileFly Object Storage Domain.

“Online Order” means a Customer request for the Service; the Online Order is only available online via the Portal, in accordance with the process outlined in Clause 3.1.

“Planned Maintenance” means any work that is planned in advance to be carried out by BT or on its behalf that causes the Service to be suspended.

“Portal” means an online system which allows a Customer to place and amend an Online Order and view the status of existing Online Orders.

“Service” means either the Standard Service or the FileFly Service, as selected on the Online Order.

“Service Desk” means the facility provided by BT to handle enquiries and administration for the Service.

“Service Level” means the level of service which is applicable to the Service, as set out in Clause 20 of this Service Schedule.

“Service Operational Data” means all Customer Data provided by the Customer to BT which is operationally required for BT in order to contact the Customer for the provision of the Services and/or Products such as email addresses, contact names, site addresses, telephone and fax numbers.

“Standard Fully Qualified Domain Name (FQDN)” means a routable Domain Name that specifies an exact location of the Standard Object Storage Domain.

“Standard Object Storage Domain” means a repository, dedicated to the Standard Service, within the Storage Zone where the Data Objects will reside.

“Standard Service” has the meaning given in Clause 2.2.

“Storage Zone” means the configuration of hardware and software to create a platform where the Customer’s data is stored.

“System Administrator” means a person named by the Customer to be the Customer’s point of contact with BT for matters relating to the management of the Service.

“Token” means an encrypted key used by Applications API to access Data Objects stored in the Object Storage.

“Utility Rate Card” means information available via the Portal that shows the Charges for the Service on an hourly basis.

“User ID” means the identification number provided to the Customer by BT for the purposes of security in the provision of the Service.



BT Compute Storage Service Schedule

2 Service Summary

- 2.1 BT Compute Storage is a Cloud based service providing the Customer with a self-service capability to browse, select and store data.
- 2.2 If the Customer selects the Standard Service, BT will provide the Customer with virtual access to a BT data centre where the Customer may select a Standard Object Storage Domain ("Standard Service").
- 2.3 If the Customer selects the FileFly Service, BT will provide, in addition to the Standard Service:
 - 2.3.1 a policy based automated archiving service which moves data from BT Private Compute primary storage to the Storage Zone;
 - 2.3.2 a FileFly VM within your BT Private Compute service in which BT will build, monitor and manage the FileFly Admin Application and FileFly Agent Application; and
 - 2.3.3 virtual access to a BT data centre where the Customer may select a FileFly Object Storage Domain, ("FileFly Service").

3 Service Components

The Service comprises access to a Portal, Storage Zone, Object Storage Domain and, provision of a FQDN and Tokens and, for the FileFly Service, the creation, monitoring and management of the FileFly Admin Application and the FileFly Agent Application within a FileFly VM in the Customers own BT Private Compute service.

3.1 Portal

The Portal enables the Customer to select Object Storage Domains and the location of data centres for deployment of the Object Storage Domains.

3.2 Storage Zone

- 3.2.2 The Storage Zone provides the physical infrastructure where BT will create an Object Storage Domain and the Customer will store their Data Objects.
- 3.2.3 The Storage Zone will automatically allocate and provision the Object Storage Domain to the Customer when ordered, depending on whether the Customer orders the Standard Service or the FileFly Service.
- 3.2.3 The Portal will indicate the Storage Zones available to the Customer. BT may make additional Storage Zone options available to the Customer from time to time.

3.3 Object Storage Domain

- 3.3.1 The Object Storage Domain is a Customer dedicated repository within the Storage Zone where the Data Objects reside.
- 3.3.2 The Customer will select the Object Storage Domain via the Portal.
- 3.3.3 Where the Customer selects the Standard Service, the Customer will access the Standard Object Storage Domain using the BT provided Standard FQDN and the Customer provided Application. The Customer will choose the Application it wishes to use to access the Standard Service. The choice of Application will be determined by how the Customer elects to use the Standard Object Storage Domain. The Standard Service does not include the provision of Applications to the Customer.
- 3.3.4 Where the Customer selects the FileFly Service, BT will create the FileFly Object Storage Domain. Upon delivery of the FileFly Object Storage Domain, BT will use the FileFly FQDN to configure the FileFly Admin Application and the FileFly Agent Application.

3.4 FQDNs and Tokens

- 3.4.1 A FQDN provides access to an Object Storage Domain.
- 3.4.2 Where the Customer selects the Standard Service, upon delivery of the Object Storage Domain BT will provide the Customer with a Standard FQDN and Tokens for use in conjunction with their chosen Application. BT will provide the Customer with a Token in order to authenticate a Standard FQDN. The Customer must use the Tokens within a few hours of receipt. Failure to use the Tokens will result in them being disabled. If the Tokens are disabled the Customer will be required to regenerate them within three (3) hours of disablement via the Portal.
- 3.4.3 Where the Customer selects the FileFly Service, BT will create the FileFly FQDN to provide access for the FileFly Agent Application and FileFly Admin Application to the FileFly Object Storage Domain.

3.5 FileFly VM

BT will create a FileFly VM within the Customer's new or existing BT Private Compute and install the appropriate FileFly Admin Application and FileFly Agent Application.

4 Internet

- 4.1 The Customer will access the Object Storage Domain via the Internet. Such Internet connection is not part of this Service and is subject to separate conditions and Charges.
- 4.2 The Customer acknowledges that:
- (a) the Internet is independent of the Service and BT has no responsibility for provision of the Internet; and
 - (b) use of the Internet is solely at the Customer's risk and subject to all applicable laws. BT has no responsibility for any information, software, services or other materials obtained, downloaded, shared and transmitted by the Customer using the Internet.

5 Commencement and Term

- 5.1 The Agreement is effective once the Customer submits an Online Order on the Portal.
- 5.2 The Service will commence on the Operational Service Date (OSD).

6 Technical Requirements

- 6.1 The Customer is required to have Internet access, all computer hardware, software and telecommunications equipment and services necessary to access and use the Service.
- 6.2 Where the Customer selects the FileFly Service, the Customer is also required to have a BT Private Compute service or have ordered a BT Private Compute service which is in the process of delivery.

7 BT Service management Boundary (SMB)

- 7.1 Where the Customer selects the Standard Service, BT's responsibility for the Standard Service under this Agreement is for the management of the Storage Zone, provision of the Standard Object Storage Domain, Standard FQDNs and Tokens. A suitable Application to access the Standard Object Store Domain is outside the SMB. BT will have no responsibility for the Service (including any responsibility to meet any Service Levels) outside the Service Management Boundary.
- 7.2 Where the Customer selects the FileFly Service, BT's responsibility for the FileFly Service under this Agreement is for the management of the Storage Zone, provision of the FileFly Object Storage Domain, FileFly FQDNs and Tokens, creation, monitoring and management of the FileFly VM and Applications. BT will have no responsibility for the FileFly Service (including any responsibility to meet any Service Levels) outside the Service Management Boundary.

8 Ordering Process

- 8.1 The Customer is responsible for opening an account with BT to gain access to the Portal to enable online ordering.
- 8.2 On receiving an Online Order from the Customer BT will:
- (a) where the Customer selects the Standard Service, configure the Service as set out in the Online Order; and
 - (b) where the Customer selects the FileFly Service, agree with the Customer the archiving policies they require and configure the FileFly VM.
- 8.3 Once the Online Order is configured the OSD occurs and the Customer may start using the Service.

9 In Life Management

- 9.1 The Portal operates a Dashboard that allows the Customer to see how much storage is being consumed and the associated Charges.
- 9.2 For the Standard Service, the Customer is required to renew all Tokens within three (3) years of the OSD via the Portal.

10 Service Management

10.1 Service Desk Support

BT will provide a Service Desk operating twenty four (24) hours per day, seven (7) days per week, including national, public or bank holidays, which will receive and record Service Incident reports from the Customer.

10.2 Incident Repair Service

- 10.2.1 If BT detects, or if the Customer reports an Incident BT will respond to the Incident without undue delay. BT will perform tests to determine the cause of the Incident, and will notify the System Administrator by telephone or e-mail.
- 10.2.2 The Service Desk will keep the Customer updated at regular intervals until the Incident is resolved.
- 10.2.3 BT will raise additional Charges for work performed and money spent to address incidents resulting from Service failures caused by the Customer on a time and material basis at the prevailing Charges.
- 10.2.4 If the Customer asks BT to perform any additional work this will be subject to prior written agreement between the Parties and additional Charges will apply.

11 Planned Maintenance

- 11.1 The Customer acknowledges and accepts that occasionally BT may have to carry out routine or emergency maintenance, updates and other procedures for reasons of health, safety, security or otherwise to protect the Service, and which may cause a disruption to the Service, ("Planned Maintenance"). BT will provide the Customer with as much prior notice as practicable with respect to Planned Maintenance.

12 Service Updates

BT may make updates to the Service from time to time provided that such updates do not materially decrease or impair performance of the Service.

13 Security

- 13.1 The Customer is responsible for the security and proper use of all User IDs, Checkwords, passwords, FQDN and Tokens. BT reserves the right to suspend access to the Service at any time if BT has reason to believe that there is, or is likely to be, a breach of security or misuse of the Service. BT will notify the Customer as soon as possible after it has done so.



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- 13.2 The Customer must immediately inform BT if there is any reason to believe that a User ID, password, Token, or Checkword allocated by BT has, or is likely to, become known to someone not authorised to use it or is being, or is likely to be, used in an unauthorised way.
- 13.3 BT reserves the right to require the Customer to change any or all of the Checkwords or passwords associated with the Service and used by the Customer in connection with the Service.
- 13.4 The Service is delivered within a secure BT data centre with a security policy for the protection of Site, infrastructure and network. Although BT will use reasonable care and skill in carrying out its obligations under this Agreement in accordance with BT's security policy, it is not possible to guarantee that all instances of fraud, misuse, unwanted or unauthorised activity or access to the Customer's Information will be prevented or detected. Whenever BT becomes aware that security has been compromised, BT will take actions in order to limit any further occurrences of fraud, misuse, unwanted or unauthorised activity or access to the Customer's Information. Nevertheless, BT accepts no liability for any such incidents, or for any loss or damage suffered by the Customer. The Customer shall therefore take responsibility for the security of the Customer Information, Content and application of security policies designed to prevent unwanted or unauthorised activity or access to the Customer's Information.
- 13.5 The Customer is advised to obtain its own business continuity insurance.
- 13.6 The Service is delivered within a secure data centre with a security policy for the protection of the site, infrastructure and network. Although BT will use reasonable care and skill in carrying out its obligations under the Contract as set out in BT's security policies and the provisions of the Contract, it is not possible to guarantee that all instances of fraud, misuse, unwanted or unauthorised activity or access to Customer Information is prevented or detected. Whenever BT becomes aware that security has been compromised, BT will take actions in order to limit any further occurrences of fraud, misuse, unwanted or unauthorised activity or access to Customer Information. Nevertheless, BT accepts no liability for any such incidents, or for any loss or damage suffered by the Customer. The Customer will take responsibility for the security of Customer Information and application of security policies designed to prevent unwanted or unauthorised activity or access to Customer Information.
- 14 BT's use of Service Operational and Customer Data**
- 14.1 In order for BT to provide and support the Service, BT may use Service Operational Data, (typically name, email address, telephone number and business and/or Site(s) address), of Users within the Customer's organisation or control in order to:
- (a) process, track and fulfil Online Orders for the Service;
 - (b) deliver and commission the Service,
 - (c) process, track and resolve Incidents with the Service,
 - (d) administer access to the online portals relating to the Service;
 - (e) compile, dispatch and manage the payment of invoices relating to the Service;
 - (f) manage the Agreement and resolve any disputes relating to it;
 - (g) respond to general queries relating to the Service;
 - (h) provide security and technical support.
- 14.2 BT may also send the Customer additional information concerning the Service, or related services. This information will typically be sent to the Customer Contact, involved in the procurement or management of the Service.
- 14.3 Any personal data that may be collected and processed by BT (including payment data) is subject to the data protection provisions set in the General Terms and Conditions and the BT Privacy Policy set out on <http://www.btplc.com/privacypolicy/privacypolicy.htm>.
- 14.4 BT will have no access to the Customer Information stored by the Customer.
- 14.5 The location and access points of the Customer Information are defined by the Customer and as such the Customer needs to ensure compliance with relevant laws and regulations.
- 14.6 BT will not change the country where the Customer Information resides without providing notice to the Customer, unless required to do so in order to comply with applicable laws and regulations.

15 The Customer's Responsibilities

- 15.1 The Service is provided solely for the Customer's own use including use by Users and the Customer will not assign, resell, reproduce, copy, duplicate, transfer, lease, distribute, display, disclose, trade or otherwise commercially exploit the Service (or any part thereof) for any purpose, or otherwise make the Service available to any third party except Users.
- 15.2 The Customer is solely responsible for any obligation or liability arising out of transactions of any kind entered into between the Customer and any third party accessing or relying on the Service, Customer Information, or Third Party Information. BT will not be a party to, or in any way responsible for, any transaction between the Customer and any third party.
- 15.3 The Customer is responsible for the creation, design and maintenance of all Customer Information.
- 15.4 The Customer will ensure that the Customer Information and any Third Party Information does not include any information or material, which could be illegal or could lead to a legal dispute.
- 15.5 The Customer will comply with all obligations as notified by BT which are required under BT's security policy.
- 15.6 The Customer must comply with all relevant legislation, instructions, licences, guidelines issued by regulatory authorities, and any codes of practice which apply to the Customer, including those which relate to the Customer Information or Third Party Information.
- 15.7 The Customer irrevocably and unconditionally agrees to indemnify and keep indemnified and to hold BT, BT Group Companies and their officers, directors and employees harmless against claims, losses, damages, costs, expenses and liability arising from or in connection with:
- (a) any Customer Information, Third Party Information or other Content or communication sent, provided or stored in connection with the Service;
 - (b) the installation, maintenance or use of any software or other material installed by or on behalf of the Customer;
 - (c) any injury to persons, or damage to the Site or the BT Equipment used for the provision of this Service or other equipment belonging to BT or a third party which is located on the Site, as a result of action taken on behalf of the Customer;
 - (d) any breach of confidence or infringement of intellectual property rights.
- 15.8 The Customer is responsible for ensuring that the System Administrator will report all service repair incidents using the reporting procedures notified to the Customer by BT, and will be available for all subsequent Incident management communications.

16 BT's Acceptable Use Policy

- 16.1 The Customer is solely responsible for all aspects of Customer Information which are not specifically set out in this Service Schedule as being BT's responsibility. The Customer acknowledges that it has read and agrees to be bound by and to ensure that any Users will comply with this BT Acceptable Use Policy ("AUP") and generally accepted Internet standards.
- 16.2 The Service must not be used:
- (a) fraudulently or in connection with a criminal offence under the laws of any country where the Service is provided;
 - (b) to send, receive, upload, download, use or re-use any information or material which is offensive, abusive, indecent, defamatory, obscene or menacing, or in breach of confidence, copyright, privacy or any other rights;
 - (c) in contravention of any instructions that BT has given under the Agreement;
 - (d) to cause annoyance, inconvenience or needless anxiety;
 - (e) to send or provide or receive unsolicited advertising or promotional material;
- 16.3 The Customer must not use a Domain Name which infringes the rights of any person in a corresponding trade mark or name.
- 16.4 If the Customer or anyone else, (with or without the Customer's knowledge or approval) uses the Service in contravention of the AUP; or uses the Service in any way which, is, or is likely to be,

detrimental to the provision of the Service to the Customer or any other customer and fails to take corrective action within a reasonable period of receiving notice from BT, then BT can treat the contravention as a material breach and as such BT may either suspend the Service or terminate the Service pursuant to the General Terms and Conditions. If Service is suspended it will not be restored until the Customer provides an acceptable assurance that there will be no further contravention.

17 Charges and Invoicing

17.1 Charges for the Service are set out in the Portal.

17.2 BT will invoice Charges on or after the dates set out below:

- (a) One-off Charges on the OSD of the relevant Online Order;
- (b) Usage or other recurring Charges on the OSD and thereafter monthly in arrears;
- (c) For the FileFly Service, the FileFly management Charges monthly in arrears;
- (d) For the FileFly Service, the FileFly VM Charges monthly in arrears.

17.3 Charges for the Service are calculated on a monthly basis against the prevailing Utility Rate Card on the Portal. Usage Charges will apply as shown on the Utility Rate Card on the Portal.

17.4 Data storage Charges are based upon per GB of storage used.

17.5 The uploading and retrieval of data from the Object Storage Domain incurs Charges based upon Internet bandwidth use. Charges for Internet bandwidth use are levied above an initial allowance of 1GB per Month. Charges are based upon per GB of Internet bandwidth use.

17.6 BT may invoice the Customer for Charges for investigating Customer reported Incidents where BT finds no Incident or that the Incident is outside the Service Management Boundary.

17.7 BT may at any time review the Charges for the Service and will provide the Customer with 30 days' prior written notice of any such change in Charges. If the Customer objects to the change in Charges it may exercise its termination rights under Clause 18 of this Service Schedule.

17.8 Notwithstanding any other provision in the Agreement, BT may delay or bring forward the sending of invoices to coincide with billing cycles from time to time. The Customer acknowledges that the first and last invoice in relation to a particular Service may include Charges due for more or less than one complete billing cycle according to when such Service is connected and/or terminated.

18 Termination of Service

The following Clause will replace and supersede Clause 12.1 of the General Terms and Conditions.

18.1 The Customer may terminate the Service via the Portal at any time, provided that the Customer agrees:

- (a) to pay any outstanding Charges or interest properly due and payable up to the date of termination; and
- (b) that there will be no refund of Charges which have been paid in advance.

18.2 BT may terminate this Agreement or the Service at any time by giving at least 90 days' notice to the Customer.

19 Suspension of Service

19.1 BT may suspend Service(s) or terminate this Agreement immediately on notice to the Customer where the Customer is in material breach of this Agreement and if the breach is capable of remedy, fails to remedy the breach within a reasonable time of being requested by BT to do so.

19.2 The FileFly Service will be suspended where the Customer terminates their BT Private Compute service.

19.3 Where a Service is suspended because the Customer is in material breach of this Agreement, the Customer must pay the Charges for that Service until this Agreement is terminated.



BT Compute Storage Service Schedule

20 Service Levels

- 20.1 BT aims to provide the Standard Service within an availability target of 99.95%. The availability target relates to the availability of the Standard Object Storage Domain including the infrastructure required to deliver it.
- 20.2 BT aims to provide the FileFly Service within an availability target of 99.95%. The availability target relates to the availability of the FileFly Object Storage Domain including the infrastructure required to deliver it and the FileFly VM.
- 20.3 If BT fails to meet the availability target of 99.95% then the Charges for the affected Service will be credited as follows:

Availability Target	Credit
For every reported incident that BT is below target	1 day's recurring Charge

- 20.4 The credit will be applied to the monthly Charge for the Service. The credit per reported instance that BT is below target will be capped at a maximum of 1 Month's Charges.
- 20.5 The Parties acknowledge that each Service Credit is a genuine pre-estimate of the loss likely to be suffered by the Customer and not a penalty.
- 20.6 Service Credits are the Customer's sole right and remedy if BT does not meet the Service Level. Any failure by BT to meet the Service Level specified in this Clause 20 shall not be considered a material breach of the Agreement.
- 20.7 The Service Level is measured as the availability of the Object Storage Domain to the network interface, and for the FileFly Service, the availability of the FileFly VM.
- 20.8 Availability of the Service will be measured as a proportion of time in a Month starting from the first day of the relevant Month. Where a failure occurs at the end of a Month then it will be carried forward to the next Month.
- 20.9 The Customer will report any Incident to BT. The measurement of Service unavailability starts when BT acknowledges the Customer's Incident report. On confirmation of an Incident BT will start the Incident Repair Service. The period of unavailability will end when BT informs the Customer that the Service is available, unless the Customer advises BT that the Service remains unavailable.

20.10 Claims

- 20.10.1 The Customer must make claims in writing via their Service Desk before the end of the next calendar Month after the incident occurred.
- 20.10.2 BT will acknowledge the claim and send a response letter to the Customer. The Customer must notify BT in writing within one Month from the date of BT's response if there is a dispute or query relating to the claim.
- 20.10.3 BT will calculate a credit payment in accordance with the provisions of this Clause 20 which will be paid on the Customers next applicable invoice. Such credit will be in full and final settlement of BT's liability for failure to meet the availability target.

20.11 Exclusions

- 20.11.1 The Service Level shown in this Clause 20 will not apply in respect of all the following:
 - (a) Any Failure of Service due to matters beyond BT's reasonable control, or breach of contract in accordance with the General Terms and Conditions;
 - (b) Any Failure of Service directly or indirectly as a result of BT's suspension of Service under any provision of this Agreement or (in relation to the FileFly Service) BT Private Compute Agreement;

- (c) Any scheduled downtime for Planned Maintenance (including emergency maintenance) or any other purpose agreed between BT and the Customer;
- (d) Any delay relating to problems with or failure of the Internet;
- (e) Any delay directly or indirectly caused by the Customer;
- (f) An Incident caused by the Customers failure to comply with any reasonable instruction from BT;
- (g) An Incident / unauthorised activity or access taken by the Customer in relation to the FileFly VM or the software running on the FileFly VM;
- (h) Any fault caused by the Customers failure to observe any of its obligations under this Agreement, in particular the Customer Responsibilities described in Clause 0 of this Service Schedule or (in relation to the FileFly Service) BT Private Compute Agreement;
- (i) Interference caused by a Third Party;
- (j) An Incident that is due to incorrect configuration of the Service by the Customer or any unauthorised activity or access taken by the Customer;
- (k) An Incident that has not been confirmed by a BT fault reference number; and
- (l) Any Outage time as a result of service being suspended in accordance with Clause 18 of this Service Schedule;
- (m) A fault that is found to have the same root cause as a previous fault shall be classed as the same fault;
- (n) Any Incident that is due to incorrect information provided by, or on behalf of, the Customer;
- (o) Any Incident that is due to Applications or data provided by, or on behalf of, the Customer;
- (p) Any Incident that is due to management of the Service by, or on behalf of, the Customer;
- (q) Any reported Incident where BT can find no fault.

21 Personal Data

- 21.1 The Customer will implement and maintain all appropriate technical and organisational measures to adequately protect any Information (including Customer Personal Data) the Customer Processes against accidental or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access, or any other unlawful forms of Processing in connection with the Customer's use of the Service, including, where applicable, under the relevant EULA, and will: (i) perform a risk assessment to assess the suitability of the Service for the data processing activities the Customer wishes to perform as set out in the applicable Data Protection Legislation, (ii) be solely responsible for Customer personnel and for any third party who accesses or uses the Service (including without limitation contractors, agents or Users), for the use and configuration of the access control management systems provided by BT, for assigning access rights to Customer personnel, and for access solutions to the systems and applications deployed by Customer using the Service, (iii) configure the systems and applications Customer deploys on BT's infrastructure when using the Service, (iv) ensure the protection against malware and other vulnerabilities on the systems and applications that are deployed by the Customer and hosted on BT's infrastructure.
- 21.2 BT is responsible for the Processing of Customer Personal Data only to the extent that such Processing is necessary to provide the Standard Service Components, and any of the Service Options as set out in any applicable Order and the Contract, and will implement and maintain appropriate technical and organisational measures for BT's data centre facilities, servers, networking equipment and host software systems that are within BT's control and are used to provide the Service as set out in this Schedule.