



If selected by the Customer as set out in the Order, the BT Managed DDoS Security Service will form part of the Service Annex for BT Internet Connect Global and this Appendix will apply.

**1 Definitions and Abbreviations**

The following definitions and abbreviations apply, in addition to those in the General Terms and Conditions, the General Services Schedule and the Service Annex for BT Internet Connect Global.

“**Arbor Equipment**” means equipment manufactured by Arbor Networks Inc. (whose registered office is 76 Blanchard Road, Burlington, MA 01803 USA) which BT may sell to the Customer for some of the support levels available with the DDoS protection service option.

“**CPE Service**” means a Service BT may provide for selling and supporting Arbor Equipment for some of the support levels available with the DDoS protection service option.

“**DDoS**” is the abbreviation of ‘Distributed Denial of Service’.

“**Managed Objects**” means a range of IP addresses which BT will monitor and thresholds that will be used to trigger an alert and subsequently automated mitigation with the DDoS protection service option.

“**Mitigation Template**” means the form used with the DDoS protection service option which sets out the section of countermeasures that will be applied when the system goes into automatic or manual mitigation, and will be agreed by BT and the Customer.

“**Portal**” means a secure shared BT website used with the DDoS protection service option that enables Customers to view service information, request changes and download service reports.

**2 BT Managed DDoS Security Service combined with BT Internet Connect Global**

**2.1 Service Description**

The BT Managed DDoS Security service option under BT Internet Connect Global monitors the Customer’s internet traffic to mitigate and detect DDoS attacks, DDoS floods, protocol misuse and behaviour anomaly based attacks by profiling normal behaviour and identifying malicious attacks based on anomalous behaviour patterns and filters out the attack traffic.

This Service uses Managed Object(s) for the automated detection and mitigation of such attacks. This Service is only available with BT Internet Connect Global and for following countries: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, the Netherlands, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

**2.2 Support levels**

Three (3) main support levels are available; depending on what the Customer has selected on the Order:

Description	Bronze	Silver	Gold
Managed Object(s) – the Customer will provide BT with details of the Managed Object(s) via the Mitigation Template. The Service will provide access to the following for each Managed Object: <ul style="list-style-type: none"> <li>Alerting Service</li> <li>Portal</li> </ul>	1 Managed Object	3 Managed Objects	5 Managed Objects
Limited basic traffic reports and alert options available via the Portal.	Yes	Yes	Yes
Standard self-service monitoring reports available via the Portal	No	Yes	Yes
Security Centre support – Admin only	No	Mon-Fri 9-5 (excluding Bank Holidays).	24/7 (including Bank Holidays).



Description		Bronze	Silver	Gold
Security Centre – technical advice and support.	Limited to initial set up.		24/7 (including Bank Holidays). Automated mitigation (and alerts).	24/7 (including Bank Holidays). In addition to the automated mitigation (and alerts), BT will: (a) monitor the traffic on the Customer's Managed Objects; and (b) investigate any unexpected traffic patterns; (c) take any additional mitigation action required; and (d) advise the Customer of any action to take.

(\* ) Note: Bank Holidays means the Bank Holidays as applicable in the United Kingdom, as the BT Managed DDoS Security service is managed from the United Kingdom.

**2.3 Service Options**

The following additional features are available at an additional charge as agreed on the Order.

Description	Bronze	Silver	Gold
CPE Service Requires additional onsite Arbor Equipment and installation.	No	Yes	Yes
Flexible self-service monitoring reports (as agreed between BT and the Customer).	No	Yes	Yes
Manual detection of DDoS attacks and manual mitigation (as agreed between BT and the Customer).	No	Yes	Yes

Certain support levels require CPE Service; whereby the Customer is required to purchase Arbor Equipment. If the Parties agree that BT shall provide such Arbor Equipment, this will be subject to:

- (a) if already agreed elsewhere in the Agreement, the applicable terms and conditions for Sale of BT Provided Equipment and the delivery of ancillary services; or
- (b) a separate Order subject to the additional conditions for Sale of BT Provided Equipment and the delivery of ancillary services.

**3 Service Delivery**

Service delivery will happen in accordance with the same conditions as agreed in the Service Annex for BT Internet Connect Global Service.

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

Given the nature and volume of malicious and unwanted electronic content, BT does not warrant that the BT Managed DDoS Security service option is error free or will detect all security or malicious code threats or that use of the BT Managed DDoS Security service option will keep the BT Internet Connect Global Service or Customer's computer systems free from all viruses or other malicious or unwanted content or safe from intrusions or other security breaches. Therefore BT's liability – as far as allowed under applicable law – is limited to put in place the appropriate diligence and means to detect and/or mitigate viruses, unwanted content, intrusions, malicious code or other security threats as set out in this Annex; without any commitment on the results.

Where BT identifies an attack or frequent attacks threatening BT's network or significantly impacting the Customer or BT's other customers, BT may prevent incoming traffic coming to the target of the attack and deny traffic to that target to all areas of the BT network which may mean in some instances, the target under attack may lose some or all Internet Service. BT will make all reasonable efforts to keep the Customer informed and to resume Service as soon as possible.



Furthermore, the Customer is hereby informed that BT shall not be liable anymore for DDoS protection in the event the Customer would terminate the associated BT Internet Connect Global connection; as the DDoS protection service will automatically terminate together with the termination of the associated BT Internet Connect Global connection.

**5 Customer Obligations**

The Customer will:

- (a) provide BT with full details of the Managed Object(s);
- (b) complete and agree the Mitigation Template with BT;
- (c) provide BT with email addresses and telephone numbers for nominated customer contacts
- (d) advise BT immediately of any changes to the Managed Objects, authorised traffic and email addresses/telephone numbers;
- (e) take any steps advised by BT in the event of prolonged and frequent attacks.

**6 Charges and Payment Terms**

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

Product	One-time Charge	Recurring Charge	Notes
<b>BT Managed DDoS Security main support levels</b>	Install/De-install	Monthly charge	One time set up Charges for on-site CPEs. Monthly Service Charge for DDoS cloud and CPE service.
<b>Optional features</b>	Install/De-install	Monthly charge	Depending on the additional service feature ordered: EG-Additional Managed Objects, Ad Hoc consultancy days.

6.2 Changes on the BT Managed DDoS Security. At any time, the Customer may request a move from one option to another subject to signature of a new Order. In the event of an:

- (a) **Upgrade to a higher option**
  - (i) no termination Charges will be payable for the option that the Customer is moving from;
  - (ii) the charges for the upgraded option shall be agreed on the Order; and
  - (iii) a new Minimum Period of Service will apply to the upgraded option as agreed on the Order.
- (b) **Downgrade to a lower option**
  - (i) the Customer will pay the applicable termination Charges for the option that the Customer is moving from as set out in the General Service Schedule;
  - (ii) the charges for the downgraded option shall be agreed on the Order; and
  - (iii) a new Minimum Period of Service will apply to the downgraded option, as agreed on the Order.

**7 Termination**

This DDOS protection service option may be terminated in accordance with the general termination conditions as set out in the General Terms and Conditions and the General Service Schedule; however, in any case this DDOS protection service option shall automatically terminate in the event of a termination of the related BT Internet Connect Service on which this DDoS protection service option is configured.

**8 Data Processing**

8.1 In accordance with the data protections provisions as set out in the Agreement, BT or its Sub-Processor will Process the Customer Personal Data for this Service as set out in this Appendix for as long as BT provides the Service and for as long as BT may be required to Process the Customer Personal Data in accordance with applicable law.

8.2 While for BT Internet Connect Global, no Personal Data is utilised by BT beyond that needed for provisioning, assurance and billing purposes, the DDoS Service by its nature identifies traffic or usage anomalies or patterns that could suggest an attack is commencing and then diverts the traffic to prevent it impacting the Customer networks, systems and applications. The traffic may be unwittingly generated from a device and IP address belonging to a Data Subject. For this purpose BT or its sub-processor may be considered processing Personal Data.

8.3 The types of Customer Personal Data Processed by BT or its Sub-Processors or the Customer will be:



- Website or IP Address
- 8.4 The Customer Personal Data will concern the following categories of Data Subjects:
- the Customer employees;
  - the Customer customers or third parties; and
  - any Data Subject (as controlled by the Customer).
- 8.5 Above lists are not exhaustive as the Customer will specify what Customer Personal Data is Processed.