## 1 Definitions and Abbreviations

The following definitions and abbreviations shall apply, in addition to those in the General Terms and Conditions and the General Service Schedule of the Agreement:

"**Aggregate Interface**" means an interface to the Customer over which multiple BT Global Optical Connect Services are or can be provided.
"**BT Optical Connect Global Network**" means the core network infrastructure owned or leased by BT used to provide the BT Optical Connect Global Service.
"**BT Optical Connect Global Service**" means the Service, as described in paragraph 2.1.
"**Core Component**" has the meaning given to it in paragraph 2.2.2.
"**Digital Distribution Frame**" ("**DDF**") means the physical unit or rack used to cross-connect, distribute, arrange and protect the digital cables.
"**End-End**" has the meaning given to it in paragraph 2.1.1(a).
"**End-POP-POP**" has the meaning given to it in paragraph 2.1.1(c).
"**Gbps**" means giga bits per second.
"**GPOP**" means global POP.
"**Incident**" means an unplanned interruption to, or a reduction in the quality of, the Service or particular element of the Service.
"**Internet Protocol**" ("**IP**") means a network layer/protocol offering a connectionless internet network service.
"**Network Terminating Unit**" ("**NTU**") means the socket where the Customer's wiring, equipment or existing qualifying data service is connected to the Access Line.
"**Optical Distribution Frame**" ("**ODF**") means the unit or rack used to connect, distribute, and arrange the optical fibres.
"**POP**" means point of presence, a geographical location where BT has a BT-operated facility/set of equipment which forms the demarcation point between the BT Optical Connect Global Network and the Access Line.
"**POP-POP**" has the meaning given to it in paragraph 2.1.1(b).
"**PSTN**" means Public Switched Telephone Network, which is the concentration of the world's public circuit switched telephone networks.

## 2 Service Description

### 2.1 Overview

2.1.1 The BT Optical Connect Global Service provides dedicated, point to point links that connect two sites, capable of transmitting voice, data and IP traffic. The BT Optical Connect Global Service is available as a domestic service and as an international service. The BT Optical Connect Global Service comprises as one of the following terminating options:

(a) an end-to-end offering between the selected Sites: **End-End**

The BT Optical Connect Global Service connects one BT POP to another BT POP and an Access Line is provided at each end of the BT Optical Connect Global Service in order to complete the connections to the Customer's premises;

(b) hand-off at BT GPOP location as a wires only option: **POP-POP**

The BT Optical Connect Global Service connects one BT POP to another BT POP, in this scenario the service is handed over to the Customer at the ODF at each BT GPOP location. No Access Lines are provided by BT; or

(c) a combination of the two preceding options: **End-POP-POP**

The BT Optical Connect Global Service connects the BT POP to BT POP service with the Customer's premises at one end connected via an Access Line and the other end is handed over at the ODF in the BT POP location associated with connecting to the site. One Access Line is provided by BT.

as specified in the applicable Order(s).

2.1.2 The BT Optical Connect Global Service includes the following features:

(a) a range of standard line speeds starting from 1Gbps upwards;
(b) speeds higher than 10Gbps which are available as multiples of 10Gbps, 40Gbps or 100Gbps; and
(c) standard single connection, protected connection or dual diverse routed connections subject to local availability of connectivity options.

### 2.2 Service Components

#### 2.2.1 Access

An Access Line connects a Site to the BT Optical Connect Network. The Access Line is terminated on a POP.

The Access Line is as standard provided via a single route from the POP to the Customer's Site.

For a protected Access Line, the BT Optical Connect Global Service will route over one Access Line to the POP. In the event that Access Line fails, it would automatically be re-routed onto the redundant Access Line. For diverse routed connection the Customer will have two diversely routed Access Lines, there is no automatic re-routing between the two access lines.

The Customer will be responsible for switching between the Access Lines. The Customer can use both Access Lines of a diverse at the same time.

BT will support the interfaces on the Access Line components in accordance with the applicable local in-country technical standards.

BT or another operator on behalf of BT can provide the Access Line.

2.2.2 **Core Component**

The Core Component is the BT Optical Connect Global Network located between the POPs in each country nearest to the Customer's Sites. Where services provided on a protected core network, there is a working path and a protection path between the POPs. In the event that the working path fails, traffic will automatically be re-routed to the protection path.

2.3 **Service Limitations**

2.3.1 If the Customer orders a non-restorable BT Optical Connect Global Service, the BT Optical Connect Global Service will be provided using non-restorable (and unprotected) Access Lines and Core Components as respectively described in paragraphs 2.2.1 and 2.2.2 above. If any part of the BT Optical Connect Global Service fails it will not be automatically restored or re-routed and the Customer will experience loss of the Service which BT will rectify as soon as practicable. The Service Levels stated in the General Service Schedule will apply.

2.3.2 **Synchronisation**. BT does not provide synchronisation with BT Optical Connect Global Services, the BT Optical Connect Global Service is provided as transparent. The Customer must provide framing overhead bytes on the BT Optical Connect Global Service.

2.3.3 **Temporary restoration**. If BT agrees to the Customer's request to provide the BT Optical Connect Global Service on a specific transmission medium (cable or satellite), BT reserves the right to restore service temporarily on an alternative medium if a fault occurs.

## 3 Service Delivery

3.1 BT will install the Core Component and the required Access Line(s) by the Customer Committed Date and confirm to the Customer that the BT Optical Connect Global Service is operational and ready for testing by the Customer.

3.2 BT does not perform end-to-end tests on any BT Optical Connect Global Service terminating at an Aggregate Interface. Additional Charges will apply, if the Customer requests such a measurement, and is subject to if it is technically possible to make such a measurement.

3.3 After receiving notice from BT, the Customer shall carry out the acceptance tests for the Service (or the applicable part of Service) within five Business Days. The Operational Service Date for the Service (or the applicable part of Service) occurs on:

- the date on which the Customer has confirmed acceptance in writing during this five Business Days test period; or
- the expiry date of this five Business Days test period; except if the Customer has notified BT in writing that the Service has not passed the acceptance tests.

In the event that the acceptance tests are not passed, BT shall remedy the non-conformance without undue delay and notify the Customer that BT has remedied the non-conformance and inform the Customer of the new Operational Service Date

3.4 BT will start to monitor the BT Optical Connect Global Service and provide repair and reporting from the Operational Service Date.

## 4 Service Management Boundary (SMB)

4.1 For BT Global Optical Connect End-End Services, the SMB is at the Network Terminating Unit of the Access Line provided by BT. The Service includes provisioning and maintenance of all elements up to this Service Management Boundary.

4.2 For BT Optical Connect Global Services with a terminating end in a BT POP (e.g. POP-POP or End-POP) – the Service Management Boundary for the POP side of the BT Global Optical Connect Service is at the connector at the drop side of the multiplexer in the BT POP or at the applicable ODF/DDF. In the event that BT has an existing interconnection with the Customer or any other Access Line provider the Customer is using, the existing

demarcation point with such other operator will apply, provided that it is specified in the Order(s) at the time of placing the Order.

## 5 The Customer's Responsibilities

5.1 The Customer shall ensure that all the Customer Equipment has been connected to the BT Optical Connect Global Service before the acceptance tests starts.

5.2 Some Services may require the Customer to provide a PSTN or broadband line(s). The Customer will pay all Charges related to provision and use of and report any Incidents in such lines directly to BT of the PSTN or broadband service. The lines may only be used in connection with the BT Optical Connect Global Service.

5.3 The Customer acknowledges that if no loop-back equipment is fitted, the Customer will assist BT in providing line loops for testing purposes, both during the BT Optical Connect Global Service delivery and if a fault occurs. If the Customer cannot provide such loop, this may lead to extended outages and any such outage will not contribute to Downtime nor the measurement of Service Levels and Service Credits if applicable.

## 6 Charges and Payment Terms

6.1 The Charges for the BT Optical Connect Global Service will comprise some or all of the following components, depending on the option selected and the pricing in the Order:

| Pricing Component | One-time Charge | Recurring Charge |
|---|---|---|
| BT Optical Connect Global Network | Installation/De-installation | Monthly Charge |
| Access Line | Installation/De-installation | Monthly Charge |
| BT Equipment | Installation/De-installation | Monthly Charge |

6.2 The BT Optical Connect Global Service Charge is based on the speed of the BT Optical Connect Global Service and the country/city pair where or/between which the BT Optical Connect Global Service is provided.

6.3 The Access Line Charge is normally included in the BT Optical Connect Global Network Charge but may be listed separately if an Aggregated Interface is used. This Charge is based on the speed of the BT Optical Connect Global Service, the country where the Optical Connect Global Service is provided and the Local Contracted Business Hours.

## 7 Data Processing

In relation to the data processing provisions as set out in the Agreement, the nature of the Service - transport of data from one Customer Site to another Customer Site via optical connect links over the BT Network - doesn't include any Processing of Customer Personal Data as the Service uses network level data but nothing from an end user is captured or utilised. BT will have no access to the content the Customer sends over the network via this Service. No Personal Data is utilised by BT beyond that needed for provisioning, assurance and billing purposes. BT is the Controller for this Personal Data.