

## 1 Definitions

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

**“Application”** means a computer program or programs supporting a business task for Customer, such as order processing, payroll, e-mail, enterprise resource planning, etc.

**“Application Hardware”** means a computing resource (such as, by way of example but not limitation, desktops, servers, mainframes, etc.) used to run multiple Applications either locally or by connecting to a shared application.

**“Audit Appliance”** means BT Equipment installed to provide the Service.

## 2 Service Description

Connect Assessment Service provides the Customer with information about his application performance based on his own IT (WAN, LAN, Server, and Desktop) infrastructure, enabling optimisation of both design and performance of applications running across that infrastructure. A number of Management Probes deployed across the Customer's network, at agreed Sites, gather data. BT analyses the data and provides reports and recommendations, as appropriate, to the Customer.

The Order Form will give the specifics about those elements, e.g. numbers, type, price etc. that the Customer will get.

### 2.1 Connect Assessment (Audit)

The Service uses a software application which can monitor the performance of the Customer's Applications. The software application resides in Audit Appliance(s) situated at the Customer's premises.

The Service uses the following techniques:

**Data Capture** – capturing and identifying data into application types and application flows for an agreed period of time.

**Data Analysis** – providing a one-off report based on the results of the data capture

The Customer is responsible for ordering and paying any charges for any necessary configuration changes, if applicable.

Audit Appliance(s) will be deployed and configured at designated Customer Sites.

## 3 Service Delivery

BT will configure and install Audit Appliances and conduct a set of standard tests to ensure that the configuration is functioning correctly.

Charges are due on the delivery of the Audit Report.

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

The SMB of the Service is the LAN port on the Connect Assessment Appliance provided at a site.

## 5 The Customer's Responsibilities

5.1 For each Audit Appliance installed by BT, the Customer will provide a LAN switch port, two static IP addresses, and any configuration of firewalls and LAN switches to allow appropriate data to be captured for reporting purposes. Suitable accommodation for the Audit Appliances must be provided by the Customer. BT will install the Audit Appliance(s) following which the Customer must ensure that the Audit Appliance(s) remain in that active installed state to maintain the data capture process.

5.2 The Customer is responsible for providing and maintaining the Customer's own LAN, Data Centre and Application Hardware.

- 5.3 The Customer will give BT reasonable notice of any infrastructure maintenance on services not provided by BT that could reasonably be expected to impact the performance of the Service.
- 5.4 In jurisdictions where an employer is legally required to make such disclosure to its employees, it is the Customer's responsibility to inform its employees and Users that as part of the Service being deployed by BT, the usage of any targeted Applications by the Customer's employees and/ or Users may be monitored and reported to the Customer by BT.
- 5.5 The Customer is responsible for obtaining the relevant approvals from its supplier if the Service is to be supplied on another provider's VPN service.

### 6 Charges and Payment Terms

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
Connect Assessment	Install/De-install	N/A	Comments field should detail the length of Assessment, the number of sites and any non-standard agreement for this service to the customer.

BT reserves the right to charge the Customer for the following work (where the customer has requested it) if

### 7. Service Levels

The Service Levels in the General Service Schedule do not apply to this Service.

### 8. Customer Data

Any Customer data captured by BT in the delivery of the Service will remain the Customer's data and BT will only process this data to the extent necessary to deliver the Service or in accordance with the instructions of the Customer. At all times both Parties will comply with their respective obligations under applicable, data protection and privacy legislation, and the confidentiality provisions of the MSA.