

BT VMware SD-WAN Service Schedule

Section A – The Service

1. STANDARD COMPONENTS OF THE SERVICE

BT will provide the Customer with the following Services in accordance with the details as set out in the Order:

1.1 **Implementation:** BT will implement the Service in accordance with the Service Management Schedule in five (5) delivery stages:

1.1.1 Project mobilisation;

1.1.2 Definition;

1.1.3 Detailed design;

1.1.4 Deliver and test; and

1.1.5 Closure.

1.2 **SD-WAN Devices**

1.2.1 BT will provide the Customer with SD-WAN Devices including associated software licences as set out in the Order.

1.2.2 BT will install the SD-WAN Devices at those Sites set-out in the Order. The SD-WAN Devices will then be used to connect to the Customer's network.

1.2.3 The SD-WAN Devices used to provide the Service are purpose-built networking appliances that are pre-loaded and validated with Supplier SD-WAN software for an all-in-one solution with the option to add additional security features onto the Service if required.

1.3 **Configuration and Monitoring Portal**

1.3.1 BT will provide the Customer with access to the VCO via the BT My Account Portal that will allow the Customer to view the following cloud-hosted control infrastructure performance:

(a) network monitoring and the performance of the SD-WAN Devices;

(b) identify issues and delays in the overlay network;

(c) view data flows across the network and its Sites.

1.3.2 The VCO is hosted and managed by the Supplier.

1.4 **Transport Independent VPN**

1.4.1 BT will provide the Customer with a VPN and encryption service that will allow the Customer to:

(a) build corporate VPNs across its Sites;

(b) transfer information across the network and the internet using secure encryption technology.

1.5 **Application Traffic Steering**

1.5.1 Through application traffic steering BT will provide the Customer with the ability to manage its traffic and applications in order to improve the efficiency of its network.

1.5.2 The Customer will be able to categorise certain applications as business critical. Changes to the categories will be dealt with as a simple service request.

1.5.3 Application traffic steering will only work optimally if there are at least two (2) resilient Enabling Services (e.g., two redundant, diverse Internet access circuits) connected to a Site.

2. SERVICE OPTIONS

BT will provide the Customer with the following option(s) as set out in any applicable Order and in accordance with the details as set out in that Order:

2.1 Secure Access Service Edge (SASE)

2.1.1 Overview

- (a) SASE is a cloud solution that converges networking and security. The Supplier SASE architecture combines the SD-WAN and security elements of the service set out in this Paragraph 2.1.
- (b) To transform from SD-WAN to a Secure Access Service Edge ("**SASE**") service BT can provide the security elements set out in Paragraphs 2.1.2 and 2.1.3.
- (c) If the Customer requires the Service to be a SASE service the Customer will order cloud web security (and secure access if required) as part of the initial Order, these options cannot be added at a later date.
- (d) For the provision of a SASE service the Customer must order cloud web security, secure access is optional.

2.1.2 Cloud Web Security

- (a) Cloud web security is a cloud hosted service that protects against known and unknown threats when Users access web applications. The Service also provides IT with visibility, control and compliance when Users access SaaS applications.
- (b) Cloud web security;
 - (i) controls access to web sites;
 - (ii) protects documents against known and unknown threats;
 - (iii) provides visibility and control into SaaS applications;
 - (iv) protects sensitive data.

2.1.3 Secure Access

- (a) Secure access is a remote access solution that provides Users with consistent, optimal, and secure application access for remote teams. It hosts tenant secure access gateways that terminate remote access User connections into the SASE PoP.

2.2 Co-Management Advanced

2.2.1 Co-Management Advanced is a solution that provides the Customer with an access onto VMware SD-WAN Orchestrator ("**VCO**") in order to make limited configuration changes for their own BT's VMWare SD-WAN Service.

2.2.2 Co-Management Advanced configuration changes do not impact overlay network configuration.

3. SERVICE MANAGEMENT BOUNDARY

- 3.1** BT's responsibility to provide and manage the Service is physically and logically limited to the following service management boundary:
- 3.1.1** the SD-WAN infrastructure including the relevant VCO, controllers and gateway services ("**SD-WAN Cloud Infrastructure**");
 - 3.1.2** The service management of SD-WAN Devices (design, deployment, configuration, management and service wrap including on-site break fix) from the WAN port of the device to its LAN port.
- 3.2** Paragraphs 3.1.1 and 3.1.2 together constitutes the "**Service Management Boundary**."
- 3.3** BT will have no responsibility for the Service outside the Service Management Boundary.
- 3.4** BT does not make any representations, whether express or implied, about whether the Service will operate in combination with any Customer equipment or other equipment and software.
- 4. ENABLING SERVICES**
- 4.1** The Customer will have the following services in place that are necessary for the Service to function:
- 4.1.1** internet routing connectivity between the SD-WAN Devices and the SD-WAN Cloud Infrastructure including necessary configuration through the Customer's firewalls; and
 - 4.1.2** one or more of the following connectivity services that are compatible with the Services:
 - (a) Internet service; and/or
 - (b) WAN/MPLS service
- (each an "**Enabling Service**").

Section B – Service Management

5. ADDITIONAL SERVICE MANAGEMENT CONDITIONS

5.1 Overview

- 5.1.1** The Service Management Schedule as referred to in the Order will apply to this Service. In addition BT will manage the Service deployment.
- 5.1.2** Service impacting alerts will generate proactive tickets into the BT service desk who will notify the Customer accordingly. Proactive monitoring will not apply to the cloud web security or secure access elements of the Service which will be reactive only.
- 5.1.3** Any Incidents caused due to the changes made by the Customer utilising the Co-Management Advanced Service Option will be considered as either priority 2 or 3 Incidents as set out in the Service Management Schedule, depending on the severity.

5.2 IT Operations Management

- 5.2.1** BT will:
 - (a) provide management of the availability and health of SD-WAN Devices;
 - (b) install BT approved patches on agreed schedules for SD-WAN Devices;
 - (c) coordinate maintenance windows for patches requiring reboots of SD-WAN Devices;
 - (d) provide SD-WAN edge network operating system management and maintenance;
 - (e) provide configuration management;
 - (f) deploy configuration changes across the environment where supported;
 - (g) provide recurring and regular metrics;
 - (h) identify network bottlenecks and presenting improvement suggestions; and

- (i) update knowledge management system with standard operating procedures and new knowledge obtained from Customer.

5.3 Release Management and Validation for SD-WAN Devices

5.3.1 BT will:

- (a) provide release build;
- (b) plan and build for operating system changes as part of major/minor/patch release cycles;
- (c) provide release deployment;
- (d) monitor system performance issues after deployments and releases;
- (e) validate deployed releases/changes; and
- (f) provide release closure.

6. AS-REQUESTED SERVICES

6.1 Simple Service Requests (SSR)

- 6.1.1** Where the Customer has not transformed the Service to a SASE service BT will perform up to five (5) SSR's per SD-WAN Device per contract year without additional charge, provided the SSR's do not require a change to the SD-WAN design.
- 6.1.2** Where the Customer has transformed the Service to a SASE service BT will perform up to a total of eight (8) SSR's per SD-WAN Device per contract year without additional charge, provided the SSR's do not require a change to the SD-WAN/SASE design.