



BT Symantec Endpoint Protection (SEP) Schedule to the General Terms

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A note on 'you'

'You' and 'your' mean the Customer.

Words defined in the General Terms

Words that are capitalised but have not been defined in this Schedule have the meanings given to them in the General Terms.

Part A – The BT SEP Service

1 Service Summary

- 1.1 BT will provide you with a right to access and use a cloud based endpoint protection platform. The Service is comprised of:
- 1.1.1 the Standard Service Components; and
 - 1.1.2 the Service Options, if any, as set out in any applicable Order, up to the point of the Service Management Boundary as set out in Paragraph 4 ("**BT SEP Service**").

2 Standard Service Components

BT will provide you with the following standard service components ("**Standard Service Components**") in accordance with the details as set out in any applicable Order;

- 2.1 **SEP Portal:** This is a portal that provides you with a right to access and use the BT SEP Service enabling you to protect the selected Devices from malware, including trojans, worms, viruses, zero-day threats, targeted advanced persistent threats and rootkits.
- 2.2 **SOC:** Is a functionality of the BT SEP Service which allows a Device to be monitored by utilising customer data traffic in order to detect any security incidents. The SOC provides you with the following:
- 2.2.1 Where an alert is detected, a warning will be raised and reported to you, you can access the SEP Portal to confirm and initiate any corrective investigation. Once the Incident is resolved you will respond with confirmation to BT that the event is closed.
 - 2.2.2 You may report high levels of medium severity alerts, which will be logged by the BT support team as set out in Paragraph 3 below and then passed to the SOC for further investigation.
- 2.3 **First Line Support – Service Desk**
- 2.3.1 The first line support (Service Desk) will receive reports from you, and use structured questions to record the details of the Incident which you report to BT. BT will generate a Ticket which will then be sent to the second line support.
- 2.4 **Second Line Support – Cyber Analysts within the SOC**
- 2.4.1 The second line support;
- (a) provides monitoring and troubleshooting related to SOC operations working with BT SEP Service technologies and other core network security products;
 - (b) determines critical system and data integrity;
 - (c) provides for new analytic methods for detecting threats; and
 - (d) will escalate to the third line support, in relation to Incidents with BT SEP Service management environment.
- 2.5 **Third Line Support – Supplier Support Team**
- 2.5.1 Third line support (provided by the Supplier) will deal with escalations from second line support (provided by BT) as set out in Paragraph 2.4, and use the investigations carried out by BT to support an Incident effectively.
- 2.6 **Incursion**
- 2.6.1 **Network Intrusion Prevention, URL and Firewall Policies:** is a network threat protection technology which analyses incoming and outgoing traffic and aims to block threats while they travel through the network before hitting endpoints. BT provides rules based firewall and browser protection to protect you against web-based attacks.
- 2.6.2 **Application Behavioural Control:** which controls file and registry access and how processes are allowed to run.



- 2.6.3 **Device Control:** BT will restrict access to selected hardware to enable you to control what types of Devices can upload or download information. BT can also provide additional external media control, combined with Device control to offer you more flexible control policies.
- 2.6.4 **Memory Exploit Mitigation:** this is a signature-less technology which aims to neutralise zero-day exploits in popular software that have not been patched and detects malware to prevent infection.
- 2.6.5 **File Reputation Analysis:** BT utilises a global intelligence network to correlate tens of billions of linkages between users, files, and websites to proactively block more threats and defend you against rapidly mutating malware. BT analyses file attributes to identify if a file is good or bad and assign a reputation score before the file arrives at the endpoint. Utilising file reputation analysis ensures that only 'at-risk' files are scanned, reducing the overall scan time.
- 2.6.6 **Machine Learning:** is an advanced machine learning program on the endpoint which aims to stop new and unknown threats and thereby reduce dependence on signatures. Utilising samples of good and bad files in the global intelligence network in order to train the machine learning and thereby result in a low false positive rate.
- 2.6.7 **Emulation:** is a high-speed emulator which detects hidden malware, and causes threats to reveal themselves.
- 2.6.8 **Anti-virus File Protection:** is a signature-based antivirus and advanced file software to look for and eradicate malware on a system to protect against viruses, worms, trojans, spyware, bots, adware, and rootkits.
- 2.6.9 **Behavioural Monitoring:** this monitors file behaviours within the BT SEP Service which leverages machine learning to aim to provide zero-day protection, by preventing new and unknown threats in real-time to determine file risk and prevent the risk of infection.
- 2.6.10 **Network Intrusion Prevention, URL and Firewall Policies:** BT will analyse any incoming and outgoing data in order to block threats to your data while they travel through the network.

3 Service Options

There are currently no Service Options available for the BT SEP Service.

4 Service Management Boundary

- 4.1 BT will provide and manage the BT SEP Service in accordance with Parts B and C of this Schedule and as set out in any applicable Order up to the Cyber Defence Manager in the cloud.
- 4.2 BT will have no responsibility for the BT SEP Service outside the Service Management Boundary.
- 4.3 BT does not make any representations, whether express or implied, about whether the BT SEP Service will operate in combination with any Customer Equipment or other equipment and software.

5 Associated Services

- 5.1 You will have the following services in place that will connect to the BT SEP Service which is necessary for the BT SEP Service to function and will ensure that these services meet the minimum technical requirements that BT specifies:
 - (a) an IP connection allowing BT SEP Service to connect to the cloud based Cyber Defence Manager ("**Enabling Service**").
- 5.2 If BT provides you with any services other than the BT SEP Service (including, but not limited to any Enabling Service) this Schedule will not apply to those services and those services will be governed by their separate terms.

6 Equipment

- 6.1 BT does not make any representations, whether express or implied, about whether the BT SEP Service will operate in combination with any Customer Equipment or other equipment and software.

7 Specific Terms

7.1 Minimum Period of Service and Renewal Periods

- 7.1.1 You may request an extension to the BT SEP Service for a Renewal Period by Notice in writing to BT at least 90 days before the end of the Minimum Period of Service or Renewal Period ("**Notice of Renewal**").
- 7.1.2 If you issue a Notice of Renewal in accordance with Paragraph 7.1.1, BT will, subject to agreement of a Notice to Amend, extend the BT SEP Service for the Renewal Period and both of us will continue to perform each of our obligations in accordance with the Contract.



- 7.1.3 If you do not issue a Notice of Renewal in accordance with Paragraph 7.1.1, BT will cease delivering the BT SEP Service at the time of 23:59 on the last day of the Minimum Period of Service or Renewal Period.
- 7.1.4 **Notice to Amend**
- (a) BT may propose changes to this Schedule, the General Terms or the Charges (or any of them) by giving you Notice at least 90 days prior to the end of the Minimum Period of Service and each Renewal Period ("**Notice to Amend**").
 - (b) Within 10 days of any Notice to Amend, you will provide BT Notice:
 - (i) agreeing to the changes BT proposed, in which case those changes will apply from the beginning of the following Renewal Period;
 - (ii) requesting revisions to the changes BT proposed, in which case both of us will enter into good faith negotiations for the remainder of that Minimum Period of Service or Renewal Period, as applicable, and, if agreement is reached, the agreed changes will apply from the beginning of the following Renewal Period; or
 - (iii) terminating the Contract at the end of the Minimum Period of Service or Renewal Period, as applicable.
 - (c) If we have not reached agreement in accordance with Paragraph 7.1.4(b)(ii) by the end of the Minimum Period of Service or the Renewal Period, the terms of this Schedule will continue to apply from the beginning of the following Renewal Period unless you give Notice in accordance with Paragraph 7.1.4(b)(iii) or BT may give Notice of termination, in which case BT will cease delivering the BT SEP Service at the time of 23:59 on the last day of the Minimum Period of Service or subsequent Renewal Period as applicable.
- 7.2 **Customer Committed Date**
- 7.2.1 If you request a change to the BT SEP Service or any part of the BT SEP Service, then BT may revise the Customer Committed Date to accommodate that change.
- 7.2.2 BT may expedite delivery of the BT SEP Service for operational reasons or in response to a request from you, but this will not revise the Customer Committed Date.
- 7.3 **EULA**
- 7.3.1 BT will only provide the BT SEP Service if you have entered into the end user licence agreement with the Supplier in the form set out at Appendix 1, as may be amended or supplemented from time to time by the Supplier ("**EULA**").
- 7.3.2 You will observe and comply with the EULA for all and any use of the applicable Software.
- 7.3.3 If you do not comply with the EULA, BT may restrict or suspend the BT SEP Service upon reasonable Notice, and:
 - (a) you will continue to pay the Charges for the BT SEP Service until the end of the Minimum period of Service or Renewal Period; and
 - (b) BT may charge a re-installation fee to re-start the BT SEP Service.
- 7.3.4 You will enter into the EULA for your own benefit and the rights, obligations, acknowledgements, undertakings, warranties and indemnities granted in accordance with the EULA are between you and the Supplier and you will deal with the Supplier with respect to any loss or damage suffered by either of you as such loss or damage will not be enforceable against BT.
- 7.3.5 Where the EULA is presented in a 'click to accept' function and you require BT to configure or install Software on your behalf, BT will do so as your agent and bind you to the EULA.
- 7.4 **Invoicing**
- 7.4.1 BT will invoice you for the following Charges in the amounts set out in any applicable Order:
 - (a) Installation Charges, on the Service Start Date, or where the installation period is estimated to be longer than one month, monthly in arrears starting from when you place an Order until the Service Start Date;
 - (b) Recurring Charges, annually in advance or monthly in advance on the first day of the relevant month. The monthly payment option incurs a seven percent premium over annual billing and for any period where the BT SEP Service is provided for less than one month, the Recurring Charges will be calculated on a daily basis;
 - (c) Professional Services Charges; and
 - (d) Any other Charges as set out in any applicable Order.
- 7.4.2 BT may invoice you for any of the following Charges in addition to those set out in any applicable Order:
 - (a) Charges for investigating Incidents that you report to BT where BT finds no Incident or that the Incident is caused by something for which BT is not responsible under the Contract;



- (b) Charges for commissioning the BT SEP Service in accordance with Paragraph 8.2 outside of Business Hours;
- (c) Charges for expediting provision of the BT SEP Service at your request after BT has informed you of the Customer Committed Date;
- (d) Any Termination Charges incurred in accordance with Paragraph 7.5.2 upon termination of the BT SEP Service; and
- (e) any other Charges as set out in the BT Price List or as otherwise agreed between both of us.

7.4.3 Where BT has agreed that the BT SEP Service may be included within one of BT's standard pricing packages or schemes, during the period that the BT SEP Service is included in the pricing package or scheme, the Charges specified in the Schedule may be amended by the terms of the pricing package or scheme and upon termination of the pricing package or scheme, the Charges will revert to those specified in the Schedule.

7.5 Cancellation and Termination Charges

7.5.1 Cancellation Charges

For the purposes of Clause 16 of the General Terms, if you cancel an Order, or part of it, any time before the Service Start Date you will pay BT the Cancellation Charges as set out in Clause 16.2 of the General Terms:

7.5.2 Termination Charges

If either of us terminate the Contract or the BT SEP Service for any reason, you will pay BT:

- (a) all outstanding Charges or payments due and payable under the Contract for any part of the BT SEP Service already provided;
- (b) De-installation Charges; and
- (c) any other Charges as set out in any applicable Order.

7.5.3 In addition to the Charges set out at Paragraph 7.5.2 above, if you terminate the Contract or the BT SEP Service for convenience in accordance with Clause 17 of the General Terms or if BT terminates the Contract or BT SEP Service in accordance with Clause 18 of the General Terms, you will pay BT, as compensation, equal to:

- (a) 100 per cent of the Recurring Charges for any remaining months of the first 12 months of the Minimum Period of Service or Renewal Period;
- (b) 20 per cent of the Recurring Charges for the remaining months, other than the first 12 months of the Minimum Period of Service or Renewal Period; and
- (c) any waived Installation Charges.

7.6 Amendments to the General Terms

7.6.1 The definition of Software is deleted and replaced with:

"Software" means any software in object code format only, and related documentation (whether on tangible or intangible media) that BT or a supplier provides to you as part of a Service. It includes any embedded software, but it excludes Open Source Software.



Part B – Service Delivery and Management

8 BT's Obligations

8.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the BT SEP Service, BT will:

- 8.1.1 provide you with contact details for the Service Desk; and
- 8.1.2 comply with all reasonable health and safety rules and regulations and reasonable security requirements that apply at the Site(s) and that you have notified to BT in writing, but BT will not be liable if, as a result of any such compliance, BT is in breach of any of its obligations under this Contract.

8.2 Commissioning of the Service

Before the Service Start Date, BT will:

- 8.2.1 configure the BT SEP Service.

8.3 During Operation

On and from the Service Start Date, BT:

- 8.3.1 will respond and use reasonable endeavours to remedy an Incident without undue delay and in accordance with the Service Care Levels in Part C of the Contract if BT detects or if you report an Incident;
- 8.3.2 will work with you to restore service as soon as practicable during Local Contracted Business Hours if BT detects, or if you report an Incident on the BT SEP Service;
- 8.3.3 will maintain SEP Portal to provide you with online access to performance reports;
- 8.3.4 may carry out Maintenance from time to time and will use reasonable endeavours to inform you at least five Business Days before any Planned Maintenance on the BT SEP Service or the BT Network, however, BT may inform you with less notice than normal, or without notice, where Maintenance is required in an emergency; and
- 8.3.5 may, in the event of a security breach affecting the BT SEP Service, require you to change any or all of your passwords.

9 Your Obligations

9.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the BT SEP Service, you will:

- 9.1.1 provide BT with access to any Site(s) during Business Hours, or as otherwise agreed, to enable BT to set up, deliver and manage the BT SEP Service;
- 9.1.2 in jurisdictions where an employer is legally required to make a disclosure to its Users and other employees:
 - (a) inform your Users that as part of the BT SEP Service being delivered by BT, BT may monitor and report to you the use of any targeted applications by them;
 - (b) ensure that your Users have consented or are deemed to have consented to such monitoring and reporting (if such consent is legally required); and
 - (c) agree that BT will not be liable for any failure by you to comply with this Paragraph 9.1.2, you will be liable to BT for any Claims, losses, costs or liabilities incurred or suffered by BT due to your failure to comply with this Paragraph 9.1.2.
- 9.1.3 be responsible for downloading the licence pack, and deploying licensed agent software to the endpoint Devices selected;
- 9.1.4 identify which employees will have access to the BT SEP Service, supply BT with their name and email address for their individual role based access to be created;
- 9.1.5 upon receiving the BT SEP Service access credentials, ensure you successfully complete the account set-up, including password creation;
- 9.1.6 share with BT any relevant internal processes or policies that may affect delivery of the BT SEP Service, and operations, and BT will advise where these are not compatible with the BT SEP Service;
- 9.1.7 make available to BT sufficient resources to facilitate ordering, design, and implementation of the BT SEP Service; and
- 9.1.8 nominate a representative for SOC interaction when raising Incidents.

9.2 During Operation

On and from the Service Start Date, you will:



- 9.2.1 ensure that Users report Incidents to the Customer Contact and not to the Service Desk;
- 9.2.2 ensure that the Customer Contact will take Incident reports from Users and pass these to the Service Desk using the reporting procedures agreed between both of us, and is available for all subsequent Incident management communications;
- 9.2.3 monitor and maintain any Customer Equipment connected to the BT SEP Service or used in connection with the BT SEP Service;
- 9.2.4 ensure that any Customer Equipment that is connected to the BT SEP Service or that you use, directly or indirectly, in relation to the BT SEP Service is:
 - (a) connected using the applicable network termination point, unless you have BT's permission to connect by another means;
 - (b) adequately protected against viruses and other breaches of security;
 - (c) technically compatible with the BT SEP Service and will not harm or damage BT Equipment, the BT Network, or any of BT's suppliers' or subcontractors' network or equipment; and
 - (d) approved and used in accordance with relevant instructions, standards and Applicable Law and any safety and security procedures applicable to the use of that Customer Equipment;
- 9.2.5 immediately disconnect any Customer Equipment, or advise BT to do so at your expense, where Customer Equipment:
 - (a) does not meet any relevant instructions, standards or Applicable Law;
 - (b) contains or creates material that is in breach of the Acceptable Use Policy and you are contacted by BT about such material, and;
 - (c) redress the issues with the Customer Equipment prior to reconnection to the BT SEP Service;
- 9.2.6 maintain a written list of current Users and provide a copy of such list to BT within five Business Days following BT's written request at any time;
- 9.2.7 ensure the security and proper use of all valid User access profiles, passwords and other systems administration information used in connection with the BT SEP Service and:
 - (a) immediately terminate access for any person who is no longer a User;
 - (b) inform BT immediately if a User's ID or password has, or is likely to, become known to an unauthorised person, or is being or may be used in an unauthorised way;
 - (c) take all reasonable steps to prevent unauthorised access to the BT SEP Service; and
 - (d) satisfy BT's security checks if a password is lost or forgotten.
- 9.2.8 ensure that the maximum number of Users will not exceed the permitted number of User identities as set out in any applicable Order;
- 9.2.9 not allow any User specific subscription to be used by more than one individual User unless it has been reassigned in its entirety to another individual User, in which case you will ensure the prior User will no longer have any right to access or use the BT SEP Service; and
- 9.2.10 inform BT within five Business Days if the number of Users increases by more than five per cent from the number of Users as set out in any applicable Order and, in these circumstances, or if BT can demonstrate by management reports that the number of Users exceeds that limit, BT may increase the Charges proportionately.

10 Notification of Incidents

Where you become aware of an Incident:

- 10.1 You will report it to the Service Desk;
- 10.2 BT will give you a Ticket;
- 10.3 BT will inform you when it believes the Incident is cleared and will close the Ticket when:
 - 10.3.1 you confirm that the Incident is cleared within 24 hours after having been informed; or
 - 10.3.2 BT has attempted unsuccessfully to contact you, in the way agreed between both of us in relation to the Incident, and you have not responded within 24 hours following BT's attempt to contact you.
- 10.4 If you confirm that the Incident is not cleared within 24 hours after having been informed, the Ticket will remain open, and BT will continue to work to resolve the Incident.
- 10.5 Where BT becomes aware of an Incident, Paragraphs 10.2, 10.3 and 10.4 will apply.



Part C – Service Care Levels and Service Levels

11 Service Care Levels

- 11.1 All Incidents will be assigned a Priority by BT. You may request, and BT will reasonably consider, changes to the Priority assigned to an Incident.
- 11.2 You will ensure that any Incident notification includes all relevant and available logs at the time of contacting BT.
- 11.3 BT may require additional data while investigating the Incident that could include but not limited to the following:
 - 11.3.1 WPP logs;
 - 11.3.2 Complete dumps (not mini-dumps);
 - 11.3.3 Packet captures - required to investigate firewall, application control, device control issues;
 - 11.3.4 Machine image - when issue cannot be reproduced readily;
 - 11.3.5 Performance monitor logs;
 - 11.3.6 Process monitor logs;
 - 11.3.7 Windows Performance Analyser;
 - 11.3.8 Filemon logs; and
 - 11.3.9 Remote access to your endpoint Devices.
- 11.4 **Priority 1 ("P1" or "Priority 1")** is defined as:
 - 11.4.1 a major Incident which is triggered if you contact the Service Desk ten or more times within 30 minutes with an Incident; and
 - (a) it is reasonably assumed to be caused by the same Incident; and
 - (b) it can be attributed to a common defect in the AWS Service that is causing the Incident.
 - 11.4.2 a major system fault or BT's own monitoring systems revealed a P1 fault;
 - 11.4.3 the BT SEP Service is inaccessible where:
 - (a) the API interface for downloading BT client software goes down for more than one hour; or
 - (b) virus updates are not delivered to you for more than 24 hours; or
 - (c) BT data is lost or damaged, or there is a security breach of the data.
- 11.5 BT will aim to acknowledge and respond to a P1 Incident within 30 minutes of you reporting the Incident to BT in accordance with Paragraph 10.
- 11.6 **Priority 2 ("P2" or "Priority 2")** is defined as:
 - 11.6.1 either intermittent failures of the BT SEP Service; or
 - 11.6.2 degradation of the BT SEP Service rendering performance issues affecting at least 50 percent of BT's customers.
- 11.7 BT will aim to acknowledge and respond to a P2 Incident within two hours of you reporting the Incident to BT in accordance with Paragraph 10.
- 11.8 **Priority 3 ("P3" or "Priority 3")** is defined as a BT problem or low-level fault.
- 11.9 BT will aim to acknowledge and respond to a P3 Incident within 24 hours of you reporting the Incident to BT in accordance with Paragraph 10.
- 11.10 **Priority 4 ("P4" or "Priority 4")** is defined as a BT general query about the BT SEP Service which does not directly impact the performance of the BT SEP Service.

12 Service Availability

- 12.1 **Availability Service Level**
 - 12.1.1 For each Service Period, BT shall aim to deliver the BT SEP Service to the Target Availability Service Level.
 - 12.1.2 In the event that BT fails to provide the BT SEP Service during the applicable Service Period in accordance with the Target Availability Service Level, then:
 - (a) you shall, subject to Paragraph 12.3 and 12.6.1, receive a Service Credit in accordance the Achieved Availability Service Level set out in Paragraph 12.2.
 - (b) BT will provide an initial plan within 10 Business Days of failure of the Target Availability Service Level indicating the measures that you must take to avoid a repetition of such failure.



- 12.1.3 BT may, at its sole option, test the uptime of the BT SEP Service. BT may share with you details as to how such testing will be conducted, such as, methodology, scope of testing, timing and specifications of proposed methods of testing and any other information which BT may decide.
- 12.1.4 The Achieved Availability Service Level will be calculated at the end of each applicable Service Period using the following calculation to determine the percentage of time the BT SEP Service is unavailable.
 - (a) $(\text{Total Time} - \text{Down Time}) / \text{Total Time} \times 100\%$
 - Or:
 - (b) $(\text{Total Attempts} - \text{Failed Attempts}) / \text{Total Attempts} \times 100\%$

12.2 Service Credits

The Service Credit payable shall be based on the Achieved Availability Service Level set out below:

Achieved Availability Service Level (%)	Service Credit
98.50% - 99.49%	5% of the Recurring Charges paid by you in the applicable Service Period.
97.50% - 98.49%	10% of the Recurring Charges paid by you in the applicable Service Period.
96.00% - 97.49%	20% of the Recurring Charges paid by you in the applicable Service Period.
95.99% or less	30% of the Recurring Charges paid by you in the applicable Service Period.

12.3 Service Credit Limitations

- 12.3.1 Service Credits shall not exceed 30 percent of the monthly Recurring Charges during any Service Period.
- 12.3.2 Payment of any Service Credits for failure by BT to meet the Target Availability Service Level shall be subject to verification by BT and payment of all outstanding Charges by you.

12.4 Down Time and Failed Attempts

- 12.4.1 Down Time and Failed Attempts will not include any period the BT SEP Service is unavailable or you cannot access the SEP Portal as a result of:
 - (a) an Excluded Problem;
 - (b) the BT SEP Service being modified or altered in any way by you, or by BT in accordance with your instructions;
 - (c) Maintenance, including any emergency Maintenance;
 - (d) you having performed any network configurations that BT did not approve;
 - (e) an Incident has been reported and BT cannot confirm that an Incident exists after performing tests;
 - (f) you requesting BT to test the BT SEP Service at a time when no Incident has been detected or reported;
 - (g) the events set out in Clause 8 and Clause 23 of the General Terms applying; or
 - (h) any agreed trial period of the BT SEP Service.

12.5 Excluded Problem

- 12.5.1 An "Excluded Problem" is:
 - (a) any problem that relates to the operation of the BT SEP Service (including any applicable enabling Software) or
 - (b) any failure or problem that is the result of any problems caused by or arising out of the operation of the BT SEP Service or other resources which BT has advised or may advise from time to time are incompatible with or are not to be used with the BT SEP Service.
- 12.5.2 An Excluded Problem includes:
 - (a) issues with Apple App Store or Google Play Store;
 - (b) your own network outage preventing fulfilment of the BT SEP Service or update to the BT SEP Service;
 - (c) Domain name system issues beyond your control; or
 - (d) failure by you to provide any required registration details or incorrectly providing such detail;
 - (e) failure to provide the BT SEP Service as a result of a Force Majeure Event; or
 - (f) any problems caused or arising out of any testing of the BT SEP Service by BT that has been agreed by you.

12.6 Requests for Service Credits

- 12.6.1 You may request applicable Service Credits within 28 days of the end each Service Period where they apply by providing details of the reason for the claim. Any failure by you to submit a request in accordance with this Paragraph 12.6 will constitute a waiver of any claim for Service Credits for that Service Period.
- 12.6.2 Upon receipt of a valid request for Service Credits in accordance under this Contract:



- (a) BT will issue you with the applicable Service Credits by deducting those Service Credits from your invoice within two billing cycles of the request being received; and
 - (b) following expiry or termination of the Contract where no further invoices are due to be issued by BT, we will pay you the Service Credits in a reasonable period of time.
- 12.6.3 All Service Levels and Service Credits will be calculated in accordance with information recorded by BT or its Supplier.



Part D – Defined Terms

13 Defined Terms

In addition to the defined terms in the General Terms, capitalised terms in this Schedule will have the below meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms, these defined terms will take precedence for the purposes of this Schedule). BT has repeated some definitions in this Schedule that are already defined in the General Terms. This is to make it easier for you to find the definitions when reading this Schedule.

“Achieved Availability Service Level” is the actual time that the core features and functionalities of the BT SEP Service are available during any Service Period, subject to any Excluded Problems, and is calculated in accordance with Paragraph 12.1.4.

“API” means application programming interface

“AWS Service” means the underlying cloud platform provided by Amazon upon which the BT SEP Service is built.

“BT Price List” means the document containing a list of BT’s charges and terms that may be accessed at: www.bt.com/pricing (or any other online address that BT may advise you).

“BT SEP Service” has the meaning given in Paragraph 1.

“Business Hours” means between the hours of 0800 and 1700 in a Business Day.

“Charges” means Installation Charges and Recurring Charges.

“Customer Equipment” means any equipment including any software, other than BT Equipment, used by you in connection with a BT SEP Service.

“Cyber Defence Manager” means the management console coordinating alerts from the endpoints, and reporting to BT.

“Device” means any mobile handset, laptop, tablet or other item of handheld equipment, including all peripherals, excluding SIM Cards and applications, which are in scope of the BT SEP Service, as set out in the Order.

“Down Time” is the period that the BT SEP Service is unavailable in any Service Period and is subject to Paragraph 12.4.

“Enabling Service” has the meaning given in Paragraph 5.1.

“EULA” has the meaning given in Paragraph 7.3.1.

“Excluded Problem” has the meaning given in Paragraph 12.4.

“Failed Attempts” means the number of times you correctly attempt to access the SEP Portal but are unsuccessful within any Service Period and is subject to Paragraph 12.4.

“Filemon” means a registry monitor and process activity report tool.

“General Terms” means the general terms to which this Schedule is attached or can be found at www.bt.com/terms, and that form part of the Contract.

“Incident” means an unplanned interruption to, or a reduction in the quality of, the BT SEP Service or particular element of the BT SEP Service.

“Installation Charges” means those Charges set out in any applicable Order in relation to installation of the BT SEP Service.

“Internet” means a global system of interconnected networks that use a standard Internet Protocol to link devices worldwide.

“Internet Protocol” or **“IP”** means a communications protocol for devices connected to the Internet that specifies the format for addresses and units of transmitted data.

“Minimum Period of Service” means a period of 12 consecutive months beginning on the Service Start Date, unless set out otherwise in any applicable Order.

“Notice of Renewal” has the meaning given in Paragraph 7.1.1.

“Notice to Amend” has the meaning given in Paragraph 7.1.4.

“Planned Maintenance” means any Maintenance BT has planned to do in advance.

“Professional Services Charges” means those Charges related to services provided by BT which are labour related services.

“Recurring Charges” means the Charges for the BT SEP Service or applicable part of the BT SEP Service that are invoiced repeatedly in every payment period (e.g. every month), as set out in any applicable Order.

“Renewal Period” means for each BT SEP Service, the initial 12 month period following the Minimum Period of Service, and each subsequent 12 month period.

“SEP Portal” has the meaning given in Paragraph 2.1.

“Service Care Levels” means the times to respond to an Incident that BT will endeavour to achieve in response to a fault report as set out in Paragraph 11.

“Service Desk” means the helpdesk that you are able to contact to submit service requests, report Incidents and ask questions about the BT SEP Service.

“Service Level” means the Target Availability Service Level.



“**Service Management Boundary**” has the meaning given in Paragraph 4.1.

“**Service Options**” are those options, if any, set out in Paragraph 3, that you select in an Order.

“**Service Period**” means any one calendar month.

“**Site**” means a location at which the BT SEP Service is provided.

“**SOC**” means security operations centre

“**Standard Service Components**” has the meaning given in Paragraph 2.

“**Supplier**” means the Symantec Corporation, 350 Ellis Street Mountain View, CA94043, United States.

“**Target Availability Service Level**” means that the core features and functionalities of the BT SEP Service will be available for 99.5% of the applicable Service Period, subject to any Excluded Problems.

“**Total Attempts**” means the number of times the Customer correctly attempts to access the SEP Portal within any Service Period.

“**Ticket**” means the unique reference number provided by BT for an Incident.

“**Total Time**” means the total time in any Service Period.



APPENDIX 1 - EULA

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