



BT Managed DDoS Security UK Annex to the Internet Connect UK Schedule

Contents

A note on 'you'	2
Application of this Annex.....	2
Part A – The Service	2
1 Service Summary.....	2
2 Service Standard Components	2
3 Service Options	2
4 Service Management Boundary	4
5 Specific Terms and Conditions	4
Part B – Service Delivery and Management	6
6 BT’s Obligations.....	6
7 Your Obligations.....	6
8 Notification of Incidents.....	7
9 Invoicing	8
10 Cancellation Charges prior to the Service Start Date	9
11 Charges at the End of the Contract	9
12 Service Amendment.....	9
Part C – Service Targets	10
13 Service Availability	10
Part D – Defined Terms.....	11
14 Defined Terms	11

A NOTE ON ‘YOU’

‘You’ and ‘your’ mean the Customer.

Phrases that refer to ‘either’, ‘neither’, ‘each of us’, ‘both of us’ or ‘we both’ mean one or both Parties, whichever makes sense in the context of the sentence.

APPLICATION OF THIS ANNEX

The following terms and conditions will apply where you are contracting for the BT Managed DDoS Security Service. They apply in addition to:

- (a) Conditions contained within the Internet Connect UK Schedule to the General Terms; and
- (b) The Order.

Where this Annex varies any clause in the Internet Connect UK Schedule, the variation applies to the Services in this Annex only, unless expressly stated.

Part A – The Service

1 SERVICE SUMMARY

BT will provide to you a service that mitigates attacks by profiling normal Internet traffic behaviour and proactively monitoring the Internet traffic routing to your Internet connection. DDoS detects floods, worm and anomalous traffic behaviour; in these circumstances and appropriate to the Service Level, BT will instigate mitigation which will permit legitimate traffic to proceed. The Service is comprised of:

- 1.2 all of the service standard components set out in Paragraph 2 as set out in any applicable Order; and
- 1.3 any of the service options set out in Paragraph 3 that are selected by you as set out in any applicable Order, (the “**Service**”).

2 SERVICE STANDARD COMPONENTS

BT will provide to you all of the following service standard components in accordance with the details set out in any applicable Order:

- 2.1 a service that monitors your BT Internet Connect UK Service in the UK only and alerts against DDoS attacks;;
- 2.2 a Service Centre for you to report faults to;
- 2.3 monitoring of traffic on Managed Object(s);
- 2.4 investigation of anomalous traffic patterns; and,
- 2.5 Alerts.

3 SERVICE OPTIONS

BT will provide to you the “**Bronze Lite**”, “**Bronze**”, “**Silver**” or “**Gold**” option that you select in the Order. These options relate to the respective specifications set out in the table below and in any applicable Order, and will apply in accordance with the details set out in that Order. All options provide automated detection of attacks. The different Service Levels will dictate as to what types of attacks will be detected.

Service option specification	Bronze Lite	Bronze	Silver	Gold
DDoS Mitigation	Once only on demand at PE (network edge) router.	Unlimited Cloud.	Unlimited Cloud.	Unlimited Cloud.

Service option specification	Bronze Lite	Bronze	Silver	Gold
Response Time to DDoS attack	1 hour response (Mon-Fri 09:00 to 17:00 UK time excluding Public Holidays)	Automated mitigation 24x7x365 – typically mitigation will be triggered within 9 minutes of attack.	Automated mitigation 24x7x365 - typically mitigation will be triggered within 9 minutes of attack.	Automated mitigation 24x7x365 - typically mitigation will be triggered within 9 minutes of attack.
Managed Object / Mitigation template	Generic based on link speed.	1 x Managed Object / template tailored to customer’s service.	3 x Managed Object / template tailored to customer’s service(s).	5 x Managed Object / template tailored to customer’s service(s).
Alerting Service	High Alert auto email to specified Customer and BT Sales contacts.	High Alert auto email to specified Customer and BT Sales contacts.	High Alert auto email to specified Customer and BT Sales contacts.	High Alert auto email to specified customer and BT Sales contacts.
Traffic reports and alert options available via the Portal.	No.	Yes.	Yes.	Yes.
Ability to modify reports via the Portal.	No.	Yes	Yes.	Yes.
Reach In / Reach out to CCO	No.	No. Reach In limited to initial set up (Monday – Friday 09:00 to 17:00 excluding Public Holidays).	24x7x365 Reach In – reactive support under attack / suspected attack.	24x7x365 Reach In / Reach Out – proactive High Alerts.
Service Requests (amendments to DDoS configurations and actions)	No.	No.	Up to 16 service requests per annum (Mon – Fri 09:00 to 17:00 excluding Public Holidays).	Unlimited service requests (Mon – Fri 09:00 to 17:00 excluding Public Holidays).
Fast Flood (Faster detection and mitigation)	No	No	Yes – mitigation time < 1min	Yes – mitigation time < 1min
Security ops monitoring	No	No	24x7 monitoring	24x7 pro-active monitoring
Incident Management	Mitigation for single continuous period (maximum up to 72 hours).	Unlimited auto-mitigations	Unlimited auto-mitigations plus manual mitigation	Unlimited auto-mitigations plus manual mitigation

Service option specification	Bronze Lite	Bronze	Silver	Gold
Additional CPE for protection against Application Layer Attacks and in-depth, real-time attack reports detailing blocked hosts, origin countries of attacks and historic trends.	No.	No.	Yes.	Yes.

4 SERVICE MANAGEMENT BOUNDARY

- 4.1 BT will provide and manage the Service as set out in Parts B and C of this Schedule and as set out in the Order up to demarcation points as set out in the remainder of this Paragraph 4 (“**Service Management Boundary**” or “**SMB**”).
- 4.2 For Service provided as a cloud service only (with no Additional CPE), the SMB, is detailed in Paragraph 4.3 of Internet Connect UK Schedule.
- 4.3 For Service with Additional CPE, the SMB shall be:
 - 4.3.1 the Ethernet port linking the Additional CPE to the Customer Router;
 - 4.3.2 the Ethernet port linking the Additional CPE to your firewall; or
 - 4.3.3 where the Service is managed over the Internet – the Ethernet port linking the BT Management Router to the Broadband Router.
- 4.4 BT will have no responsibility for the Service outside the Service Management Boundary.
- 4.5 BT does not make any representations, whether express or implied, about the interoperability between the Service and any Customer Equipment.

5 SPECIFIC TERMS AND CONDITIONS

5.1 Minimum Period of Service

5.1.1 The Minimum Period of Service will be as set out in the Order and on expiry of the Minimum Period of Service the Contract will continue in force until terminated by either of us in accordance with the Contract.

5.2 Service option upgrades and downgrades

At any time, you may request a move from one of the options set out at Paragraph 3 to another:

5.2.1 If you decide to upgrade to a higher service option, the following terms will apply:

- (a) no Termination Charges will be payable for the option that you are moving from;
- (b) BT will re-calculate the Charges for the upgraded option; and
- (c) a new Minimum Period will apply to the upgraded option, which BT will advise you of at the time of upgrading.

5.2.2 If you decide to downgrade to a lower Service option, the following terms will apply:

- (a) you will pay the Termination Charges for the option that you are moving from, as set out in Paragraph 11 below;
- (b) BT will recalculate the Charges for the downgraded option; and
- (c) a new Minimum Period will apply to the downgraded option, which BT will advise you of at the time of downgrading.

5.3 Suspension and Termination

Where BT believes that a Malicious Attack or frequent Malicious Attacks threaten the BT Network or are having a significant impact on BT’s other customers:

5.3.1 BT may (without Notice) prevent incoming traffic coming to the target of the Malicious Attack and deny traffic to that target to all areas of BT’s BT Network, which may mean in some instances the target under attack may lose some or all Internet service;

- 5.3.2 BT will make all reasonable efforts to keep you informed of reasons for suspension and anticipated timescale for resumption of service and to resume service as soon as possible; and
- 5.3.3 Where the Internet Connect UK Service provided under this Contract is terminated the BT Managed DDoS Service will automatically terminate and you will pay the Termination Charges set out in Paragraph 11 of this Annex, unless either party has terminated the Internet Connect UK Service under clause 18 of the Conditions.

5.4 Service Limitations

- 5.4.1 BT will not be able to detect and mitigate all Malicious Attacks;
- 5.4.2 In some circumstances the mitigation may also filter out legitimate traffic;
- 5.4.3 BT will not be liable for any failure to detect and/or mitigate any Malicious Attack or for filtering out legitimate traffic.

5.5 Charges and Deposits

- 5.5.1 The Charges for the Service will begin on the Service Start Date and are fixed for the Minimum Period of Service. All Charges will be calculated in accordance with the charging information attached to the Order.

Part B – Service Delivery and Management

6 BT'S OBLIGATIONS

6.1 Service Delivery

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

- 6.1.1 provide to you contact details for the helpdesk that you will be able to contact to submit service requests, report Incidents and ask questions about the Service (“**Service Centre**”);
- 6.1.2 comply with all reasonable health and safety rules and regulations and reasonable security requirements that apply at a Site and are notified to BT in writing. BT will not be liable if, as a result of any such compliance, BT is in breach of any of BT's obligations under this Contract;
- 6.1.3 provide you with a date on which delivery of the Service (or each part of the Service, including to each Site) is due to start (“**Customer Committed Date**”) and will use commercially reasonable endeavours to meet any Customer Committed Date.

6.2 Commissioning of the Service

Before the Service Start Date, BT will:

- 6.2.1 configure the Service;
- 6.2.2 conduct a series of standard tests on the Service to ensure that it is configured correctly; and
- 6.2.3 on the date that BT has completed the activities in this Paragraph 6.2, confirm to you the Service Start Date.

6.3 During Operation

On and from the Service Start Date, BT:

- 6.3.1 in the event of a Malicious Attack being detected or advised to BT:
 - (a) will provide automatic Alerts or advice by telephone (depending on the Service option chosen by you), including advice as appropriate on tests and checks to be carried out by you;
 - (b) carry out diagnostic checks from BT's premises; and
 - (c) will mitigate the Malicious Attack by:
 - (i) automatic intervention; or
 - (ii) manual mitigation (if agreed between both of us);
- 6.3.2 will maintain a web Portal to provide you with online access to performance reports;
- 6.3.3 may, in the event of a security breach affecting the Service, require you to change any or all of your passwords to the Portal; and
- 6.3.4 upgrade software/enhance functionality.

6.4 The End of the Service

On termination of the Service by either one of us, or expiry, BT will:

- 6.4.1 have the right to disconnect and remove any BT Equipment that may be located at the Site(s).

7 YOUR OBLIGATIONS

7.1 Service Delivery

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

- 7.1.1 provide BT with the names and contact details of any individuals authorised to act on your behalf for Service management matters (“**Customer Contact**”), but BT may also accept instructions from a person who BT reasonably believes is acting with your authority;
- 7.1.2 provide BT with any information reasonably required without undue delay, including full details of the Managed Object(s);
- 7.1.3 advise BT immediately of any changes to the Managed Object(s), authorised traffic and/or the contact details of the Customer Contact;
- 7.1.4 provide BT with details of the Managed Object(s) via the Mitigation Templates;
- 7.1.5 complete and agree the Mitigation Template;

- 7.1.6 provide BT with access to your Site(s) where necessary, during Business Hours, or as otherwise agreed, to enable BT to set up, deliver and manage the Service and to respond to Incidents;
- 7.1.7 complete any preparation activities that BT may request to enable you to receive the Services promptly and in accordance with any reasonable timescales;
- 7.1.8 notify BT in writing of any health and safety rules and regulations and security requirements that apply at a Site;
- 7.1.9 maintain a PSTN, ISDN or broadband line(s) as required for the Additional CPE at the Site(s) for exclusive use with the Service.
- 7.1.10 provide a secure, continuous power supply at the Site for the operation and maintenance of the router and Additional CPE at such points and with such connections as BT specifies. In order to mitigate any Service interruption resulting from failure in the principal power supply, you will provide back-up power with sufficient capacity to conform to the standby requirements of the applicable British standards.

7.2 Service Operation

On and from the Service Start Date, you will:

- 7.2.1 take any steps that BT advises you to take in the event of prolonged and frequent Malicious Attacks;
- 7.2.2 ensure that the Customer Contact reports Incidents and Malicious Attacks initially to the Service Centre using the reporting procedures agreed between both of us, and will be available for all subsequent Incident and Malicious Attack management communications;
- 7.2.3 immediately terminate access to any Customer Contact who ceases to be an authorised Customer Contact;
- 7.2.4 monitor and maintain any Customer Equipment connected to the Service or used in connection with a Service;
- 7.2.5 ensure that any Customer Equipment that is connected to the Service or that you use, directly or indirectly, in relation to the Service is:
 - (a) connected and used in accordance with any instructions, standards and safety and security procedures applicable to the use of that Customer Equipment;
 - (b) technically compatible with the Service and will not harm or damage BT Equipment, the BT Network, or any of BT's supplier's or subcontractor's network or Equipment; and
 - (c) approved and used in accordance with relevant instructions and Applicable Law;
- 7.2.6 immediately disconnect any Customer Equipment, or advise BT to do so at your expense, if Customer Equipment does not meet any relevant instructions, standards or Applicable Law;
- 7.2.7 maintain a list of current Users and immediately terminate access for any person who ceases to be an authorised User;
- 7.2.8 ensure the security and proper use of all valid User access profiles, passwords and other systems administration information used in connection with the Service and:
 - (a) inform BT immediately if a User 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;
 - (b) take all reasonable steps to prevent unauthorised access to the Service; and
 - (c) satisfy BT's security checks if a password is lost or forgotten.
- 7.2.9 if BT requests you to do so in order to ensure the security or integrity of the Service, change any or all passwords and/or other systems administration information used in connection with the Service.

7.3 The End of the Service

On termination of the Service by either one of us, or expiry, you will disconnect any BT Equipment or Additional CPE from the Service.

8 NOTIFICATION OF INCIDENTS

8.1 Where you become aware of an Incident:

- 8.1.1 the Customer Contact will report it to BT's Service Centre;
- 8.1.2 BT will:
 - (a) give you a unique reference number for the Incident ("**Trouble Ticket**");
 - (b) provide advice by telephone, including where appropriate advice tests and checks to be carried out by you;

- (c) where possible, carry out diagnostic checks from BT’s premises and you will co-operate in diagnosing faults by carrying out any diagnostic and test routines requested by BT or included in the manufacturer’s instructions;
- (d) where the Incident is due to a fault in the Additional CPE and where BT considers it necessary, and as soon as reasonably practicable, visit the Site where (b) and (c) do not diagnose or clear the Incident;

8.1.3 Where replacement parts are provided by BT, the parts removed will become BT’s property;

8.1.4 BT may remove all or part of the Additional CPE from the Site for inspection, testing and repair, but whenever reasonably practicable BT will take steps to protect the continuity of the Service.

8.1.5 BT aims to respond to faults in the Additional CPE as follows:

Response Time	Restoration Time
4 hours	End of next Business Day

8.1.6 Break / Fix of BT Equipment within BT’s Service Management Boundary will be next Business Day.

8.1.7 Incident Repair covers:

- (a) Incidents resulting from normal wear and tear; and
- (b) Incidents or work resulting from other causes or circumstances, but an additional charge will be payable. Such other causes or circumstances include:
 - (i) misuse; incorrect environmental conditions including incorrect temperature and humidity levels; faulty manufacture or design; mains electrical surges or failures; or
 - (ii) lightning damage; electromagnetic interference; any other accidental or deliberate damage.

8.1.8 Incident Repair does not cover:

- (a) loss of software programmes generated by you;
- (b) work at the your request outside of working hours;
- (c) repair, replacement or re-routing of your wiring or cabling or provision of additional wiring and cabling; or
- (d) Incidents reported by you which are not covered by Incident repair.

8.1.9 BT will inform you when BT believes the Incident is cleared, and will close the Trouble Ticket when:

- (a) you confirm that the Incident is cleared within 24 hours of being informed; or
- (b) 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 of BT’s attempt to contact you.

8.1.10 If you confirm that the Incident is not cleared within 24 hours of being informed, the Trouble Ticket will remain open, and BT will continue to endeavour to resolve the Incident and, where appropriate, BT will continue to measure availability downtime, until the Trouble Ticket is closed as set out in Paragraph 8.1.9.

8.1.11 Where BT becomes aware of an Incident, Paragraph, 8.1.9 and 8.1.10 will apply.

9 INVOICING

9.1 BT will invoice you for the Charges for the Service as set out in Paragraph 9.1 in the amounts specified in any Orders:

9.2 Unless stated otherwise in an applicable Order, BT will invoice you for:

- 9.2.1 the Recurring Charges for this Service as set out in the Order, monthly in advance;
- 9.2.2 Installation Charges, where applicable, on the Service Start Date;
- 9.2.3 Charges for the Professional Services where applicable for this Service, as set out in the Order, on the Service Start Date, or agreed during the term of the Contract;
- 9.2.4 any Termination Charges incurred in accordance with Paragraph 10 upon termination of the relevant Service.

9.3 BT may invoice you for any of the following Charges in addition to those set out in the Order:

- 9.3.1 Charges for providing the Professional Services outside of Business Hours;
- 9.3.2 Charges for investigating your reported Incidents where BT finds no Incident or that the Incident is outside the Service Management Boundary;
- 9.3.3 Charges for commissioning the Service as set out in Paragraph 6.2 outside of Business Hours;
- 9.3.4 Charges for restoring Service if the Service has been suspended in accordance with clause 10.1.2 of the General Terms;

- 9.3.5 Charges for cancelling the Service in accordance with clause 17 of the General Terms;
- 9.3.6 Charges for expediting provision of the Service at your request after you've been informed of the Customer Committed Date; and
- 9.3.7 any other Charges set out in any applicable Order or otherwise agreed between both of us.

10 CANCELLATION CHARGES PRIOR TO THE SERVICE START DATE

- 10.1.1 If you cancel the Service prior to the Service Start Date, you will pay BT's reasonable costs, including the costs of any Equipment provided by or ordered from third parties, including BT's suppliers.
- 10.1.2 The Notice period in clause 17 of the General Terms (relating to cancelling an Order before the Service Start Date) is amended to 30 days.

11 CHARGES AT THE END OF THE CONTRACT

- 11.1 If you exercise your right under clause 17 of the General Terms to terminate the Contract or any Service, for convenience, during the Minimum Period of Service, you will pay BT Termination Charges by way of compensation, which will be:
 - 11.1.1 all outstanding Charges for Service rendered;
 - 11.1.2 an amount equal to 3 months' Recurring Charges;
 - 11.1.3 any remaining Charges outstanding with regard to BT Equipment;
 - 11.1.4 any waived Charges for the Professional Services;
 - 11.1.5 De-Installation Charges (where applicable); and
 - 11.1.6 during the first 12 months of the Minimum Period of Service only:
 - (a) an amount equal to 100 per cent of the Recurring Charges for the part(s) of the Service terminated for any remaining months of the first 12 months of the Minimum Period of Service; and
 - (b) any waived Installation Charges for the part(s) of the Service(s) that will be terminated.
- 11.2 On the last day of the Minimum Period of Service, BT will invoice you for:
 - 11.2.1 any outstanding Charges for Service rendered; and
 - 11.2.2 De-Installation Charges (where applicable).

12 SERVICE AMENDMENT

- 12.1 You may request, by giving BT Notice, a change to:
 - 12.1.1 an Order for the Service (or part of an Order) at any time before the applicable Service Start Date; or
 - 12.1.2 the Service at any time after the Service Start Date.
- 12.2 If you exercise your right under Paragraph 12.1, and except where a change results from BT's failure to comply with BT's obligations under the Contract, BT will, within a reasonable time, provide you with a written estimate, including:
 - 12.2.1 the likely time required to deliver the changed Service; and
 - 12.2.2 any changes to the Charges due to the changed Service.
- 12.3 BT has no obligation to proceed with any change that you request under Paragraph 12.1, unless and until we both agree in writing on the necessary changes to the Charges, implementation timetable and any other relevant terms of the Contract to take account of the change.
- 12.4 If BT changes a Service prior to the Service Start Date because you have given BT incomplete or inaccurate information, BT may, in BT's reasonable discretion, apply additional reasonable one-time and/or Recurring Charges.

Part C – Service Targets

13 SERVICE AVAILABILITY

13.1 Availability Service Targets

From the Service Start Date, BT will aim to provide the Service with target availability as follows:

13.1.1 99.95% availability at all times, subject to the terms of this Contract.

(the “**Availability Service Target**”).

Part D – Defined Terms

14 DEFINED TERMS

In addition to the defined terms in the General Terms and in the Schedule, capitalised terms in this Annex will have the following 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 Annex):

“Additional CPE” means any additional Equipment provided by BT in connection with the provision of the Service.

“Application Layer Attacks” is a form of denial-of-service (DDoS attack) where attackers target the application layer of the Open Systems Interconnection model. The attack over-exercises specific functions or features of a website with the intention to disable those functions or features. This application-layer attack is different from an entire network attack.

“Alert” means notification by BT to you by email or any other means agreed between both of us of a Malicious Attack.

“Availability Service Target” has the meaning given in Paragraph 13.1.

“Broadband Router” means the BT Internet Connect Service router.

“BT Equipment” means any equipment including any Additional CPE and software, other than Customer Equipment, used by BT in connection with the provisions of the Service.

“BT Internet Connect UK Service” means the BT’s data services that allow you to connect to the Internet using a range of access methods at a variety of speeds over the BT Network.

“BT Management Router” means a Cisco 1941 combined Router/Terminal Server or equivalent router.

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

“Cyber Commercial Operations” or **“CCO”** means the BT team supporting cyber security monitoring for customers.

“CPE” means Customer Premises Equipment which is any equipment (including Software embedded in or run on such equipment), whether BT Equipment, Purchased Equipment, Supplied Equipment or equipment owned by you, which is provided, maintained or managed by BT as part of the Service and which is located at a Site, access to which can be granted by you to BT.

“Customer Committed Date” has the meaning given in Paragraph 6.1.3.

“Customer Contact” has the meaning given in Paragraph 7.1.1.

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

“Customer Router” means the Internet access router owned by you.

“DDoS” means Distributed Denial of Service.

“De-installation Charges” means the charges payable by you on de-installation of the Service that will be equal to the then current rates for Installation Charges on the date of de-installation.

“Domain Name” means a readable name on an Internet page that is linked to a numeric IP Address.

“Equipment” means BT Equipment and Customer Equipment.

“Fast Flood” means a service by which a DDoS attack can be detected quicker and mitigation therefore commenced with less delay and service impact.

“High Alert” means a high level of traffic for a significant period which indicates a likelihood that a customer may be under a DDoS attack.

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

“Installation Charges” means those Charges set out in the Order in relation to installation of the Service, Customer Equipment and/or BT Equipment as applicable.

“Integrated Services Digital Network” or **“ISDN”** means a set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over the traditional circuits of the PSTN.

“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.

“IP Address” means a unique number on the Internet of a network card or controller that identifies a device to other devices on the Internet.

“ISP” means Internet Service Provider(s).

“Local Area Network” or **“LAN”** means the infrastructure that enables the ability to transfer IP services within Sites (including data, voice and video conferencing services).

“Malicious Attack” means a DDoS attack, DDoS flood, protocol misuse and behaviour anomaly based attack.

“Managed Object” means a range of IP addresses which BT will monitor and thresholds that will be used to trigger an Alert and subsequently automated mitigation.

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

“Mitigation Template” means the form 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 you and BT.

“Provider Edge Routers” or **“PE Routers”** means the BT Equipment on the edge of the BT Network where Access Lines are terminated and Customer traffic enters the core network.

“Portal” means a secure shared website that enables you to view service information, request changes and download service reports.

“Professional Services” means assistance with the implementation, configuration of the Service and operational assistance.

“PSTN” means Public Switched Telephone Network, which is the concentration of the world’s public circuit switched telephone networks.

“Reach In” means that in addition to the automated mitigation (and alerts) BT can be contacted to assist and support customers who are either under attack or fear they will be attacked.

“Reach Out” means that in addition to the automated mitigation (and alerts), BT will actively monitor the traffic on the customer’s network and pro-actively investigate any high alerts and advise the customer of any action to take.

“Recurring Charges” means the monthly fees payable by you for the Service.

“Schedule” means Internet Connect UK Schedule (BTnet).

“Security Centre Resolver Group” means a team of security experts within BT which are available to deal with any requests for assistance as set out in Paragraph 3.

“Service” has the meaning given in Paragraph 1.

“Service Centre” has the meaning given in Paragraph 6.1.1.

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

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

“Supported Equipment” means the BT Management Router and the Additional CPE detailed on the Order. BT may require the Supported Equipment to pass an acceptance test prior to the commencement of the Service.

“Termination Charges” means those Charges incurred in accordance with Paragraph 10.

“Trouble Ticket” has the meaning given in Paragraph 8.1.2.

“Unlimited Cloud” means a service where BT provides you with an unlimited number of mitigations, through its cloud based system.