

# BT Security Threat Monitoring Schedule to the General Terms

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## A NOTE ON 'YOU'

'You' and 'your' mean the Customer.

Phrases that refer to 'either', 'neither', 'each of us', 'both of us', 'we each' or 'we both' mean one or both of BT and the Customer, whichever makes sense in the context of the sentence.

## 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 Service

### 1 SERVICE SUMMARY

BT will provide you with a fully managed cloud based security service that will monitor Devices, analyse your data, filter Content and alert you to potential threats, comprising:

- 1.1 the Standard Service Components; and
- 1.2 any of the Service Options as set out in any applicable Order, up to the point of the Service Management Boundary as set out in Paragraph 4 (the "**Service**").

### 2 STANDARD SERVICE COMPONENTS

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

#### 2.1 Sentry:

BT will:

- 2.1.1 provide you with either or both of a Virtual Sentry or a Hardware Sentry;
- 2.1.2 remotely manage, load and update the Sentry or Sentries with BT's message filter; and
- 2.1.3 use the information that you provide to BT in your Customer Enrolment Package to determine the appropriate configuration for your Sentry.
- 2.1.4 You may submit a request to BT to change your Sentry's IP Address and both of us will discuss and agree your options.

#### 2.2 Maintenance:

BT will:

- 2.2.1 maintain and update your Sentry on a regular basis and this maintenance includes filter updates, filter engine updates, correlation engine updates, configuration tuning, administrative maintenance and troubleshooting;
- 2.2.2 provide you with a 24x7x365 on-Site maintenance response for all managed BT Equipment;
- 2.2.3 replace any BT Equipment affected by an Incident;
- 2.2.4 order and install replacement hardware parts if the SOC detects an Incident in your Sentry and BT determines that a replacement is required; and
- 2.2.5 provide you with access to an updated image that you will download and install on your virtual machine server if Virtual Sentry fails due to a problem with the Virtual Sentry images.

2.3 **Correlation Engine:** BT will use a Correlation Engine to analyse incoming Events, categorise each Event according to its severity, and may notify you of high priority Events.

2.4 **Secure Operation Centres:** BT will use a Secure Operation Centre to monitor your Devices 24x7x365.

2.5 **Security Experts:** BT will provide you with skilled and accredited security experts that will be available 24x7x365 to:

- 2.5.1 analyse Event data generated by the Correlation Engine;
- 2.5.2 make an assessment of appropriate actions to take; and
- 2.5.3 if necessary, alert you to any potential threats to your Devices.

#### 2.6 Web Portal:

BT will maintain a web portal and server to provide you with online access to:

- 2.6.1 Service performance reports;
- 2.6.2 dashboards that analyse Event data and Incidents; and
- 2.6.3 messages that are transmitted from your Sentries to your designated SOC as follows:
  - (a) 30 Business Days of detailed information and data; and
  - (b) three months of weekly reports.

### 3 SERVICE OPTIONS

BT will provide you with any of the following options as set out in any applicable Order (“**Service Options**”) and in accordance with the details as set out in that Order:

#### 3.1 EU Data Domination:

If your SOC is located in the United States:

- 3.1.1 you may make a request to BT for the data that you send from Sentries to the cloud to be stored and retained in the EU.
- 3.1.2 If BT accepts your request, BT will notify you in writing on the scope of the data that will be stored and retained in the EU.
- 3.1.3 The analysis of your data may still take place anywhere in the world.

3.2 Service Options may not be available in all countries.

### 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 any applicable Order from the Sentry up to a cloud platform gateway (“**Service Management Boundary**”).
- 4.2 BT will have no responsibility for the Service outside the Service Management Boundary.
- 4.3 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.

### 5 ASSOCIATED SERVICES AND THIRD PARTIES

- 5.1 You will have the following services in place that will connect to the Service and are necessary for the Service to function and will ensure that these services meet the minimum technical requirements that BT specifies:
  - 5.1.1 Internet connection; and
  - 5.1.2 where you select Virtual Sentry:
    - (a) Open Virtualisation Format, or
    - (b) other suitable server and virtual machine environment.(each an “**Enabling Service**”).
- 5.2 If BT provides you with any services other than the 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 Use of BT Equipment

In relation to BT Equipment, you will:

- 6.1.1 keep the BT Equipment safe and without risk to health;
- 6.1.2 only use the BT Equipment, or allow it to be used, in accordance with any instructions or authorisation BT may give and for the purpose for which it is designed;
- 6.1.3 not move the BT Equipment or any part of it from the Site(s) without BT’s written consent and you will pay BT’s costs and expenses reasonably incurred as a result of such move or relocation;
- 6.1.4 not make any alterations or attachments to, or otherwise interfere with, the BT Equipment, nor permit any person (other than a person authorised by us) to do so, without BT’s prior written consent and, if BT gives its consent, agree that any alterations or attachments will become part of the BT Equipment;
- 6.1.5 not sell, charge, assign, transfer or dispose of or part with possession of the BT Equipment or any part of it;
- 6.1.6 not allow any lien, encumbrance or security interest over the BT Equipment nor pledge the credit of BT for the repair of the BT Equipment or otherwise;

- 6.1.7 not claim to be owner of the BT Equipment and ensure that the owner of the Site(s) will not claim ownership of the BT Equipment, even where the BT Equipment is fixed to the Site(s);
  - 6.1.8 obtain appropriate insurance against any damage to or theft or loss of the BT Equipment;
  - 6.1.9 indemnify BT against all Claims, losses, costs or liabilities arising from your use of the BT Equipment or where the BT Equipment is damaged, stolen or lost;
  - 6.1.10 ensure that the BT Equipment appears in BT's name in your accounting books;
  - 6.1.11 where there is a threatened seizure of the BT Equipment, or anything listed in Clause 18.3 of the General Terms applies to you, immediately provide BT with Notice so that BT may take action to repossess the BT Equipment; and
  - 6.1.12 notify any interested third parties that BT owns the BT Equipment.
  - 6.1.13 BT Equipment will remain BT's property at all times and risk in BT Equipment will pass to you upon delivery, whether or not the BT Equipment has been installed.
  - 6.1.14 You will be liable to BT for any loss of or damage to BT Equipment, except where the loss or damage is a result of fair wear and tear or caused by BT.
  - 6.1.15 Where any BT Equipment is diagnosed by BT as faulty:
    - (a) BT will replace the BT Equipment; and
    - (b) you will return the faulty BT Equipment to BT in accordance with BT's instructions.
- 6.2 WEEE Directive**
- 6.2.1 You will be responsible under Article 13 of the Waste Electrical and Electronic Equipment Directive 2012 ("WEEE Directive") for the costs of collection, treatment, recovery, recycling and environmentally sound disposal of any equipment supplied under the Contract that has become waste electrical and electronic equipment ("WEEE").
  - 6.2.2 For the purposes of Article 13 of the WEEE Directive this Paragraph 6.2 is an alternative arrangement to finance the collection, treatment, recovery, recycling and environmentally sound disposal of WEEE.
  - 6.2.3 You will be responsible for any information recording or reporting obligations imposed by the WEEE Directive.
  - 6.2.4 You will indemnify BT against any Claims, losses, costs or liabilities that BT incurs due to your failure to comply with your express or implied obligations in accordance with this Paragraph 6.2 or in connection with the WEEE Directive.
- 7 SPECIFIC TERMS**
- 7.1 Minimum Period of Service**
- At the end of the Minimum Period of Service, unless one of us gives Notice to the other of an intention to terminate the Service in accordance with the Contract, BT will continue to provide the Service and both of us will continue to perform each of our obligations in accordance with the Contract.
- 7.2 Termination for Convenience**
- For the purposes of Clause 17 of the General Terms, either of us may, at any time after the Service Start Date and without cause, terminate the Service or any Order by giving 60 days' Notice to the other.
- 7.3 Customer Committed Date**
- 7.3.1 If you request a change to the Service or any part of the Service, including any IP Address location, then BT may revise the Customer Committed Date to accommodate that change.
  - 7.3.2 BT may expedite delivery of the Service for operational reasons or in response to a request from you, but this will not revise the Customer Committed Date.
- 7.4 IP Addresses**
- 7.4.1 Except for IP Addresses expressly registered in your name, all IP Addresses made available with the Service will at all times remain BT's property or the property of BT's suppliers and will be non-transferable.
  - 7.4.2 All of your rights to use IP Addresses will cease on termination or expiration of the Service.

## 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 Service, BT:

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

#### 8.2 Commissioning of the Service

Before the Service Start Date, BT will:

- 8.2.1 if you have selected a Hardware Sentry, configure the Service;
- 8.2.2 if you have selected a Hardware Sentry, conduct a series of standard tests on the Service to ensure that it is configured correctly;
- 8.2.3 connect the Service to each Enabling Service; and
- 8.2.4 on the date that BT has completed the activities in this Paragraph 8.2, confirm to you the Service Start Date.

#### 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 on the BT Network;
- 8.3.2 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 Network or BT Equipment, however, BT may inform you with less notice than normal where maintenance is required in an emergency; and
- 8.3.3 may, in the event of a security breach affecting the Service, require you to change any or all of your passwords.

#### 8.4 The End of the Service

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

- 8.4.1 will, where you have selected a Hardware Sentry, provide configuration information relating to the Service provided at the Site(s) in a format that BT reasonably specifies; and
- 8.4.2 may disconnect and remove any BT Equipment located at the Site(s).

### 9 YOUR OBLIGATIONS

#### 9.1 Service Delivery

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

- 9.1.1 provide BT with the names and contact details of the Customer Contact, but BT may also accept instructions from a person who BT reasonably believes is acting with your authority;
- 9.1.2 provide BT with any information reasonably required without undue delay;
- 9.1.3 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 Service;
- 9.1.4 complete any preparation activities that BT may request to enable you to receive the Services promptly and in accordance with any reasonable timescales.;
- 9.1.5 provide BT with Notice of any health and safety rules and regulations and security requirements that apply at the Site(s);
- 9.1.6 in jurisdictions where an employer is legally required to make such disclosure to its Users and other employees:

- (a) inform your Users and other employees that as part of the 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 and other employees have consented or will be 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 9.1.6 and indemnify BT from and against any Claims, losses, costs or liabilities brought by your Users and other employees against BT arising out of BT's delivery of the Services;
- 9.1.7 ensure that the LAN protocols and applications you use will be compatible with the Service;
- 9.1.8 prepare and maintain the Site(s) for the installation of BT Equipment and supply of the Service, including:
- (a) provide a suitable and safe operational environment for any BT Equipment including all necessary trunking, conduits, cable trays, and telecommunications connection points in accordance with BT's reasonable instructions and applicable installation standards;
  - (b) take up or remove any fitted or fixed floor coverings, ceiling tiles and partition covers or provide any openings in buildings required to connect BT Equipment to appropriate telecommunications facilities in time to allow BT to undertake any necessary installation or maintenance Services;
  - (c) carry out any work that may be required after installation to make good any cosmetic damage caused during the installation or maintenance Services;
  - (d) provide a secure, continuous power supply at the Site(s) for the operation and maintenance of the Service or BT Equipment at such points and with such connections as BT specifies, and, in order to mitigate any Service interruption resulting from failure in the principal power supply, will provide back-up power with sufficient capacity to conform to the standby requirements of the applicable standards; and
  - (e) provide internal cabling between the BT Equipment and any Customer Equipment, as appropriate.
- 9.1.9 ensure that your Sensors have the capabilities, Log Forwarders and supported protocols in place to be able to forward log and Events data to the relevant Sentry;
- 9.1.10 comply with any Site accommodation requirements set out in any applicable Order;
- 9.1.11 attend integration meetings to discuss further tuning and configuration of the Sentry;
- 9.1.12 for Hardware Sentry installations:
- (a) complete any preparation activities to enable BT install the Sentry inside your network on a network segment where Sensors being monitored can deliver log and alert data to the Sentry; and
  - (b) ensure that you maintain a minimum bandwidth connection of 1.5Mbps for the Sentry to use to maintain connectivity from your Site to the SOC;
- 9.1.13 for Virtual Sentry:
- (a) install, configure and maintain any equipment, operating system, virtual machine environment and software needed to enable the Virtual Sentry to operate;
  - (b) purchase and install any software that you need to use the hardware or underlying system that will allow you to use the Virtual Sentry (including accepting and complying with any software licence terms that apply; and
  - (c) download, install and initially configure the Virtual Sentry, in accordance with the instructions provided by BT.
- 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 will be available for all subsequent Incident management communications;
- 9.2.3 monitor and maintain any Customer Equipment connected to the Service or used in connection with a Service;
- 9.2.4 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 using the applicable BT 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 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 does not meet any relevant instructions, standards or Applicable Law; and
- 9.2.6 distribute, manage and maintain access profiles, passwords and other systems administration information relating to the control of Users' access to the Service.
- 9.2.7 distribute, manage and maintain access profiles, passwords and other systems administration information relating to the control of Users' access to the Service.
- 9.2.8 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) 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 Service;
  - (d) satisfy BT's security checks if a password is lost or forgotten; and
  - (e) change any or all passwords or other systems administration information used in connection with the Service if BT requests you to do so in order to ensure the security or integrity of the Service; and
- 9.2.9 be responsible for carrying out any work that may be required to make good the Virtual Sentry if the a Virtual Sentry fails and the failure is due to the hardware or operating system issue caused by the hardware platform hosting the Virtual Sentry.
- 9.3 The End of the Service**
- On termination of the Service by either you or BT, you will:
- 9.3.1 provide BT with all reasonable assistance necessary to remove BT Equipment from the Site(s);
- 9.3.2 disconnect any Customer Equipment from BT Equipment located at the Site(s);
- 9.3.3 not dispose of or use BT Equipment other than in accordance with BT's written instructions or authorisation;
- 9.3.4 arrange for any BT Equipment located at the Site(s) to be returned to BT; and
- 9.3.5 be liable for any reasonable costs of recovery that BT incurs in recovering the BT Equipment.

## 10 NOTIFICATION OF INCIDENTS

Where you become aware of an Incident:

- 10.1 the Customer Contact 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 being 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 following being 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.

## 11 INVOICING

- 11.1 BT will invoice you for the Charges for the Service as set out in Paragraph 11.2 in the amounts and currency as set out in any applicable Order.
- 11.2 Unless set out otherwise in any applicable Order, BT will invoice you for:
- 11.2.1 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;



- 11.2.2 Recurring Charges, except Usage Charges, monthly in advance on the first day of the relevant month and for any period where Service is provided for less than one month, the Recurring Charges will be calculated on a daily basis;
  - 11.2.3 Usage Charges, monthly in arrears on the first day of the relevant month calculated at the then current rates;
  - 11.2.4 De-installation Charges within 60 days of de-installation of the Service; and
  - 11.2.5 any Termination Charges incurred in accordance with Paragraph 12 upon termination of the relevant Service.
- 11.3 BT may invoice you for any of the following Charges in addition to those set out in any applicable Order:
- 11.3.1 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;
  - 11.3.2 Charges for commissioning the Service as set out in Paragraph 8.2 outside of Business Hours;
  - 11.3.3 Charges for expediting provision of the Service at your request after you have been informed of the Customer Committed Date; and
  - 11.3.4 any other Charges as set out in any applicable Order or the BT Price List or as otherwise agreed between both of us.

## 12 CHARGES AT THE END OF THE CONTRACT

- 12.1 If you exercise your right in accordance with Clause 17 of the General Terms to terminate the Contract or any Service for convenience, you will pay BT:
- 12.1.1 all outstanding Charges for Service rendered;
  - 12.1.2 De-installation Charges;
  - 12.1.3 any remaining Charges outstanding with regard to BT Equipment;
  - 12.1.4 any other Charges as set out in any applicable Order; and
  - 12.1.5 any Charges reasonably incurred by BT from a supplier as a result of the early termination.
- 12.2 In addition to the Charges set out at Paragraph 12.1 above, if you terminate during the Minimum Period of Service, you will pay BT:
- 12.2.1 for any parts of the Service that were terminated during the first 12 months of the Minimum Period of Service, Termination Charges, 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; and
    - (b) 20 per cent of the Recurring Charges for the remaining months, other than the first 12 months, of the Minimum Period of Service; and
    - (c) any waived installation Charges;and
  - 12.2.2 for any parts of the Service that were terminated after the first 12 months of the Minimum Period of Service, Termination Charges, as compensation, equal to 20 per cent of the Recurring Charges for any remaining months of the Minimum Period of Service.

## 13 SERVICE AMENDMENT

- 13.1 You may request, by giving BT Notice, a change to:
- 13.1.1 an Order for the Service (or part of an Order) at any time before the applicable Service Start Date; or
  - 13.1.2 the Service at any time after the Service Start Date,
- 13.2 If you exercise your right in accordance with Paragraph 13.1, 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:
- 13.2.1 the likely time required to deliver the changed Service; and
  - 13.2.2 any changes to the Charges due to the changed Service.
- 13.3 BT has no obligation to proceed with any change that you request in accordance with Paragraph 13.1, unless and until we have both agreed 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.



- 13.4 If BT changes a Service prior to the Service Start Date because you have given BT incomplete or inaccurate information, BT may, in its reasonable discretion, apply additional reasonable one-time or Recurring Charges.

## Part C – Service Levels

### 14 SERVICE AVAILABILITY

#### 14.1 Availability Service Level

From the Service Start Date, BT will provide the Service with a target availability corresponding to the applicable SLA Category for the Service as set out in the table below (“**Availability Service Level**”):

SLA Category	Availability Annual Target	Maximum Annual Availability Downtime	Maximum Monthly Availability Target	Service Credit Interval
<b>Cat A</b>	≥ 99.95%	4 hours	0 minutes	1 hour

#### 14.2 Availability Service Credits

- 14.2.1 If a Severity Level 1 Incident occurs, BT will measure the Availability Downtime for the Site(s) or Circuit starting from when you report a Qualifying Incident, and ending when BT closes the Incident in accordance with Paragraph 10.3.
- 14.2.2 BT will measure the Availability Downtime in units of full minutes during the Local Contracted Business Hours for Access Line Incidents and during the Contracted Maintenance Hours for BT Equipment Incidents.
- 14.2.3 BT will then calculate the cumulative Availability Downtime for the calendar months in which the Severity Level 1 Incident occurred (“**Cumulative Monthly Availability Downtime**”).
- 14.2.4 If the Cumulative Monthly Availability Downtime of the Service exceeds the Maximum Monthly Availability Downtime, you may request Availability Service Credits for each Service Credit Interval of 4 per cent of the Monthly Recurring Charges.

### 15 REQUESTS FOR SERVICE CREDITS

- 15.1 You may request applicable Service Credits within 28 days of the end of the calendar month in which a Qualifying Incident occurred by providing details of the reason for the claim. Any failure by you to submit a request in accordance with this Paragraph 15.1 will constitute a waiver of any claim for Service Credits for that calendar month.
- 15.2 Upon receipt of a valid request for Service Credits in accordance with Paragraph 15.1:
- 15.2.1 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
- 15.2.2 following expiry or termination of the Contract where no further invoices are due to be issued by BT, BT will pay you the Service Credits in a reasonable period of time.
- 15.3 Service Credits for all Service Levels will be aggregated and are available up to a maximum amount equal to 100 per cent of the monthly Recurring Charge for the affected Service.
- 15.4 All Service Levels and Service Credits will be calculated in accordance with information recorded by, or on behalf of, BT.
- 15.5 The Service Levels under this Schedule will not apply:
- 15.5.1 in the event that Clause 8 or Clause 23 of the General Terms applies; or
- 15.5.2 during any trial period of the Service.

## Part D – Defined Terms

## 16 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.

**“Access Line”** means a Circuit connecting the Site(s) to the BT Network.

**“Availability”** means the period of time when the Service is functioning

**“Availability Annual Target”** has the meaning given in the table at Paragraph 14.1 for the relevant SLA Category.

**“Availability Downtime”** means the period of time during which a Severity Level 1 Incident exists as measured by BT in accordance with Paragraph 14.1.

**“Availability Service Level”** has the meaning given in the table at Paragraph 14.1 for the relevant SLA Category.

**“Availability Service Credit”** means the Service Credit available for the failure to meet the Availability Service Level, as set out in Paragraph 14.2.4.

**“BT Network”** means the communications network owned or leased by BT and used to provide the Service.

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

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

**“Circuit”** means any line, conductor, or other conduit between two terminals by which information is transmitted, and that is provided as part of the Service.

**“Content”** means applications, data, information (including emails), video, graphics, sound, music, photographs, software or any other material.

**“Contracted Maintenance Hours”** means the times during which BT will provide maintenance for BT Equipment, which will be Business Hours unless set out otherwise in any applicable Order.

**“Correlation Engine”** means a collective set of proprietary software functions responsible for categorising, prioritising and performing analysis on messages received from the Sentry.

**“Cumulative Monthly Availability Downtime”** has the meaning given in Paragraph 14.2.3.

**“Customer Committed Date”** means the date provided by BT on which delivery of the Service (or each part of the Service, including to each Site) is due to start.

**“Customer Contact”** means any individuals authorised to act on your behalf for Service management matters.

**“Customer Enrolment Package”** means the document in which you record the configuration information required for delivery of the Service.

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

**“Devices”** means any equipment and any devices which are in scope of the Service, as set out in the Order.

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

**“EU”** means European Union.

**“EU Data Domination”** means the option to store and retain the data that you send from Sentries to the cloud in the EU instead of your SOC location in the United States.

**“Event”** means a single, non-aggregated, log message sent from a supported Device intended for use in the Service.

**“General Terms”** means the general terms that this Schedule is attached to, or where not attached to this Schedule, can be found at [www.bt.com/terms](http://www.bt.com/terms), and form part of the Contract.

**“Hardware Sentry”** means a BT owned hardware device used to collect security log Events from the your local network Devices, filter the Events, and then forward relevant Events back to the SOC for further analysis.

**“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 any applicable Order in relation to installation of the Service or any Purchased Equipment, Customer Equipment or BT Equipment as applicable..

**“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 and is visible by all other devices on the Internet.

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

**“Local Contracted Business Hours”** means the times during which maintenance of any Access Line is provided, which will be Business Hours unless set out otherwise in any applicable Order.

**“Log Forwarder”** means a software tool designed to collect event logs from one or more Devices and relay them to an intended destination and is often used to translate log messages from one format/protocol to another.

**“Maximum Annual Availability Downtime”** has the meaning given in the table at Paragraph 14.1 for the relevant SLA Category.

**“Maximum Monthly Availability Downtime”** has the meaning given in the table at Paragraph 14.1 for the relevant SLA Category.

**“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.

**“Monthly Recurring Charges”** means the monthly Recurring Charges for the Service and the sum of the Usage Charges for the three full previous months divided by three.

**“MPLS”** means Multiprotocol Label Switching, a type of data-carrying technique that directs data from one network node to the next.

**“Open Virtualization Format”** means an open standard (meaning it is publicly available and has various rights to use associated with it) for packaging and distributing virtual appliances or, more generally, software to be run in virtual machines.

**“Qualifying Incident”** means an Incident, except where any of the following events have occurred:

- (a) the Service has been modified or altered in any way by you, or by BT in accordance with your instructions;
- (b) Planned Maintenance;
- (c) you have performed any network configurations that BT did not approve;
- (d) an Incident has been reported and BT cannot confirm that an Incident exists after performing tests; or
- (e) you requested BT to test the Service at a time when no Incident has been detected or reported.

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

**“Secure Operation Centre”** or **“SOC”** means a centre, located either in the United Kingdom or the United States as appropriate, that will analyse your Device log files, identify Events that may be a security risk to your Devices and notify you directly of any security incidents that require urgent action by either you or BT.

**“Sentry”** means the passive data receiver, which is BT Equipment, used by BT to provide the Service.

**“Service”** has the meaning given in Paragraph 1.

**“Service Credit Interval”** has the meaning given in the table at Paragraph 14.1 for the relevant SLA Category.

**“Service Desk”** means the helpdesk that you will be able to contact to submit service requests, report Incidents and ask questions about the Service.

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

**“Service Options”** has the meaning given in Paragraph 3.

**“Severity Level 1 Incident”** means a Qualifying Incident that cannot be circumvented and that constitutes a complete loss of Service at the Site(s) or Circuit.

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

**“SLA Category”** means the category, as set out in any applicable Order, which, in accordance with the table set out at Paragraph 14.1, specifies the following in relation to the Service, Site or Circuit:

- (a) Availability Annual Target;
- (b) Maximum Annual Availability Downtime;
- (c) Maximum Monthly Availability Downtime; and
- (d) Service Credit Interval.

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

**“Ticket”** means the unique reference number provided by BT for an Incident and that may also be known as a **“fault reference number”**.

**“Usage Charges”** means the Charges for the Service or applicable part of the Service that are calculated by multiplying the volume of units that you used or incurred in a period (e.g. number of agents using the Service, or the number of minutes the Service was used for) with the relevant fee as set out in any applicable Order.

**“Virtual Sentry”** means a virtual device owned by BT to be hosted on your server. The Virtual Sentry performs the same functionality as the Sentry.

**“WEEE”** has the meaning given in Paragraph 6.2.1.

**“WEEE Directive”** means Article 13 of the Waste Electrical and Electronic Equipment Directive 2012.