

BT Master Services Agreement

Private Line Connect - Service Annex to the General Service Schedule

BT MSA Reference No. **_****_*****

1 Definitions

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

“Aggregate Interface” means an interface to the Customer over which multiple Private Line Connect Services are or can be provided.

“Distant End Country” means the B end country of the Service.

“International Gateway” means the demarcation point between the Private Line Connect Network and the Access Line in the Distant End Country.

“Partner PTT” means the public telecommunications service provider other than BT located in the Distant End Country, which is the partner carrier with whom BT jointly provides the Service.

“Satellite Owner” means a person or body which owns and operates a satellite to which service is to be connected and which has allotted capacity in the satellite for that purpose.

2 Service Description

2.1 BT Private Line Connect Service (“The Service”) provide dedicated, point to point links (“Circuits”), capable of transmitting voice, data and IP traffic between two Sites. Service is delivered over a PDH, SDH or DWDM transmission network that is compliant with international quality standards (ITU-T, ETSI), including ITU-T G.826 standards for errored seconds ratio, severely errored seconds ratio and background block error ratio.

The Service is jointly provided with a Partner PTT over cable, satellite or a mix of the two at a range of speeds from 64kbit/s to 622mbit/s. One of three commercial arrangements applies, depending on BT’s commercial arrangement with the Partner PTT.

2.1.1 Method 1: Half Circuit Service. The Customer orders one half of the circuit from BT and the other half directly from the Distant End PTT. The Customer has separate contractual arrangements with BT and the Partner PTT.

2.1.2 Method 2: One Stop Shop (OSS) Service. The Customer chooses either BT or the Partner PTT as a single point of contact (“co-ordinating carrier”) for ordering (single end ordering) and/or, billing (single end billing) and fault reporting. The Customer will have separate contractual arrangements, with BT and the Partner PTT. If BT is the co-ordinating carrier, the Customer will order both half circuits from BT and, for single-end billing, receive invoices from BT.

2.1.3 Method 3: Full Circuit Service. BT will provide both half-circuits, and will procure one half-circuit from a Partner PTT on behalf of the Customer.

2.2 Service Components

2.2.1 Access Lines, (if part of the Service) connect a Site to a POP in the BT Private Line Connect Network. The Access Line is usually provided via a single route from the POP to the Site, and over SDH if available. The Customer can request protected access in the Order and, where available, two diversely routed Access Lines will be provided. The Service will route over one Access Line, and if that Access Line fails, the Service will automatically re-route onto the other Access Line. BT will support the interfaces on the Access Line components in accordance with the applicable local in-country technical standards.

2.2.2 Core Component is between a POP and the International Gateway operated by the Partner PTT nearest to the Customer Site. There is a working path and a protection path between the POP(s) and the International Gateway and if the working path fails, traffic will re-route via the protection path.

2.3 Service Limitations

2.3.1 . If the Customer orders Non Restorable Service the Service will be provided using non-restorable (and unprotected) Access and Core Components. There are no Service Levels and if any part of the Service fails it will not be automatically or manually restored or re-routed and the Customer will experience loss of Service which BT will rectify as soon as practicable.

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- 2.3.2 Synchronisation. The BT Private Line Connect Network is synchronised to ITU-T G811 and G812 standards. Not all Private Line Services carried over the Network are locked to this timing source. Services with speeds between 64kbit/s & 1984kbit/s and at VC4 and above are locked to the network clock source. The Customer may use the clock, present at the interface, to time their application. The Customer must provide its own ITU-T G811 and G812 compliant synchronisation source for Services at speeds of 2048kbit/s, 34 and 45Mbit/s.
- 2.3.3 BT does not provide synchronisation with Private Line Wavelength Services which are Non Restorable. The Customer must provide framing overhead bytes on any 10G Wavelength, even though BT provides the Service with transparency. There may be some limitations to the overhead transparency on 2.5G Private Line Services.
- 2.3.4 Temporary restoration. If BT agrees to a request to provide the Service on a specific transmission medium (cable or satellite), BT reserves the right to restore service temporarily on an alternative medium if a fault occurs.

3 Service Delivery

- 3.1 BT will install the Core component and the required Access Line(s) and conduct a series of test on the BT provided Service (compliant with ITU-T standard M1340) to confirm that the Service is operational.
- 3.2 BT does not perform end-to-end tests on any Service terminating at an Aggregate Interface. Additional charges will apply, if the Customer requests such a measurement, and it is technically possible to make such a measurement.
- 3.3 BT will start to monitor the Service and provide repair and reporting in accordance with this Annex when the Customer has called the Service Centre and confirmed that all required Customer Equipment has been connected to the Service.

4 BT's Responsibilities

If the Service is provided via satellite, BT shall be entitled to monitor the Customer's use of the Service to ensure compliance with BT's obligations to the Satellite Owner and the Customer shall comply with any reasonable requirements to ensure the compatibility of the Customer's equipment with satellite signals transmitted.

5 BT Service Management Boundary (SMB)

- 5.1.1 For Method 1 and Method 2 Services the SMB is at the network terminating unit on the BT provided Access Line and the half circuit to the "mid ocean/mid space point".
- 5.1.2 For Method 3 Services the SMB is at the network terminating units on each of the Access Lines.

6 The Customer's Responsibilities

The Customer acknowledges, and agrees that if no Loop-back equipment is fitted, the Customer will assist BT in providing line loops for testing purposes, both during Service Delivery and if a fault occurs. If the Customer cannot provide such loop, this may lead to extended outages and any such outage will not contribute to Downtime.

7 Charges and Payment Terms

The charges for the Service will comprise some or all of the following components, depending on the Option selected on the Order:

Product	One-time Charge	Recurring Charge	Notes
Access Line	Install/De-install	Monthly	Charge is normally included in the Private Line/Private Line Connect Charge but may be listed separately if an Aggregated Interface is used
Private Line Connect Half Circuit Service	Install/De-install	Monthly	Charge is based on speed and the country/city pair where or/between which the Service is provided.

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Private Line Connect Half Circuit Service with One Stop Shopping (BT 1/2 Circuit Charges)	Install/De-install	Monthly	Charge is based on speed and the country/city pair where or/between which the Service is provided.
Partner PTT charge (as per the Customer's contract with the Partner PTT, where BT is co-ordinating carrier for OSS/Single End Billing)	Install/De-install	Monthly	Charge is based on speed and the country/city pair where or/between which the Service is provided.
Private Line Connect Full Circuit Service	Install/De-install	Monthly	Charge is based on speed and the country/city pair where or/between which the Service is provided.
BT Equipment	Install/De-install	Monthly	

- 7.1 For speeds 1920K and below where conversion is required an additional charge for may apply.
- 7.2 For Private Line Connect Services where One Stop Shopping is not available the Customer will receive an invoice from the Partner PTT for the Partner PTT provided part of the circuit. This is in addition to the invoice for the BT provided half.

8 Termination of Service

The termination charges stated in Clause 6.2 a), 6.2 b) and 6.2 c) of the General Service Schedule will not apply if an individual Private Line Connect service is terminated and replaced with another Private Line Connect service as long as the order value of the new service is the same or more than the order value of the replaced service. The Minimum Period of Service for the new service (which starts on the OSD of the new service) must be equal to or greater than the Minimum Period of Service of the replaced service. Any charges which BT has to pay as a result of the termination or changes to Access Lines or services provided by a Partner PTT will be passed on to the Customer.

9 Service Levels

- 9.1 For non-restorable services, any Incidents on sub sea cables will not be Qualifying Incidents, and Downtime will not be counted.
- 9.2 For Circuits provided via satellite, Downtime will not be counted during periods when Severely Errored Seconds or outages arise from, or are otherwise indirectly caused as a result of solar interference. BT will endeavour to inform the Customer before the event of of any such periods that are predictable.
- 9.3 For SLA purposes only, the SMB for Half Circuit and One-Stop Shop Services where BT is co-ordinating carrier is up to the International Gateway in the Partner PTT country.