

Network Services

CoS

Schedule to the General Terms

Contents

1. CoS Network Services
2. Customer Responsibilities
3. Network Services - General
4. Service Management Boundary
5. Defined Terms

Network Services

Where the Customer selects CoS as detailed in the Order Form, the following terms shall apply:

1. Class Of Service ("CoS")

1.1 General

- 1.1.1 Class of Service is the two-way symmetrical bandwidth available to connect a Site with the Customer's VPN. It varies on application type and speed.
- 1.1.2 BT will not provide both the DSCP Class of Service Model and the Class of Service 3 Model on the same network service.
- 1.1.3 Customer CoS requirements must comply with BT design rules.
- 1.1.4 Where appropriate, the initial set up of CoS bandwidth and its subsequent management over flex re-grades means that CoS bandwidth and flex access bandwidth must be managed simultaneously by the Customer. Failure to do so may result in degradation or loss of Service for which BT accepts no liability.
- 1.1.5 BT will reject any traffic that exceeds the CoS level as detailed in the Order Form.
- 1.1.6 Where the Customer specifies their CoS requirements during the initial set up of the Service as opposed to relying on BT's written advice, the Customer is responsible for ensuring the CoS bandwidth selected is suitable for its needs. BT accepts no responsibility or liability where the CoS bandwidth selected by the Customer is incorrect and results in degradation or loss of Service. Any subsequent work required to restore the Service in these circumstances, will be subject to agreement and BT may raise additional charges for such work.

1.2 DSCP Class of Service Model

- 1.2.1 There are two options available under the DSCP Class of Service Model as follows:
 - a) Expedited Forwarding ("EF") is in line with the Internet Engineering Task Force DSCP framework optimised to support real time voice over IP applications. Traffic marked as EF is treated with priority and are served in preference to AF traffic. The class is particularly designed to deliver low end-to-end delay and Jitter suitable for voice applications; and
 - b) Assured Forwarding ("AF") is in line with the Internet Engineering Task Force DSCP framework optimised to support delay sensitive data applications where end-to-end delay low and minimal traffic loss is a requirement. There are up to 4 AF classes that can be configured, subject to Customer requirement.

- 1.2.2 The DSCP Class of Service Model is available subject to the order date and type of network service selected by the Customer, as specified by BT from time to time.
- 1.2.3 Where the Customer has access on an existing Class of Service 3 Model, then any requirement for the DSCP Class of Service Model on the same access will be subject to BT's migration programme, and BT reserves the right to dictate timescales and Customer Charges with any aspect of such migration programme.
- 1.3 Class of Service 3 Model
 - 1.3.1 There are 3 options available under the Class of Service 3 Model as follows:
 - a) Class 1 (Voice Class) is the delivery of real time voice over IP applications from any Site to any Site. The Customer specifies the amount of class 1 traffic, known as 'contract rate'. There is no bursting capability for class 1 traffic;
 - b) Class 2 (Premium Data Class) is the delivery of delay sensitive data traffic from any Site to any Site. The Customer specifies the amount of class 2 traffic, known as 'in contract bandwidth'. Traffic may burst above this if bandwidth is available, known as 'out of contract bandwidth'; and
 - c) Class 3 (Standard Data Class) is the delivery of delay tolerant applications, such as email or Internet access. Class 3 is not a separately orderable item. Class 3 can burst to Port speed if other classes are not using the bandwidth.
 - 1.3.2 The Class of Service 3 Model is available subject to the order date and type of network service selected by the Customer, as specified by BT from time to time.

2 Network Services - Customer Responsibilities

- 2.1 All Customer Equipment and any access circuits leased by the Customer directly from a Third Party shall be the sole responsibility of the Customer and are not included as part of the Service.
- 2.2 Unless otherwise stated, the Customer is responsible for providing suitable computer hardware, Software and telecommunications equipment and services necessary to access and use the Service.
- 2.3 The Customer shall be responsible for providing a suitable IP addressing scheme (that must be at least a /24 address block) that is registered with an approved Internet registration authority, otherwise it will not be accepted by BT. The Customer shall ensure that it has a single IP address within the Customer Network. Unless the Customer has selected the Configuration Management option, the Customer shall also be responsible for devising any IP addresses which may be required for the purposes of WAN, LAN or both as appropriate, network management.
- 2.4 If the Customer accesses the Service via a LAN, the Customer is responsible for:
 - 2.4.1 providing and maintaining a suitable LAN and IP router capable of interfacing satisfactorily with the Service; and
 - 2.4.2 configuration of the IP router.
- 2.5 The Customer shall be responsible for the creation, maintenance and design of all Customer Information.
- 2.6 The Customer warrants that it will comply with all consumer and other legislation, instructions or guidelines issued by regulatory authorities, relevant licences and any other codes of practice which apply to the Customer or BT and which relate to the provision of Customer Information provided that BT has given notice to the Customer of those which apply to BT.
- 2.7 Where appropriate, the Customer must specify the volume of traffic required for each CoS level.

- 2.8 The Customer must adhere to the recommended bandwidth, access rate or specified volume of traffic as specified by BT for each CoS level. The Customer acknowledges that if it exceeds such recommended bandwidth, access rate or specified volume of traffic, then this may result in service degradation for which BT will not be liable.
- 2.9 To enable BT to provide a CoS level, classification of traffic must be carried out. Unless the Customer has requested to carry out classification of traffic via Professional Services such classification will be the sole responsibility of the Customer.

3 Network Services - General

- 3.1 Where an IP address or Domain Name is allocated to the Customer, it may only be used in connection with the Service. Except where expressly registered in the Customer's name, all BT based IP addresses and domain names made available on the Customer's behalf in connection with the Service shall at all times remain the property of BT and shall be non-transferable. The Customer shall have no right to use such IP addresses or domain names upon termination of the Service, at which time they will revert to BT.
- 3.2 Where the Customer has requested network address translation, BT will configure the Service in accordance with the details specified in the design summary. Where the Customer subsequently requests BT to make a change to the network address configuration, the Customer shall pay BT's reasonable Charges for the work carried out.
- 3.3 The Customer will give BT as much notice as possible if it intends to use the Service or to encourage or require the use of the Service in such a way as to distort users natural usage patterns, including, by way of example, running promotions which require users to log on within a short space of time or on a "first come, first served" basis.
- 3.4 The Customer acknowledges that the quality of the Service may be impaired by the uploading and downloading of data when using an ADSL enabled Line.

4 Service Management Boundary

- 4.1 BT will provide and manage the WAN Services up to the bridge router interface to the Customers LAN and will not extend beyond the Customer LAN ("Service Management Boundary").

5 Defined Terms

Any defined terms contained in this Schedule have the meaning given to them in the General Terms and/or the Managed Service from BT Schedule to the General Terms.