

Network Services

Leased Line

Schedule to the General Terms

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Network Services

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

1. Leased Line

1.1 KiloStream

KiloStream offers dedicated digital Links offering a point to point service for a Customer's exclusive use, KiloStream offers two options; Low Speed (2.4,4.8 and 9.6kbit/s) and High Speed (19.2,48 and 64kbit/s).

1.2 MegaStream

MegaStream offers dedicated digital Links offering a point to point service for a Customer's exclusive use, MegaStream offers a choice of 1,2,34,45,140,155 or 622Mbit/s bandwidths.

1.3 MegaStream Ethernet

MegaStream Ethernet offers a dedicated flexible point to point service for a Customer's exclusive use, MegaStream Ethernet offers a choice of bandwidths from 2Mbit/s up to 100Mbit/s and a range of fibre access speeds from 10Mbit/s up to 1Gbit/s.

1.4 Short Haul Data Services Connect – ("SHDS Connect")

1.4.1 Service Description

- a) SHDS Connect offer a dedicated point to point connectivity Service between 2 Sites capable of delivering access speeds of up to 1Gbit/s for radial distances of up to 35km.
- b) The Service is delivered using dedicated optical fibres and is accessed via Access Lines and includes pre-defined CPE terminating on managed NTE which are provided at each end of the connection.
- c) The Service offers a range of access speeds which include 10Mbits, 100Mbits or 1Gbits.
- d) The 10Mb option provides an uncontested bandwidth of 10Mbit/s.
- e) The 100Mb option provides an uncontested bandwidth of 100Mbit/s.
- f) The 1Gbit option provides an uncontested bandwidth of 1Gbit/s.
- g) The 10Mb and 100Mb options are available for distances up to 25km. There are two 1Gbit options which include SHDS Connect 1000 and SHDS Connect ER. SHDS Connect 1000 is available for distances up to: 25km and SHDS Connect ER is available for distances up to 35km.
- h) Where the Customer has chosen the SHDS Connect 1000 (FT5) option the Minimum Period of Service for each Site shall be 5 years.

- i) For all bandwidth downgrades a cease and re-provide order will be necessary. All such requests will be subject to additional charges. BT will advise the Customer of these additional charges via a change request. The Customer acknowledges and accepts that Service downtime may be experienced during a bandwidth upgrade or downgrade.
- j) For bandwidth upgrades a simple upgrade path is available from 10Mbit/s to 100Mbit/s and 100Mbit/s to 1000Mbit/s and from 1000Mbit/s to 1000Mbit/s.
- k) The NTE and the BT Management Router require local mains or direct current power directly from a wall mounted socket or an appropriately approved power lead which is the responsibility of the Customer to provide.

1.4.2 Resilience Options

The Service offers two resilience options:

a) Resilience Option 1 (RA01)

Under the first option BT will provide a resilience Service which includes a dual fibre connection with auto-changeover hardware. The Service gives the Customer Service continuity in the event of a fibre failure by automatically transferring network traffic to an alternative fibre Service (using a separate routing path) within 50mS.

b) Resilience Option 2 (RA02)

Under the second option BT will provide a resilience Service which includes two separate connections which are commissioned using path separation end to end. The Service gives the Customer Service continuity since in the event of a fibre and/or hardware failure of one of the connections. Service is maintained via use of the other connection.

1.4.3 Pricing Terms

- a) Pricing for SHDS Connect is based on a flat rate connection charge, a rental that is comprised of a flat rate rental per end, and a charge based on the radial distance between serving exchanges. If only a single exchange is used then no distance based charge will apply.
- b) The flat rate connection charge is based on suitable fibre being available at each Site and within the Network. Where suitable fibre is not available additional charges may apply.

1.4.4 The Service will be provided by a BT IL3 Accredited Service Centre.

1.4.5 Field engineer Site visits will be subject to rules regarding government security clearance:

- a) SC (or higher) clearance is not required for engineers attending a Customer Site to work on the access circuit up to and including the BT NTE .
- b) SC (or higher) clearance is required for engineer attending a Customer Site to work on the CE (Customer Edge) router or beyond into the Customer Site.

1.5 Ethernet Extension Service (“EES”)

Ethernet Extension Services offer a dedicated point to point fibre optic connection between the Customer’s LAN. EES is available at various bandwidths.

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 and 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

In addition to the defined terms in the General Terms and the Managed Service from BT Schedule to the General Terms, the following defined terms apply in this Schedule (and in the case of conflict between these defined terms and the defined terms in the General Terms and the Managed Service from BT Schedule to the General Terms, these defined terms will take precedence for the purposes of this Schedule):

“Access Line” means a circuit connecting a Site to the BT Network.

“Link” or **“Links”** means any hypertext, graphic, button and/or similar function provided by the Customer capable of linking to other websites including non-BT websites.

“Mbit” means a unit of information equal to 1,000,000 bits.