

# Network Services

## Managed MPLS Extranet Service

### Schedule to the General Terms

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#### Network Services

Where the Customer selects Managed MPLS Extranet Service as detailed in the Order Form, the following terms shall apply:

##### 1. Managed MPLS Extranet Service

###### 1.1 General

- 1.1.1 This Contract for the provision of Managed MPLS Extranet Service is between BT and the Main Customer. Managed MPLS Extranet Service enables the Main Customer to share its Access Line(s) with the Sharing Customer(s) in order to make available to each other their services and applications.
- 1.1.2 The Service enables the Main Customer and Sharing Customer to share various functionality including but not limited to, applications hosting, voice over IP, management actions, and features on each other's networks, as agreed between the parties under a separate trading agreement.
- 1.1.3 For the avoidance of doubt, BT shall not be party to the separate trading agreement between the Main Customer and the Sharing Customer, nor shall BT be liable in relation to any disputes or matters arising from the separate trading agreement.
- 1.1.4 The Service is only available where the Main Customer has an IP Clear network and the Sharing Customer has one of the following networks: IP Clear, IP Converge.
- 1.1.5 The Service may only be used to share access between VPNs of BT Customers, and is subject to the additional conditions for the relevant VPN Service. Provision of the Service is also subject to the Main Customer and Sharing Customer signing the Managed MPLS Extranet Service consent form included within the Customer Handbook.
- 1.1.6 BT, acting as a competent service provider, will reconfigure the Main Access Line(s) in accordance with the Main Customer's instructions on the CRF or any applicable configuration form.
- 1.1.7 BT will send reports in a standard BT format on the Main Access Line to the Main Customer only. BT is not responsible for providing any statistical information regarding the Main Access Line(s).

- 1.1.8 Any applicable SLA options selected under this Contract will only be available to the Main Customer.

## 1.2 Customer responsibilities

In addition to any other responsibilities defined elsewhere in this Contract:

- 1.2.1 The Main Customer is responsible for maintaining the integrity of any VPNs (after the Service Interface) associated with/connected to the Service. The Main Customer acknowledges and accepts that failure to maintain such integrity could have impacts on both the Main Customer and the Sharing Customer's networks/systems and BT will not be liable for any such impacts.
- 1.2.2 The Main Customer's System Administrator will originate any orders for the Main Access Line and will also report faults in accordance with the details outlined in 2.4 of this Schedule.
- 1.2.3 Charges for the Service will be payable by the Main Customer in accordance with the provisions of this Contract.
- 1.2.4 The Main Customer acknowledges that a consequence of requesting Service is that certain information relating to the Service as provided to the Main Customer and the Sharing Customer may be required to be exchanged between BT, the Main Customer and the Sharing Customer. The Main Customer expressly agrees to this exchange and BT confirms that where such Main Customer information is exchanged with the Sharing Customer, this will be governed by the confidentiality provisions in the Sharing Customer's VPN contract. Where the Main Customer receives Sharing Customer information, the Main Customer agrees that it shall be governed by the confidentiality provisions outlined in the General Terms.

## 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**

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.

**"Main Customer"** means the Customer who instructs BT to provide the Sharing Customer(s) with a connection to the Customer's Access Line. This Access Line will be kept separate by BT from other connections up to the Service Interface.

**"Main Access Line"** means the Main Customer's Access Line which is used to provide the Service.

**"Sharing Customer"** means the Main Customer's customer who requests and is permitted access from its VPN to the Main Access Line(s).