

Network Services

WES Aggregation Service

Schedule to the General Terms

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Network Services

Where the Customer selects WES Aggregation Service as detailed in the Order Form, the following terms shall apply:

1. WES Aggregation Service

1.1 Service Description

- 1.1.1 WES Aggregation Service is an Ethernet based point to point Access Line which delivers end to end connectivity between a WES Aggregation Main Link and up to ten Spoke access circuits. The Service provides connectivity between up to ten Sites and a BT Exchange.
- 1.1.2 Multiple WES Aggregation Main Links and associated Spoke access circuits may be provided in order to deliver the Service.
- 1.1.3 There are two bandwidth options available for Spoke access circuits:
 - a) 10Mbit/s; and
 - b) 100Mbit/s.
- 1.1.4 A maximum of nine Spokes may be provided at 100Mbit/s.
- 1.1.5 Where the permitted maximum of ten Spoke access circuits are provided, at least one Spoke will be provided at 10Mbit/s bandwidth speed to prevent overloading the bandwidth of the WES Aggregation Main Link and ensure an un-contended service is delivered to the Customer. Overall bandwidth per WES Aggregation Service must not exceed 910Mbit/s.
- 1.1.6 A Customer Site must be within a distance of 25 radial kilometres of the WES Aggregation Hub Site.
- 1.1.7 The WES Aggregation Hub Site must be within a distance of 25 radial kilometres of the BT Exchange which interfaces with the BT Network.
- 1.1.8 Circuit route distance limitations will also apply.
- 1.1.9 The WES Aggregation Service cannot be used for the following:
 - a) to directly connect two or more Customer Sites;
 - b) to directly connect a Customer Site to another communications provider's network; and
 - c) to build or extend a Customer's core network or replicate a core network. The Service is provided for the use of the Customer only and may not be resold to a Third Party.

1.2 Service Components

- 1.2.1 The WES Aggregation Service has the following components:
 - a) NTE;
 - b) WES Aggregation Main Link;
 - c) Spoke access circuits;
 - d) WES Aggregation Main Link resilience option; and
 - e) Service management options.
- 1.2.2 The WES Aggregate Main Link is a 1Gbit/s circuit which carries traffic from up to ten access Spokes to the core BT Network.
 - a) A resilience option is available on a WES Aggregate Main Link which provides equivalent bandwidth to the primary WES Aggregation Main Link.
- 1.2.3 The Customer acknowledges and accepts that there may be technical or geographical limitations that preclude the provision of a Spoke or a WES Aggregation Main Link within a distance of 25 radial kilometres of a suitable BT Exchange. The provision of the Service will be subject to survey and/or feasibility checks to ensure that the Service can be provided.
- 1.2.4 A Spoke connects a Customer Site to the WES Aggregation Main Link.
 - a) A resilience option is not available on a Spoke.
- 1.2.5 The Service includes the following service management options as standard: Purchased Equipment, project management with BT face to face project manager, business premium care maintenance, rapid diagnostics Service or standard or enhanced incident management, and service level agreement options of On-time Delivery Service Level, Repair Service Level and Service Availability and Restoration Service Level - Tier 1.
- 1.3 BT Service Management Boundary
 - 1.3.1 The Service includes provision, maintenance and management of all elements up to the router on the Customer Site. The cable which connects the Customer's LAN to the router is the responsibility of the Customer.

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:
 - (a) providing and maintaining a suitable LAN and IP router capable of interfacing satisfactorily with the Service; and
 - (b) 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.

"Spoke" means one of (up to) ten access circuits provided from a WES Aggregation Main Link.

"WES" means Wholesale Extension Service.

“WES Aggregation Hub Site” means a BT Exchange which serves as the interface between the access Spoke and the WES Aggregation Main Link.

“WES Aggregation Main Link” means a circuit connecting a WES Aggregation Hub Site and a BT Exchange.

“WES Aggregation Service” means a variant of WES providing up to ten access Spokes from a single WES Aggregation Main Link.