BT Compute Telehousing HD

BT Compute

[Click and type Date]

Service Annex

(Valid for Data Centre
BF1, Settimo Milanese – Milan)

BT Compute Telehousing HD – SERVICE ANNEX

TOC

1 Definitions

The following definitions are applicable in addition to those specified in the General Contractual Conditions in the BT PSA (BT Products and Service Agreement) and the BT Compute Service Schedule.

With reference to this Service Annex, "BT Compute Telehousing HD" specifies a High Density "housing" service based on the provision of an infrastructured space (rack, power, conditioning, security, …) and managed inside a hall shared by several customers in the BT Italia Business Factory (Data Centre).

"Business Factory" means Data Centre and vice versa.

2 Reference Documents

This Service Annex constitutes an integral and essential part of the BT Products and Services Agreement (PSA) stipulated between the parties. Therefore provisions contained in the following will integrate this Service Annex:

- **General Contractual Terms** (BT PSA)
- **BT Compute Service Schedule**
- **Order**

3 Introduction

The BT Compute Telehousing HD service includes the provision of one or more High Density racks in an infrastructured space within the BT Italia Business Factory, in a hall shared by several Customers.
This must also be combined with connectivity. Systematic management and the sale or hire of hardware devices may be optionally included.

3.1 BT ITALIA

BT Italia S.p.A. is the main supplier in Italy of integrated ICT and solutions for companies, from multinationals to small/ medium sized enterprises and public administrations. It is a wholly owned subsidiary of British Telecommunications plc (BT), a major international player on the telecommunications and IT market, with a delivery potential capable of guaranteeing territorial coverage, consolidated management processes and scalability according to volumes. BT has been present in Italy since 1995 as a shareholder in Albacom and wen on to acquire the entire company in 2005. BT Italia S.p.A. was founded in 2006, absorbing Albacom S.p.A. and Atlanet S.p.A., followed by I.NET, Infonet and INS in 2008.

BT Italia has its own fibre optic network which covers over 14,000 km throughout national territory, metropolitan area networks (MAN) in various cities and 5 Data Centres (in Milan and Rome), for a total space of 13,000 sqm. All its infrastructures are linked to the BT Paneuropa network as well as the BT worldwide network. The BT network in Italy has been designed to provide high levels of safety, flexibility, scalability and reliability. Attention to the customer, personalisation and the innovation of services, as well as recognised professionalism and reliability, are just some distinguishing factors of BT Italia.

BT relies on a solid cognitive capital based on important supplies of services, in virtue of extensive and consolidated professional, technical, management and design skills, as well as experience in the management and provision of high quality and reliability IT services.

In 2008 it opened the Business Continuity Control Centre in Italy, an integrated control centre for the management of all problems regarding services and infrastructures, a single point of contact with specialised technicians, organised according to ITIL best practices for the management of Accidents, Service Requests and Changes, with reference to IT services supplied. BT has leveraged the enabling factor given by the convergence of the technological areas of Security, Networking, Information Management and Storage, to establish innovative projects which truly support the Business Continuity of Customers.

BT Italia has the following certification: **ISO 9001**(Quality Management System), **ISO 27001** (Information Security Management System) and **ISO 14001** (Environmental Management System).

BT Italia began operating with its own Data Centres as of 2001, with the purpose of extending its offer of Telecommunications services, integrating voice, data, inter/intranet products and solutions with IT solutions to respond to any customer requirement, up to the full outsourcing of platforms and applications. Services provided in Italy were analysed and verified during the company acquisition process by BT, which certified technical support infrastructures as well as the structure of the BT Compute (IT Services) offer structure, to which this service refers. Certification confers BT Italia with a further level of guarantee for the customer. Only BT can count on the experience and skills of one of the world's largest groups: BT Global Services.

Integration with BT enables BT Italia to tackle complex telecommunication network enhancement projects, by optimising Data Centre use, which supplies Managed Co-location, Managed Hosting, Hosting Applications and Managed Applications, Managed Hybrid Cloud up to Full Outsourcing.

3.2 Introduction

The evolution of the demand for Data Centre services over the last period means that co- location ("power & pipe", namely electrical power and connectivity) covers only part of company requirements, insofar as it has since become necessary to oversee any activities linked to hosted architectures using own personnel. In order to rationalise and render own internet services safe, companies are progressively choosing a more evolved solution by turning to outsourcing.

In this field, the Managed Hosting (or Managed Hybrid Cloud) model has emerged as a winning model insofar as it enables companies to selectively outsource all services (Data Centre, network server, operative systems as well as application components such as web servers, data base servers and application servers), whose operational continuity is vital for business.

The managed co-location solution is complete, flexible and combines services of:

- hosting inside the Business Factory, in both dedicated and shared halls, where base activities linked to the infrastructural components of Data Centres and systems are carried out by BT Italia technicians, complete with Internet connectivity without bandwidth limitations;
- management ("eyes and hands", customer visits, the handling/ replacement of hardware) and hardware installation

This proposal can also be further enriched by *BT Managed Services* (Fault and Change Management of operative systems, web servers, data base servers, email servers) and/or Application Hosting/Managed Application services for vertical solutions (Messaging, Database, Backup, SAP, …).

3.3 Description of Data Centre

Telehousing requires excellent skills, infrastructures and processes. BT Italia has always invested time and resources for these vital cornerstones. Its team of technicians trained and forged over the years as well as Business Factories, designed and built to guarantee maximum security levels, and certifications obtained are tangible proof of a deep-rooted commitment and results achieved.

Thanks to BT Italia's Business Factories, Companies can host their own architectures in an environment according to the highest of standards (service continuity, physical and logical services and performance levels), whose main operational parameters and security devices are subject to 24H monitoring, with the activation of all appropriate escalation measures in case of alarm.

In order to enable the more effective management of people flow, data room access is subject to control on several levels, by means of individual pass systems, badges, TV/CC. Alarms and control devices are capable of operating under any conditions, and all monitored areas are viewed in control rooms. Safety measures applied ensure that the Business Factory is always accessible to Customers.

The BT Compute Telehousing Service is provided by BT Italia's Data Centre Business Factory (called BF 1), located in Via Darwin in Settimo Milanese (Milan). For a detailed description of Data Centre BF 1, please consult the document "Description of Business Factory 1".

4 Description of the BT Compute Telehousing HD Service

The BT Compute Telehousing HD service enables Companies to host their own IT architectures in shared data halls of the Business Factory. Access to the hall is ensured by means of personalised badges, whereas access to individual racks is subject to personalised numerical combinations. The presence of devices belonging to other Customers within the same hall does not compromise the physical and IT safety of any hosted machines in any way.

BT ITALIA provides this service at its Milan (Settimo Milanese) Data Centre (Business Factory 1), designed to host Customer servers and guarantee maximum infrastructural and physical security.

The following elements define the service provided to the Customer:

- number of racks;
- average electrical power supplied per rack (expressed in kW);
- SLA requested for management activities (Silver or Gold);
- within the field of management, the maximum number of interventions the Customer is entitled to;
- any initial Customer architecture installation activities by BT ITALIA technicians.

Here below please find a detailed description of the characteristics of each element.

4.1 Service elements

4.1.1 Racks

The minimum service offer consists of 1 rack, therefore rack fractions are provided for. Racks are exclusively supplied by BT Italia, according to predefined characteristics detailed here below. A prior space availability check is required in order to provide any relative quotations

4.1.2 Space/Power Characteristics

The document "**BT ITALIA Web Farm Operational Regulations - Shared Halls**" disciplines structural and technical limitations as well as installation and cabling methods for Customer devices in shared halls at the BT ITALIA Business Factory. Standard racks available to BT Compute Telehousing HD Customers are supplied with network cabling and electrical power.

The service consists of the supply of 750mm x 1070mm racks for 42 rack units with telecontrolled PDU powered in full redundancy on different lines, 32 Amperes each. Each PDU is fitted with 36 single-phase C13 sockets (10A) and 6 C19 sockets (16 A). PDUs are all fitted with an integrated amperometer and network card through which BT guarantees monitoring and a warning system of linked loads and relative consumptions.

Within each rack, in view of previously described PDU characteristics, correct load division is fundamental in order to guarantee redundancy in case of power source faults.

The maximum suppliable power for each rack is 5 kW.

Here below please find a description of the different power options available for each rack (Standard, High or Max).

Customers using the services undertake to comply with maximum contractually defined electrical power levels. Without prejudice to the aforementioned, if average contractually agreed electrical power is exceeded, the difference will be invoiced according to rates applied for upper suppliable thresholds.

4.1.2.1 Power Standard

The Power Standard solution includes:

- Rack (according to aforementioned technical characteristics)
- Electrical power included for each rack of **3 kW**

4.1.2.2 Power High

The Power High solution includes:

- Rack (according to aforementioned technical characteristics)
- Electrical power included for each rack of **4 kW**

4.1.2.3 Power Max

The Power Max solution includes:

- Rack (according to aforementioned technical characteristics)
- Electrical power included for each rack of **5 kW**

4.1.3 Management

Management and relative SLAs refer to each Rack.

The following management activities (called interventions) are included:

- Customer architecture support: "eyes and hands" type support in shared hall ("remote hands");
- Service Request (Minor Change) activities on Customer architecture;
  - HW handling;
    - Unpackaging of new material;
    - Re-packaging of material to be replaced;
    - Shipment of material from BT ITALIA to Customer's site (expenses borne by the Customer).
  - Replacement of HW owned or hired by the Customer:
    - Devices, Discs, Boards.

Unlimited badge access to hall.

4.1.3.1 Basic Management

The number of management limitations for the Customer is **4 per year per rack under "Basic Management".**

4.1.3.2 Standard Management

The number of management limitations for the Customer is **12 per year per rack under "Standard Management".**

4.1.3.3 Unlimited Management

There is no limit to the number of interventions the Customer can request.

4.1.4 Management SLA

Management SLA enables the selection of different service levels: **Silver or Gold.** Please refer to the relative document ***BT Compute Service Schedule*** for further details. If the Customer requires a higher service level in view of Change or Incident Management activities, BT Italia can draw up a project-type proposal that is personalised according to requested requirements.

4.1.5 Service availability

Service infrastructure availability amounts to 99.99% on an annual basis.

This availability is not determined by the need to operate on a maintenance level, insofar as redundancies enable any kind of activity without reducing infrastructure availability, but by force majeure resulting in serious and non-single breakdowns. Therefore it is hereby specified that any unavailability of one of either power sources does not constitute and interruption of the service.

In case of maintenance works and/or individual breakdown, availability will remain unaffected.

If a Customer experiences an infrastructure service interruption caused by a malfunction attributable to BT Italia, BT Italia will award the Customer, subject to a request from the latter, with an extension of the Service affected by the malfunction, free of charge, amounting to one solar day for each day/ fraction of Service interruption duration.

This recognition is the only compensation available to Customers who are unable to fully exploit Service availability levels.

4.1.6 Supply (Setup)

4.1.6.1 Provision of basic infrastructure

Installation activities described herein are carried out by BT Personnel. Should the Customer choose not to avail themselves of BT personnel for one or more of the aforementioned activities (in any case limited to activities pertaining to their own architecture), they must submit prior notification to BT Italia.

Therefore in order to ensure the correct execution of activities described here below, the parties hereby agree to the division of respective tasks and relative responsibilities duly specified in special documentation.

Activities carried out by BT:

- Physical installation of devices:
  - Handling of devices from reception of goods to customer rack;
  - Unpackaging of material;
  - Insertion of devices on racks;
  - Connection to mains and switching on;
  - Data cabling inside rack with material supplied by the customer;
  - Supply of access badge for shared hall.

All aforementioned physical installation activities are understood as being carried out exclusively during initial setup. After this phase, the installation of new material will be considered as a Service request (see paragraph 4.1.13).

The one-off initial installation fee (setup) is per rack.

5 Connectivity Services

BT confers a virtually unlimited connectivity capacity to its own co-location services. Systems hosted at BT Data Centres can exploit connectivity by means of high reliability logical security.

With the aim of offering "network plus" type integrated services, managed platforms offered by BT Italia are connected with voice network, data and internet BT Italia knots, thus enabling customers to access all benefits necessary for the creation of integrated solutions, typical of complex hosting.

BT connectivity services available for the BT Compute Telehousing HD service are as follows:

- Connection via Internet *(BT Compute Internet Data Centre Band)*
- Connection via MPLS network *(BT IP Connect)*

Optionally it is possible to create relaunches towards providers of alternative connectivity to BT or inside the Data Centre.

5.1 Connection via Internet

The connectivity service via Internet includes the provision and management of Internet connection for the Customer's architecture hosted at BT Italia Data Centres.

The customer benefits from a service which is always redundant and can also choose increasing bandwidth and scalability according to own requirements.

Modern and meshed topological layout confers high resistance coupled with extremely rapid supply and upgrade times.

Customers with several halls at different BT Data Centres can exploit double infrastructural redundancy by creating extended networks, as though they were within the same hall.

The service is available both in ethernet and optical fibre and subject to project, geographical links can also be developed between the Milan and Rome BT Data Centres.

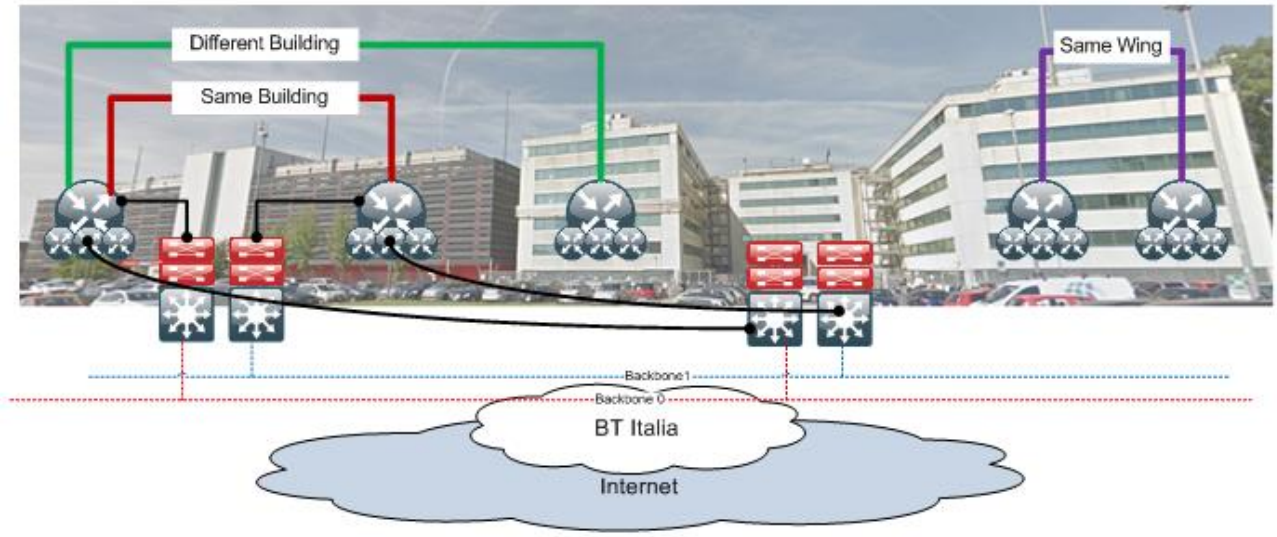
This service does not include switches and firewalls for connectivity, although they can be provided separately according to the best suited network (**BT Assure network data centre management**) and security (**BT Assure managed firewall**) solutions for Customers, from the BT portfolio. In the absence of BT security services, Customer network protection is to be ensured by the Customer.

Switch devices required for connecting systems hosted at Data Centres to each other and Internet connection must comply with the following requirements:

- support all standard protocols (VLAN, spanning-tree etc.).
- Ethernet interface compatibility with type of issued bandwidths.

The link occurs in L3 routed mode without any sharing of spanning tree or dynamic routing processes and is compatible with all existing L2/L3 technology.

The Customer's infrastructure must contain an L2 component (switches managed by BT or customer) which enables visibility of both routers.



Parameters used to select and define the Internet access service are as follows:

- type of certification on interfaces belonging to BT Italia frontier routers (Ethernet, Fast Ethernet or Gigabyte Ethernet);
- Redundant type management is always offered (Advanced Management);
- SLA requested for management activity (Silver or Gold).

Here below please find a detailed description of the characteristics of each component.

5.1.1 Types of certificate

The Standard Service is supplied via a single access point on the closest distribution router and by creating a copper connection to be certified on switches in the customer's infrastructure.

A public contiguous 16 IP network is assigned for each certification. There are 11 IPs available (excluding broadcast/net IPs and 3 IP which BT reserves for service supply).

BT places DNS Resolver and TIME Server services within BT Autonomous Systems, as a facility for all its Data Centre Customers.

BT will configure a double access with variable certification by means of a redundant interface, based on network topology and hall position.

In case of single hall, the Customer will be certified on a couple of certified devices in the same wing.

In case of halls distributed across several building wings, or across several buildings, each hall may be certified to a router in the same building hall, with the possibility of intersections (for example connected to a couple of switches per wing for up to a maximum of four certificates).

The "optical interface" option is required for links between different wings or buildings.

Access to Internet service characteristics vary according to the preselected interface for BT Italia frontier router certification described here below:

***Ethernet Certification**:*

Certification on Ethernet type interface (10 Mbps speed) belonging to BT Italia frontier router(s)

Fast Ethernet Certification:

Certification on Fast Ethernet type interface (100 Mbps speed) belonging to BT Italia frontier router(s)

Gigabyte Ethernet Certification:

Certification on Gigabyte Ethernet type interface (1,000 Mbps speed) belonging to BT frontier router(s)

10 Gigabyte Ethernet Certification:

Certification on Gigabyte Ethernet type interface (10,000 Mbps speed) belonging to BT frontier router(s)

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5.1.2 Advanced Management

The service includes Internet connection management for the architecture of Customers hosted at a Business Factory, with certification according to the selected type and interface.

The linking of servers to the Internet occurs by means of certifying the switch to which the Customer's architecture is connected, on two interfaces belonging to a couple of redundant frontier routers[1] (redundant certification); this type of interface is exclusively dedicated to the Customer's architecture.

BT Italia carries out interface configuration, management and monitoring activities on all frontier routers and the Customer must configure its own switching apparatus.

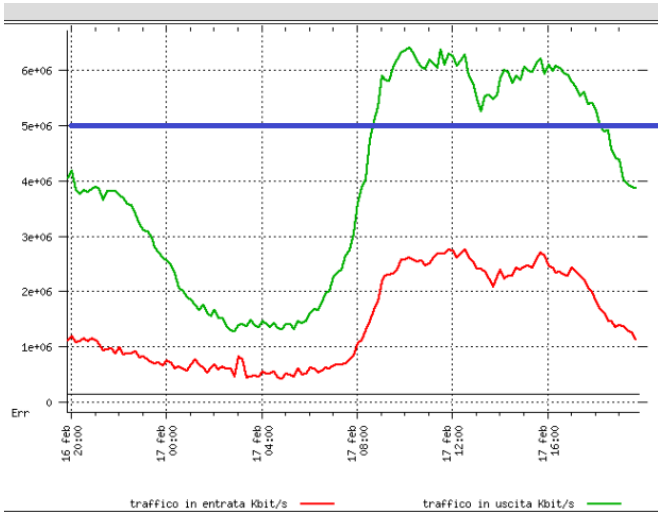
5.1.3 Management SLA

Management SLA enables the selection of different service levels: Silver or Gold. Please refer to the relative document BT Compute Service Schedule for further details. If the Customer requires a higher service level in view of Change or Incident Management activities, BT Italia can draw up a project-type proposal that is personalised according to requested requirements.

5.1.4 Monitoring

The Internet Data Centre Band Service is monitored 24x7x4 by the BT Italia SOC (Security Operations Centre).

Saturation phenomena generate alarms and the Customer is duly notified so that any incidents can be managed in terms of capacity planning.



[1] In order to exploit redundancy guaranteed by two Internet connection interfaces provided by BT Italia for connectivity in Business Factory, the Customer must have a network concentrator (hub or switch).

5.1.5 DDoS

A "denial of distributed service" (DDoS or DoS) is an event in which several compromised systems connected to the Internet are used to attack another one, thus denying service to the system for legitimate users.

In line with Service Conditions, in case of an attack which threatens the BT network or which has a significant impact on other customers, BT reserves the right to blackout the IP/Network under attack, by means of blackholing. BT will make every reasonable effort to keep customers informed and remove said block as quickly as possible.

5.1.6 Service availability

Service infrastructure availability(*) of the BT Compute Internet Data Centre Band service amounts to **99.99%** on an annual basis.

The importance of continuous network service supply means that BT Italia guarantees maximum architectural levels for its Customers, with certification on two interfaces belonging to a couple of redundant frontier routers.

This determines a minimum service availability of 99.99% of the entire contractual period and proposes this Service Level Agreement for Customers:

If a Customer experiences an infrastructure Service Interruption for over 15 minutes and caused by a malfunctioning attributable to BT Italia, BT Italia will award the Customer, subject to a request from the latter, with an extension of the Service affected by the malfunctioning, free of charge, amounting to one solar day for each day/ fraction of Service interruption duration.

This recognition is the only compensation available to Customers who are unable to fully exploit Service availability levels.

Note: (*) Service Unavailability means an Interruption of the Data Centre Network Service (as defined here above) which prevents access to all devices of Customers hosted in Data Centres BF1 and BF2 in Settimo Milanese or Rome Leofreni, from an external station and for a minimum duration of fifteen (15) minutes, but does not include any suspensions scheduled for technical intervention, partial interruptions, service degradation, interruptions caused by catastrophes, riots or interruptions due to catastrophes, interruptions in circuits supplied by other carriers. It is hereby specified that reachability is guaranteed by BT Italia by means of at least one of two redundant interfaces dedicated to the Customer. The guarantee only applies to devices physically hosted in Data Centres BF1 and BF2 in Settimo Milanese or Rome Leofreni.

5.1.7 Supply (Setup)

BT Italia technicians carry out network allocation and configuration activities as well as the connection of network interface couple connection to BT Italia routers, in Business Factories.

If a Customer does not have a previously assigned IP public network, they will be provided with a network of public IP addresses.

5.1.8 Optional Services

Optional services available to list or according to specific project subject to relative quotation are described here below.

5.1.8.1 Optical interface

Upon request, BT creates the link by using Mono or Multimodal interfaces, for example in case of certifications over long distances or in case of customer switch fitted with optical doors only.

5.1.8.2 Upgrade 100 Mbps (Fast Ethernet)

With reference to "Fast Ethernet" certification, the Customer can request upgrades by means of 100Mbps packages without having to change type, with service continuity guaranteed up to the Gigabyte Ethernet limit. BT Italia will configure the point of certification according to the contractually agreed bandwidth.

5.1.8.3 Interfaces greater than 1 Gigabyte or 10 Gigabytes

BT can provide bandwidths greater than a gigabyte by means of LACP/PAGP subject to project, or by using 10 Gb doors.

5.1.8.4 Additional subnets

BT enables the allocation of public IPs in packages of 16 IPs The purchase of several packages in a single solution may enable the summing and allocation of a single subnet, if available. For example: four packages of 16 (/28) IPs result in a single subnet of 64 (/26).

5.1.8.5 Peering MIX (Settimo Milanese only) subject to project

Via Caldera in Milan is home to a technological centre with one of the highest operator concentrations in Europe.

MIX (www.mix-it.net) is an interconnection point where each operator (IPS, carrier, content provider, hoster) reciprocally connects to efficiently exchange ip traffic, resulting in significant savings in terms of connectivity costs.

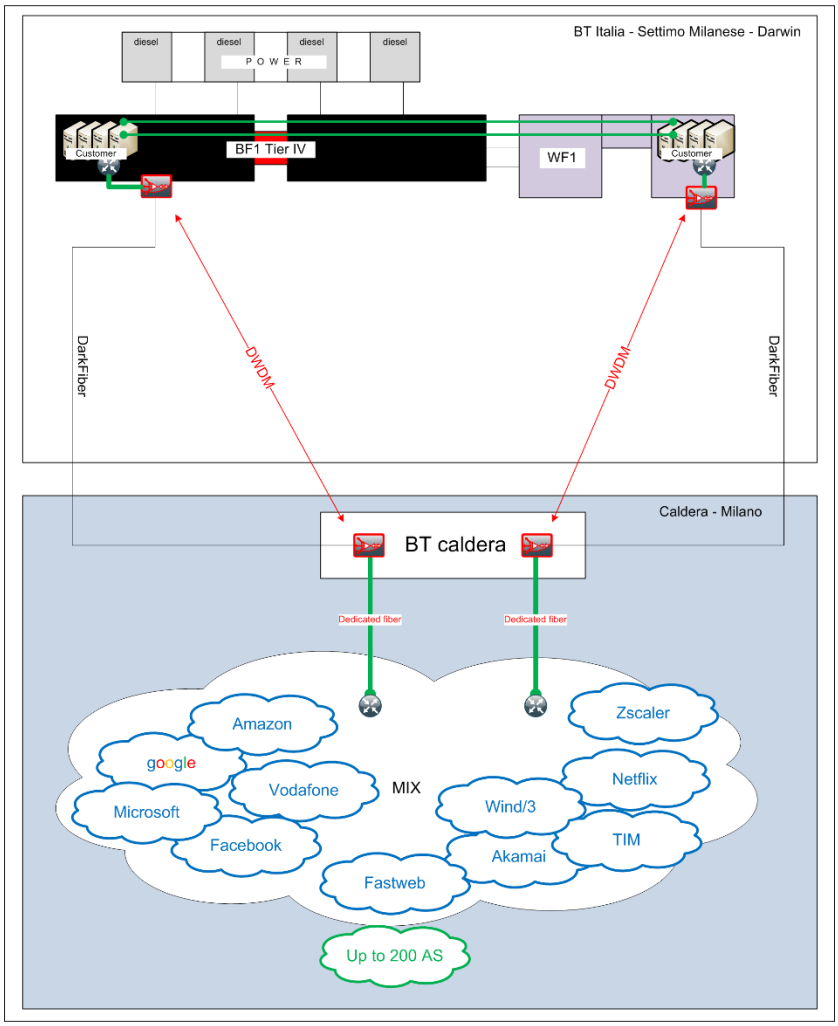
BT Data Centres in Settimo Milanese are connected to the Milan Caldera door by means of redundant dark fibre links with physically separate routes, in practice with virtually unlimited bandwidth and with exceptionally high resilience levels.

The biggest Italian and international operators are present in the Milan Caldera centre, at MIX, in particular (Google, Facebook, Amazon, Akamai, Level3, TIM, Fastweb etc.).

According to project, BT offers the setup and management of Data Centre and network infrastructures capable of connecting with regulated centres and MIX.

The possibility to have separate and direct access to major Internet service providers also guarantees higher resistance, security and extremely low latency, coupled with reduced connectivity costs.

NB: Feasibility is also subject to assessment by the provider to which the request for peering is directed



5.2 Connection via BT MPLS

For a quotation for access to the BT Compute Telehousing HD Service via MPLS network, please refer to the standard service called *BT IP Connect.*

6 Technical Support

Requests for intervention by BT technicians can be submitted via email to the following address: servicedesk@idc.btitalia.it or made over the phone during the times specified by subscribed SLAs at 02/33571001 or 199.124.114 during working hours H24 (where applicable) to the on call number as provided by BT upon subscribing to the service.

For a description of technical support, based on contractually agreed SLA, please refer to the "Service Desk" chapter in the document **BT Compute Service Schedule.**

7 Notes

7.1 References

The Customer will be required to supply details of own personnel authorised to request the intervention of BT ITALIA technicians and which can be contacted if required.

A form for requesting Business Factory access for personnel authorised by the Customer is available on the portal reserved for Customers (accessible via CID and password).

7.2 Operational Regulations

In accepting the offer, the Customer accepts and undertakes to comply with ***Business Factory Milan Settimo Operational Regulations - Personnel Access,*** which disciplines access and stay procedures for Customer personnel in the BT ITALIA Business Factory. These Regulations are posted at the BT ITALIA Business Factory and can be freely consulted by the Customer's employees and personnel. BT ITALIA The Seller reserves the right to change the aforementioned Regulations at any time. In any case it remains understood that the Customer will be held liable for any direct or indirect damage that BT ITALIA may experience due to any breach of these Regulations.

In accepting the offer, the Customer also undertakes to accept and comply with ***Business Factory Milan Settimo Operational Regulations - Shared Halls,*** *which disciplines structural and technical requirements as well as installation and cabling procedures for Customer devices at dedicated halls in the BT ITALIA Business Factory.* These Regulations are posted at the BT ITALIA Business Factory and can be freely consulted by the Customer's employees and personnel. BT ITALIA The Seller reserves the right to change the aforementioned Regulations at any time. In any case it remains understood that the Customer will be held liable for any direct or indirect damage that BT ITALIA may experience due to any breach of these Regulations.

7.3 Material

The Customer's material to be sent to BT ITALIA for the BT Compute Telehousing HD service must be delivered to BT ITALIA S.p.A, via Darwin 85, 20019 Settimo Milanese (MI) to the attention of the Technical Support Department. Customer goods will be received on Monday-Friday (excluding holidays) from 9 to 12 pm and from 2 pm to 5 pm. The sender must clearly specify the BT ITALIA Customer's name of reference for goods. Otherwise goods will be rejected.

7.4 Energy

7.4.1 Energy Price

The price of electrical energy depends on a number of variables which are beyond the control of BT ITALIA.

Energy market liberalisation means that prices depend on market trends and may be subject to modification every 15 minutes.

In order to guarantee the best possible price, BT Italia protects itself vis à vis Providers, by means of contracts characterised by consistently high levels of attention, to anticipate any price increase trends.

The PUN (Prezzo Unico Nazionale - Single National Price) is used as a reference parameter for assessing energy cost trends. ITEC (Italian Thermoelectric Cost) is used as a parameter for checking trends over longer periods, established by REF and Morgan Stanley on a monthly basis and constituting the average total Italian thermoelectric cost.

In light of the aforementioned, if the ITEC parameter increases by more than 10% during the contractual period, resulting in a consequent increase of electrical power costs, BT ITALIA, upon the expiry of each year of contractual duration, will request additional payment from the Customer to cover additional costs incurred by BT ITALIA. Said payment will be calculated on 40% of the annual initial co-location fee (percentage corresponding to the bearing of electrical energy costs on total co-location fees) and will amount to 70% of the amount effectively recorded by ITEC. It remains understood that should ITEC be reduced by the same percentage amount, BT ITALIA will issue the Customer with a relative credit note, based on the same parameters listed here above. It is hereby specified that in case of multi-year duration contracts, any additional amounts charged to Customers in case of energy price increases, or any refunds in case of price reductions, will be calculated at the end of each year of contractual duration, based on 40% of the co-location fee agreed with the Customer upon signing said Contract.

8 Special conditions

8.1 Consideration

Consideration and relative details of the Service offered are defined in the Order.

8.2 Invoicing

The Service will be invoiced on a monthly basis, starting from the Date of Actual Activation, according to provisions specified in the IT Service Schedule.

All specified amounts are net of VAT which must be borne by the Customer.

8.3 Terms and Methods of Payment

The invoice issued by BT Italia should be paid within 30 days from invoice issuing date, by any of the following means:

- Debiting Current Bank Account.
- Bank Transfer.

8.4 Contractual Duration

As established in the document IT Service Schedule, the Minimum Service Period amounts to 12 months, starting from the Date of Actual Activation and will be tacitly renewed (Additional Period) for a further period of 12 months.

Unless the parties agree otherwise in writing, the Services will be renewed according to the same conditions in force on the date of renewal.

8.5 Withdrawal

The customer may choose to withdraw from the Service by means of written notification sent by means of a registered letter with return receipt and with at least 90 days notice before the expiry of the Minimum Period or each Additional Period.

Service deactivation for whatever reason does not release the Customer from their obligation to pay any due and outstanding Amounts.

If the Customer withdraws from the Service before the expiry of the Minimum Period or Additional Period (tacit renewal), they will be required to immediately return any BT Italia devices and pay early termination fees to BT Italia, as specified in the IT Service Schedule.

9 Acceptance

In case of acceptance please sign and return this copy.

In the name of and on behalf of the Customer

Date _____

_____

(Customer's Signature)

In the name of and on behalf of BT Italia S.p.A.

Date _____

_____

(Signature of BT Italia S.p.A.)

Annex Table of hosted services

No.	Device Name / Description	Serial Number	Rack Unit	Consumption KW	Nr. and type of sockets	Weight (kg)
1						
2						
3						
4						
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