



G Cloud 15

BT Service Definition for BT Cloud Professional Services

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1 Services Overview

1.1 Cloud Professional Services

The Supplier offers specialist, strategy, and cloud advisory services to support Buyers looking to consult and implement IT related transformation to cloud capabilities. We blend our knowledge and experience with our extensive, practical, pragmatic IT expertise to ensure your short, medium or long-term IT strategies align with your organisation's objectives.

1.2 BT Business Cloud Framework

The Supplier has developed a three-step model aimed at providing insights into the processes and costs associated with transitioning services to the Cloud. The model is modular in its design and enables an organisation to pick and choose the services they require or work with The Supplier to deliver the model in its entirety. This means if you are in the process of planning a migration and require validation or guidance, then the model can deliver the relevant support and assistance. If you already have services in the Cloud and want to ensure they are running optimally or want to rearchitect to take advantage of newer Cloud services, the model can handle this.

Our approach has been designed to:

- Ensure any service transitioned to a Cloud delivers the full investment potential to an organisation.
- Safeguard services hosted in the Cloud using the most advanced technologies available to meet your security and regulatory obligations.
- Provide support to ensure services are delivering optimal performance and scale based on business trends.
- Ensure Cloud services are built in-line with both the current and future needs of the organisation.
- If used correctly, our model will enable you to:
- Reduce the impact on your business and end user estates during the transformation/migration to a Cloud service.
- Demonstrate tangible cost savings through a structured transformation program.
- Implement an ongoing optimisation processes and procedures ensuring services running in a Cloud provide maximum availability and investment returns.

2 Service Features and Benefits

2.1 Cloud Readiness Workshop

Understanding business strategy and service requirements is essential when adopting or transitioning to the Cloud. Businesses normally spend a lot of focus on the technology aspects of a transition and forget about the cultural and organisation's needs. To allow the business to understand the value associated with transforming to the Cloud, we have developed a one-day Cloud overview workshop. This workshop has been designed to allow business stakeholders to get a basic understanding of the services offered and the terminology used. This workshop ensures that the business, as a whole, is ready for a Cloud first approach.

The workshop has been specifically designed to:

- Ensure all areas of the business understand the Cloud
- Illustrate the advantages of transforming to the Cloud
- Address areas of interest and explain the impact of adopting a 'Cloud first' strategy for service provision
- Provide an open form for discussing Cloud transformation and business challenges

Features:

- Deliver BT Cloud readiness workshop
- Understand current challenges that are driving Cloud adoption
- Assess if the Cloud is the only option for service delivery

Our Activities

Deliver a one-day Cloud readiness workshop. By the end of the workshop you should be able to understand:

- What is Cloud
- Component elements of the Cloud
- How to adopt Cloud services
- The benefits of working with the Supplier on your Cloud journey

2.2 Strategy and Vision

Understanding business strategy and service requirements is essential when adopting or transitioning to the Cloud. Businesses consume a lot of focus on the technology aspects of a transition and can downplay the cultural and organisation's requirement. To accommodate this, the Supplier has developed an approach which

facilitates a number of business workshops. The workshops are focused on educating the business on the value of the Cloud, reviewing challenges faced by the business and assessing how this can be positively impacted by a Cloud transition. These workshops ensure that the business, as a whole, is ready for a Cloud first approach.

Workshops are hosted by a Supplier Consultant who specialise in the delivery of Cloud services and the associated business impacts. The Supplier will host several workshops with mixed audiences, including key business stakeholders, business decision makers, and service and application teams.

Features:

The Supplier's Strategy and Vision service is part of the BT Cloud Enablement framework and has been designed to:

- Understand current business drivers that are driving the Cloud discussion
- Drive Cloud terminology into the everyday conversation within the organisation and ensure common standards are used
- Address areas of interest and explain the impact of adopting a 'Cloud first' strategy for service provision

Benefits:

Understand strategic benefits of transforming to the Cloud

Understand potential paths to cloud transformation

Ensure that the Buyers current business case is Cloud aligned and that key stakeholders with the Buyer's organisation is aligned

2.3 Discovery and Assess

A key element of a successful transition to a Public Cloud is understanding what applications services are currently consumed with an organisation and map them back to the physical server infrastructure. This information when combined with intelligence gathered during the Strategy and Vision phase will allow the Buyer to realise the true potential in terms of service migration and expenditure associated with a Cloud transformation project.

In the majority of transformation planning services carried out by the Supplier, we have found that organisations have grown organically, either through acquisition or long-term planning and have not maintained proper service reports or architectural designs. This coupled with a limited understanding of the interdependencies and connectivity requirements for application services can cause complexity when planning the transformation exercise.

During the Discovery and Assess phase the Supplier's Consultant will work with application owners/developers, key business stakeholders, application service partners and IT resources to map out the current application service estate. Typically, this element involves the deployment of a toolset which gathers information on services currently running on your server estate. The information is grouped to show

communication channels between services and also provides an in-depth view of the current server operating estate. The information gathered during this phase will form the underlying basis for the Design phase.

Features:

This service has been specifically designed to:

- Define reasons for change and any compelling business change events
- Ensure a thorough understanding of the current business scoped IT Application and Infrastructure operating model is understood. This will include current on-premise services, any existing Cloud service usage, application services, application interoperability and network requirements that are agreed in scope
- Ensure that any relevant Security requirements are understood pertaining to moving applications and services to a Public or Hybrid Cloud
- Understand how current application services are scaled to meet both service growth and the Buyer load peaks
- Install and configure Microsoft Database Migration assistant (DMA)
- Review SQL Server configurations
- Security review of SQL instances and database access
- Ensure application service interoperability is understood both internally and to external parties
- Provide a high-level time frame for migrating services to the Cloud
- Assess current internal skills relating to Cloud services

Benefits:

- Allow the Buyer to understand the current IT services estate and they interoperate
- Ensure that the future Design phase is using the most update to date service information
- Ensure that the business and key stake holders are engaged in the discovery phase and that their requirements/challenges are documented
- Ensure key application stakeholders, development teams, Information and Governance owners, Security and networking teams are also engaged up front, not forgetting the end user community
- Understand exactly how many SQL instances have been deployed across the estate
- Allow IT to review current service lifecycle management process prior to moving into the Design phase
- Allow the business to assess the eligibility of an application service to meet both the current and future business needs

2.4 Design

Cloud migrations can be complex when dealing with large applications estates with interdependencies. The Supplier's Design process has been built to ensure all of the information gathered during the Strategy and Vision and Discovery and Assess phases form the underlying design criteria for a Cloud Transformation exercise. The Design phase focuses on ensuring all elements of the transition are taken into consideration, using templated reference architectures and a modular solution approach. The Design phase includes strategies and recommendations:

- Security and policies
- Network topology design (for all site interconnections, external application access and ad hoc VPN requirements)
- Application service migration maturity modelling
- Application service infrastructure sizing
- Information and data storage recommendations
- Internal staff knowledge requirements
- Migration process and toolset recommendations
- Consideration for any third parties or sub-contractors
- Costs for Professional Services time
- Budgetary costs for Cloud service
- Define any Managed Service requirements and engage relevant parties
- Map out communications strategy for end user estates
- Project migration plan detailing key milestones and actions. This will also include risks and any compelling events that may impact project success

The Supplier's migration design ethos revolves around understanding the application service deployed in the estate, having a deep understanding on any future growth expectations and requirements of the organisation, and ITs need to innovate both internal and external customer service delivery. The information gathered will then be reviewed and consolidated into a Cloud Migration Maturity Map, which details each application service, current operating environment, service interdependencies, and will map the service to one of five migration solutions. This information is then played back to the Buyer via a Low-Level Design document and also a technical presentation.

Features:

This service has been specifically designed to:

- Ensure that you understand the options available for migrating services into the Cloud

- Ensure you are fully involved in the design process and have the ability to influence the design based on business change or future plans
- Ensure the Supplier's design meets any business goals and enables future business growth expectations
- Design demonstrates benefits of using the Cloud, but also ensures that the application service is hosted in the best location
- Provide an example of Cloud cost consumption based on each service
- Provide migration design options based on a per service basis, including landing zones, security considerations, information management and governance and service dependency maps
- Provide a low-level design document, which details all of the key design criteria used by the Supplier's Consultancy team and describes the migration process using a risk-free approach.

Benefits:

Being able to understand what options are available on a service-by-service basis will enable you to visualise how the Cloud can provide benefits above and beyond normal on-premises services

- The Suppliers Cloud Design service will ensure that all aspects of an application hierarchy are taken into consideration
- Provide a structured approach to application migration
- Ensure that the business is engaged during the migration stage
- Develop an application migration maturity model, that will enable the Buyer to assess which application can be moved to the Cloud
- Map suitable applications in maturity map against 5 Rs (Rehost, Replatform, Rearchitect, Rebuild and Retire) buckets
- Enable the Buyer to get an understanding of any potential Cloud consumption costs
- Design additional services to sit alongside migrate process, this will include BC/DR options, Security considerations, landing zones.

2.5 Transform

During this phase, the Supplier's Project delivery team will undertake the actions and processes defined in the Low-level Design document. Throughout this phase the Supplier's Consultant will work closely with the project teams and application owners to map out and agree an application centric migration strategy. As part of the Supplier's migration plan, we will recommend a phased approach be adopted. Commencing with a proof of concept for critical business application services, where key stakeholder, application owner, and application developers can test service functionality prior to production migration. The results of the proof of concept

will be presented to the Buyer, along with any compatibility and performance concerns.

Any changes made during the proof of concept will be added to the Low-level design as an addendum for future records. The transformation phase will also enable all parties to validate migration tool selection and application service migration timescales.

Information Management, monitoring and backup services will be configured during prior to live transformation enabling the Buyer's staff to become familiar with the new processes and procedures. It is also recommended that any formal user/IT training take place prior to live service transformation.

Live service transformation will only occur once the Buyer, the Supplier's Consultant and the Supplier's Project Team have signed off any key actions or concerns raised via the Project Risk register. Once all actions have been completed then the live migration effort will be scheduled, It is recommended that migration follow the recommendations made in the Cloud Migration Maturity Map presented during the Design phase.

Post migration, the Supplier's Consultant will assist in the novation of the services into the required managed Service framework. If this is a BT Managed Service, then the Supplier's Consultant will work with the service transformation teams.

Features:

- Validate migration tools has been setup correctly and is running as expected
- Setup and configuration of cloud services in an existing subscription
- Setup and configuration of a networking landing zone
- Setup and configure a new active directory domain controller in the Cloud
- 'Lift and shift' services into the cloud, subject to service supporting this style of transformation
- Undertake UAT testing prior to live migration
- Live migrate services into the cloud
- Setup and configuration of a cloud backup service with a single backup policy

2.6 Technical and Service Requirements

The Buyer obligations and dependencies will differ for each service and will be outlined in a Buyer's Statement of Works / Order Form. Key requirements could include: Connectivity, confirmation of personnel and equipment to be used including any security criteria, Supplier access to relevant stakeholders, access to the Buyer's cloud environment, access to relevant systems, cloud accounts and the Buyer's organisation details.

3 Why Work With Us

If you need scale and flexibility, the ability to grow your infrastructure in a modular way with predictable performance levels, we can deliver a fully integrated solution.

Using our range of skilled experts and partners we'll recommend a solution that meets your needs. Public Cloud procurement, configuration and hosting in partnership with Amazon Web Services, Microsoft Azure, Google Cloud Platform alongside an extensive UK based professional services capability. The Supplier can supply all of this to public sector buyers in compliance with Government Digital Service guidance and standards.

4 Pricing

BT Cloud Professional Services are delivered on a Time and Materials basis according to the day rates detailed in the SFIA. Managed Service costs will be dependent on monthly spend and detailed in the Buyer's Statement of Work.

In addition, where licencing costs are required, (e.g. software, servers, analytical tools) these will be based on the applicable fee for the volume and timeframe that the licences are required.

Where an assessment is focussed on virtual machines the appropriate licence fees will apply. All prices will be exclusive of V.A.T. and expenses.

5 Ordering and Invoice Process

The Supplier's Account Manager will be happy to discuss the service with you and manage any ordering processes. If you do not have a Supplier Account manager, please call 0331 652 4585.

Your invoice will be dependent on the service you are interested in and the requirements of your business, all invoicing agreements will be included in your Statement of Works at point of contract.

6 Information Assurance

BT and Cloud partners hold ISO27001 certification for the G Cloud Service

Quality Assurance and Performance and Testing:

- Government Security Classification up to Official (GSC).
- Government security clearance up to Baseline Personnel Security Standard (BPSS).
- Cyber Essentials certification.
- SOC 2.
- GDPR.
- The Supplier's partners can work in conjunction with the Buyer's testing and quality assurance team, to assess the cloud infrastructure in order to compare or improve performance.
- Customer support is available 24/7.
- Availability and performance are subject to the Cloud Platform Service Provider terms.
- Data backup restore and disaster recovery - This is subject to the type of service offered. Typically Cloud Service Providers offer this out of the box across their services.
- Maintenance windows - Not provided as standard part of services. However, we can design maintenance windows for planned change and incident management.

7 Security Requirements

Due to the nature of the service within scope of this service offer, optional Call-Off Schedules 9A (Security: Short Form), 9B (Security: Consultancy), 9C (Security: Development), 9D (Security: Supplier-led Assurance) and 9E (Security: Buyer-led Assurance) are excluded and the **Suppliers standard Security Management Plan applies only**.

Additionally, BUYER'S SECURITY REQUIREMENTS AND ICT POLICY SECURITY REQUIREMENTS within the Call-Off Order Form will be marked with the option **There are no Security Requirements for the purposes of this Call-Off Contract** and SECURITY ASPECTS LETTER will be marked as **not applicable**.

7.1 The Security Management Plan

The Security Management Plan (SMP) defines the security measures that are implemented, and maintained, by BT. BT will maintain the adherence to the contracted security measures.

The plan supports the provision of the services in scope of this service offer and covers the following:

- Our approach to security
- Our information security policy
- External parties
- Human resource security
- Physical and environment security
- Asset management
- Operation of the plan
- The security lifecycle

7.2 Security Accreditation and Governance Standards

Security accreditation and governance standards will be in line with the details defined within the Suppliers Digital Marketplace submission and where applicable, additional information will be detailed within this Service Definition document.

7.3 Operational Security

Operational security will be in line with the details defined within the Suppliers Digital Marketplace submission and where applicable, additional information will be detailed within this Service Definition document.

7.4 Asset Protection

Operational security will be in line with the details defined within the Suppliers Digital Marketplace submission and where applicable, additional information will be detailed within this Service Definition document.

7.5 Cyber Essentials Certification

Cyber essentials certification was a mandatory requirement to secure a place on the framework as a Supplier and to maintain our place on the agreement, all Suppliers must present evidence to Crown Commercial Service (CCS) of their continued certification.

Therefor the option under CYBER ESSENTIALS CERTIFICATION within the Call-Off Order Form under is marked as not applicable and for the purposes of Call-Off Schedule 27 (Cyber Essentials Scheme), clauses 2.1 to 2.4 are not used.

7.6 Staff Vetting Requirements and Background Checks

Staff vetting requirements will be in line with the details defined within the Suppliers Digital Marketplace submission and this Service Definition document and STAFF VETTING REQUIREMENTS within the Call-Off Order Form will be marked accordingly.

Our recruitment process includes pre-employment screening and vetting prior to placement to ensure adequate levels of confidentiality are maintained, screening includes:

- Application for a criminal record check
- Giving us contact details for reference checks
- Health declaration
- CIFAS- Staff Fraud Database check.

Additional checks are made when dealing with particularly sensitive positions (such those involved with sensitive contracts). The normal undertakings signed by individuals at recruitment include non-disclosure provisions and it is a disciplinary offence to misuse any information obtained from Supplier systems. Offenders are subject to disciplinary action up to and including dismissal and may be subject to prosecution, while ensuring compliance with local legislation.

Due to the nature of the service within scope of this service offer, optional Call-Off Schedule 18 (Background Checks) is excluded and in the event that Supplier Staff do not have the necessary clearance required, the Parties will agree an acceptable alternative such as escorted access.

8 Personal Data

Personal data in relation to services in scope of this service offer is divided into 2 areas:

- Managing the contract
- Managing the services

Personal data, where required to be managed, complies with the requirements of clause 17 Data protection and security, within the Framework Core Terms including new Clause 17.7 included via Framework Special Term 13

8.1 Managing the Contract

Joint Schedule 10 (Processing Data) will be completed to define what types of personal data in relation to managing the contract may be held, the nature and purposes of the processing and will confirm The Parties are Independent Controllers of Personal Data.

8.2 Managing the Service

Where personal data is held as part of delivering the service, how this will be managed will be defined, where applicable, within the Suppliers product specific Terms and Conditions that are attached to the Suppliers Digital Marketplace entry for this service offer. The Suppliers Digital Marketplace entry also confirms details of data storage and processing locations specific to this service.

The Supplier, including any Sub-processors of the Supplier, may from time to time use back-office support and system functions which are located or can be accessed by Users from outside of the UK and/or the European Economic Area. Any such processing will be in accordance with Joint Schedule 10 Paragraph 5.5.2, and for the purpose of clause 5.5.2 (a), the Buyer consents to the disclosure and transfer of Data, including Personal Data, as required in order to provide the Service.

8.3 Sub-processing

The Buyer consents to the Supplier's use of Sub-processors in accordance with the Framework Agreement. The Supplier will ensure that data protection obligations in respect of Processing Buyer Personal Data that are broadly comparable to those set out in the Framework Agreement and will be agreed with any Sub-processors.

The Supplier will inform the Buyer of intended changes to its Sub-processors from time to time, either by providing the Buyer with online access to intended changes or by such other means as the Supplier may determine. If the Buyer does not object to the proposed change within 30 days of this notice, the Buyer will be deemed to have authorised the use of the new Sub-processors.

9 Other Service Considerations

The service described in this Service Definition is based on the Supplier's standard offering for this cloud service and the contract is not defined as a Critical Service Contract. It should be noted that the G Cloud 15 Call-Off Order Form has a number of mandatory schedules, optional schedules and Call-Off Order Form options, and this section clarifies the position of these options for this service as provided by the Supplier. The service will additionally be delivered in line with the Supplier Terms and Conditions included within the Suppliers Digital Marketplace submission.

9.1 Modern Slavery, Environmental Requirements and Sustainability

To comply with the reporting requirements to the Buyer as defined within Joint Schedule 5 (Sustainability) the Buyers can access the Suppliers annual Modern Slavery Report, and where required (for lots 1a and 1b only) its Carbon Reduction Plan here [Our reports & policies - Responsible business | BT Plc](#)

Optional Call-Off Schedule 25 (Additional Sustainability Requirements) is excluded. The Suppliers approach to sustainability, managing our environment, and our modern slavery policies can be found here [Our reports & policies - Responsible business | BT Plc](#)

Optional Call-Off Schedule 26 (Carbon Reduction) is excluded. The Suppliers approach to carbon reduction and our carbon reduction plans can be found here [Our reports & policies - Responsible business | BT Plc](#)

9.2 Financial Difficulties

For the purpose of Joint Schedule 7 (Financial Difficulties), the Ratings Agencies listed within Annex 1 (Rating Agencies and their standard Rating System) will be Standard & Poor and Moody's and for Annex 2 (Credit Rating Thresholds) these will be BB+ for Standard and Poor and Ba1 for Moody's.

BT's published ratings are available [here](#)

9.3 Guarantee

For the purpose of Joint Schedule 8 (Guarantee), the Buyer does not require a Guarantee from the Supplier to award the contract.

9.4 IPR

For the purpose of Call-Off Schedule 1 (Intellectual Property Rights) **Part A Option A3: Supplier ownership of all New IPR with Buyer rights for the current contract only;** applies and is not further amended on the Call-Off Order Form under INTELLECTUAL PROPERTY RIGHTS.

9.5 Staff Transfer

No staff transfer is required and for the purposes of Call-Off Schedule 2 (Staff Transfer) **Part C: No Staff Transfer on the Start Date** only applies.

9.6 ICT Services

ICT services, where applicable, will be managed in line with the details defined within the Suppliers Digital Marketplace submission and supporting Supplier Terms, and where applicable within this Service Definition document and optional Call-Off Schedule 6 (ICT Services) is excluded, and the option under ICT POLICY within the order form will be marked as not applicable. Any maintenance of the ICT environment, where applicable, will be defined within this Service Definition document and the option under MAINTENANCE OF THE ICT ENVIRONMENT within the Call-Off Order Form will be marked as not applicable.

9.7 Business Continuity and Disaster Recovery

Due to the nature of the services within scope of this service offer, optional Call-Off Schedule 8 (Business Continuity and Disaster Recovery) is excluded.

9.8 Corporate Resolution Planning

Due to the nature of the services within scope of this service offer, , which is available only when the Call-Off Contract is not a Critical Service Contract, optional Call-Off Schedule 24 (Corporate Resolution Planning) is excluded.

9.9 Exit Management

Optional Call-Off Schedule 10 (Exit Management) is excluded and at the end of the Call Off Contract Period, the offboarding process will be managed in line with the details defined within the Suppliers Digital Marketplace submission and where applicable within this Service Definition document. The Call-Off Order Form SPECIFIC EXIT MANAGEMENT ASSISTANCE (LOT 1A AND LOT 1B ONLY) and VIRTUAL LIBRARY will both also marked as not applicable.

9.10 Clustering and Leasing

Services will be contracted and invoiced to the Buyers detailed within Framework Schedule 6 (Order Form Template) and as such optional Call-Off Schedule 12 (Clustering) is excluded.

Due to the nature of the services within scope of this service offer, leasing of services is not applicable and as such, optional Call-Off Schedule 22 (Lease Terms) is also excluded.

9.11 Implementation Plan and Testing

Due to the nature of the services within scope of this service offer, optional Call-Off Schedule 13 (Implementation Plan and Testing) is excluded and the services in scope will be implemented and tested in line with the details defined within the Suppliers Digital Marketplace submission and this Service Definition document.

9.12 Performance Levels

Due to the nature of the service within scope of this service offer, optional Call-Off Schedule 14 (Performance Levels) is excluded and the service levels provided are as defined within the Suppliers Digital Marketplace submission and this Service Definition document.

9.13 Service Credits

Any service credits for the services within scope of this service offer will be as detailed, where applicable, within this Service Definition document and SERVICE CREDITS within the Call-Off Order Form will be marked accordingly.

9.14 Call Off Schedule 17 (MOD Terms)

Where optional Call-Off Schedule 17 (MOD Terms) is required, this will be based on no additional DEFCONS or DEFFORMS being added within Annex 1 which incurs additional costs to the Supplier.

9.15 Call Off Specification and Deliverables

The services will be delivered in line with the Suppliers Digital Marketplace submission and this Service Definition document and as such, optional Call-Off Schedule 20 (Call-Off Specification) is excluded.

9.16 Call Off Special Terms

Due to the nature of the services within scope of this service offer based on the Supplier's standard offering for this cloud service, no additional call off special terms are introduced into the Call-Off Order Form under CALL OFF SPECIAL TERMS

9.17 Service Request Process

The service request process will be as defined within the Suppliers Digital Marketplace submission and this Service Definition document and SERVICE REQUEST PROCESS within the Call-Off Order Form will be marked accordingly.

9.18 Minimum Commitments

Any MINIMUM COMMITMENT(S) where applicable noted within Call-Off Order Form will be aligned to those as defined within the Suppliers Digital Marketplace submission and Suppliers Price Card where applicable and MINIMUM COMMITMENT(S) within the Call-Off Order Form will be marked accordingly.

9.19 Maximum Liability

The limitation of liability for this Call-Off Contract remains as stated in Clause 14.2 of the General Terms (as that Clause 14.2 has been amended pursuant to Framework Special Term 12 as set out in the Framework Award Form) and is not further amended on the Call-Off Order Form under MAXIMUM LIABILITY.

9.20 Additional Insurances

There is no requirement for additional insurances which will remain as defined within Joint Schedule 3 (Insurance Requirements) and ADDITIONAL INSURANCES on the Call-Off Order Form will be marked as not applicable.

9.21 Product Roadmaps

Any defined product roadmaps, where applicable, will be defined within this Service Definition document and PRODUCT ROADMAP (IF APPLICABLE) within the Call-Off Order Form will be marked as not used.

9.22 Quality Plans

Any defined quality maps, where applicable, will be defined within this Service Definition document and the option under QUALITY PLANS within the Call-Off Order Form will be marked as not applicable.

9.23 Social Value Commitment

Social value is at the heart of our purpose, driving impactful initiatives that address the needs of diverse communities across the UK. Our dedicated Social Value team have a focus on sustainability, community, sponsorship, charity, and the environment.

We're increasing digital inclusion and giving back to local communities through on-the-ground initiatives that make real-world positive changes.

The five pillars of social value at BT are:

- Outreach: no one is forgotten in our social value delivery.
- Improvement: continuous improvement in our delivery.
- Sustainability: our incentives are built to last.
- Engagement: user voice at the forefront and not an afterthought.
- Equity: leveraging our power to mobilise individuals, institutions, and communities

Details and reporting on what we are doing around social value can be found here [Social Value At BT | About Us](#) and SOCIAL VALUE COMMITMENT within the Call-Off Order Form will be marked accordingly and no additional bespoke commitments or reporting will be included.



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Registered office: One Braham, Braham Street, London, E1 8EE

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BT is an ISO 9001 Registered Company

Company information

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