



General Terms

Contents

The Basics	2
The Service	2
Payments.....	3
Protecting Information	4
Ending a Service or the Contract	6
If Something Goes Wrong.....	7
Everything Else	9
Defined Terms	10



The Basics

These are the General Terms that apply to any Service you buy from BT. Specific Services have their own Orders and Schedules with more detailed terms.

1 What words mean

- 1.1 Some of the words and phrases in this document mean specific things. They are capitalised all the way through and explained in the Defined Terms section at the end of this document.
- 1.2 The words below have the following meanings:
 - 1.2.1 'You' and 'your' mean the Customer.
 - 1.2.2 Phrases that refer to 'we', 'our', 'us', 'each of us', 'each of our', 'both of us', 'we each', 'we will each', 'we will both', 'whichever of us', 'one of us', 'neither of us', 'either of us', 'either of our', 'either one of us' and 'we both' mean one or both of BT and the Customer, whichever makes sense in the context of the sentence.
- 1.3 The words 'include' or 'including' do not limit something to just the examples that follow.
- 1.4 Any time either of us has a right or obligation that we may exercise or perform, then whether either of us chooses to exercise or perform that right or obligation will be in that party's sole discretion.
- 1.5 Any reference to a specific law or regulation in the Contract includes that law or regulation as amended, replaced or extended.

2 Order of documents

If there is a conflict between any of the documents, the order of priority, highest first, is:

- 2.1 any Annexes;
- 2.2 the Schedule;
- 2.3 these General Terms;
- 2.4 the Master Order;
- 2.5 any Supplemental Orders; and
- 2.6 if applicable to a Service, the BT Price List.

3 When the Contract starts and how long it lasts

- 3.1 The Contract starts on the Effective Date and will carry on for at least the Minimum Term (if any) and until:
 - 3.1.1 one of us ends it (in a way that the Contract allows);
 - 3.1.2 it expires; or
 - 3.1.3 BT is no longer providing you with any Services, there are no outstanding Orders and all invoices are paid.
- 3.2 Any Minimum Term shall commence on the Service Start Date, unless stated otherwise in the Schedule.
- 3.3 Each Order will be an amendment to this Contract.
- 3.4 If a Service or Order terminates or expires for any reason other than when the Contract is terminated or expired in its entirety, the rest of the Orders in place will remain unaffected and both of us will continue to perform each of our obligations under them as agreed in the Contract.

4 Some basic principles

- 4.1 BT confirms that it is a legal corporation, authorised to agree the Contract and provide all the Services.

- 4.2 You confirm you are legally set up as a business, authorised to agree the Contract and carry out your responsibilities under it.
- 4.3 The BT Privacy Policy sets out how BT uses your Personal Data and includes more details about what BT can do with it, your rights and BT's obligations.
- 4.4 You will not re-sell the Services to a third party without BT's prior written approval or unless explicitly set out in a Schedule. If BT grants such approval, it will be conditional upon you imposing on the relevant third party in writing obligations no less onerous than those to which you are subject under this Contract (including the Compliance Obligations and the Acceptable Use Policy).
- 4.5 Regardless of what it may say elsewhere in the Contract, both of us are entitled to announce publicly and within our organisation that we have entered into this Contract without disclosing the details of this Contract. In the event either of us wants to publish or use any other advertising, sales promotions, press releases, announcements, or other publicity that relates to this Contract or that uses the trademark, service mark, trade name, logo or other indicia of origin of the other Party or its Affiliates in connection with this Contract or any Services provided under this Contract, the prior written approval of the other Party is required which shall not unreasonably be withheld.

The Service

5 What BT has to do

- 5.1 BT will:
 - 5.1.1 provide you with a Customer Committed Date for each Service and will use reasonable endeavours to meet any Customer Committed Date;
 - 5.1.2 provide each Service with the care and skill that would reasonably be expected in the circumstances;
 - 5.1.3 comply with Applicable Law;
 - 5.1.4 comply with, and may exercise its rights in, the Compliance Obligations;
 - 5.1.5 provide information relating to your use of a Service to authorities, regulators and law enforcement agencies, if it is legally required to; and
 - 5.1.6 if applicable to a Service, take reasonable steps to stop anyone getting unauthorised access to any part of the BT Network.
- 5.2 BT may change any Service so long as the performance of the Service is not materially adversely affected. These sorts of changes might include (but are not limited to):
 - 5.2.1 changing, replacing, introducing or removing features of the Service;
 - 5.2.2 replacing the Service with a materially equivalent Service;
 - 5.2.3 changes to reflect developments in or changes to technology used to provide the Service;
 - 5.2.4 substituting or replacing BT Equipment; or
 - 5.2.5 changes required to (i) protect the integrity or security of the BT Network and (ii) comply with Applicable Law.

6 What you have to do



You will:

- 6.1 provide BT with the names and contact details of the Customer Contact, but BT may also accept instructions from a person who BT reasonably believes is acting with your authority;
- 6.2 provide BT with any information reasonably required, including information in relation to health and safety and the environment, without undue delay, and you will make sure the information provided is accurate and complete;
- 6.3 complete any preparation activities that BT may request to enable you to receive the Service promptly and in accordance with any reasonable timescales;
- 6.4 cooperate with BT and comply with any reasonable requests BT makes to help BT provide the Services;
- 6.5 comply with Applicable Law, and make sure that your Users do as well;
- 6.6 comply with the Acceptable Use Policy and the Compliance Obligations and make sure that your Users do as well; and
- 6.7 for Sites not under BT's control, get all the consents, licences, permissions and authorisations we both need and keep them up to date so BT can provide the Services at the Sites, including for:
 - 6.7.1 making alterations to buildings;
 - 6.7.2 getting into property;
 - 6.7.3 dealing with local authorities, landlords or owners;
 - 6.7.4 installing BT Equipment or Purchased Equipment; and
 - 6.7.5 using the Services over your network or at a Site.

7 If you do not comply with the Acceptable Use Policy or Compliance Obligations

- 7.1 If you do not comply with the Acceptable Use Policy or Compliance Obligations, you will be liable for any Claims, losses, costs or liabilities that BT incurs as a result.
- 7.2 BT may, when there is a serious breach of the Acceptable Use Policy or Compliance Obligations, report you and provide your personal information, including Personal Data, to the relevant law enforcement agency.

8 When BT is not to blame

Subject to the occurrence of a Force Majeure Event, in which case Clause 23 applies, BT will not be liable if it fails to do something under the Contract (including not carrying out any of its responsibilities, carrying them out late or not meeting any Service Levels) to the extent BT's failure is due to:

- 8.1 your failure to carry out any of your responsibilities under the Contract, or you carrying them out late, in which case you will pay BT for any reasonable costs BT incurs as a result of your failure;
- 8.2 anyone other than BT, BT's Affiliates or BT's subcontractors or suppliers doing something, or not doing something, they need to do unless that BT Affiliate, subcontractor or supplier has invoked their force majeure rights under their contract with BT; or
- 8.3 restriction or prevention by Applicable Law, a court order, an application for interlocutory relief or injunction.

Payments

9 Paying what you owe BT

- 9.1 You will pay and be responsible for the Charges, whether a Service is used by you or someone else. This includes all Charges resulting from unauthorised or fraudulent use.
- 9.2 BT will invoice you, and you will pay BT, in pounds sterling.
- 9.3 BT will work out the Charges based on details that BT records or that are recorded for BT. If applicable to the Service, information on how BT measures how much data you use is set out in Section 15, Part 17 of the BT Price List.
- 9.4 If BT issues an invoice online, it will email you when it has done so.
- 9.5 Unless you are disputing an invoice (see Clause 11), you will pay each invoice BT sends you within 28 days of the date on it. You will pay the full amount in cleared funds into BT's bank account, without any set-off, counterclaim, deduction or withholding, unless you legally have to take something off.
- 9.6 BT may reduce the number of days you have to pay each invoice from 28 days to five days, where:
 - 9.6.1 you issue a profit warning; or
 - 9.6.2 any Credit Agency reduces your credit rating, and
 BT reasonably considers that this will affect your ability to pay invoices.
- 9.7 If you make a payment covering more than one invoice:
 - 9.7.1 you will tell BT which amounts to apply to which invoices; and
 - 9.7.2 if you do not tell BT, BT may apply the payment to any unpaid invoices at its discretion.
- 9.8 Charges do not include any Transaction Taxes. If BT sends you a valid tax invoice, you will pay all of the Transaction Taxes due, including those BT has paid or will pay that BT is allowed, by Applicable Law, to pass on to you, and that service providers normally pass on to their customers. BT will not charge any Transaction Taxes on Services where you have already given BT a valid tax exemption certificate.
- 9.9 You will make any deductions for Withholding Tax from your payments to BT that are required by Applicable Law and pay such sums to the relevant taxing authority within the period for payment permitted by Applicable Law.
- 9.10 If you deduct Withholding Tax from your payments to BT, you will:
 - 9.10.1 gross up your payments to BT so that the net amount BT receives is equal to the amount BT would have received had there been no deduction or withholding; or
 - 9.10.2 indemnify BT for the amounts you have deducted from your payments to BT.
- 9.11 If BT receives a Claim from a taxing authority alleging that it has not received Withholding Tax due on or in connection with payments from you to BT, you will indemnify BT for the amount of the Withholding Tax due together with any interest, fines and penalties relating to the late payment or non-payment of the Withholding Tax and any costs of defending the Claim against the taxing authority.
- 9.12 If you ask for any change to be made to the agreed billing arrangements for a Service, and that change results in additional Transaction Tax or Withholding Tax to



BT or any BT Affiliates that they are unable to fully recover, then, regardless of what it may say elsewhere in this Contract, BT may modify the Charges to reflect the impact of the change and you will pay BT any additional amounts due.

- 9.13 If BT changes a Service prior to the Service Start Date because you have given BT incomplete or inaccurate information, BT may, acting reasonably, apply additional Charges.

10 What happens if you do not pay BT

- 10.1 If you do not pay an invoice by the date it is due and you are not disputing the invoice in accordance with Clause 11, BT may:
- 10.1.1 charge you either:
 - (a) a late payment charge, which will be described in the relevant Schedule, Annex, Order or the BT Price List; or
 - (b) interest on the unpaid amount at the annual rate of 4 per cent above the Bank of England's base lending rate at the date of calculation, or at the maximum rate allowed by Applicable Law, whichever is less. The interest will build up and be compounded each day, from the date the invoice was due to the date you pay BT;
 - 10.1.2 restrict or suspend any Service as set out in Clause 15.1; and/or
 - 10.1.3 terminate the Service or the Contract under Clause 18.1.1 on the basis that the parties agree that not paying BT the Charges when due in accordance with the Contract will be deemed a material breach of this Contract.
- 10.2 You will pay BT any reasonable costs that BT incurs when recovering any amount you owe BT, including debt collection agency and legal costs.

11 Disputing an invoice

- 11.1 If you do not agree with something in an invoice BT sends you before you have made payment, you will give BT Notice within 28 days after the date of the invoice.
- 11.2 If you do not agree with something in an invoice BT sends you after you have made payment, you will give BT Notice of that dispute within six months after the date of the invoice.
- 11.3 You will always pay the undisputed amount of an invoice, and any disputed amount that is less than 5 per cent of the total invoice, in accordance with Clause 9.5.
- 11.4 We will both settle an invoice dispute in accordance with Clause 24 and you will pay the amount we both finally agree on within seven days of both of us agreeing it.
- 11.5 BT may still charge you a late payment charge or interest in accordance with Clause 10.1.1 for any amount we both agree under Clause 11.4.

Protecting Information

12 Intellectual Property Rights

- 12.1 Intellectual Property Rights will carry on being their original owner's property whether the rights existed before the Contract or came after it.
- 12.2 If BT provides you with Software so you can use a Service, BT gives you a non-transferable and non-exclusive licence to use the Software only for the purposes and in

the manner set out in the Schedule. As well as any terms of the Contract, you will also comply with any third party terms that BT make known to you that apply to the use of the Software or Service.

- 12.3 You will not and will ensure that your Users do not, copy, decompile, modify or reverse engineer any Software, or let anyone else do that, unless it is allowed by law or BT has given you permission in writing.
- 12.4 The licence BT gives you in Clause 12.2 will last as long as BT provides you with the relevant Service.
- 12.5 If your use of any Service infringes, or allegedly infringes, someone else's Intellectual Property Rights, BT will indemnify you for any Claims, losses, costs or liabilities brought against you as long as you comply with the terms set out in Clause 22.7.
- 12.6 The indemnity in Clause 12.5 will not apply to any part of a Claim that results from or is connected with:
- 12.6.1 your use of any of the Services with equipment, software or another service BT has not supplied;
 - 12.6.2 you modifying the Services without BT's permission;
 - 12.6.3 any content, designs or specifications that have not been supplied by BT or on BT's behalf; or
 - 12.6.4 your using the Service in a way BT has not agreed.
- 12.7 You will indemnify BT for any Claims, losses, costs or liabilities brought against BT that results from or is connected with:
- 12.7.1 your use of the Service with equipment, software or another service BT has not supplied;
 - 12.7.2 your modifying the Service, without BT's permission;
 - 12.7.3 any content, designs or specifications that have not been supplied by BT or on BT's behalf; or
 - 12.7.4 your using any of the Service in a way not permitted by this Contract.
- 12.8 You will stop any activity that led to the Claim against BT as soon as BT gives you Notice or you become aware, or should reasonably have become aware, that your activity was causing a Claim against BT, and BT may ask you to actively defend or settle the Claim.
- 12.9 If using a Service leads to a Claim against you as described in Clause 12.5, or BT believes it is likely to lead to one, BT may, at BT's expense:
- 12.9.1 get you the right to carry on using the Service; or
 - 12.9.2 modify or replace the relevant parts of the Service so that using the Service no longer infringes someone else's Intellectual Property Rights, as long as the performance of the relevant parts of the Service is not materially affected.
- 12.10 The indemnity under Clause 12.5 and the actions in Clause 12.9 are the only remedies you will have for Claims that your use of the Service infringes someone else's Intellectual Property Rights.

13 Keeping things confidential

- 13.1 We will both keep all Confidential Information confidential and neither of us will disclose it, unless one of us needs to do that:



13.1.1 to meet our responsibilities or to receive any benefit under the Contract, and then only to our employees, agents, Affiliates, officers, directors, advisers and, for BT only, BT's subcontractors and suppliers, who need to know; or

13.1.2 because Applicable Law, a government or regulatory authority, or court of competent jurisdiction says we have to and the party disclosing it will give the other as much notice as reasonably possible before any disclosure.

13.2 The party disclosing the Confidential Information in accordance with Clause 13.1.1 will ensure that the people receiving it comply with this Clause 13.

13.3 Each of us will return or destroy any of the other's Confidential Information within a reasonable time of the other requesting this by giving Notice.

13.4 This Clause 13 will stay in place for a period of three years following the end of this Contract.

14 Data Protection

14.1 In this Contract, the following terms each have the meaning given to it in the GDPR: "Binding Corporate Rules", "Controller", "Data Subject", "Personal Data", "Personal Data Breach", "Processing", "Processor" and "Supervisory Authority".

14.2 Notwithstanding any other provision in the Contract, for BT to provide a Service, Personal Data may be:

14.2.1 used, managed, accessed, transferred or held on a variety of systems, networks and facilities (including databases) worldwide; or

14.2.2 transferred by BT worldwide to the extent necessary to allow BT to fulfil its obligations under this Contract and you appoint BT to perform each transfer in order to provide the Services provided that BT will where necessary implement appropriate transfer mechanisms permitted by Data Protection Legislation, including:

- (a) BT Group's Binding Corporate Rules (for transfers among BT's Affiliates and transfers from you to BT); and
- (b) agreements incorporating the relevant standard data protection clauses adopted by the European Commission or the relevant local authority.

14.3 BT will be either Controller, Processor or both under the Contract depending on the type of Personal Data Processed and the purpose of the Processing.

14.4 If BT acts as a Controller:

14.4.1 BT may collect, Process, use or share Personal Data with BT Affiliates and Sub-Processors, within or outside the country of origin in order to do any or all of the following:

- (a) administer, track and fulfil Orders for the Service;
- (b) implement the Service;
- (c) manage and protect the security and resilience of any BT Equipment, the BT Network and the Services;
- (d) manage, track and resolve Incidents (as defined in the Schedule) with the Service as set out in the Schedule(s);
- (e) administer access to online portals relating to the Service;

(f) compile, dispatch and manage the payment of invoices;

(g) manage the Contract and resolve any disputes relating to it;

(h) respond to general queries relating to the Service or Contract; or

(i) comply with Applicable Law;

14.4.2 BT will Process the Personal Data in accordance with applicable Data Protection Legislation and as set out in the BT Privacy Policy and, where applicable, BT Group's Binding Corporate Rules.

14.5 If BT acts as a Processor:

14.5.1 the subject-matter, duration, nature and purpose of the Processing, the type of Customer Personal Data and categories of Data Subjects will be set out in the applicable Annex that can be found online at www.bt.com/terms;

14.5.2 in order to perform its obligations under the Contract, BT will:

(a) Process the Customer Personal Data on your behalf in accordance with your documented instructions as set out in Clause 14.5.11, except where:

(i) Applicable Law requires BT to Process the Customer Personal Data otherwise, in which case, BT will notify you of that requirement before Processing, unless to do so would be contrary to that Applicable Law on important grounds of public interest;

(ii) in BT's reasonable opinion an additional instruction or a change to the instructions provided by you in accordance with Clause 14.5.11 infringes the Data Protection Legislation and BT will inform you of its opinion without undue delay and will not be required to comply with that instruction;

(b) to protect the Customer Personal Data against a Personal Data Breach, implement technical and organisational security measures, including those that may be set out in the Schedule, that are appropriate to the risk represented by BT's Processing and the nature of the Customer Personal Data being Processed;

(c) provide Notice to you without undue delay after becoming aware of a Personal Data Breach affecting the Customer Personal Data;

(d) only use the Sub-Processors approved by you by entering into the Contract or in accordance with Clause 14.5.9; and

(e) assist you in your compliance with the Data Protection Legislation, taking into account the nature of the Processing of the Customer Personal Data and the information available to BT, relating to:

(i) its obligation to respond to lawful requests from a Data Subject, to the extent practicable;

(ii) the security of the Processing of the Customer Personal Data;

(iii) notification of a Personal Data Breach affecting the Customer Personal Data to



- the Supervisory Authority or the Data Subjects; and
- (iv) a data protection impact assessment as may be required by Data Protection Legislation and prior consultation with the Supervisory Authority,
- and you will reimburse BT's reasonable costs for this assistance except for the assistance set out in Clause 14.5.2(e)(iii) where a Personal Data Breach affecting the Customer Personal Data occurred as a direct result of a breach of BT's obligations set out in Clause 14.5.2(b);
- 14.5.3 unless Applicable Law requires BT to store a copy of the Customer Personal Data, upon expiry or termination of the Contract and at your option, BT will delete or return the Customer Personal Data within a reasonable time period and you will reimburse BT's reasonable costs for this deletion or return of the Customer Personal Data;
- 14.5.4 BT will make available to you the information demonstrating BT's compliance with its obligations set out in Clause 14.5, and, subject to 30 days' Notice from you, allow for and reasonably cooperate with you (or a third party auditor appointed by you) to audit this compliance at reasonable intervals (but not more than once per year), so long as:
- (a) the audit will:
- (i) not disrupt BT's business;
 - (ii) be conducted during Business Days;
 - (iii) not interfere with the interests of BT's other customers;
 - (iv) not cause BT to breach its confidentiality obligations with its other customers, suppliers or any other organisation; and
 - (v) not exceed a period of two successive Business Days;
- (b) you (or your third party auditor) will comply with BT's relevant security policies and appropriate confidentiality obligations; and
- (c) you will reimburse BT's reasonable costs associated with the audit and, where BT conducts an audit of its Sub-Processors to demonstrate BT's compliance with its obligations set out in Clauses 14.5, those of its Sub-Processors.
- 14.5.5 BT may demonstrate its compliance with its obligations set out in Clause 14.5 by adhering to an approved code of conduct, by obtaining an approved certification or by providing you with an audit report issued by an independent third party auditor (provided that you will comply with appropriate confidentiality obligations and not use this audit report for any other purpose);
- 14.5.6 BT will not disclose Customer Personal Data to a third party unless required for the performance of the Service, permitted under the Contract or otherwise required by Applicable Law;
- 14.5.7 BT will ensure that persons authorised by BT to Process the Customer Personal Data will be bound by a duty of confidentiality;
- 14.5.8 BT may use Sub-Processors in accordance with Clause 26.2 and will ensure that data protection obligations in respect of Processing Customer Personal Data equivalent to those set out in Clause 14.5 will be imposed on any Sub-Processors;
- 14.5.9 BT will inform you of proposed changes to BT's Sub-Processors from time to time by either:
- (a) providing you with online notice of the intended changes at www.bt.com/terms and you will have 30 days starting from the first Business Day of the calendar month following the date of the online notice to object to the change; or
- (b) giving you Notice in accordance with Clause 25 and you will have 30 days starting from the date of the Notice to object to the change, and
- if you do not object in accordance with Clauses 14.5.9(a) or 14.5.9(b), you will be deemed to have authorised the use of the new Sub-Processors;
- 14.5.10 you may object to the use of a new Sub-Processor by giving Notice in accordance with Clause 25 documenting material concerns that the Sub-Processor will not be able to comply with the Data Protection Legislation, and if such Notice is received within the time required by Clause 14.5.9, we will address your objection in accordance with the process set out in Clause 24.1 and BT may use the relevant Sub-Processor to provide the Service until the objection is resolved in accordance with Clause 24.1;
- 14.5.11 the Contract contains your complete instructions to BT for the Processing of Customer Personal Data and any additional instructions or changes to the instructions will be incorporated into this Contract in accordance with Clause 31 to take account of any resulting change in the Charges or the Service;
- 14.5.12 you will comply with applicable Data Protection Legislation and will fulfil all the requirements necessary for the provision of the Service by BT, including providing any notifications and obtaining any regulatory approvals or consents required when sharing Personal Data with BT; and
- 14.5.13 you will only disclose to BT the Personal Data that BT requires to perform the Service.
- 14.6 Where each party acts as a Controller in relation to the Processing of Personal Data under the Contract, the parties will not act as joint Controllers (as defined by Data Protection Legislation) in relation to such Processing.
- 14.7 If, in accordance with Clause 31, BT proposes amendments to the Contract to reflect changes to BT's security measures, policies and processes to enable BT to comply with the Data Protection Legislation, you will act reasonably and in good faith.

Ending a Service or the Contract

15 When BT may restrict or suspend a Service

- 15.1 BT may restrict or suspend any Service:
- 15.1.1 if BT needs to do Maintenance;



- 15.1.2 to implement a change under Clause 5.2;
- 15.1.3 if you do not pay BT on time and in the way described in Clause 9.5; and
- 15.1.4 if BT reasonably believes:
 - (a) you have not complied with the Acceptable Use Policy or Compliance Obligations; or
 - (b) it needs to in order to protect the integrity or security of the BT Network.

15.2 If BT restricts or suspends a Service because of the reasons in Clauses 15.1.3 or 15.1.4:

- 15.2.1 you will still have to pay the Charges that are payable for the Service until the Service ends; and

15.3 BT may apply a Charge to start the Service again.

15.4 If BT decides to restrict or suspend a Service for any of the above reasons, it will let you know beforehand as soon as it reasonably can.

16 Cancelling an Order before the Service Start Date

16.1 You may cancel an Order by giving BT Notice, as long as the Notice reaches BT before the Service Start Date.

16.2 If you cancel an Order in accordance with Clause 16.1, then:

- 16.2.1 if the cancellation has any impact on volume commitments or otherwise affects the agreed Charges, BT may amend the Charges to reflect this; and
- 16.2.2 you will pay BT the Cancellation Charges that are described in the Schedule. If there are no Cancellation Charges in the Schedule, but BT has incurred any costs in order to get ready to provide your Service, including cancellation charges from one of BT's subcontractors or suppliers or other costs payable to a third party, you will pay BT those costs that are reasonable in accordance with Clause 9.5.

17 If either of us want to terminate the Contract or a Service

17.1 Either of us at any time on or after the relevant Service Start Date may terminate the Contract in whole or in part or a Service by giving Notice in accordance with Clause 17.2 and we will each have to pay the other the amounts set out in Clause 21.

17.2 The required Notice period for terminating under Clause 17.1 is:

- 17.2.1 as set out in Part A of the Schedule for that Service; or
- 17.2.2 if it is not set out in the Schedule, 90 days.

17.3 As long as you pay the amounts set out in Clause 21 you may, if BT agrees, give BT Notice as set out in Clause 17.1 with either:

- 17.3.1 a shorter Notice period than as set out Clause 17.2; or
- 17.3.2 with no advance Notice period.

18 Terminating the Contract when something has gone wrong

18.1 Either of us may terminate the Contract in whole or in part or an affected Service straightaway by giving the other party Notice to terminate if:

- 18.1.1 the other party materially breaches the Contract and, where it is possible, they do not

put the situation right within 30 days after Notice of their breach;

18.1.2 the other materially breaches the Contract and the situation cannot be put right; or

18.1.3 an Insolvency Event applies to the other, and we will each have to pay the other the amounts referred to in Clause 21.

19 Terminating the Contract if there is an event beyond either of our control

19.1 If a Force Majeure Event means a Service is completely and continuously unavailable for more than 30 consecutive calendar days, either of us may terminate a Service straightaway by giving the other Notice, as long as the Force Majeure Event is still having an effect when the Notice is received, and we will each have to pay the other the amounts referred to in Clause 21.

19.2 If the Force Majeure Event has ceased before any Notice to terminate is received by one of us, the right set out in Clause 19.1 will end and the Notice will have no effect.

20 What happens when the Contract is terminated

If the Contract, a Service or any Order is cancelled, terminated or expires, for any reason, it will not affect any rights that either of us have up to that point.

21 What we both need to pay when the Contract is terminated

21.1 If:

- 21.1.1 the Contract, any Service or any Order is cancelled, terminated or expires for any reason, including termination under Clause 19.1, each of us will immediately pay the other any money and interest that is due on the date of termination;
- 21.1.2 the Contract, in whole or in part, or any affected Service is terminated in accordance with Clause 18.1.3, the party terminating may alternatively set off any amounts due under this Contract or any other contract between the parties.

21.2 If you terminate the Contract in whole or in part or any Service using your rights set out in Clause 17, you will pay BT:

- 21.2.1 the Termination Charges; and
- 21.2.2 all Charges for Services that are or would have been performed during the Notice period set out in Clause 17.2, whether or not the Notice period is actually given.

21.3 In addition to other rights and remedies, If BT terminates the Service or Contract under Clause 18.1 or Clause 18.2, BT may charge you the Termination Charges applicable to the relevant Service.

21.4 You acknowledge that any Termination Charges are proportionate given the early termination of the Service or Contract before the end of the applicable Minimum Term and having regard to the overall commercial interests of the parties, and that the Termination Charges do not represent a penalty.

If Something Goes Wrong

22 How far each of us can be held responsible



- 22.1 The Contract excludes, as far as the law allows, any warranties, conditions or other terms that might be implied by statute or common law.
- 22.2 Nothing in the Contract excludes or limits the liability of either of us for:
- 22.2.1 death or personal injury caused by either of us being negligent;
 - 22.2.2 fraud or fraudulent misrepresentation; or
 - 22.2.3 any other liability that cannot be excluded or limited under Applicable Law.
- 22.3 Other than for those matters set out in Clause 22.2, neither of us will be held liable, regardless of how that liability arose, under or in connection with the Contract, and whether in contract, tort (including negligence or breach of statutory duty), misrepresentation (whether innocent or negligent), restitution, or in any other way, for:
- 22.3.1 any of the following losses, no matter if those losses are direct or indirect:
 - (a) loss of profit, revenue or anticipated savings;
 - (b) loss of business or contracts;
 - (c) loss of goodwill;
 - (d) loss from wasted expenditure, wasted time or business interruption;
 - (e) loss, destruction or corruption of data;
 - (f) liability to any third parties unless a Clause in the Contract says something different; and
 - (g) any special, indirect or consequential loss or damage.
- 22.4 Other than for those matters set out in Clause 22.2 and Clause 22.5, in relation to each Service, the total liability of either of us, regardless of how that liability arose, and regardless of the number of Claims, under or in connection with the Contract, and whether in contract, tort (including negligence or breach of statutory duty), misrepresentation (whether innocent or negligent), restitution, or in any other way, will be limited to the greater of:
- 22.4.1 £100,000; and
 - 22.4.2 an amount equal to:
 - (a) where the first incident occurs in the first 12 months of the Contract, the Charges that were paid or payable by you, or would have been paid or payable by you had the incident not occurred, for the first 12 months from the Effective Date; or
 - (b) where the first incident occurs at any other time, the mean of the monthly Charges that were paid or payable by you, from the Effective Date to the date when the first incident occurred, multiplied by 12.
- 22.5 Your obligations to:
- 22.5.1 pay any Charges due under the Contract including any interest payable under Clause 10.1.1(b) and any taxes due in connection with the Charges, together with any interest, fines and penalties payable due to your failure to correctly withhold and pay taxes where applicable;
 - 22.5.2 refund any Service Credits; or
 - 22.5.3 pay any Termination Charges,
- are in addition to and will not be counted towards the limitations set out in Clause 22.4 and will not be subject to the exclusions at Clause 22.3.
- 22.6 Regardless of what it may say elsewhere in the Contract, both of us will take reasonable steps to mitigate each of our losses, even where that loss occurs as a result of anything that may give rise to a Claim under an indemnity.
- 22.7 If either of us has agreed to indemnify the other under the terms of the Contract, that indemnity is only given as long as the party being indemnified:
- 22.7.1 tells the party giving the indemnity promptly about the Claim;
 - 22.7.2 gives the party giving the indemnity complete control of the Claim straightaway;
 - 22.7.3 does not say anything publicly about the Claim, or do anything that harms the defence of it; and
 - 22.7.4 does what it can to help the party giving the indemnity with the Claim.
- 22.8 If BT fails to meet a Service Level and this means that you are entitled to Service Credits, the only remedy available to you for that failure will be to receive those Service Credits, except when BT's failure amounts to material breach of the Contract, in which case, BT will take the value of any Service Credits given from any amount agreed as payable by BT in accordance with Clause 24 or awarded by a court of competent jurisdiction.
- 22.9 BT recommends that you obtain business continuity (or other) insurance that is appropriate for the nature of your business, just in case something goes wrong.
- 22.10 Provided BT has complied with its obligation set out in Clause 5.1.6, BT will not be held responsible for any loss or damage caused by unauthorised access to any part of the BT Network.
- ### 23 Force Majeure Events
- 23.1 If there is a Force Majeure Event the party whose performance is affected by the Force Majeure Event will:
- 23.1.1 take all reasonable steps to find a solution by which the Contract may be performed despite the continuance of the Force Majeure Event;
 - 23.1.2 inform the other party as soon as it reasonably can on the nature and extent of the Force Majeure Event affecting the Service and the reasonable steps which are being taken to find a solution by which the Contract may be performed despite the continuance of the Force Majeure Event;
 - 23.1.3 not be liable for failing to do something they should have done, or for not doing it completely or on time to the extent this is caused by the Force Majeure Event;
 - 23.1.4 get a reasonable amount of extra time to perform the obligation that is affected by the Force Majeure Event; and
 - 23.1.5 still be liable for any breaches of Contract prior to the Force Majeure Event where the other party has used their rights set out in Clause 18.
- 23.2 Nothing in this Clause 23 affects your obligation to pay BT any amounts payable under the Contract on time and in the way described in Clause 9.5.
- ### 24 Settling disputes
- 24.1 We will both do what we reasonably can to settle any dispute or Claim that occurs under or in relation to this Contract, and to avoid having to get the courts or regulatory authorities involved.



24.2 We will both use the following dispute resolution process:

- 24.2.1 whichever of us is affected will provide Notice of the complaint that clearly sets out the full facts and includes relevant supporting documents;
- 24.2.2 we will both use reasonable endeavours to settle the dispute within 14 days of getting the complaint and will make sure to give regular updates to the other during the 14 days;
- 24.2.3 if the dispute is not settled after 14 days (or any other period agreed by both of us in writing), the dispute can be escalated to a senior executive of either of us (someone at vice president level or above); and
- 24.2.4 if the dispute is still not settled 14 days after it is escalated, we will both consider mediation as set out in Clause 24.3.

24.3 After complying with Clause 24.2, either of us may, by giving Notice to the other, propose a mediator, in which case:

- 24.3.1 unless we both agree to another date, the other party will either confirm their acceptance of the mediator or propose another mediator within 15 days of the date of the Notice;
- 24.3.2 if both of us cannot agree on the choice of mediator within a further 15 days, the mediator will be appointed by the London Court of International Arbitration or an equivalent independent body;
- 24.3.3 unless we both agree otherwise, any mediation will happen in London, in English; and
- 24.3.4 unless we both agree otherwise, we will both share the costs of mediation equally.

24.4 Nothing in this Clause 24 stops either of us:

- 24.4.1 seeking interlocutory or other immediate relief if one of us is at risk of imminent harm, unless something in the Contract already provides an adequate remedy;
- 24.4.2 going to a court of competent jurisdiction if either of us considers it reasonable; or
- 24.4.3 doing anything else this Contract lets us do.

Everything Else

25 Sending Notices under the Contract

- 25.1 If one of us needs to give the other Notice, they will do it in writing, in English and:
 - 25.1.1 send it by email;
 - 25.1.2 deliver it by hand; or
 - 25.1.3 send it by pre-paid post, recorded delivery or courier.
- 25.2 Notices need to be sent to:
 - 25.2.1 BT, at the postal address shown on the invoice or any other address that BT tells you to send Notices to; or
 - 25.2.2 you, at the address that you ask BT to send invoices to, the address of the Site, your primary email address, or, if you are a limited company, your registered office address as of the date of the Notice or any other address or email address you tell BT to use by giving Notice to BT.
- 25.3 If either of our contact details change, we will both tell the other straightaway by giving Notice.

25.4 The recipient is deemed to have received the Notice on the date (or if the date is not a Business Day, then on the next Business Day):

- 25.4.1 of transmission, if it is an email;
- 25.4.2 the Notice is left at the address or someone signs for it on behalf of the addressee, if it is delivered by hand or sent by courier; or
- 25.4.3 three days after posting, if it is sent by pre-paid post or recorded delivery.

26 Transferring to another party

- 26.1 Either of us may assign the benefit of the Contract to an Affiliate by giving the other Notice, but if either of us chooses to assign the benefit of the Contract to an entity that is not an Affiliate, they need to get the other's permission in writing beforehand.
- 26.2 BT may subcontract any of BT's responsibilities under the Contract to another entity, including to a BT Affiliate, but if it does, it will still be responsible to you under the Contract.
- 26.3 If BT subcontracts the performance of any of BT's rights or obligations to a BT Affiliate as described in Clause 26.2, you will, once you receive Notice from BT, deal directly with the BT Affiliate for ordering, provisioning or maintaining the Services.
- 26.4 By giving you Notice, BT can novate the Contract, a Service or an Order to a BT Affiliate. If BT does, all BT's rights, responsibilities and liabilities will transfer to the BT Affiliate and you will need to deal with the BT Affiliate instead of BT as BT will no longer be a party to the Contract in relation to the relevant Service.
- 26.5 We both agree that where the Service is delivered outside of the UK, either of us, or an Affiliate of either of us, may enter into a separate contract with an Affiliate of the other, which will incorporate these General Terms and the relevant Schedules ("**Affiliate Contract**").
- 26.6 Either of us can assign or transfer our right to collect payments, receivables or other assets arising as a result of the Contract.

27 Third parties' rights

A person who is not a party to the Contract will not have any right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract, even if a term seems to give the party a particular benefit.

28 No partnership or agency arrangement

Unless a Clause in the Contract says something different, the Contract does not:

- 28.1 set up any partnership, exclusive arrangement or joint venture between us;
- 28.2 make one of us the agent of the other; or
- 28.3 authorise either of us to enter any commitments for, or on the behalf of, the other.

29 No waiver

If either of us does not do, or delays doing, something that this Contract allows, they will not have waived their right to do it, unless the Contract says something different.

30 What happens if part of the Contract is illegal, invalid or unenforceable

- 30.1 If any court of competent jurisdiction finds that any part of the Contract is illegal, invalid or unenforceable, that



part will be considered removed, but no other part of the Contract will be affected.

- 30.2 If any illegal, invalid or unenforceable part of the Contract would be legal, valid or enforceable if part of it were removed, we both will negotiate in good faith to change the Contract so it reflects what we both originally intended as much as possible.

31 Making changes to the Contract

- 31.1 Unless a Schedule says something different, changes to the Contract will only be effective if they are in writing and are signed by both of us.
- 31.2 Neither of us needs the consent of any Affiliate to vary or terminate the Contract. Any termination of the Contract will not terminate any individual Affiliate Contracts.

32 After the Contract ends

At the end of the Contract, provisions in the Contract that we both expect to remain in place after it ends will stay in place.

33 The Contract stands on its own

- 33.1 The Contract sets out the whole agreement between both of us and replaces any previous communication between us.
- 33.2 Your own standard terms are not part of the Contract even if you provided them to BT before signing the Contract, or if you send them to BT or refer to them in an Order.
- 33.3 By agreeing the Contract, each of us acknowledges they have not relied on any representation, warranty, collateral contract or other assurance (made negligently or innocently) except for the ones in the Contract. Each of us also waives all rights and legal remedies they might have had if it were not for this Clause 33.

34 Choice of law and courts

- 34.1 The laws of England and Wales will apply to the Contract and any disputes or Claims in connection with it or our relationship, including non-contractual ones.
- 34.2 Only the courts of England and Wales will be able to rule on any disputes or Claims in connection with the Contract or our relationship, including non-contractual ones.
- 34.3 The parties to an Affiliate Contract may agree that a local court of competent jurisdiction will have jurisdiction in relation to that Affiliate Contract.

35 Counterparts

The Contract can be signed on one or more copies. Any single counterpart, or a set of counterparts signed, in either case, by both of us will constitute a full original of the Contract for all purposes.

Defined Terms

"Acceptable Use Policy" means specific rules that you have to follow when using the Services. You can find the policy at <https://www.bt.com/products/static/terms/business-homepage.html> (or any other online address that BT may advise you).

"Affiliate" means any entity that directly or indirectly controls or is controlled by either one of us, or is jointly controlled with either you or BT.

"Affiliate Contract" has the meaning given in Clause 26.5.

"Annex" means any annex to a Schedule that describes a Service or sets out specific terms that apply to it.

"Applicable Law" means the laws of England and Wales and any laws and regulations, as may be amended from time to time, that apply to the provision or receipt of a Service, including:

- (a) anti-corruption laws set out in the Bribery Act 2010 and the Foreign Corrupt Practices Act of 1977 of the United States of America; and
- (b) all applicable export laws and regulations, including those of the United States of America.

"BT" means British Telecommunications plc of 1 Braham Street, London E1 8EE, registered in England with company number 1800000.

"BT Equipment" means any equipment and any related Software that BT owns or that is licensed to BT and that BT uses to provide the Services.

"BT Group" means BT Group plc and its Affiliates.

"BT Network" means the communications network owned or leased by BT and used to provide a Service.

"BT Price List" means the document containing a list of BT's charges and terms that can be accessed at: www.bt.com/pricing (or any other online address that BT may advise you).

"BT Privacy Policy" means the policy that BT has implemented and may update from time to time on how it Processes Personal Data and that is set out at: <https://business.bt.com/privacy-policy/>

"Business Day" means any day generally seen locally in the place where a Service is provided as a working day and excluding national, public and bank holidays. If one of us is supposed to do something on a day that is not a Business Day, then they will need to do it on the next Business Day.

"Cancellation Charges" means any compensatory charges payable by you to BT on cancellation of an Order in accordance with Clause 16 and as set out in a Schedule.

"Charges" means the fees and charges that you pay in relation to Service as set out in the Schedule.

"Claim" means any legal claims, actions or proceedings against one of us, whether threatened or actual, whether by a third party or the other party to this Contract.

"Compliance Obligations" mean those provisions, obligations and rights set out in the document that can be found at <https://www.bt.com/products/static/terms/business-homepage.html> (or any other online address that BT may advise you).

"Confidential Information" means confidential information either of us (or each of our officers, employees, agents, subcontractors, suppliers, advisers or Affiliates) gives the other after the date of the Contract, no matter how it is recorded, stored or disclosed and includes:

- (a) the Contract;
- (b) information about technical or commercial know-how, specifications, inventions, processes or initiatives; or
- (c) any information a reasonable business person would see as confidential about:
 - (i) the business, affairs, customers, clients, subcontractors, suppliers, plans or strategy of either of us or our Affiliates; and
 - (ii) the operations, processes, product information, know-how, designs, trade secrets or software of either of us or our Affiliates,

but it does not include:

- (a) information that is available to the public, or becomes available, unless it is because one of us breaches the Contract;
- (b) information that was already available to the receiving party on a non-confidential basis;



- (c) information we both agree in writing is not confidential information; or
- (d) information that was developed by or for the receiving party independently of the confidential information.

"Contract" means the agreement between you and BT that is made up of these General Terms, the Schedules, any Annexes, the Orders, and if applicable to any Service, the BT Price List.

"Credit Agency" means Experian, Equifax and Callcredit.

"Customer" means the party BT contracts with to provide the Service to.

"Customer Committed Date" means the date provided by BT on which delivery of the Service (or each part of the Service, including to each Site) is due to start.

"Customer Contact" means any individuals authorised to act on your behalf for Service management matters.

"Customer Personal Data" means only the proportion of Personal Data where you are the Controller and that BT needs to Process on your behalf as a Processor in providing the Services to you under the Contract.

"Data Protection Legislation" means any laws, regulations, and binding guidance as may be amended from time to time in relation to the protection of Personal Data and individuals' privacy that apply as a result of the provision or receipt of a Service including but not limited to the GDPR.

"Effective Date" has the meaning given to it on the cover sheet of this Contract, or, if there is no cover sheet, the Order.

"Force Majeure Event" means any event that neither of us can control and that stops or delays either of us from doing something, including:

- (a) natural event including a flood, a storm, lightning, a drought, an earthquake or seismic activity;
- (b) an epidemic or a pandemic;
- (c) a terrorist attack, civil war, civil commotion or riots, war, the threat of war, preparation for war, an armed conflict, an imposition of sanctions, an embargo or a breaking-off of diplomatic relations;
- (d) any law made or any action taken by a government or public authority, including not granting or revoking a licence or a consent;
- (e) collapsing buildings, a fire, explosion or accident; or
- (f) any labour or trade dispute, a strike, industrial action or lockouts.

"GDPR" means the General Data Protection Regulation (EU) 2016/679 ("EU GDPR") and any amendment or replacement to it, (including any corresponding or equivalent national law or regulation that implements the GDPR) and the UK GDPR, as applicable to the processing.

"General Terms" means these terms.

"Incident" means an unplanned interruption to, or a reduction in the quality of, the Service or particular element of the Service.

"Insolvency Event" means any of the following events that occurs where one of us:

- (a) becomes the subject of a bankruptcy order;
- (b) becomes insolvent;
- (c) makes any arrangement or composition with its creditors, or assignment for the benefit of its creditors;
- (d) goes into voluntary or compulsory liquidation, except for reconstruction or amalgamation purposes;
- (e) stops trading or operating;
- (f) owns any assets that are material to the operations of all or substantially all of its business that are seized or have a receiver or administrator appointed over them; or

- (g) faces any of these situations because a notice is given, a petition is issued, a resolution is passed, or any other step is taken in their jurisdiction.

"Intellectual Property Rights" means any trademark, service mark, trade and business name, patent, petty patent, copyright, database right, design right, community design right, semiconductor topography right, registered design, right in Confidential Information, internet domain name, moral right and know-how, or any similar right in any part of the world. Any applications for registering any of these rights that can be registered in any part of the world are also included.

"Maintenance" means any work on the BT Network or Services, including to maintain, repair or improve the performance of the BT Network or Services.

"Master Order" means an Order that accompanies a Schedule for a new Service and contains the Parties agreement on Charges, rate card (where applicable) and any other relevant commercial information related to the Service referred to in the Master Order.

"Minimum Term" means the minimum period for which you commit to receive the Service and pay the Charges as specified in the Schedule or any Order. The Minimum Term may also be referred to as a Fixed Commitment Period, Minimum Period of Service, Minimum Period, Subscription Term or other term referring to a commitment period in the Schedule.

"Notice" means any notice to be given by one of us to the other under the Contract in accordance with Clause 25.

"Open Source Software" means software BT has distributed to you that is licensed under a separate open source licence.

"Order" means an order or part of an Order given by you and accepted by BT under this Contract for one or more Services. The Order may be a Master Order or a Supplemental Order.

"Purchased Equipment" means any equipment, including any Software, that BT sells or licenses to you.

"Schedule" means any schedule that describes a Service and sets out the specific terms that apply to it, and includes any Annexes for that Service except for the purposes of Clause 2.

"Service" means any service that BT provides under the Contract. If relevant, it includes a service for a particular Site, or a part or component of a Service and may also include content that BT has provided to you as well as Purchased Equipment.

"Service Credit" means any remedy for failure by BT to meet a Service Level as set out in a Schedule.

"Service Level" means the agreed minimum level of performance BT will provide for a Service.

"Service Start Date" means the date BT first makes a Service available to you.

"Site" means any place identified in a Schedule or Order from or to which BT provides a Service.

"Software" means any software in object code format only, and related documentation (whether on tangible or intangible media) that BT provides to you as part of a Service. It includes any embedded software, but it excludes Open Source Software.

"Sub-Processor" means a BT Affiliate or BT's supplier or subcontractor that BT engages to Process Customer Personal Data for the purposes of the Contract.

"Supplemental Order" means an Order to be agreed for any move, add and change to existing Services under an existing Master Order.

"Termination Charges" means any charges payable by you to BT on termination of the Service or the Contract in whole or in part during the Minimum Term.

"Transaction Taxes" mean value added tax (VAT), goods and services tax (GST), sales, consumption, use or other similar taxes, customs duties, excise taxes, and regulatory and other fees or surcharges relating to the provision of the Services.



"**User**" means any person you allow to use any Service.

"**UK GDPR**" means the GDPR as applicable as part of UK domestic law by virtue of section 3 of the European Union (Withdrawal) Act 2018 and as amended by the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019 (as amended), as amended or replaced.

"**Withholding Tax**" means any tax, deduction, levy or similar payment obligation that is required to be deducted or withheld from a payment under Applicable Law.



BT Managed DDoS Security UK

Annex to the BTnet (Internet Connect UK) Schedule

Contents

Anote on 'you'	2
Application of this Annex	2
Part A – The BT Managed DDoS Security UK Service.....	2
1 Service Summary	2
2 Standard Service Components	2
3 Service Options	2
4 Service Management Boundary	3
5 Specific Terms and Conditions	4
Part B – Service Delivery and Management	8
6 BT's Obligations	8
7 Your Obligations	8
8 Notification of Incidents	10
Part C –Service Targets and Managed DDoS edge defence Maintenance	11
9 Service Availability.....	11
10 Tier 1 Maintenance	11
11 Tier 3 Maintenance	11
Part D – Defined Terms	13
12 Defined Terms	13



A note on 'you'

'You' and 'your' mean the Customer.

Application of this Annex

The following terms and conditions will apply where you are contracting for the BT Managed DDoS Security UK Service. They apply in addition to:

- (a) conditions contained within the BTnet (Internet Connect UK) Schedule to the General Terms; and
- (b) the Order.

Where this Annex varies any Paragraph in the BTnet (Internet Connect UK) Schedule, the variation applies to the BT Managed DDoS Security UK Service in this Annex only, unless expressly stated.

Part A – The BT Managed DDoS Security UK Service

1 Service Summary

BT will provide you with a service that mitigates attacks by profiling normal Internet traffic behaviour and proactively monitoring the Internet traffic routing to your Internet connection. DDoS detects floods, worm and anomalous traffic behaviour and in these circumstances and appropriate to the Service Option, BT will instigate mitigation which will permit legitimate traffic to proceed. The BT Managed DDoS Security UK Service is comprised of:

- 1.2 the Standard Service Components; and
- 1.3 any of the Service Options as set out in any applicable Order, up to the point of the Service Management Boundary as set out in Paragraph 4 (the "**BT Managed DDoS Security UK Service**").

2 Standard Service Components

BT will provide to you the following standard service components ("**Standard Service Components**") in accordance with the details as set out in any applicable Order:

- 2.1 a service that monitors your BTnet (Internet Connect UK) Service in the UK only and alerts against DDoS Attacks;
- 2.2 a Service Desk for you to report Incidents to;
- 2.3 monitoring of traffic on Managed Object(s);
- 2.4 investigation of anomalous traffic patterns; and
- 2.5 Alerts.

3 Service Options

BT will provide you with any of the following options ("**Service Options**") as set out in any applicable Order and in accordance with the details set out in that Order.

3.1 Bronze Lite, Bronze, Silver and Gold Service Options

The specifications of the Service Options are as set out in the table below. All Service Options provide automated detection of attacks. The different Service Option levels set out in the table below will dictate the types of attacks detected.

Service Option specification	Bronze Lite	Bronze	Silver	Gold
DDoS Mitigation	Once only on demand at PE Router.	Unlimited Cloud.	Unlimited Cloud.	Unlimited Cloud.
Response Time to DDoS Attack	1 hour response (Mon-Fri 09:00 to 17:00 UK time excluding public holidays).	Automated mitigation 24x7x365 – typically mitigation will be triggered within 9 minutes of attack.	Automated mitigation 24x7x365 - typically mitigation will be triggered within 9 minutes of attack.	Automated mitigation 24x7x365 - typically mitigation will be triggered within 9 minutes of attack.
Managed Object / Mitigation Template	Generic based on link speed.	1 x Managed Object / a Mitigation Template tailored to you.	3 x Managed Object / a Mitigation Template tailored to you.	5 x Managed Object / a Mitigation Template tailored to you.



Service Option specification	Bronze Lite	Bronze	Silver	Gold
Alerting Service	High Alert auto email to you and BT sales contacts.	High Alert auto email to you and BT sales contacts.	High Alert auto email to you and BT sales contacts.	High Alert auto email to you and BT sales contacts.
Traffic reports and Alert options available via the Portal.	No.	Yes.	Yes.	Yes.
Ability to modify reports via the Portal.	No.	Yes.	Yes.	Yes.
Reach In / Reach out to CCO	No.	No. Reach In limited to initial set up (Monday – Friday 09:00 to 17:00 excluding public holidays).	No Reach Out. 24x7x365 Reach In – reactive support under attack / suspected attack.	24x7x365 Reach In / Reach Out – pro-active High Alerts.
Service Requests (amendments to DDoS configurations and actions)	No.	No.	Up to 16 service requests per annum (Monday – Friday 09:00 to 17:00 excluding public holidays).	Unlimited service requests (Monday – Friday 09:00 to 17:00 excluding public holidays).
Fast Flood (Faster detection and mitigation)	No.	No.	Yes – mitigation time < 1 min.	Yes – mitigation time < 1 min.
Security ops monitoring	No.	No.	24x7x365 monitoring.	24x7x365 pro-active monitoring.
Incident Management	Mitigation for single continuous period (maximum up to 72 hours).	Unlimited auto-mitigations.	Unlimited auto-mitigations plus manual mitigation.	Unlimited auto-mitigations plus manual mitigation.

3.2 Managed DDoS edge defence

- (a) Managed DDoS edge defence is available with the Bronze, Silver and Gold Service Options.
- (b) BT will:
 - (i) provide the Managed DDoS edge defence; and
 - (ii) install and configure the Managed DDoS edge defence at the Site.
- (c) Once installed and configured at your Site, Managed DDoS edge defence will provide:
 - (i) protection against Application Layer Attacks; and
 - (ii) reports detailing real time attacks, blocked hosts, countries where the attack originated and historical trends via the Portal.
- (d) BT may provide you with a HSM Module at an additional Charge, if requested by you, as set out in any applicable Order.
- (e) BT will provide you with Tier 1 Maintenance or Tier 3 Maintenance for Managed DDoS edge defence for the Maintenance Term at an additional Charge, in accordance with Paragraphs 10 and 11 and as set out in any applicable Order.

4 Service Management Boundary

- 4.1 BT will provide and manage the BT Managed DDoS Security UK Service as set out in Parts A, B and C of this Annex and as set out in the Order up to demarcation points as set out in the remainder of this Paragraph 4 ("Service Management Boundary").
- 4.2 For BT Managed DDoS Security UK Service provided as a cloud service only (with no Managed DDoS edge defence), the Service Management Boundary is set out in Paragraph 4.3 of the BtNet (Internet Connect UK) Schedule.
- 4.3 For Managed DDoS Security UK Service with Managed DDoS edge defence, the Service Management Boundary is:
 - 4.3.1 where there is no firewall between the Managed DDoS edge defence and the Customer Router, the Ethernet port linking the Managed DDoS edge defence to the Customer Router; or



- 4.3.2 where there is a firewall between the Managed DDoS edge defence and the Customer Router, the Ethernet port linking the Managed DDoS edge defence to your firewall.
- 4.4 BT will have no responsibility for the BT Managed DDoS Security UK Service outside the Service Management Boundary.
- 4.5 BT does not make any representations, whether express or implied, about the interoperability between the BT Managed DDoS Security UK Service and any Customer Equipment.

5 Specific Terms and Conditions

5.1 Minimum Period of Service

- 5.1.1 At the end of the BT Managed DDoS Security UK Minimum Period of Service, unless one of us has given Notice to the other of an intention to terminate the BT Managed DDoS Security UK Service in accordance with the Contract, BT will continue to provide the BT Managed DDoS Security UK Service and where applicable the Managed DDoS edge defence and each of us will continue to perform our obligations in accordance with the Contract.
- 5.1.2 If either of us gives Notice to the other of an intention to terminate the BT Managed DDoS Security UK Service, BT will cease delivering the BT Managed DDoS Security UK Service and the Managed DDoS edge defence at the time of 23:59 on the day that the Notice period expires.
- 5.1.3 Upon termination of the BTnet (Internet Connect UK) Service:
- (a) the BT Managed DDoS Security UK Service and Managed DDoS edge defence will terminate irrespective of the BT Managed DDoS Security UK Minimum Period of Service and the Managed DDoS edge defence Minimum Period of Service; and
 - (b) where you terminate the BTnet (Internet Connect UK) Service in accordance with Clause 17 of the General Terms, BT will apply the Termination Charges for BT Managed DDoS Security UK Service and Managed DDoS edge defence as set out in 5.15. These Termination Charges will apply in addition to any Termination Charges applicable to BTnet (Internet Connect UK) Service.

5.2 Service Option Upgrades and Downgrades

At any time, you may request a move from one of the Service Options set out in Paragraph 3.1 to another.

- 5.2.1 If you decide to upgrade to a higher Service Option, the following terms will apply:
- (a) no Termination Charges will be payable for the Service Option that you are moving from;
 - (b) BT will re-calculate the Charges for the upgraded Service Option; and
 - (c) a new BT Managed DDoS Security UK Minimum Period of Service will apply to the upgraded Service Option, which BT will advise you of at the time of upgrading.
- 5.2.2 If you decide to downgrade to a lower Service Option, the following terms will apply:
- (a) you will pay the Termination Charges for the Service Option that you are moving from, as set out in Paragraph 5.15 below;
 - (b) BT will re-calculate the Charges for the downgraded Service Option; and
 - (c) a new BT Managed DDoS Security UK Service Minimum Period of Service will apply to the downgraded Service Option, which BT will advise you of at the time of downgrading.

5.3 Suspension and Termination

- 5.3.1 Where BT believes that a Malicious Attack or frequent Malicious Attacks threaten the BT Network or are having a significant impact on BT's other customers:
- (a) BT may (without Notice) prevent incoming traffic coming to the target of the Malicious Attack and deny traffic to that target to all areas of the BT Network, which may mean in some instances the target under attack may lose some or all Internet service; and
 - (b) BT will make all reasonable efforts to keep you informed of reasons for suspension and anticipated timescale for resumption of Internet service and to resume Internet service as soon as possible.
- 5.3.2 Where the BTnet (Internet Connect UK) Service provided under this Contract is terminated for any reason:
- (a) the BT Managed DDoS Security UK Service and any Managed DDoS edge defence included in the Contract will automatically terminate; and
 - (b) where the termination is by you in accordance with Clause 17 of the General Terms, you will pay the Termination Charges set out in Paragraph 5.15 of this Annex.

5.4 Service Limitations

- 5.4.1 BT will not be able to detect and mitigate all Malicious Attacks.
- 5.4.2 In some circumstances the mitigation may also filter out legitimate traffic.



- 5.4.3 BT will not be liable for any failure to detect and/or mitigate any Malicious Attack or for filtering out legitimate traffic.
- 5.4.4 If you have purchased the Managed DDoS edge defence and the HSM Module, BT is not responsible for monitoring encrypted traffic for which BT has not been provided a valid certificate.

5.5 Purchased Equipment

Until title in any Purchased Equipment transfers to you in accordance with Paragraph 5.7, you will:

- 5.5.1 keep the Purchased Equipment safe and without risk to health;
- 5.5.2 only use the Purchased Equipment, or allow it to be used, in accordance with any instructions or authorisation BT may give and for the purpose for which it is designed;
- 5.5.3 not move the Purchased Equipment or any part of it from the Site(s) without BT's written consent and, including after title in any Purchased Equipment transfers to you in accordance with Paragraph 5.7, you will pay BT's costs and expenses reasonably incurred as a result of such move or relocation;
- 5.5.4 not make any alterations or attachments to, or otherwise interfere with, the Purchased Equipment, including after title in any Purchased Equipment transfers to you in accordance with Paragraph 5.7, nor permit any person (other than a person authorised by BT) to do so, without BT's prior written consent and, if BT gives its consent, agree that any alterations or attachments are part of the Purchased Equipment;
- 5.5.5 not sell, charge, assign, transfer or dispose of or part with possession of the Purchased Equipment or any part of it;
- 5.5.6 not allow any lien, encumbrance or security interest over the Purchased Equipment, nor pledge the credit of BT for the repair of the Purchased Equipment or otherwise;
- 5.5.7 not claim to be owner of the Purchased Equipment and ensure that the owner of the Site(s) will not claim ownership of the Purchased Equipment, even where the Purchased Equipment is fixed to the Site(s);
- 5.5.8 obtain appropriate insurance against any damage to or theft or loss of the Purchased Equipment;
- 5.5.9 in addition to any other rights that BT may have, reimburse BT for any losses, costs or liabilities arising from your use or misuse of the Purchased Equipment or where the Purchased Equipment is damaged, stolen or lost, except where the loss or damage to Purchased Equipment is a result of fair wear and tear or caused by BT;
- 5.5.10 ensure that the Purchased Equipment appears in BT's name in your accounting books;
- 5.5.11 where there is a threatened seizure of the Purchased Equipment, or an Insolvency Event applies to you, immediately provide BT with Notice so that BT may take action to repossess the Purchased Equipment; and
- 5.5.12 notify any interested third parties that BT owns the Purchased Equipment.

5.6 Delivery and Installation of Purchased Equipment

- 5.6.1 You will provide BT with the name and contact details of at least one individual who is responsible for receiving the Purchased Equipment at the Site(s).
- 5.6.2 BT will dispatch any Purchased Equipment for delivery to the applicable Site as set out in any applicable Order.
- 5.6.3 BT will install any Purchased Equipment at the applicable Site(s), and test Purchased Equipment to ensure that it is ready for use.

5.7 Transfer of Title and Risk

- 5.7.1 Where the Purchased Equipment is delivered to a Site:
 - (a) title in the Purchased Equipment (except for the Intellectual Property Rights) will pass to you when you have paid for the Purchased Equipment in full; and
 - (b) risk will pass to you on delivery of the Purchased Equipment, but you will not be liable for any loss or damage that is caused by BT's negligence.

5.8 Acceptance of Purchased Equipment

- 5.8.1 BT will treat the Purchased Equipment as accepted on the Service Start Date.

5.9 Warranty

- 5.9.1 During the period of 90 days from shipment by the manufacturer (or any other period that BT advises you in a Notice), if you report an Incident in accordance with Paragraph 8, that is due to Faulty Equipment BT will, or will arrange for the manufacturer or other third party to, replace the Purchased Equipment free of charge.



- 5.9.2 You will return the Purchased Equipment affected by an Incident, at your own cost, to BT or to the manufacturer or other third party, in accordance with BT's instructions, using the packaging supplied with the Replacement Equipment within a reasonable period of time after receipt of the Replacement Equipment. You will provide tracking information to BT once you have dispatched the Purchased Equipment.
- 5.9.3 Where Replacement Equipment is provided by BT, the equipment removed will become BT's property.
- 5.9.4 BT may charge you a sum not exceeding the value of the Replacement Equipment, if:
- (a) no Incident is found in the Purchased Equipment;
 - (b) the Incident is not covered by the warranty;
 - (c) the warranty period for the Purchased Equipment has expired; or
 - (d) you have not returned the Purchased Equipment in accordance with Paragraph 5.9.2.
- 5.9.5 During the process of replacement of the Purchased Equipment, you may be vulnerable to Application Layer Attacks and Managed DDoS edge defence will no longer function. The remainder of the BT Managed DDoS Security UK will continue to operate as normal.
- 5.9.6 BT does not warrant that the Software supplied in accordance with the Contract is free from Incidents, but BT will remedy any defects that materially impair performance (where necessary, by arrangement between both of us) within a reasonable time.
- 5.10 **Security**
- 5.10.1 You will ensure the proper use of any user names, personal identification numbers and passwords used with the Purchased Equipment, and you will take all necessary steps to ensure that they are kept confidential, secure and not made available to unauthorised persons.
- 5.10.2 BT does not guarantee the security of the Purchased Equipment against unauthorised or unlawful access or use.
- 5.11 **Software Licence**
- 5.11.1 On and from the Service Start Date, or, where BT installs any Purchased Equipment, from the date of installation, you will comply with the provisions of any Software licences provided with or as part of any Purchased Equipment.
- 5.12 **EULA**
- 5.12.1 Where BT configures or installs Software on your behalf for Managed DDoS edge defence, BT will do so as your agent and bind you to the end user licence agreement with the Supplier in the form set out at <https://www.netscout.com/sites/default/files/2019-01/NetScout-Systems-End-User-Product-License-Agreement.pdf>, as may be amended or supplemented from time to time by the Supplier ("**EULA**").
- 5.12.2 You will observe and comply with the EULA for any use of the applicable Software.
- 5.12.3 In addition to what it says in Clause 15 of the General Terms, if you do not comply with the EULA, BT may restrict or suspend Managed DDoS edge defence upon reasonable Notice, and:
- (a) you will continue to pay the Charges for Managed DDoS edge defence until the end of the Managed DDoS edge defence Minimum Period of Service; and
 - (b) BT may charge a re-installation fee to re-start Managed DDoS edge defence.
- 5.12.4 You will enter into the EULA for your own benefit and the rights, obligations, acknowledgements, undertakings, warranties and indemnities granted in accordance with the EULA are between you and the Supplier and you will deal with the Supplier with respect to any loss or damage suffered by either of you as such loss or damage will not be enforceable against BT.
- 5.13 **WEEE Directive**
- 5.13.1 You will comply with Article 13 of the Waste Electrical and Electronic Equipment Directive 2012 ("**WEEE Directive**") for the costs of collection, treatment, recovery, recycling and environmentally sound disposal of any equipment supplied under the Contract that has become waste electrical and electronic equipment ("**WEEE**").
- 5.13.2 For the purposes of Article 13 of the WEEE Directive this Paragraph 5.13 is an alternative arrangement to finance the collection, treatment, recovery, recycling and environmentally sound disposal of WEEE.
- 5.13.3 You will comply with any information recording or reporting obligations imposed by the WEEE Directive.
- 5.14 **Invoicing**
- 5.14.1 BT will invoice you for the Charges for the BT Managed DDoS Security UK Service as set out in Paragraph 5.14.3 in the amounts specified in any Orders.



- 5.14.2 The Charges for the BT Managed DDoS Security UK Service will begin on the Service Start Date and are fixed for the BT Managed DDoS Security UK Minimum Period of Service. All Charges will be calculated in accordance with the charging information attached to the Order.
- 5.14.3 Unless stated otherwise in an applicable Order, BT will invoice you for the following Charges in the amounts set out in any applicable Order:
- (a) the Recurring Charges as set out in the Order, monthly in advance and for any period where the BT Managed DDoS Security UK Service is provided for less than one month, the Recurring Charges will be calculated on a daily basis;
 - (b) Installation Charges, where applicable, on the Service Start Date;
 - (c) Charges for Purchased Equipment from the Service Start Date. If the Service Start Date does not take place within three months of you placing an Order for the Purchased Equipment, BT may invoice you for any Charges for Purchased Equipment from three months after the date you place an Order for the Purchased Equipment;
 - (d) Tier 1 Maintenance or Tier 3 Maintenance Charges, where applicable, in advance from the date of installation of the Managed DDoS edge defence;
 - (e) Charges for the Professional Services where applicable for this BT Managed DDoS Security UK Service, as set out in the Order, on the Service Start Date, or agreed during the term of the Contract; and
 - (f) any Termination Charges incurred in accordance with Paragraph 5.15 upon termination of the relevant BT Managed DDoS Security UK Service.
- 5.14.4 BT may invoice you for any of the following Charges in addition to those set out in the Order:
- (a) Charges for providing the Professional Services outside of Business Hours;
 - (b) Charges for investigating Incidents that you report to BT where BT finds no Incident or that the Incident is caused by something for which BT is not responsible under the Contract;
 - (c) Charges for commissioning the BT Managed DDoS Security UK Service in accordance with Paragraph 6.2 outside of Business Hours;
 - (d) Charges for Replacement Equipment where you have not returned equipment in accordance with Paragraphs 5.9.4, 10.8 and 11.8;
 - (e) Charges for expediting provision of the BT Managed DDoS Security UK Service at your request after BT has informed you of the Customer Committed Date; and
 - (f) any other Charges set out in any applicable Order or otherwise agreed between both of us.

5.15 Termination Charges

- 5.15.1 If you terminate for convenience the Contract or the BTnet (Internet Connect UK) Service in accordance with Clause 17 of the General Terms the BT Managed DDoS UK Security Service will terminate
- 5.15.2 Where the BT Managed DDoS Security UK Service terminates in accordance with Paragraph 5.15.1 or if you terminate the BT Managed DDoS UK Service or the Managed DDoS edge defence for convenience in accordance with Clause 17 of the General Terms, you will pay BT:
- (a) all outstanding Charges or payments due and payable under the Contract;
 - (b) any other Charges as set out in any applicable Order; and
 - (c) any Charges reasonably incurred by BT from a supplier as a result of early termination of the BT Managed DDoS Security UK Service or Managed DDoS edge defence.
- 5.15.3 In addition to the Charges set out at Paragraph 5.15.2, if termination of the BT Managed DDoS Security UK Service or Managed DDoS edge defence occurs within the BT Managed DDoS Security UK Service Minimum Period of Service or the Managed DDoS edge defence Minimum Period of Service, you will pay BT:
- (a) for any parts of the BT Managed DDoS Security UK Service including Managed DDoS edge defence terminated during the first 12 months of the Relevant Minimum Period of Service, Termination Charges, as compensation, equal to:
 - (i) 100 per cent of the Recurring Charges for any remaining months of the first 12 months of the Relevant Minimum Period of Service;
 - (ii) 20 per cent of the Recurring Charges for the remaining months, other than the first 12 months of the Relevant Minimum Period of Service; and
 - (iii) any waived Installation Charges.
- 5.15.4 BT will refund to you any money you have paid in advance after deducting any Charges or other payments due to BT under the Contract.



Part B – Service Delivery and Management

6 BT's Obligations

6.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the BT Managed DDoS Security UK Service, BT will:

- 6.1.1 provide you with contact details for the Service Desk; and
- 6.1.2 comply with all reasonable health and safety rules and regulations and reasonable security requirements that apply at the Site(s) and that you have notified to BT in writing, but BT will not be liable if, as a result of any such compliance, BT is in breach of any of its obligations under this Contract.

6.2 Commissioning of the Service

Before the Service Start Date, BT will:

- 6.2.1 configure the BT Managed DDoS Security UK Service;
- 6.2.2 conduct a series of standard tests on the BT Managed DDoS Security UK Service to ensure that it is configured correctly; and
- 6.2.3 on the date that BT has completed the activities in this Paragraph 6.2, confirm to you the Service Start Date.

6.3 During Operation

On and from the Service Start Date, BT:

- 6.3.1 in the event of a Malicious Attack being detected or advised to BT:
 - (a) will provide automatic Alerts or advice by telephone (depending on the Service Option chosen by you), including advice as appropriate on tests and checks to be carried out by you;
 - (b) carry out diagnostic checks from BT's premises; and
 - (c) will mitigate the Malicious Attack by:
 - (i) automated mitigation; or
 - (ii) manual mitigation (if agreed between both of us);
- 6.3.2 will maintain a web Portal to provide you with online access to performance reports;
- 6.3.3 may, in the event of a security breach affecting the BT Managed DDoS Security UK Service, require you to change any or all of your passwords to the Portal; and
- 6.3.4 upgrade software/enhance functionality.

6.4 End of the Service

- 6.4.1 On termination of the Managed DDoS edge defence Service Option by either one of us, BT will remove the configuration from the BT Managed DDoS edge defence and you will no longer receive the protection and reports set out in Paragraph 3.2(c).

7 Your Obligations

7.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the BT Managed DDoS Security UK Service by BT, you will:

- 7.1.1 provide BT with any information reasonably required without undue delay, including full details of the Managed Object(s);
- 7.1.2 advise BT immediately of any changes to the Managed Object(s), authorised traffic and/or the contact details of the Customer Contact;
- 7.1.3 provide BT with details of the Managed Object(s) via the Mitigation Templates;
- 7.1.4 complete and agree the Mitigation Template;
- 7.1.5 provide BT with access to your Site(s) where necessary, during Business Hours, or as otherwise agreed, to enable BT to set up, deliver and manage the BT Managed DDoS Security UK Service and to respond to Incidents;
- 7.1.6 complete any preparation activities that BT may request to enable you to receive the BT Managed DDoS Security UK Services promptly and in accordance with any reasonable timescales;
- 7.1.7 notify BT in writing of any health and safety rules and regulations and security requirements that apply at a Site;



- 7.1.8 prepare and maintain the Site(s) for the installation of Purchased Equipment and supply of the BT Managed DDoS Security UK Service, including:
- (a) providing a suitable and safe operational environment for any Purchased Equipment including all necessary trunking, conduits, cable trays, and telecommunications connection points in accordance with BT's reasonable instructions and applicable installation standards;
 - (b) take up or remove any fitted or fixed floor coverings, ceiling tiles and partition covers or provide any openings in buildings required to connect Purchased Equipment to appropriate telecommunications facilities in time to allow BT to undertake any necessary installation or maintenance services;
 - (c) carry out any work that may be required after installation to make good any cosmetic damage caused during installation or maintenance;
 - (d) provide a secure, continuous power supply at the Site(s) for the operation and maintenance of the Purchased Equipment at such points and with such connections as BT specifies and, in order to mitigate any interruption to the BT Managed DDoS Security UK Service resulting from failure in the principal power supply, provide back-up power with sufficient capacity to conform to the standby requirements of the applicable standards; and
 - (e) provide internal cabling between the Purchased Equipment and any Customer Equipment, as appropriate;
- 7.1.9 if you purchase the HSM Module as part of Managed DDoS edge defence,
- (a) maintain a cryptographic store complete with the latest versions of your encryption certificates in a password protected PEM format; and
 - (b) inform BT when you:
 - (i) add new encrypted services;
 - (ii) revoke and re-initiate new certificates; and
 - (iii) cease or delete encryption certificates.

7.2 Service Operation

On and from the Service Start Date, you will:

- 7.2.1 take any steps that BT advises you to take in the event of prolonged and frequent Malicious Attacks;
- 7.2.2 ensure that the Customer Contact reports Incidents and Malicious Attacks initially to the Service Desk using the reporting procedures agreed between both of us, and will be available for all subsequent Incident and Malicious Attack management communications;
- 7.2.3 immediately terminate access for any Customer Contact who ceases to be an authorised Customer Contact;
- 7.2.4 monitor and maintain any Customer Equipment connected to the BT Managed DDoS Security UK Service or used in connection with a BT Managed DDoS Security UK Service;
- 7.2.5 ensure that any Customer Equipment that is connected to the BT Managed DDoS Security UK Service or that you use, directly or indirectly, in relation to the BT Managed DDoS Security UK Service is:
- (a) connected and used in accordance with any instructions, standards and safety and security procedures applicable to the use of that Customer Equipment;
 - (b) technically compatible with the BT Managed DDoS Security UK Service and will not harm or damage the BT Network or any of BT's supplier's or subcontractor's network or equipment; and
 - (c) approved and used in accordance with relevant instructions, standards and Applicable Law and any safety and security procedures applicable to the use of that Customer Equipment;
- 7.2.6 immediately disconnect any Customer Equipment, or advise BT to do so at your expense, where Customer Equipment:
- (a) does not meet any relevant instructions, standards or Applicable Law; or
 - (b) contains or creates material that is in breach of the Acceptable Use Policy and you are contacted by BT about such material;
- and redress the issues with the Customer Equipment prior to reconnection to the BT Managed DDoS Security UK Service;
- 7.2.7 maintain a written list of current Users, provide a copy of such list to BT within five Business Days following BT's written request at any time and immediately terminate access for any person who ceases to be an authorised User; and
- 7.2.8 ensure the security and proper use of all valid User access profiles, passwords and other systems administration information used in connection with the BT Managed DDoS Security UK Service and:
- (a) immediately terminate access for any person who is no longer a User;



- (b) inform BT immediately if a User ID or password has, or is likely to, become known to an unauthorised person, or is being or may be used in an unauthorised way;
- (c) take all reasonable steps to prevent unauthorised access to the BT Managed DDoS Security UK Service;
- (d) satisfy BT's security checks if a password is lost or forgotten; and
- (e) change any or all passwords or other systems administration information used in connection with the BT Managed DDoS Security UK Service if BT requests you to do so in order to ensure the security or integrity of the BT Managed DDoS Security UK Service.

7.3 The End of the Service

- 7.3.1 On termination of the of the Managed DDoS edge defence Service Option by either one of us, you will disconnect the Additional CPE from the BT Managed DDoS Security UK Service.

8 Notification of Incidents

8.1 Where you become aware of an Incident:

- 8.1.1 the Customer Contact will report it to the Service Desk;
- 8.1.2 BT will:
- (a) give you a Ticket;
 - (b) provide advice by telephone, including where appropriate advice tests and checks to be carried out by you; and
 - (c) where possible, carry out diagnostic checks from BT's premises and you will co-operate in diagnosing Incidents by carrying out any diagnostic and test routines requested by BT or included in the manufacturer's instructions.
- 8.1.3 BT will inform you when BT believes the Incident is cleared, and will close the Ticket when:
- (a) you confirm that the Incident is cleared within 24 hours of being informed; or
 - (b) BT has attempted unsuccessfully to contact you, in the way agreed between both of us, in relation to the Incident and you have not responded within 24 hours following BT's attempt to contact you.
- 8.1.4 If you confirm that the Incident is not cleared within 24 hours of being informed, the Ticket will remain open, and BT will continue to work to resolve the Incident.
- 8.1.5 Where BT becomes aware of an Incident, Paragraphs 8.1.2, 8.1.3 and 8.1.4 will apply.



Part C –Service Targets and Managed DDoS edge defence Maintenance

9 Service Availability

9.1 Availability Service Targets

From the Service Start Date, BT will aim to provide the BT Managed DDoS Security UK Service with target availability as follows:

- 9.1.1 99.95% availability at all times, subject to the terms of this Contract.
(the “**Availability Service Target**”).

10 Tier 1 Maintenance

If you purchase Tier 1 Maintenance for Managed DDoS edge defence:

- 10.1 the Maintenance Term will be as set out in the Order and will be equal to or less than the Managed DDoS edge defence Minimum Period of Service;
- 10.2 you may upgrade to Tier 3 Maintenance at any time during the Maintenance Term at an additional Charge;
- 10.3 if you cancel the Tier 1 Maintenance at any time during the Maintenance Term, BT will not refund to you any Charges for the Tier 1 Maintenance paid in advance;
- 10.4 if Managed DDoS edge defence is terminated by either of us, the Tier 1 Maintenance will terminate automatically and BT will not refund to you any Charges for the Tier 1 Maintenance paid in advance, regardless of what it says elsewhere in the Contract;
- 10.5 you will report an Incident due to faulty design, maintenance or materials in the Purchased Equipment to BT in accordance with Paragraph 8;
- 10.6 if BT confirms to you that the Incident is due to Faulty Equipment:
 - 10.6.1 BT will, or will arrange for the manufacturer or other third party to replace the Faulty Equipment with Replacement Equipment free of charge;
 - 10.6.2 BT will or will arrange for the Replacement Equipment to be dispatched to you within 10 days of you reporting the Incident to BT; and
 - 10.6.3 you will return the Purchased Equipment confirmed as covered by the Managed DDoS edge defence to BT or to the manufacturer or other third party, in accordance with BT's instructions, at your own cost, using the packaging provided with the Replacement Equipment within 10 days of you reporting the Incident to BT;
- 10.7 where Replacement Equipment is provided by BT, the removed Faulty Equipment will become BT's property;
- 10.8 BT may charge you a sum not exceeding the value of the Replacement Equipment, if:
 - 10.8.1 no Incident is found in the Faulty Equipment; or
 - 10.8.2 the Faulty Equipment is not returned within a 10 day period commencing from the Incident being reported in accordance with Paragraph 8; and
- 10.9 during the process of replacement of the Faulty Equipment, you may be vulnerable to Application Layer Attacks. The remainder of the BT Managed Security UK Service will continue to operate as normal.

11 Tier 3 Maintenance

If you purchase Tier 3 Maintenance for the Managed DDoS edge defence:

- 11.1 the Maintenance Term will be as set out in the Order and will be equal to or less than the Managed DDoS edge defence Minimum Period of Service;
- 11.2 you may downgrade to Tier 1 Maintenance at the end of the Maintenance Term;
- 11.3 if you cancel the Tier 3 Maintenance at any time during the Maintenance Term, BT will not refund to you any Charges for the Tier 3 Maintenance paid in advance;
- 11.4 if Managed DDoS edge defence is terminated by either of us, the Tier 3 Maintenance will terminate automatically and BT will not refund to you any Charges for the Tier 3 Maintenance paid in advance, regardless of what it says elsewhere in the Contract;
- 11.5 you will report an Incident due to faulty design, maintenance or materials in the Purchased Equipment to BT in accordance with Paragraph 8;
- 11.6 if BT confirms to you that the Incident is due to Faulty Equipment:
 - 11.6.1 BT will, or will arrange for the manufacturer or other third party to replace the Faulty Equipment with Replacement Equipment free of charge;



- 11.6.2 BT will or will arrange for the Replacement Equipment to be dispatched to you within 24 hours of you reporting the Incident to BT in accordance with Paragraph 8, and you will make available an individual to receive the Replacement Equipment; and
- 11.6.3 you will return the Faulty Equipment to BT or to the manufacturer or other third party, in accordance with BT's instructions, at your own cost, using the packaging supplied with the Replacement Equipment as soon as reasonably possible after reporting the Incident to BT;
- 11.7 where Replacement Equipment is provided by BT, the removed Faulty Equipment will become BT's property;
- 11.8 BT may charge you a sum not exceeding the value of the Replacement Equipment, if:
 - 11.8.1 no Incident is found in the Faulty Equipment; or
 - 11.8.2 you have not returned the Faulty Equipment in accordance with Paragraph 11.6.3; and
- 11.9 during the process of replacement of the Faulty Equipment, you may be vulnerable to Application Layer Attacks. The BT Managed DDoS Security UK Service will continue to operate as normal.



Part D – Defined Terms

12 Defined Terms

In addition to the defined terms in the General Terms and in the Schedule, capitalised terms in this Annex will have the following meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms or the Schedule, these defined terms will take precedence for the purposes of this Annex):

"Application Layer Attacks" is a form of denial-of-service (DDoS Attack) where attackers target the application layer of the Open Systems Interconnection model. The attack over-exercises specific functions or features of a website with the intention to disable those functions or features. This application-layer attack is different from an entire network attack.

"Alert" means notification by BT to you by email or any other means agreed between both of us of a Malicious Attack.

"Availability Service Target" has the meaning given in Paragraph 9.1.

"BT Managed DDoS Security UK Service" has the meaning given in Paragraph 1.

"BT Managed DDoS Security UK Minimum Period of Service" means a period of 12, 36 or 60 consecutive months beginning on the Service Start Date, as set out in an Order.

"BTnet (Internet Connect UK) Service" means BT's data services that allow you to connect to the Internet using a range of access methods at a variety of speeds over the BT Network.

"Business Hours" means between the hours of 0800 and 1700 in a Business Day.

"Core Network" means BT's network infrastructure between and including the PoP, but does not include the Access Line between your Site(s) and the PoP.

"Cyber Commercial Operations" or **"CCO"** means the BT team supporting cyber security monitoring for customers.

"Customer Equipment" means any equipment including any Purchased Equipment and software, other than BT Equipment, used by you in connection with a BT Managed DDoS Security UK Service.

"Customer Router" means the Internet access router owned by you.

"DDoS" means Distributed Denial of Service.

"DDoS Attack" means an attack in which multiple compromised computer systems attack a target, such as a server, website or other network resource, and cause a denial of service for users of the targeted resource.

"EULA" has the meaning given in Paragraph 5.12.1.

"Fast Flood" means a service by which a DDoS Attack can be detected quicker and mitigation therefore commenced with less delay and service impact.

"Faulty Equipment" means for the purposes of:

- (a) the warranty, a fault in the Purchased Equipment that is due to faulty design, maintenance or materials or BT's negligence; or
- (b) Purchased Equipment included in Tier 1 or Tier 3 Maintenance that develops a fault that BT confirms is covered by Tier 1 Maintenance or Tier 3 Maintenance; and
- (c) the fault is not caused by:
 - (i) the Purchased Equipment not being properly kept, used or maintained in accordance with the manufacturer's or BT's instructions, if any;
 - (ii) modification of the Purchased Equipment without BT's consent;
 - (iii) damage, interference with or maintenance of the Purchased Equipment by persons other than BT or a third party authorised by BT;
 - (iv) faulty design by you where the Purchased Equipment has been customised or integrated into your systems to your design; or
 - (v) fair wear and tear.

"General Terms" means the general terms to which the Schedule and this Annex are attached or can be found at www.bt.com/terms, and that form part of the Contract.

"High Alert" means a high level of traffic for a significant period which indicates a likelihood that a customer may be under a DDoS Attack.

"HSM Module" means a hardware security module that is a physical computing device that safeguards and manages digital keys for strong authentication and provides cryptoprocessing. These modules traditionally come in the form of a plug-in card or an external device that attaches directly to a computer or network server.

"Incident" means an unplanned interruption to, or a reduction in the quality of, the BT Managed DDoS Security UK Service or particular element of the BT Managed DDoS Security UK Service.

"Installation Charges" means those Charges set out in any applicable Order in relation to installation of the BT Managed DDoS Security UK Service or Purchased Equipment, as applicable.

"Internet" means a global system of interconnected networks that use a standard Internet Protocol to link devices worldwide.



"Internet Protocol" or **"IP"** means a communications protocol for devices connected to the Internet that specifies the format for addresses and units of transmitted data.

"IP Address" means a unique number on the Internet of a network card or controller that identifies a device and is visible by all other devices on the Internet.

"Maintenance Term" means the a period of 12, 36 or 60 consecutive months for which you purchase Tier 1 Maintenance or Tier 3 Maintenance, as set out in an Order.

"Malicious Attack" means a DDoS Attack, DDoS flood, protocol misuse and behaviour anomaly based attack.

"Managed DDoS edge defence" means the Purchased Equipment (including Software embedded in or run on such equipment), provided, maintained or managed by BT as part of the BT Managed DDoS Security UK Service and which is located at a Site, access to which can be granted by you to BT.

"Managed DDoS edge defence Minimum Period of Service" means a period of 12, 36 or 60 consecutive months beginning on the Service Start Date, as set out in an Order.

"Managed Object" means a range of IP Addresses that BT will monitor and thresholds that will be used to trigger an Alert and subsequently automated mitigation.

"Mitigation Template" means the form which sets out the section of countermeasures that will be applied when the system goes into automatic or manual mitigation, and will be agreed by you and BT.

"Provider Edge Routers" or **"PE Routers"** means the equipment on the edge of the BT Network where Access Lines are terminated and customer traffic enters the Core Network.

"Portal" means a secure shared website that enables you to view service information, request changes and download service reports.

"Professional Services" means assistance with the implementation, configuration of the BT Managed DDoS Security UK Service and operational assistance.

"Reach In" means that in addition to the automated mitigation (and Alerts) BT can be contacted to assist and support customers who are either under attack or fear they will be attacked.

"Reach Out" means that in addition to the automated mitigation (and Alerts), BT will actively monitor the traffic on the customer's network and pro-actively investigate any High Alerts and advise the customer of any action to take.

"Recurring Charges" means the monthly fees payable by you for the BT Managed DDoS Security UK Service or applicable part of the BT Managed DDoS Security UK Service that are invoiced repeatedly in every payment period (e.g. monthly), as set out in any applicable Order.

"Relevant Minimum Period of Service" means the BT Managed DDoS Security UK Minimum Period of Service or the Managed DDoS edge defence Minimum Period of Service as applicable.

"Replacement Equipment" means the replacement equipment provided by BT under Paragraphs 5.9.1, 10.6 and 11.6.

"Schedule" means the BTnet (Internet Connect UK) Schedule to the General Terms.

"Service Desk" means the helpdesk that you are able to contact to submit service requests, report Incidents and ask questions about the BT Managed DDoS Security UK Service.

"Service Management Boundary" has the meaning given in Paragraph 4.1.

"Service Options" has the meaning given in Paragraph 3.

"Site" means a location at which the BT Managed DDoS Security UK Service is provided.

"Standard Service Components" has the meaning given in Paragraph 2.

"Supplier" means Westcon Group European Operations Limited, Chandler's House Wilkinson Road, Love Lane Industrial Estate, Cirencester, Gloucestershire, GL7 1YT.

"Termination Charges" means those Charges incurred in accordance with Paragraph 5.15.

"Ticket" means the unique reference number provided by BT for an Incident and that may be known as a **"fault reference number"**.

"Tier 1 Maintenance" means the maintenance option for Managed DDoS edge defence set out in Paragraph 10.

"Tier 3 Maintenance" means the maintenance option Managed DDoS edge defence set out in Paragraph 11.

"Unlimited Cloud" means a service where BT provides you with an unlimited number of mitigations, through its cloud based system.

"WEEE" has the meaning given in Paragraph 5.13.

"WEEE Directive" has the meaning given in Paragraph 5.13.



A Note On 'You'

'You' and 'your' mean the Customer.

Data Processing Annex

1 Subject Matter Of The Processing Of Personal Data

This Data Processing Annex sets out the details regarding how Customer Personal Data is Processed when providing the BT Managed DDoS Security UK (Internet Connect UK) Service.

2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the BT Managed DDoS Security UK (Internet Connect UK) Service as set out in this Annex for as long as BT provides the BT Managed DDoS Security UK (Internet Connect UK) Service and for as long as BT may be required to Process the Customer Personal Data in accordance with Applicable Law.

3 The Nature And Purpose Of The Processing Of Personal Data

- 3.1 Using its own network, BT provides an IP Internet Wide Area Network service connecting your sites in the UK. The Service includes protection against Distributed Denial of Service (DDoS) cyber attacks.
- 3.2 For the basic transport service component, no Personal Data is utilised by BT beyond that needed for provisioning, assurance and billing purposes. The Service operates at layer 3 and utilises IP addresses. This in itself may not be Personal Data if the IP address is allocated to a host or device, although the data may be "pseudonymised" i.e.: it could be possible for BT or you to "triangulate" back to a location or an end user identifying usage behaviour.
- 3.3 The DDoS Service identifies traffic or usage anomalies or patterns that could suggest an attack is commencing and then diverts the traffic to prevent it impacting your networks, systems and applications. The traffic may be unwittingly generated from a device and IP address belonging to any Data Subject.

4 Types Of Personal Data and Categories of Data Subjects

- 4.1 The types of Customer Personal Data Processed by BT or its Sub-Processors or you will be:
 - 4.1.1 website or IP address.
- 4.2 The Customer Personal Data will concern the following categories of Data Subjects:
 - 4.2.1 your employees; and
 - 4.2.2 any Data Subject (as controlled by you).