



BT Ethernet Connect Global Schedule to the General Terms

Contents

Part A – The Service	2
1 Service Summary	2
Part B – Service Delivery and Management.....	4
2 Service Delivery.....	4
3 Service Management Boundary (“SMB”)	4
4 Customer Obligations.....	4
5 Invoicing	4
Part C – Service Levels	6
6 Service Level	6
7 Network Performance Targets.....	6
Part D – Defined Terms.....	11
8 Defined Terms.....	11



Part A – The Service

1 Service Summary

BT Ethernet Connect Global ("**the Service**") is a private, global Ethernet-based VPN service based on Ethernet industry Standards allowing the Customer to establish dedicated or any-to-any communication between Customer Sites and to prioritise the associated data traffic. The Service enables the Customer to interconnect its Sites to form an Ethernet VPN over Ethernet access lines, which connect the Sites to the BT Network. The Service has the following components: Ethernet Access, Ethernet Virtual Connection, Class of Service and Service Interface. As part of the Service, BT will install BT NTE(s) at the Customer Sites to be exclusively used by BT to deliver the Service. No other equipment will be provided by BT. The Service is offered in two options, E-Line and E-LAN, as described in Clause 1.1.3 below, or as a combination of the two options. The Customer's selection will be shown on the Order.

1.1 Service Standard Components

1.1.1 Ethernet Access

Ethernet Access to the Service is provided at speeds of 10Mbps, 100Mbps and 1Gbps, or sub-rates if available, as specified on the Order. Not all speeds are available in all locations. Customer Sites can be connected to the BT Network using the following access options: Standard, Diverse and Diverse+. The Customer's selection will be shown on the Order.

"**Standard**" means that one Ethernet Access will be provided from the BT Point of Presence ("**PoP**") to the Customer Site.

"**Diverse**" means that two Ethernet Accesses are delivered to the same BT PoP. The Ethernet Accesses may be of different bandwidths.

"**Diverse+**" means that two Ethernet Accesses are delivered to different BT PoPs (where different BT PoPs are available). The Ethernet Accesses may be of different bandwidths.

1.1.2 Service Interface

The Service Interface is the point where the Ethernet Access is connected to the BT Network (the "**Service Interface**"). The Service Interface is provided at speeds of 10Mbps, 100Mbps and 1Gbps. The Ethernet Access speed used may not exceed the Service Interface speed. The Customer may, in its sole discretion, order only one of the following two types of Service Interface configurations at each Site.

- (a) "**VLAN-Based**" in which multiple EVCs can route over the Service Interface. The EVCs are separated logically by VLAN tags in accordance with the Institute of Electrical and Electronics Engineers ("**IEEE**") standard 802.1q, as specified in IEEE standard 802.1q (definition). The Customer Equipment will be capable of supporting this feature. The Customer may, in its sole discretion, choose the VLAN identities ("**VLAN IDs**") for each EVC or may, in its sole discretion request that these be allocated by BT. The total of the EVC bandwidth at a Site cannot exceed the Service Interface speed at that Site.
- (b) "**Port-Based**" in which only a single EVC can route over the Service Interface. This configuration does not require the Customer Equipment to provide VLAN tags.

1.1.3 Ethernet Virtual Connection

The following Service configuration options are available:

(a) E-Line

This allows the Service to be used to provide as Ethernet Private Line (EPL - single point-to-point connection) or an Ethernet Virtual Private Line (EVPL - hub and spoke arrangement) between Customer Sites.

(b) E-LAN

This allows the Service to be used to provide any-to-any connectivity between Customer Sites. EVCs connecting to an E-LAN will all be VLAN-Based or Port-Based only; there cannot be any mixing of VLAN- Based and Port-Based configurations.

The frame size of the Maximum Transmission Unit ("**MTU**") depends on the selected configuration, the network domain(s) of the Service and access supplier limitations. The actual data throughput depends on the MTU and the Customer's own services attached to the underlying Ethernet protocol.

1.1.4 Class of Service ("**Class**" or "**CoS**")

Class of Service (CoS) is a means of providing differentiated service across a network which allows the Customer to prioritise its traffic across the Service. CoS is available on E-Line and E-LAN Services.

Five (5) types of CoS are available:

(a) **High Class**

This CoS is for time-critical data traffic. The Customer will specify the amount of High Class traffic required ("**Contract Rate**"). There is no bursting capability for High Class traffic and any traffic above the Contract Rate will be dropped.

(b) **Medium Class (In-Contract)**

This CoS is used for business critical data traffic. The Customer will specify the amount of Medium Class traffic ("**In-Contract**") bandwidth within an EVC. All this In-Contract bandwidth traffic will be carried.

(c) **Medium Class (Out-of-Contract)**

This CoS is used for business critical data traffic. Traffic which has burst above the Medium Class In-Contract bandwidth will be marked as Out-of-Contract traffic. Out-of-Contract traffic may be dropped if congestion occurs in the BT Network.

(d) **Low Class (In-Contract)**

This CoS is used for standard business data traffic. The Customer will specify the amount of Low Class traffic ("**In-Contract**") bandwidth within an EVC. All this In-Contract bandwidth traffic will be carried.

(e) **Low Class (Out-of-Contract)**

This CoS is used for standard business data traffic. Traffic which has burst above the Low Class In-Contract bandwidth will be marked as Out-of-Contract traffic. Out-of-Contract traffic may be dropped if congestion occurs in the BT Network.

The Customer will mark its traffic using the Ethernet priority bit using IEEE standard 802.1p prior to sending the traffic into the BT Network. The BT Network will then put the traffic into the selected CoS. Any traffic not identified as part of a CoS will be marked Low Class (Out-of-Contract).

The Customer will specify the CoS bandwidth required at the time of Order.

The Ethernet Access line and the Service Interface must have greater bandwidth than the total contracted Service bandwidth.

1.1.5 **Performance Reports**

Standard Performance reports and near real time reports are available upon request and are included in the Charges.

Site-to-Site reports are available at an additional Charge as specified in the Order.

1.1.6 **Proactive Incident Management**

The Service is continuously monitored in real time. BT will perform initial diagnostics and commence action on any incidents within 15 minutes of BT registering the incident.



Part B – Service Delivery and Management

2 Service Delivery

On the Order for any Site, the Customer may, in its sole discretion, request a delivery date (the “**Customer Requested Date**”). After the Customer has signed the Order, BT will provide an indicative delivery date and (where applicable) BT will then conduct a Site survey. Subject to there being no issues arising from the Site survey and subject to BT receiving appropriate confirmation from its suppliers, BT will provide a Customer Commit Date (“**CCD**”), which is the date on which BT agrees to deliver the Service. Notwithstanding Clause 5.2 of the General Service Schedule, if the Customer delays Service delivery, the Customer agrees that it will pay (i) BT's invoice for Charges which would have become due on the last CCD agreed in writing by BT and (ii) BT's invoices for recurring Charges, which are due monthly in advance. In these circumstances, the Service Levels on Service delivery after the CCD as set out in Clause 7.1.2 of the General Service Schedule shall not apply.

The Operational Service Date occurs on successful completion of the BT Service turn up tests which are compliant with internet engineering task force RFC 2544.

3 Service Management Boundary (“SMB”)

The SMB is the physical Ethernet interface on the Customer side of the BT NTE of the associated Ethernet Access. This includes provisioning, maintenance and management of all elements up to this SMB.

If the Service is physically extended as set out in section Clause 4.5 or 4.6 below, any interruptions in Service will not be treated as a Qualifying Incident for the purposes of section Clause 7 of the General Service Schedule, nor will BT be liable for any Service impairment caused by the physical extension.

4 Customer Obligations

- 4.1 The Customer is responsible for managing the configuration of its Customer Equipment at its Site(s).
- 4.2 If the Customer allocates its VLAN ID(s), it will provide the VLAN ID(s) at the time of placing the Order and will inform BT before any changes to the VLAN ID(s) are made at any time. Failure to do so will result in a loss of Service and the Customer agrees that Clause 7 Service Levels of the General Service Schedule shall not apply.
- 4.3 The Customer will provide the appropriate electrical power supplies (AC or DC supply) to support the Ethernet Access equipment, the BT NTE and any other equipment required to support the Service.
- 4.4 The Customer is responsible for the cable connecting the BT NTE to the Customer Equipment.
- 4.5 The Customer will provide adequate space at its Site to install the BT NTE and the ATD. The space for the BT NTE must be within reach of the ATD. Standard Cable lengths provided by BT are three metres for optical cable and 10 metres for electrical cable. If the Standard Cables are not long enough to connect the BT NTE to the ATD, the Customer is responsible for providing appropriate cabling to connect the BT NTE to the ATD. The Customer will advise BT if the distance between the BT NTE and the ATD exceeds the distance supported by the IEEE 802.3-2008 standard for the access circuit interface; in these circumstances, Customer will accept and order the access interface as specified by BT to support the Customer request.
- 4.6 Where the Service is delivered to a third party host site, the Customer is responsible for arranging the extension of the connectivity of the Ethernet Access from the third party room to the Customer Equipment location at the Site where the BT NTE is installed.
- 4.7 Where the Service is delivered as Diverse or Diverse+, the Customer is responsible for any reconfiguration required to enable data traffic to be re-routed in the event of failure of either of the two Ethernet Accesses.

5 Invoicing

The Charges for the Service will comprise of some or all of the following components, depending on the option selected on the Order:

Service Standard Components	One-time Charge	Recurring Charge	Notes
Ethernet Access	Install / De-install	Monthly Charge	Charges vary by speed and location.
Service Interface (Port)	Not Applicable	Monthly Charge	Charges vary by speed and location.
EVC	Install / De-install	Monthly Charge	Charges vary by bandwidth speed, location and Class of Service (if applicable).



Service Standard Components	One-time Charge	Recurring Charge	Notes
Performance Reports Standard	Not Applicable	Not Applicable	Available upon request via GS Portal.
Performance Reports Near Real Time	Not Applicable	Not Applicable	Available upon request via GS Portal - In-Tariff.
Site to Site Performance Reports	Install / De-install	Monthly Charge	Specify on Order; available on request per EVC basis on E-Line option only.

If the Customer requests any of the following work, additional Charges will apply and the following provisions relating to Termination Charges apply in addition to the Termination Charges as set out in Clause 6 of the General Service Schedule.

Requested work	One-time Charge	Recurring Charge	Notes
Service Interface Upgrade	One-Time Charge Applicable	New Monthly Recurring Charge for each Service component changed.	
Service Interface Downgrade	One-Time Charge Applicable	New Monthly Recurring Charge for each Service component changed.	Early Termination Charge is the difference in Charges between the old and new speeds for the remaining months of the old Minimum Period of Service.
Increase of EVC Speed	One-Time Charge Applicable	New Monthly Recurring Charge for each link changed.	
Decrease of EVC Speed	One-Time Charge Applicable	New Monthly Recurring Charge for each Service component changed.	Early Termination Charge is the difference in Charges between the old and new speeds for the remaining months of the old Minimum Period of Service.
Increase of COS Speed	One-Time Charge Applicable	New Monthly Recurring Charge for each COS SPEED changed.	
Decrease of COS Speed	One-Time Charge Applicable	New Monthly Recurring Charge for each Service component changed.	Early Termination Charge is the difference in Charges between the old and new speeds for the remaining months of the old Minimum Period of Service.



Part C – Service Levels

6 Service Level

Service Levels are set out in Clause 7 of the General Service Schedule.

In addition to the Service Levels set out in the General Service Schedule, network performance Service Levels apply to In-Contract traffic sent at the subscribed rate as set out below and in any applicable network performance target.

The MPLS network figures quoted for IP networks will be aligned and used as per below to the Service core target figures as the underlying global core technology is MPLS:

MPLS IP Class of Service	Corresponding Ethernet Connect Global Class of Service
Expedited Forwarding ("EF") class traffic	High Class traffic
Assured Forwarding ("AF") class traffic	Medium Class traffic
Default ("DE") class traffic	Low Class traffic

The standard network performance SLAs measure performance on the BT Network and does not include the Customer's access to the BT Network.

If the Customer orders Site-to-Site performance reports, then BT may agree to set specific Site-to-Site targets, for RTD and Jitter, which will be dependent on the Customer's network configuration. For the avoidance of doubt, if BT agrees to set Site-to-Site targets for the Customer, then the regional SLAs set out in Clauses 6.1, 6.2 and 6.3 below will not apply.

The specific targets for the Customer's network will be set out in the Order.

6.1 Round Trip Delay (all Classes)

BT will send two test packets of 100 bytes for DE class, 10 test packets of 100 bytes for AF class or 10 test packets of 80 bytes for EF class every minute, 24 hours a day between designated BT Network Provider Edge ("PE") routers and measure the time it takes a test packet to return to its origin. Round Trip Delay ("RTD") statistics will be calculated as an average across all test packets sent and received in one month. For valid claims, BT will give the Customer a Service Credit of 2 per cent of the monthly Site Charges if BT fails to meet the average RTD target for any Class of Service in any month. The Service Credit will double to 4 per cent of monthly Site Charges if the target is missed by more than 20 per cent.

6.2 Packet Delivery (all Classes)

BT will send 10 test packets of 100 bytes for AF or DE class or 10 test packets of 80 bytes for EF class, every minute, 24 hours a day between designated BT Network PE routers. Packet delivery statistics will be calculated as an average of all test packets sent and received in one month.

For valid claims, BT will give the Customer a service credit of two per cent of the monthly Site Charges if BT fails to meet the average Packet delivery target for any Class of Service in any month.

6.3 Jitter (EF/High Class only)

BT will send 10 test 80 byte packets with 20 millisecond spacing, every minute, 24 hours a day between designated BT Network PE routers. Jitter statistics will be calculated as an average of all test packets sent and received over one month.

For valid claims, BT will give the Customer a service credit of two per cent of the monthly Site Charges if BT fails to meet the average Jitter target in any month. The Service Credit will double to 4 per cent of monthly Site Charges if the target is missed by more than 20 per cent.

6.4 Site-to-Site Network Performance

The Site-to-Site SLAs measures performance between designated BT NTEs installed at the Customer's Sites. Performance is measured using BT's Customer reports platform and the Customer will Order Site-to-Site reports for each path to be measured, and pay the Charges for the reports. The following restrictions apply:

- (a) The SLA will not apply on any path in any month where utilisation exceeds the In-Contract bandwidth.

6.5 Exclusions

The exclusions in this Clause 6.5 apply in addition to the General Exclusions in the General Service Schedule: BT will suspend measurement of network performance if there is a qualifying fault affecting Availability.

7 Network Performance Targets



The following targets apply to standard service and are measured between different Points of Presence ("POPs") on the BT Network for the countries which are connected to the Ethernet Connect Global network.

The Service uses the BT global MPLS backbone to transport the Customer's data. The values below are based on the MPLS backbone target figures which are equally applicable for Service. The MPLS network figures quoted for IP networks will be aligned and used as per below to the Service core target:

MPLS IP Class of Service	Corresponding Ethernet Connect Global Class of Service
Expedited Forwarding ("EF") class traffic	High Class traffic
Assured Forwarding ("AF") class traffic	Medium Class traffic
Default ("DE") class traffic	Low Class traffic

7.1 **Country Regional Tables**

Countries with POP Installations

The table below identifies the countries in each SLA region.

Europe 1	Europe 2	North America	Asia Pacific 1	Middle East
Austria	Estonia*	Canada	Australia	Bahrain*
Belgium	Bulgaria*	Mexico	Hong Kong	Israel*
Denmark	Croatia*	USA	Japan	Kuwait*
Finland	Cyprus*		Singapore	Pakistan*
France	Czech Rep.	South America		Saudi Arabia*
Germany	Greece	Argentina	Asia Pacific 2	UA Emirates*
Ireland	Hungary	Brazil	China	
Italy	Poland	Chile	Indonesia*	
Luxembourg	Romania*	Colombia	Malaysia*	Africa
Netherlands	Russia*	Peru*	New Zealand*	Egypt*
Norway	Slovakia*	Venezuela*	Philippines*	Morocco*
Portugal*	Turkey		South Korea	South Africa
Spain	Ukraine*	India	Thailand*	
Sweden		India	Taiwan	
Switzerland			Vietnam*	
UK				

* Target Launch: 2015/2016

7.2 **Long Line Countries Table**

The table below identifies the countries in each SLA region.

The relevant POP location shown above is in "*Italics*"

Europe 1	Europe 2	North America	Asia Pacific 1	Middle East
Croatia	Albania			
<i>(Austria Vienna)</i>	<i>(Hungary Budapest)</i>			
Iceland	Bosnia & Herzegovina			
<i>(Denmark Copenhagen)</i>	<i>(Czech Prague)</i>			
Portugal	Bulgaria			
<i>(Spain Madrid)</i>	<i>(Hungary Budapest)</i>			
Slovakia	Estonia			
<i>(Austria Vienna)</i>	<i>(Poland Warsaw)</i>			
	Latvia	South America		
	<i>(Poland Warsaw)</i>			
	Lithuania		Asia Pacific 2	
	<i>(Poland Warsaw)</i>			
	Romania			
	<i>(Hungary Budapest)</i>			
	Serbia			
	<i>(Czech Prague)</i>			
	Slovenia			Africa
	<i>(Czech Prague)</i>			
		India		



If a Site is connected by an international private circuit to a POP in another country then the Site is considered to be in the POP country for the purpose of determining the network performance target. For example, a Site in Latvia connected to a POP in Warsaw (Poland) is considered to be in “**Europe 2**” for regional SLAs.

7.3 Network Performance

Round Trip Delay targets (all in ms)

Round Trip Delay (“**RTD**”) is the time taken for a packet to get to its destination and for its acknowledgement to return. RTD is measured by sending a short sequence of time stamped test packets and recording the time delay when the acknowledgements return. The sequence of test packets is 10 test packets of 80 bytes for EF class 1 (High Class), 10 test packets of 100 bytes for AF class 2 (Medium Class) and two test packets of 100 bytes for the DE class (Low Class). This is repeated nominally every minute, 24 hours a day and 365 days a year.

The Customer will be eligible for a service credit under the Round Trip Delay SLA if the targets shown in the table below are not met and the claims process has been followed.

For the core RTD SLA an average of the RTD values over a calendar month is reported for each class.

Core SLA region to SLA region	EF RTD (in ms*) (High Class)	AF RTD (in ms) (Medium Class)	DE RTD (in ms) (Low Class)
Within Europe region 1	30	35	50
Europe region 1 to Europe region 2	45	50	65
Within Europe region 2	70	80	95
Europe region 1 to North America	140	145	155
Europe region 2 to North America	165	175	190
Within North America	48	53	63
Asia Pac region 1 to Europe region 1	270	275	300
Asia Pac region 2 to Europe region 1	270	275	300
Asia Pac region 1 to Europe region 2	310	320	350
Asia Pac region 2 to Europe region 2	310	325	360
Asia Pac region 1 to North America	225	230	255
Asia Pac region 2 to North America	250	260	280
Within Asia Pac (regions 1 and 2)	85	95	125
Within India	35	38	44
India region to Europe region 1	220	225	235
India region to Europe region 2	240	250	270
India region to North America	310	320	340
India region to Asia Pac region 1	140	150	170
India region to Asia Pac region 2	145	160	185
Within Africa	TBA	TBA	TBA
Africa to Europe region 1	250	260	270
Africa to Europe region 2	290	305	315
Africa to North America	380	395	405
Africa to Asia Pac region 1	215	230	240
Africa to Asia Pac region 2	225	245	260
Africa to India	200	215	225
Within South America	100	110	125
South America to Europe region 1	265	270	275
South America to Europe region 2	290	300	310
South America to North America	175	185	195
South America to Asia Pac region 1	390	400	410
South America to Asia Pac region 2	415	430	440
South America to India	420	430	440
South America to Africa	500	515	525

* ms – Millisecond

Packet Delivery targets (all in per cent)



The Customer will be eligible for a service credit under the network performance packet delivery SLA if the targets are not met and the claims process has been followed. Packet Delivery ("PD") gives the percentage of packets that are successfully received. The odd failure to deliver a packet is not a significant problem as Customer's application simply re-sends it, but if average PD drops below 95 per cent this may indicate a significant problem.

PD is measured by sending multiple test packets using each Class of Service supported by both end points. This is repeated each minute, 24 hours a day, 365 days a year. PD statistics will be calculated as an average of all test packets sent and received over the time period. Nominally, PD is measured by sending, two test packets of 100 bytes for DE class and 10 test packets of 80 bytes for EF and AF classes, every minute, 24 hours a day between designated BT Provider Edge ("PE") routers.

Packet Delivery statistics will be calculated as an average of all test packets received compared with sent over one calendar month.

Core SLA region to SLA region	EF PD (%) (High Class)	AF PD (%) (Medium Class)	DE PD (%) (Low Class)
Within Europe (regions 1 & 2)	99.90	99.90	99.60
Europe (regions 1 and 2) to North America	99.90	99.90	99.60
Within North America	99.90	99.90	99.60
Asia Pac (reg. 1 & 2) to Europe (reg. 1 & 2)	99.80	99.80	99.40
Asia Pac (regions 1 & 2) to North America	99.80	99.80	99.40
Within Asia Pac (regions 1 & 2)	99.80	99.80	99.40
Within India	99.80	99.80	99.40
India to Europe (regions 1 & 2)	99.80	99.80	99.40
India to North America	99.80	99.80	99.40
India to Asia Pac (regions 1 & 2)	99.80	99.80	99.40
Within Africa	99.80	99.80	99.40
Africa to Europe (regions 1 & 2)	99.80	99.80	99.40
Africa to North America	99.80	99.80	99.40
Africa to Asia Pac (regions 1 & 2)	99.80	99.80	99.40
Africa to India	99.80	99.80	99.40
Within South America	99.80	99.80	99.40
South America to Europe (regions 1 & 2)	99.80	99.80	99.40
South America to North America	99.80	99.80	99.40
South America to Asia Pac (regions 1 & 2)	99.80	99.80	99.40
South America to India	99.80	99.80	99.40
South America to Africa	99.80	99.80	99.40

Jitter Performance Targets (all in ms)

The Customer will be eligible for a Service Credit under the BT Jitter SLA if the targets are not met and the claims process has been followed. Jitter means a measure of the variation in packet delay and is particularly important for the quality of 'voice over IP' and other real-time services. Jitter is measured by sending a short sequence of time-stamped test packets and recording the times of their arrival. The sequence of test packets is sent in both directions, between two end points. This is repeated each minute, 24hours a day, 365 days a year.

A single-way value from averaging (will be in future the standard deviation) of the Jitter values from both directions over the time period is reported for each class. Jitter values over the requested time period are then reported for each class. Nominally, Jitter is measured by sending 10 test packets of 80 byte every minute, 24 hours a day between designated BT PE routers. The inter-packet gap is not defined, as the measurement system determines it, but the sequence of packets is normally sent in about a second. Jitter statistics will be calculated as an average of all test packets sent and received over one calendar month.

BT Network performance Jitter SLA Core SLA region to SLA region	One Way Jitter (*ms) EF (High Class)
Within Europe (regions 1&2)	3.0
Europe (regions 1&2) to North America	3.5
Within North America	3.0
Asia Pac (regions 1&2) to Europe (regions 1&2)	5.0
Asia Pac (regions 1&2) to North America	4.5
Within Asia Pac (regions 1&2)	3.5
Within India	2.5



BT Network performance Jitter SLA Core SLA region to SLA region	One Way Jitter (*ms) EF (High Class)
India to Europe (regions 1&2)	4.0
India to North America	4.5
India to Asia Pac (regions 1&2)	3.5
Within Africa	3.5
Africa to Europe (regions 1&2)	4.0
Africa to North America	4.5
Africa to Asia Pac (regions 1 & 2)	4.5
Africa to India	4.5
Within South America	3.5
South America to Europe (regions 1 & 2)	4.5
South America to North America	4.0
South America to Asia Pac (regions 1 & 2)	4.5
South America to India	4.5
South America to Africa	4.5

*ms - Millisecond



Part D – Defined Terms

8 Defined Terms

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

“**ATD**” means BT's access supplier's access terminating device.

“**BT NTE**” means a BT device where the Service is terminated at a Site.

“**Ethernet Access**” means the connectivity between a Site and the BT Network.

“**Ethernet Virtual Connection**” or “**EVC**” means a data transmission path across the BT Network connecting selected Customer Sites.

“**In-Contract**” means traffic which is within the contracted bandwidth for that Class of Service and will be carried.

“**Out-of-Contract**” means traffic which exceeds the contracted bandwidth for that Class of Service and will be dropped if the BT Network is congested. Such traffic is not supported by the Service Levels set out in this Schedule or Clause 7 of the General Service Schedule

“**Standard Cable(s)**” mean the standard connecting cables provided with the BT NTE which connect the BT NTE to the ATD.

“**VPN**” means Virtual Private Network.