Connect VMware SD-WAN Service Schedule

Part B – Service Description

1. THE SERVICE COMPONENTS

1.1 Service Overview

The SD-WAN Devices used to provide the SD-WAN Services are purpose-built networking appliances that are pre-loaded and validated with VMware SD-WAN software for an all-in-one solution with the option to add additional security features onto the Service is required.

1.2 Implementation Overview

BT will implement the Service in five (5) delivery stages:

(a) Project Mobilization;

(b) Definition;

(c) Detailed Design;

(d) Deliver and Test; and

(e) Closure.

1.3 SD-WAN Devices

(a) BT will provide Customer with SD-WAN Devices including associated software licences, as the same are identified in the Order.

(b) BT will install the SD-WAN Devices at those Sites set-out in the Order. The SD-WAN Devices will then be used to connect to the Customer's network.

1.4 Connect VMware SD-WAN Cloud Hosted Control Infrastructure

As part of the Service, BT will provide the Customer with access to the VMware Orchestrator (VCO) via BT My Account Portal that will allow the Customer to view the following cloud hosted control infrastructure performance:

(a) Network monitoring and the performance of the SD-WAN Devices;

(b) identify issues and delays in the overlay network;

(c) view data flows across the network and its Sites.

Sections 1, 2.6 and 2.7 of the service description set out at the following hyperlink applies to the SD-WAN Services: https://www.vmware.com/content/dam/digitalmarketing/vmware/en/pdf/downloads/eula/vmware-velocloud-service-description.pdf

1.5 Transport Independent VPN

BT will provide Customer with a VPN and encryption service that will allow Customer to:

(a) build corporate VPNs across its Sites;

(b) transfer information across the network and the Internet using secure encryption technology.

1.6 Application Traffic Steering

(a) Through application traffic steering BT will provide Customer with the ability to manage its traffic and applications in order to improve the efficiency of its network.

(b) Customer will be able to categorise certain applications as business critical. Changes to the categories will be dealt with as a Simple Service Request (SSR).

(c) Application traffic steering will only work optimally if there are at least two (2) resilient Enabling Services (e.g., two redundant, diverse Internet access circuits) connected to a Site.

1.7 Security Option

(a) To transform to a Secure Access Service Edge ("**SASE**") service BT can provide security elements as set out more fully in Section 2.

(b) If the Customer requires this option it needs to be ordered as part of the initial Order, it cannot be added at a later date.

2. PROVISION OF A SASE SERVICE

2.1 Overview

(a) SASE is a cloud solution that converges networking and security. The VMware SD-WAN SASE architecture combines the SD-WAN and security elements of the service set out below.

(b) For the provision of a SASE service the Customer must order cloud web security, secure access is optional.

2.2 Cloud Web Security

(a) Cloud web security is a cloud hosted service that protects against known and unknown threats when Users access web applications. The service also provides IT with visibility, control and compliance when Users access SaaS applications.

(b) Cloud web security;

    (i) controls access to web sites;

    (ii) protects documents against known and unknown threats;

    (iii) provides visibility and control into SaaS applications;

    (iv) protects sensitive data.

2.3 Secure Access

(a) Secure access is a remote access solution that provides Users with consistent, optimal, and secure application access for remote teams. It hosts tenant secure access gateways that terminate remote access User connections into the SASE PoP.

3. ADDITIONAL SERVICE MANAGEMENT CONDITIONS

3.1 Overview

(a) BT will manage this Service in accordance with the Service Management Schedule. In addition BT will manage the SD-WAN Services deployment. Service impacting alerts will generate proactive tickets into the BT Service Desk who will notify the Customer accordingly. Proactive monitoring will not apply to the cloud web security or secure access elements of the SD-WAN Services which will be reactive only.

3.2 IT Operations Management

BT will:

(a) provide management of the availability and health of SD-WAN Devices.

(b) install BT approved patches on agreed schedules for SD-WAN Devices

(c) coordinate maintenance windows for patches requiring reboots of SD-WAN Devices

(d) provide SD-WAN Edge network operating system management and maintenance configuration management

(e) deploy configuration changes across environment where supported

(f) provide recurring and regular metrics

(g) identify network bottlenecks and presenting improvement suggestions

(h) update knowledge management system with standard operating procedures and new knowledge obtained from Customer.

3.3 Release Management and Validation for SD-WAN Devices

BT will:

(a) provide release build

(b) plan and build for OS changes as part of major/minor/patch release cycles

(c) provide release deployment

(d) monitor system performance issues after deployments and releases

(e) validate deployed releases/changes

(f) provide release closure

4. AS-REQUESTED SERVICES

4.1 Simple Service Requests (SSR)

(a) Where the Customer has not transformed the SD-WAN Service to a SASE service BT will perform up to five (5) SSR's per SD-WAN Device per contract year without additional charge, provided the SSR's do not require a change to the SD-WAN design.

(b) Where the Customer has transformed the SD-WAN Service to a SASE service BT will perform up to a total of eight (8) SSR's per SD-WAN Device per contract year without additional charge, provided the SSR's do not require a change to the SD-WAN/SASE design.