

Connect VMware SD-WAN Service Schedule

Part A – Service Terms

1. SERVICE PROVISION

- a) BT will provide Customer with a managed, VMware hosted SD-WAN overlay network solution that will allow Customer's virtual network to be managed in accordance with the terms of Parts A and B of this Service Schedule, including transformation to a SASE service if the appropriate security components are selected in the Order (the "**SD-WAN Services**"). Part A sets out the specific terms and conditions applicable to the SD-WAN Services, and Part B sets out the service description and the service management specific terms for the SD-WAN Services.
- b) BT will respond to incidents reported by the Customer without undue delay, and BT will work to promptly restore the SD-WAN Services either via logical means, or during Contracted Maintenance Hours where a physical Site visit is necessary to restore the SD-WAN Services.
- c) BT may carry out Planned Maintenance on the SD-WAN Services from time to time. BT will use its reasonable endeavors to inform the Customer at least seven (7) days before any scheduled hardware or software maintenance.
- d) This Schedule cannot be used for provision of Service in China. Provision of the VMware SD-WAN service in China is domestic provision only under a local contract and subject to separate terms and conditions.
- e) This Service is provided by BT and VMWare will have no direct obligations with the Customer under this Agreement.

2. SERVICE MANAGEMENT BOUNDARY AND EXCLUSIONS

- a) BT's responsibility to provide the SD-WAN Services is physically and logically limited to the following service management boundary: the VMware SD-WAN by VeloCloud Infrastructure including the relevant VCO, controllers and gateway services ("**SD-WAN Cloud Infrastructure**"); and
- b) The service management of SD-WAN Devices (design, deployment, configuration, management and service wrap including on-site break*fix) from the WAN port of the device to its LAN port.

Sections 2 (a) and (b) together constitutes the "**Service Management Boundary.**"

With the exception of items described immediately above, BT bears no responsibility for any virtual or physical infrastructure or Enabling Services (with the exception of Enabling Services provided by BT) used to support the SD-WAN Services.

3. ENABLING SERVICES

- a) Certain enabling connectivity services are needed to permit the SD-WAN Services to operate in accordance with the terms of Parts A and B of this Service Schedule ("**Enabling Services**"), and the Customer is responsible for procuring the Enabling Services that meet the minimum technical requirements specified by BT:
 - (i) Internet routing connectivity between the SD-WAN Devices and the VMware cloud infrastructure including necessary configuration through the Customer's firewalls; and
 - (ii) one or more of the following connectivity services that are compatible with the SD-WAN Services:
 - A. Internet service; and/or
 - B. WAN/MPLS service

- b) In the event that BT is unable to perform service management with respect to any SD-WAN Device due to an incident that affects an Enabling Service provided by a party other than BT, BT will not be liable for any resulting failure or delay to perform its obligations as a result and all affected Service Levels will be disapplied for the duration of the incident. Notwithstanding the foregoing, if the Enabling Services are provided by BT then BT will be responsible for ensuring that those Enabling Services perform in accordance with any associated Service Levels.
- c) Where an SD-WAN Device is deployed directly onto an Enabling Service without a separate WAN router or NTE, the Customer acknowledges that the functionality of the Enabling Service may be limited by the capability of the SD-WAN Service, which may result in decreased functionality of the Enabling Service.
- d) This Schedule will not apply to the provision of any other services provided by BT (including the Enabling Services) as those services will be governed by their separate terms and conditions which need to be first contracted by the Customer with BT.

4. EQUIPMENT AS A SERVICE

Where BT provides SD-WAN Devices to the Customer that are owned by BT as part of the provision of the SD-WAN Services, Customer will:

- a) keep the SD-WAN Devices safe and secure;
- b) only use the SD-WAN Devices, or allow them to be used, in accordance with the instructions that BT may provide from time to time and only for the purpose for which they are intended to be used;
- c) not sell, charge, assign, transfer or dispose of, or part with possession of the SD-WAN Devices;
- d) not allow any lien, encumbrance or security interest over the SD-WAN Devices, nor pledge the credit of BT for the repair of the SD-WAN Devices or otherwise;
- e) not claim to be owner of the SD-WAN Devices and use reasonable endeavors to ensure that the owner of the Site(s) upon which the SD-WAN Devices are located will not claim ownership of the SD-WAN Devices, even if the SD-WAN Devices are physically attached to the Site(s);
- f) carry full replacement value insurance against any damage to or theft or loss of the SD-WAN Devices;
- g) in addition to any other rights that BT may have, Customer will reimburse BT for any losses, costs or liabilities arising from Customer's use or misuse of the SD-WAN Devices or where the SD-WAN Devices are damaged, stolen or lost, except where the loss or damage to SD-WAN Devices is a result of fair wear and tear or caused by BT and its agents acting on BT's instructions; and
- h) in the event that there is a threatened seizure of the SD-WAN Devices, or that an insolvency event applies to the Customer, Customer will immediately provide BT with notice so that BT may take action to repossess the SD-WAN Devices.

5. PASSWORDS, AUTHORISED USERS AND SECURITY

- a) The Customer is responsible for the proper use of any user names, personal identification numbers and passwords or similar used in conjunction with the SD-WAN Devices or the SD-WAN Services, and the Customer agrees that it will take all reasonable precautions to ensure that the foregoing are kept confidential, secure and not made available to unauthorised persons.
- b) The Customer agrees that it will promptly terminate access of any person who is no longer an authorized individual User, and Customer will promptly inform BT if an individual User's 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. The Customer further agrees to change any or all passwords or other systems administration information used in connection with the SD-WAN Services if BT asks Customer to do so in order to help safeguard ensure the security or integrity of the SD-WAN Services.

- c) BT cannot prevent against unauthorised or unlawful access to or use of either the SD-WAN Devices or the SD-WAN Services. BT therefore recommends that Customer implement additional security measures, systems and/or tools to safeguard the SD-WAN Devices and the SD-WAN Services from such unauthorised or unlawful access or use.

6. USE OF TELEMETRY DATA

- a) As a function of the provision of the SD-WAN Services BT and VMware may collect telemetry data, including:
 - (i) system statistics (for example, CPU, memory);
 - (ii) interface statistics;
 - (iii) flow statistics including application and application family; and
 - (iv) device configurations and usage per interface.
- b) The Customer consents to the collection of such telemetry data on its behalf as well as on behalf of its Users:
 - (i) to deliver and maintain the SD-WAN Services;
 - (ii) for VMware to provide support to BT (for example, by providing BT with recommendations for WAN configuration optimisation, license expiration, renewal notices, license or bandwidth enforcement); and
 - (iii) to enable VMware to use statistical data for the general purpose of improving its SD-WAN products and other product offerings, including customer experience and use of such product in the context of generally available software feature releases.

7. CHARGES AND INVOICING TERMS

- 7.1 The Customer will pay the Charges for the SD-WAN Services and any optional features (including upgrades and re-configuration) as set forth in the Order.

Unless otherwise set out in the Order:

- a) any one-time installation Charges will be invoiced upon the Operational Service Date(s);
- b) any recurring Charges, excluding usage Charges, will be invoiced monthly in advance;
- c) any usage Charges will be invoiced monthly in arrears, calculated at the rates set out in the Order, unless otherwise agreed in writing; and
- d) any one-time de-installation Charges (if any, set forth in the Order), will be invoiced within two (2) Months of de-installation.

7.2 Service Term and Early Termination Charges

- a) The Order sets out any minimum service term applicable to the SD-WAN Services, as well as any associated volume commitments, early termination Charges and all other pricing and commercial terms that are specific to the SD-WAN Services. Unless otherwise agreed in writing, following the expiration of any minimum service term, the SD-WAN Services shall continue on a month to month basis unless and until terminated in accordance with the terms of the governing Agreement referenced in the Order. Unless otherwise agreed in writing, any such term extension of the SD-WAN Services will be subject to the then existing Charges set out in the Order, and any other governing terms and conditions.

7.3 Miscellaneous Charges

- a) In addition to the Charges set out in the Order, Customer may be liable for the following additional Charges:
 - (i) Charges for commissioning the SD-WAN Services outside of Business Hours, on a Site-by-Site basis;

- (ii) Charges for expediting provision of the SD-WAN Service at Customer's request after BT has informed Customer of the Customer Committed Date; and
- (iii) If BT has to change the SD-WAN Services prior to the applicable Operational Service Date because the Customer has provided BT with materially incomplete or inaccurate information, BT may, acting reasonably, apply additional Charges to perform the necessary change.

8. CUSTOMER RESPONSIBILITIES

8.1 General

Customer will:

- a) provide BT with the name and contact details of a Customer contact who will serve as day to day operational interface into BT, however BT also reserves the right to accept instructions from any person who BT reasonably believes is acting with Customer's authority;
- b) without undue delay provide BT with any information reasonably required by BT to enable it to perform its obligations hereunder with respect to the SD-WAN Services;
- c) provide BT, or third parties acting on BT's behalf, with reasonable access to any Site(s) during Business Hours, or as otherwise agreed or permitted, to enable BT or its third parties, to set up, deliver, manage, maintain and restore the SD-WAN Services;
- d) in jurisdictions where an employer is legally required to make a disclosure to its Users and employees in relation to the SD-WAN Services:
 - (i) inform Users (individually or via local workers councils depending on applicable law) that as part of the SD-WAN Services being delivered by BT, BT may monitor and report the use of any targeted applications;
 - (ii) ensure that Users have consented or are deemed to have consented to such monitoring and reporting (where such consent is legally required);
- e) ensure that LAN protocols, applications and equipment used by Customer are compatible with the SD-WAN Services;
- f) ensure that all Users report incidents to the Customer contact and not directly to the Service Desk;
- g) use the incident reporting procedures notified to Customer by BT, and ensure that the Customer operational contact is available for all subsequent incident management communications;
- h) provide service assurance support to BT, where reasonably requested, to progress the resolution of incidents for any SD-WAN Device installed on an Enabling Service that is not being provided by BT;
- i) be responsible for the proper functioning of any Customer equipment connected to the SD-WAN Services or used in connection with the SD-WAN Services, including ensuring that the foregoing is adequately protected against viruses and other breaches of security;
- j) not allow any specific user license to be used by more than one User unless it has been reassigned in its entirety to another User;
- k) inform BT of any Planned Maintenance on any third party provided Enabling Service; and
- l) provide, at its own cost, any necessary internal cabling between the SD-WAN Devices and any Customer equipment, including in particular the cabling between the network terminating unit and any SD-WAN Devices at a Site.

8.2 End of Service

On termination of the SD-WAN Services, Customer will:

- a) provide BT with all reasonable assistance necessary to remove the SD-WAN Devices from the Site(s);
- b) disconnect any Customer equipment from the SD-WAN Devices;

- c) not dispose of the SD-WAN Devices other than in accordance with BT's written instructions; and
- d) arrange for the SD-WAN Devices to be returned to BT.

8.3 Notification of Incidents

This Section 8.3 applies to all incidents other than a Priority 1, which is subject to Section 9.7c) below. Where Customer becomes aware of an incident affecting the SD-WAN Services:

- a) the Customer operational contact will report it to the Service Desk;
- b) BT will open a trouble ticket;
- c) BT will inform the Customer when it considers the incident is cleared and will close the trouble ticket when either:
 - (i) Customer confirms that the incident is cleared within twenty four (24) hours of it being so informed; or
 - (ii) BT has attempted unsuccessfully to contact Customer, in accordance with the incident reporting procedures, and Customer has not responded within twenty four (24) hours following BT's attempts to make contact.
- d) If Customer confirms that the incident is not cleared within twenty four (24) hours after having been so informed, the trouble ticket will remain open, and BT will continue to work to resolve the Incident; and
- e) Where Customer has provided its own or a third party Enabling Service Customer will ensure and confirm to BT that the Enabling Service is working correctly before reporting incidents to BT. BT will not record Service Downtime caused by reported incidents until Customer has provided this confirmation.

9. SERVICE LEVELS AND SERVICE CREDITS

9.1 BT will use its reasonable endeavours to achieve the service levels ("**Service Levels**") applicable to the SD-WAN Services. If BT fails to achieve the Service Levels, the Customer may claim associated service credits ("**Service Credits**").

9.2 Service Levels only apply to events occurring within the Service Management Boundary.

9.3 Service Credit calculations and payments will be based on monthly recurring Site Charges, unless stated to the contrary in the Order.

9.4 On time Delivery Service Level

- a) BT will deliver the SD-WAN Devices on or before the Customer Committed date ("**On Time Delivery Service Level**").

9.5 On Time Delivery Service Credits

- a) In the event that BT does not meet the On Time Delivery Service Level, the Customer may claim a service credit of 4% of the monthly Recurring Charge for the affected Site, excluding the Charge for any security components, associated with that On Time Delivery Service Level (an "**On Time Delivery Service Credit**") for each Business Day exceeding the Customer Committed date until the Operational Service Date occurs.
- b) If both BT and Customer have agreed a revised Customer Committed Date in writing, or if BT exercises its right to revise the Customer Committed Date on account of a change requested by Customer, the Calculation of any On Time Delivery Service Credits will be made by reference to the revised Customer Committed Date.

9.6 Exceptions to On-Time Delivery Service Level

- a) The On-Time Delivery Service Level does not apply to upgrades or changes to the SD-WAN Devices, unless the upgrades or changes each have an agreed delivery date, in which case the Customer Committed Date will be the same as the agreed delivery date for such upgrades or changes.
- b) BT may expedite delivery of the SD-WAN Devices for operational reasons or in response to a request from Customer, however this will not cause the original Customer Committed Date to be revised.
- c) The On-Time Delivery Service Level does not apply where a Customer-Provided SD-WAN Device is used or where Customer has deployed a virtual SD-WAN Device.

9.7 Service Availability

- a) BT will assign a Service Level category for each Site ("**Site Service Level Category**") included in the Order that is determined by the SD-WAN Services configuration and the technical specification at that Site. The Site Service Level Categories and the associated service availability metrics are set out in the table below.
- b) With reference to the table below, each Site Service Level Category has an Annual Service Availability Target which will be used to calculate service availability downtime ("**Service Downtime**"). Service Downtime only occurs in the event of a Priority 1 outage of the SD-WAN Services at a Site, caused by a Qualifying incident. BT will measure Service Downtime for each properly reported Qualifying incident and will keep a record of cumulative Service Downtime by Site, in units of full minutes, for each month and the SLA Year.
- c) Service Downtime is measured from when a Qualifying incident is first reported to the Service Desk and ends when BT clears the Qualifying incident. The Customer will be given a trouble ticket number for each such reported Qualifying incident. BT will inform the Customer when the Qualifying incident is cleared, and will close the trouble ticket when either the Customer confirms within 20 minutes that the Qualifying incident is cleared, or BT has attempted and failed to contact the Customer and the Customer does not respond within 20 minutes. If the Customer confirms that the Qualifying incident is not cleared within 20 minutes of being so informed, the trouble ticket will remain open, and the Service Downtime calculation will be so adjusted.
- d) Service Downtime will be suspended outside of the Business Hours or the Contracted Maintenance Hours specified in the Order, as applicable.

Site Service Level Category	Annual Service Availability Target	Maximum Annual Service Downtime	Maximum Monthly Service Downtime	Service Credit Interval
Cat A+	≥ 99.99%	1 hour	0 minutes	Per started 15 minutes
Cat A1	≥ 99.7%	3 hours	0 minutes	Per started hour
CatA	≥ 99.95%	4 hours	0 minutes	Per started hour
Cat B	≥ 99.90%	8 hours	1 hour	Per started hour
Cat C	≥ 99.85%	13 hours	3 hours	Per started hour
Cat D	≥ 99.80%	17 hours	5 hours	Per started hour

Cat E	≥ 99.70%	26 hours	7 hours	Per started hour
Cat F	≥ 99.50%	43 hours	9 hours	Per started hour
Cat G	≥ 99.00%	87 hours	11 hours	Per started hour
Cat H	≥ 98.00%	175 hours	13 hours	Per started hour
Cat I	≥ 97.00%	262 hours	15 hours	Per started hour

9.8 Service Availability Service Credits.

- a) If for any Site Service Level Category, the cumulative Service Downtime in a Month exceeds the Monthly Service Credit Allowance but does not exceed the Maximum Annual Service Downtime during any SLA Year, the Customer may claim standard Service Credits which will be capped at four (4) per cent of the monthly recurring charges for the SD-WAN Services, excluding the Charge for any security components, at the affected Site(s), for each Service Credit Interval ("**Standard Service Credits**"); or
- b) If for any Site Service Level Category, the cumulative Service Downtime in any SLA Year (or pro-rated portion of an SLA Year for Sites installed for less than an SLA Year) exceeds the Maximum Annual Service Downtime, the Monthly Service Credit Allowance will not apply until the Maximum Annual Service Downtime during an SLA Year is no longer exceeded and during such period the Customer may claim elevated Service Credits which will be capped at:
 - (i) Eight (8) percent of the monthly recurring charges, excluding the Charge for any security components, for the SD-WAN Services at the affected Site for Site Service Level Category CAT A+, A1, A and B; or
 - (ii) Four (4) per cent of the monthly recurring charges, excluding the Charge for any security components, for the SD-WAN Services at the affected Site, for all the other Site Service Level Categories.
(together, "**Elevated Credits**")

9.9 Incident Resolution

Incident resolution Service Levels if any are set out in the Order.

- a) Incident resolution Service Level exclusions and limitations are as follows:
 - (i) Incident resolution Service Levels will not apply to incidents caused by an event occurring outside the Service Management Boundary;
 - (ii) Incident resolution Service Levels do not apply in relation to BT agency managed underlay circuits or Enabling Services not provided by BT;
 - (iii) Hardware maintenance support will be provided in accordance with the Contracted Maintenance Hours and incidents raised after 4:00 PM local customer time (Monday - Friday) may require an additional Business Day for hardware replacements; and
 - (iv) One-time Site address validation will first need to be performed to confirm whether or not hardware maintenance support is available during the Contracted Maintenance Hours. For the avoidance of doubt, BT will require Site address validation prior to the Operational Service Date of each Site.

9.10 General Service Credit Exclusions

- a) Only measurements carried out by BT will be used in the calculation of Service Credits.
- b) Service Levels and/or Service Downtime will be excluded:

- (i) where the Customer does not provide access, delays providing access or denies permission for BT or its agents and suppliers to carry out necessary repairs to the SD-WAN Services;
- (ii) for any Qualifying incident not reported in accordance with the incident reporting procedures notified by BT to the Customer;
- (iii) in the event of any software bugs affecting the SD-WAN Services;
- (iv) during any period of Planned Maintenance unless the service outage time exceeds the time estimation communicated to the Customer;
- (v) to the extent time is lost where permission to carry out any necessary repairs is denied;
- (vi) where Priority 1 trouble tickets are opened erroneously;
- (vii) during any trial period of the SD-WAN Services;
- (viii) in the event of unavailability of the data collected by the VMware cloud hosted control infrastructure as displayed on reports and near-live dashboards;
- (ix) during simple service requests;
- (x) if a third party Enabling Service is not connected or functioning;
- (xi) where a Customer provided SD-WAN Device is used, with the exception of the VMware cloud hosted control infrastructure; and
- (xii) If the SD-WAN Service is suspended due to Customer's breach of its obligations under the governing Agreement and this Schedule.

9.11 General Service Credit Limitations

- a) Service Credits for all Service Levels will be aggregated and cannot exceed 100% of the cumulative monthly recurring Charges at any affected Site, unless expressly stated to the contrary in the Order.
- b) To qualify for Service Credits, and before any Service Credits can be applied, the Customer must make a claim within 25 days after the end of the month in which the Service underperformed.
- c) Service Credits will be :
 - (i) paid by deduction from the Customer's invoice within two billing cycles of a claim being received; or
 - (ii) if related to On-Time Service Delivery Credits, paid by deduction from the first invoice following the Operational Service Date; or
 - (iii) following termination of the SD-WAN Service where no further invoices are due to be issued by BT, paid by BT within two months of a claim being received.

10. DATA PROCESSING

This section supplements the data provisions as set out in the governing Agreement and sets out the details regarding how Customer Personal Data is Processed when providing the SD-WAN Service.

a) The nature and purpose of the Processing of Customer Personal Data.

- (i) BT will provide a managed SD-WAN Service as set out in this Schedule which includes repair, maintenance and network analysis. The nature and purpose of the Processing of Customer Personal Data by BT or its Sub-Processors for the SD-WAN Service, includes Processing the Customer Personal Data set out in below for the purposes of performing the management activities set out in the Schedule, including incident management, service requests, meetings and reporting.
- (ii) It excludes any Processing of Customer Personal Data relating to the VMware licenses; as any Processing of Customer Personal Data by or in connection with the VMware licenses will be subject to the VMware conditions as set out in section 6.1 and the respective data processing agreement as agreed between the Customer and VMware as set out at <https://cloud.vmware.com/trust-center/privacy> whereby for this Service the following datasheet apply [vmw-datasheet-sd-wan-by-velocloud-privacy.pdf \(vmware.com\)](https://cloud.vmware.com/trust-center/privacy)
- (iii) VMware uses AWS datacentres to deliver the service to the Customer. These datacentres are located in Ireland and Germany. Germany is the main location and Ireland used as a backup location. The data is synced between the datacentres using an encrypted connection (TLS/HTTPS). Data is also stored by VMware in a USA datacentre, and used by support teams in USA, Ireland, Costa Rica and India. The transfer to the USA and the access from the other third countries is covered in the VMware binding corporate rules. The data stored in the USA is so-called hi-resolution data (IP address, MAC address and traffic data). VMware uses an internal PowerBI tool to monitor service usage. For this purpose, VMware exports network data metrics to the tool on a regular basis.

b) The types of Customer Personal Data Processed by BT or its Sub-Processors or the Customer will be:

- website or IP address;
- name;
- address;
- telephone number;
- email address;
- job title;
- company name;
- contact records;
- usage records (internet or router logs and traffic data);
- MAC address;
- identity management – User profiles; and
- online activity logs

c) The Customer Personal Data will concern the following categories of Data Subjects:

- Customer employees;
- Customer customers or third parties; and
- any Data Subject (as controlled by the Customer).

d) These lists are not exhaustive as the Customer will specify what Customer Personal Data is processed.

11. DEFINED TERMS

For the purposes of this Service Schedule the following defined terms and abbreviations shall have the meaning ascribed to them:

- a) "Business Day" means generally accepted working days at the locality of the Site, excluding any national or bank holidays.
- b) "Business Hours" means between the hours of 0800 and 1700 in a business day at the locality of the specific Site.
- c) "Contracted Maintenance Hours" means the maintenance hours and days of the week during which BT or its subcontractors will provide on-Site maintenance for the SD-WAN Devices, which are Business Hours only unless set out otherwise in the Order.
- d) "Customer Committed Date" means the date provided by BT on which delivery of the SD-WAN Service is due to start.
- e) "EULA" has the meaning set out in section 6.1.
- f) "Incident" means any unplanned interruption to, or a reduction in the quality of, the SD-WAN Service or particular element of the SD-WAN Services.
- g) "Internet" means the global data network comprising interconnected networks (using the TCP/IP protocol suite).
- h) "My Account Portal" means a secure post-sales portal made available by BT, available all day, every day via the internet.
- i) "NBD" means next business day.
- j) "Operational Service Date" means the date upon which the SD-WAN Service are made operationally available to the Customer at a Site.
- k) "Planned Maintenance" means scheduled maintenance that is planned in advance.
- l) "Priority 1" means a Qualifying incident which cannot be circumvented and which also constitutes a complete loss of the SD-WAN Services at the Site(s).
- m) "Qualifying incident" means any incident affecting the SD-WAN Services within the Service Management Boundary, with the exception of incidents caused by:
 - (i) modifications or alterations to the SD-WAN Services made by Customer, or by BT in accordance with Customer's instructions;
 - (ii) Planned maintenance;
 - (iii) network configurations that BT did not approve;
 - (iv) incidents that have been reported but BT cannot confirm that an incident exists after performing tests; or
 - (v) Customer requests BT to test the SD-WAN Services at a time when no incident has been detected or reported.
- n) "SASE" has the meaning given to it in Part B of this Schedule.
- o) "SLA Year" means the 8760 hours which starts on the Operational Service Date of each Site and ends 365 days later; thereafter the SLA Year will be the most recent twelve (12) months in which the SD-WAN Service is provided.
- p) "SD-WAN Device" means those SD-WAN edge devices provided by BT as the same are more specifically set out in the Order.
- q) "Site" means the physical Customer site to which the SD-WAN Services will be provided. Such Site may be Customer or third party owned.
- r) "TOS" has the meaning set out in section 6.1.

- s) "User" means an end-user of the SD-WAN Services.
- f) "VCO" means Velocloud Orchestrator which is a multi-tenant cloud based management, configuration and monitoring portal.
- u) "VMware" means VMware, Inc., 3401 Hillview Avenue Palo Alto, California 94304 United States of America; BT's supplier of the SD WAN Devices and related Software.
- v) "VPN" is an acronym for Virtual Private Network; a network that appears private to the Customer's Users while being provided over network infrastructure that is shared with other Customers. Unless otherwise agreed in writing, the Customer's communications over their VPN are restricted to those Sites belonging to their VPN
- w) "WAN" means wide area network comprising the Customer's internal data network between Sites.