



Conditions for Provision of Closed Circuit Television Service - Service Schedule

The provisions of this Service Schedule are in addition to the Conditions for Provision of Closed Circuit Television Service (the "Conditions").

1. Service Overview

1.1 The Service allows the Customer to receive a closed circuit television ("CCTV") signal using either BT's analogue, digital and/or wireless circuits. In addition the Service conveys a telecommand signal in a variety of data formats. There are a number of Service options as set out below.

Analogue and digital options

RS1000

1.2 The RS1000 remote surveillance service is a cable delivered CCTV service for remote monitoring and surveillance. The service comprises real-time PAL television circuit(s) from customer-site 'A' to customer-site 'B' and auxiliary asynchronous-data and audio circuits for telecommand purposes.

The following features are standard:

- 625 line PAL video;
- 2 or 4-wire presented Audio;
- data in a variety of data formats e.g. RS232, RS422, RS485 at speeds up to 38.4 kb/s; and
- a fault reception centre.

The Service will have a Minimum Period of 12, or 36 months from the Operational Start Date depending upon the Minimum Period that the Customer agrees to when it orders the Service.

1.3 A distance limitation of 35km (maximum route fibre distance) and 20km (maximum main link radial distance) will apply to an individual circuit providing the connectivity for this RS1000 remote surveillance service.

RS 1000D

1.4 RS1000D is provided as an Ethernet data service to facilitate communication between customer-site 'A' to customer-site 'B' and auxiliary asynchronous-data and audio circuits for telecommand purposes if required.

The Service option comprises the features of the RS1000 described in paragraph 1.2 above the following additional feature is standard:

- a single 10/100BASE-TX (electrical) manually configured (default) Fast Ethernet port;

The Service will have a Minimum Period of 12, 36 or 60 months from the Operational Start Date depending upon the Minimum Period that the Customer agrees to when it orders the Service.

1.5 A distance limitation of 37km (maximum route fibre distance) and 20km (maximum main link radial distance) will apply to an individual circuit providing the connectivity for this RS1000D service.

Point to Point Ethernet Service

1.6 The Point to Point Ethernet Service comprises high speed point to point data circuits that provide a backhaul and access service. BT will provide the Point to Point Ethernet Service at a Site. The Point to Point Ethernet Service cannot be provided at street cabinets or in hostile environmental conditions.

The following features are standard:

- presentation of a RJ45 connection compliant with IEE 802.3 standards.
- a fault reception centre.

1.7 There are three bandwidth options for the Service:

- a. 10Mb;
- b. 100Mb; and
- c. 1Gb

BT shall provide the bandwidth for the Service as specified on the Order Form.

1.8 A distance limitation of 25km (radial) and 40km (route) will apply to an individual circuit providing the connectivity for this Point to Point Ethernet Service unless the Customer has ordered the 1Gb extended reach option as set out in paragraph 1.9 below.

1.9 A distance limitation of 35km (radial) and 66km (route) will apply to an individual circuit providing the connectivity for this Point to Point

Conditions for Provision of Closed Circuit Television Service

Service Schedule

Ethernet Service when the Customer has ordered the 1Gb extended reach option.

1.10 The Point to Point Ethernet Service cannot be combined with or used in conjunction with any other Service set out in this Schedule.

1.11 The Point to Point Ethernet Service will have a Minimum Period of 12 or 36 months from the Operational Start Date depending upon the Minimum Period that the Customer agrees to when it orders the Service and as specified on the Order Form.

Wireless options

1.12 BT Redcare CCTV Wireless Service

The BT Redcare CCTV Wireless Service is a partially or wholly wirelessly delivered BT CCTV service for remote monitoring and surveillance.

The following features are provided as standard:

- MPEG4 coding
- Variable frame rates and resolutions up to 25 frames per second
- 4CIF to QCIF
- 2 or 4-wire presented Audio;
- data in a variety of data formats e.g. RS232, RS422, RS485 at speeds up to 38.4 kb/s; and
- a fault reception centre.

The Service will have a Minimum Period of 12, or 36 months from the Operational Start Date depending upon the Minimum Period that the Customer agrees to when it orders the Service.

1.13 BT Redcare CCTV Wireless Service plus camera

In addition to the features of the BT Redcare CCTV Wireless Service described in paragraph 1.12 above the following additional features are standard:

- The provision and installation of Equipment comprising:
 - a wireless camera offering high resolution >480 television line pictures
 - a field hardened, weatherproof enclosure

The Service will have a Minimum Period of 12, or 36 months from the Operational Start Date depending upon the Minimum Period that the

Customer agrees to when it orders the Service.

Information applicable to all wireless Service options

1.14 Where the Service options in paragraphs 1.12 and 1.13 of this Schedule form part or all of the service provision, the Customer acknowledges and accepts that the availability of transmission paths using wireless means cannot be guaranteed. The Customer also acknowledges and accepts that some technical limitations of the Service may not become apparent until after the Service has been installed and working for some time including being affected by circumstances outside of BT's reasonable control. Such circumstances may include but are not limited to new buildings, building extensions, trees, large bushes, shrubs, atmospheric, topographical and geographical conditions and/or other causes of physical or electromagnetic interference;

1.15 The Customer acknowledges that the radio bands required for the Service options in paragraphs 1.12 and 1.13 of this Schedule are part of the public spectrum and subject to use by other parties. It is possible that service degradation may occur over time as other wireless network traffic increases. BT reserves the right to vary the target quality of service if network traffic from third parties results in restricted spectrum availability. This may include changes to the Latency.

1.16 The Service options described in paragraphs 1.12 and 1.13 of this Schedule employ dynamic frequency selection ("DFS") which forces a channel change in the presence of an interfering source. Outages of up to 4 minutes may be expected in the event of a DFS operation.

2. Fault Repair Service

2.1 All Service options include a fault repair service on the analogue, digital and/or wireless transmission circuits as set out in paragraph 2. Where a Service option has additional fault repair options this is also shown in this paragraph 2.

General Description

2.2 BT will provide a fault reception centre which will be available 24 hours per day, 7 days a week, 365 days a year, for the Customer to

Conditions for Provision of Closed Circuit Television Service Service Schedule

- report faults to and obtain assistance with the Service.
- 2.3 The Customer must report faults in the Service by telephoning the fault reception centre on the UK-only **Freefone** telephone number stated on the Order Form or such other number that BT may notify to the Customer. When reporting a fault the Customer must provide BT with a contact name and telephone number which BT will use to advise the Customer on the progress being made to clear the fault. BT will use these contact details during the response period.
- 2.4 Following a fault report, BT will respond by:
- (a) providing advice by telephone, including where appropriate advice as to tests and checks to be carried out by the Customer;
 - (b) where possible, carrying out diagnostic checks from BT premises;
 - (c) where it is considered necessary, and as soon as reasonably practicable, visiting the Site where (a) and (b) do not diagnose or clear the fault.
- 2.5 BT will use reasonable endeavours to respond to faults notified to BT within 4 hours after each fault is notified to BT by the Customer. For the avoidance of doubt, BT does not guarantee or accept any liability for failure to meet the target response/repair time set out in this paragraph. If the fault is not cleared during this period BT will advise the Customer of the progress being made to clear the fault.
- 2.6 Where replacement parts are provided by BT, the parts removed will become the property of BT.
- 2.7 BT may remove all or part of the Equipment from a Site for the purpose of inspection, testing and repair.
- BT Redcare CCTV Wireless and BT Redcare CCTV Wireless plus camera options**
- 2.8 Where Site visits require BT to undertake public space health and safety measures, for example the closure of roads the Customer may experience a delay in repair and/or installation activities.
- BT Redcare CCTV Wireless Service plus camera**
- 2.9 In addition to the fault repair service on the transmission circuit set out in paragraph 2.1 the Customer will also have the benefit of a reactive fault repair service on the Equipment as described in paragraphs 2.10 and 2.11 below. The reactive fault repair service on the Equipment will only be available during the Minimum Period unless the Customer has purchased the fault repair service for an additional period as set out on the Order Form. If there is a fault in the Equipment and the Minimum Period has expired and the Customer has not purchased the fault repair service for an additional period the Customer will be liable for the repair or replacement of the Equipment as necessary.
- 2.10 If BT is notified of a fault in the Equipment which is due to faulty design, manufacture or materials, or the negligence of BT, BT will where necessary by arrangement with the Customer, replace or (at its option) repair the faulty part free of charge provided that:
- (a) the Equipment has been properly kept, used and maintained in accordance with the manufacturer's or BT's instructions, if any, and has not been modified except with BT's written consent; or
 - (b) the fault is not due to accidental or wilful damage; interference with or maintenance of Equipment by persons other than BT; or
 - (c) the fault is not due to faulty design by the Customer where the Equipment has been manufactured to the Customer's design.
- 2.11 The fault repair service does not cover fair wear and tear.
- Additional Services**
- 2.12 Additional Services will be provided at BT's sole discretion and may be subject to additional charges based on BT's reasonable costs.
- 2.13 Additional Services include but are not limited to

Conditions for Provision of Closed Circuit Television Service

Service Schedule

(a) investigations and correction of faults in the Equipment and/or Service that result from:

- (i) misuse, accidental or deliberate damage, servicing or modifications performed by the Customer or a third party not authorised by BT;
- (ii) failure to keep, use and maintain the Equipment and/or Service in accordance with BT's or the Equipment manufacturer's instructions;
- (iii) attachment of devices not recommended by BT or the Equipment manufacturer;
- (iv) lightning damage; electromagnetic interference, mains electrical surges or failures; or
- (v) any other cause;

- (b) provision of consumables;
- (c) travelling time and labour charges where the Customer reports a fault but no fault can be found and the Customer is unable to demonstrate or provide evidence of the fault ;
- (d) where access to the Equipment and/or Service is prevented or delayed by the Customer;
- (e) any work undertaken at the request of the Customer outside a Working Day;
- (f) any preventative maintenance or cleaning regimes; or
- (g) any other related services requested by the Customer.

3. Customer Responsibilities

Provision of Mains Electricity Power Supply

- 3.1 The Customer is responsible for:
- (a) provision of a 230 volt 50 Hz mains supply at all Sites as follows:

Camera Cabinets	230 volt 5 amp fused spur
Control Room Equipment Racks	230 volt 13 amp fused spur

- (b) protecting all mains supplies by a 30ma residual current circuit breaker (RCCB) which should be approved to BS4293 and be of the auto reset type;
- (c) disconnecting the mains power from an individual Site to allow BT to carry out remedial work. The Customer must confirm mains power disconnection in writing before BT commences the work; and
- (d) when a Site is to be ceased and the street cabinets have been provided by BT, confirming mains power disconnection in writing before BT commences the work.

Cameras and Camera Cabling

3.2 The Customer is responsible for:

- (a) the provision of all cameras and cabling from the interconnection point which terminates the Service to the cameras and camera control systems unless the Customer has selected the BT Redcare CCTV Wireless Service plus camera;
- (b) Ensuring that on the RS1000 option the video cameras present 75ohm BNC female connectors;
- (c) Ensuring that on the RS1000D option the Customer interface presents a RJ-45 connection with IEEE 802.3[4] Ethernet at 10 or 100Mbit/s.
- (d) Ensuring that on the RS1000D the Customer interface is manually configured, 100Mbit/s, full duplex.

Control Room Cabling

3.3 BT's charges for the Service include the costs of the cabling within a Site from the cable duct entry point to the equipment rack on which the transmission system is terminated. However, the Customer is responsible for the provision of a suitable cable route (ducting, trunking or

Conditions for Provision of Closed Circuit Television Service

Service Schedule

trays, and any other applicable facilities or equipment) for the BT cable and for the provision of all cabling from the equipment rack on which the transmission system is terminated to the control room and monitoring equipment.

Intermediate Sites

- 3.4 If it is necessary to include intermediate or repeater Sites in order to complete the wireless connection between the Customers chosen camera Site and the wireless collection node, the Customer will be responsible for any costs arising for planning and ongoing wayleaves payable to a third party in respect of such Sites. BT will not be responsible for any charges relating to the intermediate or repeater sites.

Network Connection Approvals

- 3.5 The Customer is responsible for ensuring that all cameras, monitors and other electrical equipment which are to be connected directly to the Service (including the BT Equipment) must be approved to the European Electrical Safety Standard EN60950.

Access to Street Cabinets

- 3.6 The Customer is responsible for controlling access to the street cabinets and for keeping safe and secure any keys to street cabinets issued to the Customer by BT.

Equipment Grounding

- 3.7 The Customer must ensure that any equipment connected to the Service is properly grounded against lightning strikes and electrical power surges.

Use of the Services

- 3.8 The Customer remains solely responsible for the operation and use of the Service.

Mission Critical Applications

- 3.9 The Customer acknowledges that BT does not recommend the use of the wireless Service options set out in paragraphs 1.4 and 1.5 of this Schedule for health and safety or mission critical applications or services. BT excludes all liability of any kind if the Customer uses such wireless Service options for health and safety or mission critical applications or services.

Transmission circuits

- 3.10 If any of the Customer's contracts for transmission circuits for which the Service is provided are terminated, the Customer acknowledges that BT can no longer provide the selected Service option on such terminated circuits.

Customer Equipment

- 3.11 BT may refuse to provide Service to the Customer for reasons of health, safety or technical compatibility where it has reason to doubt the integrity and/or suitability of the Customer Equipment.

Other Customer obligations

- 3.12 The Customer will:
- (a) keep any Equipment safe and use it and the Service in accordance with any BT and manufacturer's instructions
 - (b) not move the Equipment or any part of it from the Site;
 - (c) ensure that the Equipment is without risk to health;
 - (d) only use or allow the Equipment or Service to be used for any purpose for which it is designed;
 - (e) not repair or make any alterations or attachments to the Equipment or Service without BT's prior written consent;
 - (f) supply BT with any information upon request or any other information and assistance necessary for BT to perform its obligations under this Contract;
 - (g) co-operate in diagnosing faults by carrying out any diagnostic test routines reasonably requested by BT; and

4. Additional Information

- 4.1 The BT Equipment is typically terminated on equipment racks with dimensions of 600mm x 600mm by 1700mm high. The number of racks is dependent on the size of the scheme

Conditions for Provision of Closed Circuit Television Service Service Schedule

agreed between BT and the Customer and other factors such as the Customer's future planned or potential growth requirements. For safety and working access an additional 1 metre of free space is required at the front and rear of the equipment racks.

	video encoding standards.
"PAL"	Means Phase Alternate Line
"QCIF"	Means Quarter CIF a video resolution of 176 x 144 pixels

- 4.2 Where BT provides street cabinets in connection with the Service, the street cabinets will normally be provided in BT standard green (BS381C223) or standard black (BS4800 00E53) colours. The street cabinets will house relevant BT Equipment (including without limitation BT's termination equipment) and Customer-provided power supply and cabling connections for cameras.
- 4.3 At the Customer's request and at BT's discretion, BT may provide street cabinets in non standard colours. However, the Customer acknowledges that the selection of non-standard colours may extend installation time scales and that BT reserves the right to levy additional charges (to be advised to the Customer by BT) for the use of such colours.

5. DEFINITIONS

In this Service Schedule the following terms, in addition to those stated in clause 1 of the Conditions, have the meanings shown next to them.

Additional Services	those support, maintenance and other services that are outside the scope of the Service
"2CIF"	Means 2 x Common Input Format a video resolution of 704x288 (PAL)
"4CIF"	Means 4 x Common Input Format a video resolution of 704 x 576 pixels (PAL)
"CIF"	Common Input Format a video resolution of 352 x 288 (PAL)
"Ethernet"	A set of network cabling and network access standards
"Gb"	Means Gigabyte
"kb/s"	Means kilobits per second
"Mb"	Means Megabytes
"Latency"	Means the round-trip transmission time between a request by a user to view an image and the image being displayed.
"MPEG4"	Means Moving Picture Experts Group4, a group responsible for defining an international set of