



Digital Video Storage Service Service Schedule

This Service Schedule applies in addition to the Conditions for Provision of Closed Circuit Television Service (the "Conditions").

1. Service Overview

The Service allows the capture of phase alternate line (PAL) analogue video signals from CCTV cameras and their subsequent storage, playback and analysis in digital form.

2. BT Responsibilities

2.1 BT will monitor the operation of the Service remotely 24 hours per day, 7 days a week, 365 days a year.

2.2 BT will provide a fault reception centre for the Customer to report faults to and obtain assistance with the Service. This will be available during the hours appropriate to the chosen Service option as detailed in paragraph 3.

2.3 Following receipt of a fault report from the Customer, 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 (or BT approved third party premises); and
- (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.

2.4 BT will aim to respond to faults reported to BT within the timescale as detailed in paragraph 3. BT does not accept any liability for failure to meet the target response times referred to in this paragraph.

3. Service

The Service will operate 24 hours per day, 7 days per week (including Public and Bank Holidays) for the reporting of faults. BT will aim to respond to a fault report within 4 hours of

receipt, and to visit the Site if necessary within this period. If the fault is not cleared during this period BT will advise the Customer of the progress being made to clear the fault. Table 1 details the priority and target fix times that apply. Table 2 identifies the priority which will be given to example component failures. The tables can be found on page 3 of this Service Schedule.

4. Customer Responsibilities

4.1 Where the Equipment rack is to be installed the Customer will :

- (a) provide a single phase 230 volt 50/60 Hz mains supply at the Site;
- (b) present the 230 volt supply and protect with a 'D' type 32amp circuit breaker which should be approved to BS4293
- (c) install a protective earth for Class 1 equipment through to a designated building earth point; and
- (d) at BT's request, disconnect the mains power from an individual Site to allow BT to carry out remedial work. The Customer must confirm mains power disconnection in writing to the visiting BT engineer before BT commences the work.

4.2 The Customer will provide environmental conditions for the location of the Equipment consistent with a room designed to accommodate information technology equipment and which will allow the following parameters to be controlled and maintained:

- (a) Temperature: to be maintained in the range of 20 degrees Celsius to 22 degrees Celsius.
- (b) Humidity: the humidity of the room must not exceed 40% (non-condensing).
- (c) Vibration: the equipment within cabinets must not be subject to any vibration (either sinusoidal or random).
- (d) Dust: air filter must include in air conditioning equipment.

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If for some unforeseen circumstance BT cannot remotely close the system down (e.g. due to a faulty ADSL) then the Customer will be given instructions on how to perform this locally.

- 4.3 The Customer will ensure that all cameras, monitors and other electrical equipment which are to be connected directly to the Service (including the BT Equipment) are approved to the European Electrical Safety Standard EN60950.
- 4.4 The Customer must ensure that any equipment connected to the Service is properly grounded against lightning strikes and electrical power surges.
- 4.5 The Customer must report any 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(s) that BT may notify the Customer for this purpose. When reporting a fault the Customer will provide BT with a contact name and telephone number to enable BT to advise on the progress being made to clear the fault.

5. Minimum Period

The Minimum Period will be 1, 3 or 5 years as stated on the Order Form.

6. BT Equipment

The BT Equipment comprises video storage equipment located in cabinets each with a footprint of [600mm x 900mm,] and a height of up to 2400mm. For safety and working access an additional 1 metre of free space is required at the front and rear of the cabinets.



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Table 1 Service Target Fix Times

Priority	Definition	Response Time	Target Fix Time
P1 High	Business critical; Problem affecting >60% of system functionality. Service cannot be used normally.	4hr	92% within 4hrs
P2 Medium	Problem with a major function of the system	4hr	96% within 12hrs
P3 Low	Minor component failure, workaround possible.	4hr	99% within 24hrs
P4 Planned	Non-Service affecting e.g. minor GUI configuration issue	4hr	99% within 48hrs
P5 Support	Call for information or support only.	4hr	As planned

Table 2 Example Component Failure Fault Priority

Example Component	Priority	KCi -Keep Customer Informed (every)	Comment
NVR's	P1	2hrs	Significant bespoke configuration work
Cisco Switch	P1	2hrs	Requires bespoke configuration
Encoders x2+	P2	6hrs	More than 8 video channels affected
Raid Matrix/Controllers	P2	6hrs	
Cisco ADSL Router	P2	6hrs	Requires configuration
UPS	P2/P3	6/12hrs	P2 if service affecting (e.g. no output), otherwise L3
Master Server	P2/P3	6/12hrs	P2 if no backup Server present, otherwise L3
Encoders x1	P3	12hrs	Up to 8 video channels affected
Back-up Server	P3	12hrs	
Connected Clients	P3	12hrs	Significant remote configuration work required.