



User guide – Admin section

Contents

Overview	3
Administration	3
Structure	5
Manage groups	5
Edit user defined	6
Create user defined.....	6
Download structure	6
Upload structure	8
Phones.....	9
Rename phones	10
Manage services.....	11
Manage SIMs.....	13
Users	14
Add new users.....	15
Edit users.....	16
Download usage tagging users	16
Upload usage tagging users	17
Download Group Users' Template.....	17
Upload New Group Users	17
Download Group Users Details	17
Upload Group Users Detail	18
Reports.....	18
Service audit log.....	18
Structure audit log	18
Drip feed notification.....	18
Order history.....	18
Other	19
Manage settings (Paperless Billing)	19
Disclaimer.....	20

Introduction

This guide will help you get started with Mobile Manager and provides an overview on the Admin section. You'll also find supporting information on each page within Mobile Manager via help hints.

Head to: Mobile Manager > Help Menu (on the top right-hand corner)

It's worth noting that this guide is only relevant to the main administrator.

Overview

Mobile Manager (www.mobilemanager.bt.com) provides you with the ability to view and analyse your mobile billing information online. It also enables you to:

- Create and update a company structure to organise your phones
- Set up other users within your company to use the service
- Create reports based on billing information
- Change user-names
- Change Network Features (Simple Service)
- Change SIM cards
- Request PAC/STAC Codes
- Download Equipment and Airtime invoices

Full itemisation for every user is available, many reports and summaries are available to cover every aspect of usage and spend. Reports can be downloaded in a variety of formats including .csv and .pdf. Phone users can also easily tag their personal calls (if user access permits) and submit the results for recharging centrally.

Administration

The Administration section is where you come to set up your company structure, add and remove users, and manage SIM settings. The four main sections are:

- Structure – Add, remove and edit company structures
- Phones – Move phones into their place in the company structure, and manage SIM services
- Users – Add, remove and edit privileges for users
- Reports – View a log of key activities

This section has two views - simple and advanced. This is to provide simpler navigation depending on your access rights/requirements.

Administration Simple Advanced

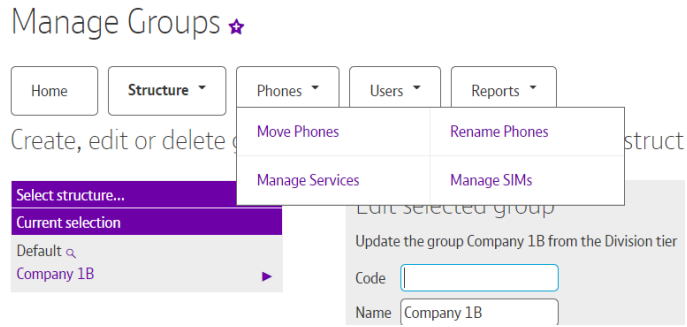
Structure	Phones	Users	Reports
Manage Groups Manage your structure groups and tiers	Move Phones Assign a phone to a company structure position	Add New User Create a new user and assign to a phone or company structure position	Service Audit Log View the status of your service change requests
	Rename Phones Rename phone labels for a company structure	View/Edit Users Edit existing user details, and assign to a phone or company structure position	
	Manage Services Manage phone services		
	Manage SIMs Swap SIMs, view PUK and SIM details.		

Administration Simple Advanced

Structure	Phones	Users	Reports
Manage Groups Manage your structure groups and tiers	Move Phones Assign a phone to a company structure position	Add New User Create a new user and assign to a phone or company structure position	Service Audit Log View the status of your service change requests
Create User Defined Create a new user defined structure	Rename Phones Rename phone labels for a company structure	View/Edit Users Edit existing user details, and assign to a phone or company structure position	Structure Audit Log View updates to your users and company structures
Download Structure Export a company structure	Manage Services Manage phone services	Download Usage Tagging Users Download a CSV file of current users who are participating in usage tagging	
Upload Structure Upload a previously exported company structure	Manage SIMs Swap SIMs, view PUK and SIM details.	Upload Usage Tagging Users Upload a CSV file containing changed user information for usage tagging participants	
		Download Group Users' Template Download a CSV template for creation of group users	
		Upload New Group Users Upload a CSV file containing details of new group users	
		Download Group User Details Download a CSV file of current group users and their details	
		Upload Group User Details Upload a CSV file containing changes to user details of existing group users	

It's worth noting that not everything in this guide is relevant to all types of administrators, due to different access permissions. If there's something here you think you need to use, but you don't have the correct user rights to access, please talk to your company's main administrator.

Also note that once you are within a page, the list of options that you see when you first entered the 'Admin' section will remain at the top. Hover over a section to view the corresponding pages.



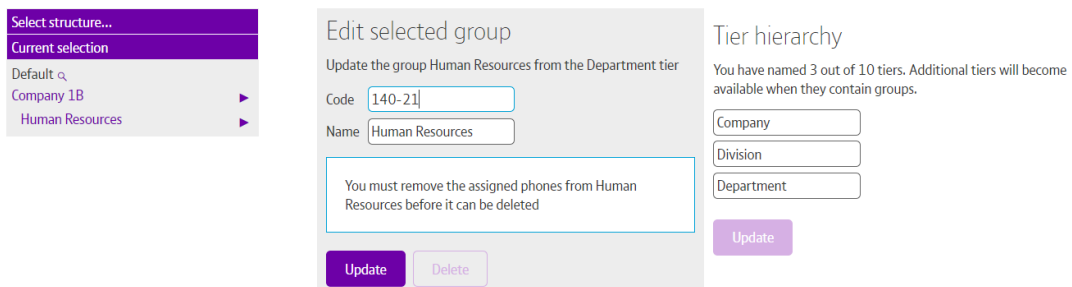
The navigation pane at each page allows you to easily navigate within the 'Admin' menu

Structure

In this menu, you can view all available company structures, create new ones, and amend the Default and User Defined structures.

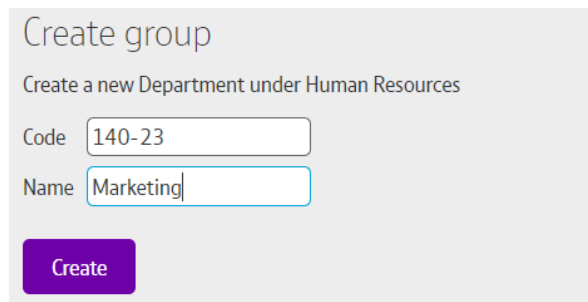
Manage groups

From the 'Departments' tab, you can view all available company structures, create new ones, and amend the group of those already existing in Mobile Manager.



Select a structure from the left hand 'My Company' view to amend a group

Under the 'Edit selected group' section, you'll find 'Create group', which is where you can create a new department (user defined).



Edit user defined

This menu option lets you edit any user defined structures that already exist. To edit or delete an existing structure, navigate to the structure via the 'Select structure' menu and click the relevant option once you have selected the structure.

Create user defined

Creates a brand new separate company structure. To create an empty structure, select the 'Create an empty structure' option.

Create User Defined ☆

Home Structure ▾ Phones ▾ Users ▾ Reports ▾

Structure name

Structure example

Clone from an existing structure or create an empty structure

Default: Company 1B [\(Show structure\)](#)

Create an empty structure

Structure options

Clone structure with phones

Create

To add the new structure to an existing one, select the 'default' option.

Download structure

If you're a hierarchy User with structure rights, you can export and import a company structure. The best way to do this is to download a copy of the existing structure as a .csv file, make the necessary changes, then re-upload.

The 'Download Structure' menu provides you with the option to download a user defined structure.

Download Structure ☆

[Home](#)
[Structure ▾](#)
[Phones ▾](#)
[Users ▾](#)
[Reports ▾](#)

Source structure

Default: Company 1B ([Show structure](#))

File details

Phones in most recent bill only

Your export will be created in CSV format

Format options

Improve excel compatibility

Field delimiter

Text qualifier

[Download](#)

To select a structure that you'd like to download, just select the 'Show structure' option and navigate to the relevant structure. You can also view all historic structures, and you can also filter the phones that you see in the downloaded file via the 'File details' section just below the 'Source structure' option.

Click Download and open or save your file. The first row of your file will contain column headings and each group heading will be the tier name. Each line of the .CSV file will contain a single phone or an empty structure group:

	A	B	C	D	E	F	G
1	CLI label	CLI	Division	Department	Cost Centre	Region	TIER 5
2	Username32	08710175955	Demo Account	Business to Business	Corporate Marketing	Corporate Marketing BM24	
3	Username36	08710175989	Demo Account	Business to Business	Corporate Marketing	Corporate Marketing BM24	
4	Username30	08710175948	Demo Account	Business to Business	Corporate Marketing	VS&M SN16	
5	Username33	08710175970	Demo Account	Business to Business	Corporate Marketing	VS&M SN16	
6	Test	08710022157	Demo Account	Brand and Communications	Brand		
7	Test1	08710022169	Demo Account	Brand and Communications	Brand		

In this example, to move 08710175970 (highlighted in yellow) to the Brand cost centre from the line below it, you just need to edit cells D6, E6 and F6 to match the tiers below:

	A	B	C	D	E	F	G
1	CLI label	CLI	Division	Department	Cost Centre	Region	TIER 5
2	Username32	08710175955	Demo Account	Business to Business	Corporate Marketing	Corporate Marketing BM24	
3	Username36	08710175989	Demo Account	Business to Business	Corporate Marketing	Corporate Marketing BM24	
4	Username30	08710175948	Demo Account	Business to Business	Corporate Marketing	VS&M SN16	
5	Username33	08710175970	Demo Account	Brand and Communications	Brand		
6	Test	08710022157	Demo Account	Brand and Communications	Brand		
7	Test1	08710022169	Demo Account	Brand and Communications	Brand		

Once you've made you your changes, save this to your PC as a .csv comma delimited file ready to upload the changes.

Column B should not be amended.

Column C is the company name and needs to be consistent through all the data/rows

Columns D onwards can be amended to reflect your company structure.

You can change the title of the structure positions by amending the titles in row 1, Columns D, E, F, G etc depending on how large you want your hierarchy to be.

The hierarchy can be a minimum of 1 level, i.e. column D up to a maximum of 10 levels of structure.

If any usernames are changed in column A these will be reflected back into Mobile Manager and changed on your billing records. This method can be used to bulk change usernames when required.

The upload will only make changes to data that has been amended. Please remember to be consistent with your data to avoid multiple hierarchy levels, e.g. "Cost centre 1" and "cost-centre 1" would create two levels as the formatting is different.

NB. You can export the file in Excel format by selecting the 'Improve excel compatibility' option prior to the download. However, the report will need to be saved in CSV Comma delimited format to re-upload.

Upload structure

If you're a Hierarchy User with structure rights, you can export and import a company structure. The best way to do this is to download a copy of the existing structure as a .csv file, make the necessary changes, then re-upload. Download a copy from the 'Download Structure' menu option within the 'Admin' section. See above section for more information.

Once you've updated your file, you can upload the new structure to Mobile Manager within the 'Upload Structure' menu.

If you want to overwrite the current Default structure, select 'Default: My Company'. To create a new User Defined structure instead, select 'Create an Empty Structure', and give it a name. Click 'Browse' to locate the new structure where you saved it.

If you've left the column headers in the .csv file (and you should, really) leave the tick box for that option checked. If you're amending a current structure and have removed all phones from any nodes/Hierarchy levels, you can have them deleted by selecting 'Remove All Empty Groups?'

If you left the field delimiter and text qualifier at their default options when exporting the structure, you can do the same here. If not, just set the options to match the file you exported. Click 'Upload', and the following will be imported:

- Tier names, using the group headers if there is a header within the CSV file.
- Phones and their labels.
- Nodes/Hierarchy that are associated with a phone.
- Nodes/Hierarchy that have no associations.

Upload Structure ☆

Home Structure ▾ Phones ▾ Users ▾ Reports ▾

Target structure

Default: Company 1B [\(Show structure\)](#)
 Create an empty structure

File details

No file chosen

Your file will be uploaded in CSV format

Format options

Field delimiter Text qualifier

Does the CSV file contain headers? Remove all empty groups?

Upload limits

The number of warnings that can occur before the upload is aborted

The number of errors that can occur before the upload is aborted

Once uploaded, you can see the new structure in 'Manage Groups' under 'User defined' (if uploaded as a separate structure).

The following conditions must be met in order for the import to be successful:

- The CSV file must contain more than three fields, with unique field names in each one.
- The phone numbers within the file must already exist within Mobile Manager.
- The phones numbers you are importing have to be available at your level of access and below.
- Phones numbers can only exist in the import once; if the phone appears twice in the import the first occurrence will be used and the second will be ignored

Phones

In this menu, you can manage phone assignments to a structure, in addition to renaming phone labels.

These changes reflect in Mobile Manager and BT's internal systems once changed.

Move phones

To move a phone, all you have to do is click the tick box to the left of the number, click 'Move Selected' at the bottom of the list, then navigate through your structure and click where you want it to go.

Move Phones ★

Filters:

Default: 🏢 My Company (Show structure)

Filter phones: 08710022157

Most recent bill only

<input type="checkbox"/>	Phone	Label	Group
<input checked="" type="checkbox"/>	08710022157	Username	99999997

Move selected

You can search for a specific phone by either the number or username (Phone Label) using the Filter Phones search box at the top of the list. This begins to return results as soon as you start typing, so if you need to move a group of phones that all begin with the same sequence of numbers (or include a specific cost centre code or department name in the username), you can use this to filter them out and select them all at once.

For printing, saving and scheduling options, use the icon on the top right next to the navigation pane.



Rename phones

You can change the phone label with the 'Rename Phones' tool. Simply update the label name and click the 'Update' button.

All Phone Labels are set by default to 'From Billing Data'. This tells Mobile Manager to display the username as it appears on your account and invoices. To override this and set your own, untick the checkbox and enter your own text. Doing this will update the label on Mobile Manager and username on the account.

Manage services

You can manage phone settings using the 'Manage Services' tool. Prior to making any update to the settings on a phone, it is recommended that you first confirm the existing settings on the phone. You can do this by clicking the 'View' button against the corresponding phone number.



You can use the filters option available above the table to drill down into a specific phone number (by keying in the number), or by filtering the numbers displayed by your most recent bill, or all bills.

Once you have confirmed the phone number and the setting(s) you did like to update, simply click the checkbox against the phone number which will then allow you to update settings for the selected number(s) via the service options displayed in the right hand side.

Filters:
Default: My Company (Show structure)

Filter phones: 08710022201 × Most recent bill only ▼

<input type="checkbox"/>	Phone	Label	Switching
<input type="checkbox"/>	08710022201	Username	View

Update services

Apply service updates to 0 phones

Service	
Roaming	<input type="radio"/> On <input type="radio"/> Off
IDD	<input type="radio"/> On <input type="radio"/> Off
Voicemail	<input type="radio"/> On <input type="radio"/> Off
SMS	<input type="radio"/> On <input type="radio"/> Off
Premium rate bar	<input type="radio"/> On <input type="radio"/> Off
Adult Services	<input type="radio"/> On <input type="radio"/> Moderate <input type="radio"/> Off
Outbound bar	<input type="radio"/> On <input type="radio"/> Off
Full bar	<input type="radio"/> On <input type="radio"/> Off
Number Switching	<input type="radio"/> PAC <input type="radio"/> STAC <input type="radio"/> INFO

[Update](#) [Clear](#)

Please note that you can select up to 30 phones to update at a time, and the same settings update will be made to each phone. Use the help icons against each setting type for helpful information on what each setting means. Please note that selecting the 'On' option turns the corresponding setting on the phone.

Within the 'Adult Services' service setting, there are 3 levels of controls that you'll find. An explanation of what these different states mean is provided below:

- On - prevents access to adult content/websites, user generated sites like YouTube or Google Videos and social networking sites such as Twitter. The user can continue to access Facebook, news in this setting
- Moderate - Moderate is the default level of control. The moderate setting allows access to some user generated content sites like YouTube, Google videos and social networking sites like Twitter.
- Off - allows complete access to the Internet. To switch phone number(s) to this setting, you'll have to agree that your age is above 18.

Once you have made the relevant updates to the settings, the 'Update' button will activate giving you the option to progress with your changes. On clicking this button, you'll be asked to confirm a few terms on the subsequent screen. Once you are ready to submit your changes, click the 'Yes' button in the next screen to submit your request.

The screenshot shows a web interface titled "Update services" with the subtitle "Apply service updates to 0 phones". Below this is a table of services with their respective toggle options. Each service has a help icon (a circle with an 'i') to its right. The "Adult Services" row is highlighted in grey and has three toggle options: "On", "Moderate", and "Off". The "Number Switching" row has three toggle options: "PAC", "STAC", and "INFO". At the bottom of the interface are two buttons: "Update" (highlighted in purple) and "Clear".

Service		
Roaming	ⓘ	On Off
IDD	ⓘ	On Off
Voicemail	ⓘ	On Off
SMS	ⓘ	On Off
Premium rate bar	ⓘ	On Off
Adult Services	ⓘ	On Moderate Off
Outbound bar	ⓘ	On Off
Full bar	ⓘ	On Off
Number Switching	ⓘ	PAC STAC INFO

Update Clear

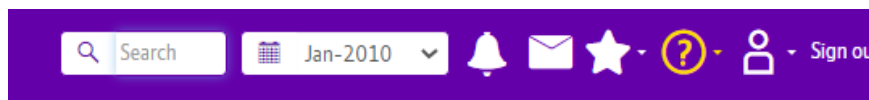
Please note that service updates can take up to 24 hours to complete. You can track latest status of requests that you have submitted via the 'Service Audit Log' also available within the 'Administration' menu.

PAC/STAC/INFO

You also have the ability within this menu to request a PAC code (porting to another network with your phone number), STAC code (porting to another network with a new number and ceasing the existing number/network or request INFO to obtain any early termination charges.

PAC/STAC/INFO have to be requested separately, i.e. you can't apply a bar and request a PAC code simultaneously. This would need to be put through with two requests.

After you have requested your PAC/STAC/ INFO you will get a notification that it has been sent. You will usually receive a response within 1 working day notifying you that the request has been updated and to log into the portal. When you log into the portal you will see a golden envelope advising that there is a new message in the top right of your screen.



When you click into this you will see the message and the request from BT. This will contain the code, if applicable, and a document (if applicable) advising you of the charges if you do use the PAC/STAC code or relevant charges for early termination.

By using the PAC code or STAC code you are agreeing proceed and accept the charges.

Manage SIMs

You can manage SIM swap and retrieve PUK code with the 'Manage SIMs' tool. Prior to making any update to the SIM number of a phone, it is recommended that you first confirm the existing details. You can do this by clicking the 'View' button against the corresponding phone number.

Phone	Label	Reason for swap	SIM prefix	New SIM number	
	Shakna testing 2	-	8944XX	<input type="text"/>	View

Within the 'View SIM details' page, you are also able to see the PUK code for the selected phone number.

Manage SIMs ☆



[Return to administration](#)

SIM details

Phone	
Label	
Service plan	BT Business Mobile SIM Only
PUK code	7084
SIM number	21
Subscription status	Normal

Within the 'Manage SIMs' screen you can use the filters option available above the table to drill down into a specific phone number (by keying in the number), or by filtering the numbers displayed by your most recent bill, or all bills.

Once you have confirmed the phone number(s) you did like to update with a new SIM number, simply select the appropriate 'Reason for swap' and enter the 'New SIM number' in the box label displayed. Please note that the SIM prefix has already been added, so you should only add the numbers following the prefix. Please note that you can update up to 15 phone numbers at a time as displayed within a page.

Once you have made the relevant updates, click the 'Update' button available at bottom of the screen. Please note that SIM swap updates can take up to 24 hours to complete. You can track latest status of requests that you have submitted via the 'Service Audit Log' also available within the 'Administration' menu.

Users

There are 3 main logins you can create for users, depending on the type of access they need:

- Top level Admin – Main point of contact for all users, has full access to the entire invoice, and the full suite of administration tools (adding, editing and removing users and structures).
- Users with Groups – Also referred to as Node Users, this gives users access to a complete node in the company structure to view all call and charge information. You can choose to give them access to the Administration tools or simply read-only access
- Users With Phones – Also known as Split-bill Users or Phone Users, this gives each phone user a login to view details for their phone use only, and declare any personal calls made if necessary.

Add new users

To set another user up, click on 'Add New User', and fill in their name and email address where prompted. The 'Payroll Reference' field can be left blank.

The image contains two screenshots of a user management interface. The left screenshot, titled 'User details', shows a form with the following fields: Username (filled with 'auser4'), First name (filled with 'A'), Last name (filled with 'User'), Email address (filled with 'noreply@bt.com'), Confirm email address (filled with 'noreply@bt.com'), Payroll reference (empty), Manage services (checked), and Billing analysis (checked). A yellow bar at the top indicates '* required fields'. A purple 'Update user details' button is at the bottom. The right screenshot, titled 'Add new position', shows a form with a dropdown menu for 'Select structure...' (current selection is 'My Company'), a 'Filter phones:' search box, and a table of phone numbers. The table has columns 'Phone' and 'Label'. The phone numbers listed are: 08710022157, 08710022169, 08710022201, 08710022207, 08710022213, 08710128642, 08710128662, and 08710128664. All labels are 'Username'. Below the table is a pagination control showing 'Showing 1-8 of 241 rows' and buttons for '1', '2', '3', '4', '31', and 'Go'. At the bottom, there is a dropdown for 'Add user to Group' (set to 'My Company'), a 'Full Admin' permission dropdown, and a purple 'Add position' button next to an 'Assigned positions' button.

If you'd like the user to have online ordering access, select the tick box. You can also select whether the user will get access to managing SIM services.

You can also select whether users need access to billing. If billing is not selected the user will not see any billing information. This is useful for users that just need manage services/sims. Please note the following while selecting your options:

- Manage services is an option initially given to just top-level admins. However, an admin (with access to this feature) can create further users and enable this functionality for the user.
- Billing Analysis gives access to all billing reports and data for the areas of structure they have been provided access to.

Click on the 'Add New Structure Position' link. Once selected, you will then add the user to a group type.

- 'Full Admin' – Able to view all data and full access to create, edit and delete structures and logins for their appointed node.
- 'Structure Only' - As above, but only able to amend the company structure, not admin logins
- 'Users Only' - As above, but only able to amend the admin logins, not company structure
- 'Read Only' – Can view all usage data for their node, but unable to make any changes

You're able to select where in the structure the user needs access, i.e. top level or at lower levels. The site will allow you to drill into lower levels of structure or into user level if required.

You can also add an area and then click 'add another position' if a user needs access to 2 or 3 different levels of structure.

Once you've selected the right access level, click 'Add Position'. Now you'll be able to click the 'Add New User' button, which confirms your choices, sets the user up and sends them an email to let them know. This will also give them their username and a temporary password.

Edit users

To edit an existing user follow the steps below:

- Click on 'Edit' next to the username
- From the 'Edit User' screen, you can edit their existing structure position or delete it using the links to the right
- To add a new node position, click on the 'Add New Structure Position' link and repeat the steps to assign a user to a node/hierarchy.
- To remove their access to online ordering or service management or billing access, untick the relevant checkbox.

User details

* required fields

Username auser4

First name *

Last name *

Email address *

Confirm email address *

Payroll reference

Manage services

Billing analysis

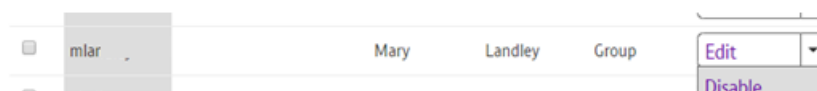
Assigned phones and s

Changes will be updated immediately ⓘ

Phone	Label
08710022157	Username <input type="button" value="Delete"/>

Once you have made the relevant updates against user details, click the 'Update user details' to submit the change.

To disable a login, simply click the 'Disable' option when you click the downward pointing arrow next to the 'Edit' link against a username within the main 'Edit Users' page.



Download usage tagging users

Use this menu option to download those users that are tagging their personal calls. This is a useful option for you to collate the users to whom you need to send a tagging reminder. It's also useful if you'd like to set up new users that have tagging access, more information on this is outlined in the next section.

Upload usage tagging users

If you have a lot of Phone Users to add or amend (those that tag their calls on Mobile Manager) you'll probably want to do this in bulk via a spreadsheet, rather than adding them one-by-one.

First, you need to download a list of your current mobile numbers who are set up for tagging – from the 'Download Usage Tagging Users' menu option within the 'Admin' section.

Within the downloaded file, all you need to do is fill in the details for each mobile number you want to assign a user to (Payroll Reference is again optional), enter "yes" (without the quotes) in the New Login Details Required field, then use the Upload The CSV File link to select your file and add the users.

If all you need to do is amend existing Phone Users' email addresses or names and NOT generate a new login, make sure New Login Details Required is left as "no".

Download Group Users' Template

This download will give you a list of your structure and possible access rights. It will only show the levels of hierarchy structure available to detail what users could be assigned against., This provides you with the ability to use the information from here to upload in bulk new users/admins using the features available. However, it will only allow you to select one level of hierarchy per user.

You can add in the users' details on the left (you can copy rows if more than one user requires access) and it provides the detail in such a way to bulk upload users. If you need any assistance with this, please contact the Mobile Manager team who will be able to assist you.

Upload New Group Users

This gives you the ability to bulk upload new users using the information from the 'Download Group Users' template'.

Download Group Users Details

This will provide you with a list of all existing users in your estate and their permissions. You can use this list to make bulk changes and amendments by managing the list. For example,

switching online ordering from 'no' to 'yes' for all users or a single user would enable online ordering upon upload. If you need any assistance with this, please contact the Mobile Manager team who will be able to assist you.

Upload Group Users Detail

This provides you with the ability to bulk upload new users using the information from the 'Download Group Users Details' template.

Reports

In this menu, you can view a log of changes that are made by administrators.

Service audit log

This log provides you with visibility of the services managed and SIM swaps requested via Mobile Manager. It also provides visibility of who requested the change, against which phone number, and the current status. Use the filters options at the top of the log table to drill down to a specific time period, username requester, or current status.

Please note this menu option is available only if you have 'manage services' enabled against your profile.

Structure audit log

This log provides you with visibility of users created in Mobile Manager along with details of when they were created and under what structure. Use the filters options at the top of the log table to drill down to a specific time period or username.

Drip feed notification

A log report showing when new bill notifications were sent out. Helpful to ensure notifications are getting sent. Mobile Manager sends out notifications in one go, rather than in drips. Use the filters at the top of the table to drill down to a specific time period.

Order history

This log provides you with visibility of orders raised in Mobile Manager along with details of who raised the order and under what cost centre. Use the filter option at the top of the 'Order History' table to drill down to a specific time period or order number.

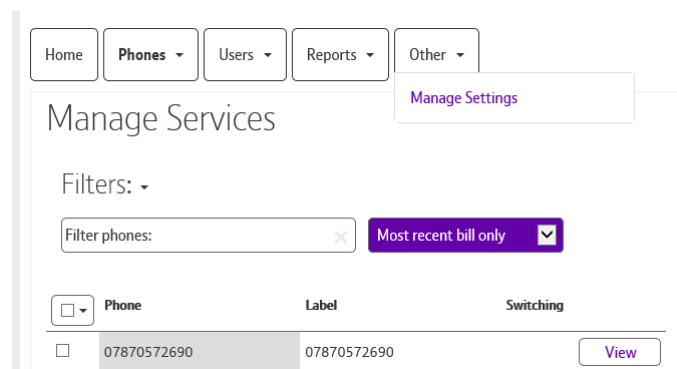
Please note this menu option is available only if you have online ordering enabled.

[Other](#)

[Manage settings \(Paperless Billing\)](#)

The Mobile Manager portal can be used by to request to switch to paperless billing.

Within the Admin section, go to [Other > Manage Settings](#)



The following example would be to switch to paperless billing by clicking **On** and click **Update**

Paperless Billing **On** - This would mean you do not wish to receive any paper invoices

Paperless Billing **Off** - This would mean you wish to receive paper invoices

Requests are processed within 2-3 working days and will take effect from your next invoice.

Disclaimer

This document has been produced by BT and is furnished to you solely for your information and may not be reproduced or redistributed, in whole or in part, to any other person.

The contents of this document are strictly private and confidential between you and BT and you must keep confidential all information contained herein and shall not disclose any part of such information to any third party, or copy it in any form, without the prior written consent of BT. If you have an agreement with BT, you are bound by the confidentiality and other obligations contained in such agreement in respect of all information contained in this document.

Whilst BT has taken care to try and ensure that the information contained in this document is accurate at the date of publication, BT cannot accept any liability for any error or omission. The Mobile Manager website is under constant development and as additional information becomes available or any inaccuracies become apparent, BT reserves the right, but shall not be obliged, to make alterations to the data contained herein. The up-to-date position should be checked with your BT Account Manager.

This document and all intellectual property in the document and the information and data contained in the document, including without limitation relating to its format and presentation, is and shall remain the sole property of BT.

Nothing in this document is binding on BT or any of its parent or subsidiary undertakings or any of its officers or employees.

No representation or warranty (express or implied) is made as to, and no reliance should be placed on, the fairness, accuracy or completeness of the information contained herein and, accordingly, none of BT or any of its parent or subsidiary undertakings or any of its officers or employees accepts any liability whatsoever (save in respect of fraud or fraudulent misrepresentation, and personal injury or death to the extent that it results from its negligence) arising directly or indirectly from use of this document.

By accepting this document, you agree to be bound by the foregoing limitations.