



BT One Mobile anywhere (Webbing) Schedule to the General Terms

Contents

A note on 'you'	2
Words defined in the General Terms	2
Part A – The BT One Mobile anywhere Service	2
1 Service Summary	2
2 Standard Service Components	2
3 Service Options	3
4 Service Management Boundary	3
5 Associated Services	3
6 Equipment	3
7 Specific Terms	5
Part B – Service Delivery and Management	10
8 BT's Obligations	10
9 Your Obligations	10
10 Notification of Incidents	11
Part C – Service Levels.....	13
11 Service Care Levels.....	13
Part D – Defined Terms	14
12 Defined Terms	14



A note on 'you'

'You' and 'your' mean the Customer.

Words defined in the General Terms

Words that are capitalised but have not been defined in this Schedule have the meanings given to them in the General Terms.

Part A – The BT One Mobile anywhere Service

1 Service Summary

BT will provide you with Devices that include a SIM Card pre-loaded by the Supplier, Independent SIM Cards or eSIM Profiles that allow international internet access, comprising:

- 1.1 the Standard Service Components; and
- 1.2 any of the Service Options as set out in any applicable Order, up to the point of the Service Management Boundary as set out in Paragraph 4 ("**BT One Mobile anywhere Service**").
- 1.3 The BT One Mobile anywhere Service relies on inputs provided to BT by Supplier which include but are not limited to the Devices, SIM Cards, eSIM Profiles, Mobile Data and Portal and that BT is acting as re-seller of Supplier inputs.

2 Standard Service Components

BT will provide you with all the following standard service components ("**Standard Service Components**") in accordance with the details as set out in any applicable Order:

- 2.1 The supply of Devices, Independent SIM Cards and eSIM Profiles;
- 2.2 Mobile Data– the ability to send and receive Mobile Data, using:
 - 2.2.1 BT will provide you with Mobile Data which is a wireless internet connection accessed via SIM Cards and eSIM Profiles, using:
 - (a) Independent SIM Cards in Compatible Equipment;
 - (b) eSIM Profiles; or
 - (c) Customer Equipment connected to the Device via Wi-fi.
- 2.3 Training – a single two hour web based training session provided by the Supplier or BT for up to 12 attendees;
- 2.4 Access to a Supplier web based portal providing:
 - 2.4.1 Traffic Classification – the ability to enable and disable different categories of Mobile Data and apply usage policies to a Device, Independent SIM Card or eSIM Profile;
 - 2.4.2 Inventory Management – control of the allocation of Devices; Independent SIM Cards or eSIM Profiles to Users and internal billing allocation;
 - 2.4.3 Real Time Monitoring – the ability to monitor Mobile Data usage on Devices, Independent SIM Cards, and eSIM Profiles in real time;
 - 2.4.4 Track Usage of Non-BT SIM Cards – the ability to identify roaming usage and usage in A-End Countries on Non-BT SIM Cards inserted into the Device (only applies to Webbing Multi-SIM Device);
 - 2.4.5 Customised Alerts – the ability to create and customise usage alerts for Mobile Data;
 - 2.4.6 Sub-Accounts for International Corporates – the management of Mobile Data usage by region;
 - 2.4.7 APIs – APIs that may be used by you to integrate the BT One Mobile anywhere Service with your Applications; and
 - 2.4.8 Reporting – a set of reports including:
 - (a) Device – Mobile Data usage by Device, Independent SIM Card, and eSIM Profile;
 - (b) Countries – Mobile Data usage by country;
 - (c) Carriers – Mobile Data usage by MNO Network;
 - (d) Application Type – Mobile Data usage by category;
 - (e) Internal Orders – the allocation of Devices, Independent SIM Cards, and eSIM Profiles to Users; and
 - (f) Usage Log – User location, MNO Network details, country, usage in KB, server time, IMEI and Device code, SIM Card details and general information about the Device,

("Portal").



3 Service Options

BT will provide you with the following options as set out in any applicable Order ("**Service Options**") and in accordance with the details as set out in that Order:

3.1 For the EU Zone and Zones 1, 2 and 3:

3.1.1 Data packages as follows:

- (a) Pooled Data Package – a Mobile Data Allowance of 1.5GB per Device, Independent SIM Card, or eSIM Profile per Month that is pooled across all Devices, Independent SIM Cards, and eSIM Profiles;
 - (b) Shared Data Package – a Mobile Data Allowance per Month that is shared across all Devices, Independent SIM Cards, and eSIM Profiles; and
 - (c) Individual Data Package per Device, Independent SIM Card, or eSIM Profiles – a monthly Mobile Data Allowance applied to an individual Device, Independent SIM Card or eSIM Profile of:
 - (i) 500MB;
 - (ii) 1GB; or
 - (iii) 2GB.
 - (d) Business Unlimited Plan that can be used to access the URL Categories and Applications; and
 - (e) Daily Plans – a Mobile Data Allowance of 300MB per Device, Independent SIM Card, or eSIM Profile per Day, that is chargeable when used, as set out in the Order,
- ("Data Package");

3.1.2 Mobile Data Add-Ons;

3.2 For Zone 4:

Daily Data Package – a Mobile Data Allowance of 50MB per Device, Independent SIM Card, or eSIM Profile per Day, that is chargeable when used, as set out in the Order;

3.3 For the EU Zone and Zones 1 to 4:

Un-activated Devices, Un-activated Independent SIM Cards, or Un-activated eSIM Profiles – the ability to order up to 10 Un-activated Devices or an unlimited number of Un-activated Independent SIM Cards or Un-activated eSIM Profiles that you may activate at a later date. Once activated, BT will apply the applicable Data Package to the Device, Independent SIM Card, or eSIM Profile and you may, subject to Paragraphs 6.4.1 and 6.4.2, order a replacement Un-activated Device, Un-activated Independent SIM Card or Un-activated eSIM Profile; and

3.4 Bespoke Data Packages

BT can provide both bespoke Pooled and Individual Data Packages based on your requirements.

4 Service Management Boundary

- 4.1 BT will provide and manage the BT One Mobile anywhere Service in accordance with Parts B and C of this Schedule and as set out in any applicable Order up to the SIM Card ("**Service Management Boundary**").
- 4.2 BT will have no responsibility for the BT One Mobile anywhere Service outside the Service Management Boundary.
- 4.3 BT does not make any representations, whether express or implied, about whether the BT One Mobile anywhere Service will operate in combination with any Customer Equipment or other equipment and software.

5 Associated Services

- 5.1 You will have the following service in place that is necessary for the BT One Mobile anywhere Service to function and will ensure that this service meets the minimum technical requirements that BT specifies:
 - 5.1.1 Wi-fi compatible Customer Equipment that is capable of connecting to the Internet via the wireless access point in the Device; and
 - 5.1.2 Compatible Equipment for use with the Independent SIM Card or eSIM Profile, ("**Enabling Service**").
- 5.2 If BT provides you with any services other than the BT One Mobile anywhere Service (including, but not limited to any Enabling Service) this Schedule will not apply to those services and those services will be governed by their separate terms.
- 5.3 BT will not be liable for failure to or delay in supplying the BT One Mobile anywhere Service where a local Mobile Network Operator refuses access to their MNO Network and no alternative service is available in BT's opinion at reasonable terms or cost.

6 Equipment

6.1 Purchased Equipment



In relation to BT Equipment and until title in any Purchased Equipment transfers to you in accordance with Paragraph 6.4.4, you will:

- 6.1.1 keep the BT Equipment and Purchased Equipment safe and without risk to health;
- 6.1.2 only use the BT Equipment and Purchased Equipment, or allow it to be used, in accordance with any instructions or authorisation BT may give and for the purpose for which it is designed;
- 6.1.3 not make any alterations or attachments to, or otherwise interfere with, the BT Equipment or Purchased Equipment, including after title in any Purchased Equipment transfers to you in accordance with Paragraph 6.4.4, nor permit any person (other than a person authorised by BT) to do so, without BT's prior written consent and, if BT gives its consent, agree that any alterations or attachments are part of the BT Equipment or Purchased Equipment;
- 6.1.4 not sell, charge, assign, transfer or dispose of or part with possession of the BT Equipment or Purchased Equipment or any part of it;
- 6.1.5 not allow any lien, encumbrance or security interest over the BT Equipment or Purchased Equipment, nor pledge the credit of BT for the repair of the BT Equipment or Purchased Equipment or otherwise;
- 6.1.6 not claim to be owner of the BT Equipment or Purchased Equipment;
- 6.1.7 obtain appropriate insurance against any damage to or theft or loss of the BT Equipment and Purchased Equipment;
- 6.1.8 in addition to any other rights that BT may have, reimburse BT for any losses, costs or liabilities arising from:
 - (a) your use or miss-use of the BT Equipment or Purchased Equipment;
 - (b) damage to the BT Equipment or Purchased Equipment except where the damage to the BT Equipment or Purchased Equipment is a result of fair wear and tear or caused by BT; or
 - (c) a stolen or lost Device or SIM Card up to the point you inform BT in accordance with Paragraph 9.2.7(f);
- 6.1.9 ensure that the BT Equipment and Purchased Equipment appears in BT's name in your accounting books;
- 6.1.10 where there is a threatened seizure of the BT Equipment and Purchased Equipment, or an Insolvency Event applies to you, immediately provide BT with Notice so that BT may take action to repossess the BT Equipment and Purchased Equipment; and
- 6.1.11 notify any interested third parties that BT owns the BT Equipment and Purchased Equipment.

6.2 **BT Equipment**

- 6.2.1 BT Equipment will remain BT's property at all times and risk in BT Equipment will pass to you upon delivery.

6.3 **Licence**

- 6.3.1 The Supplier grants to you a licence to use the SIM Card and eSIM Profiles only for the purpose of accessing the BT One Mobile anywhere Service during the term of this Contract.

6.4 **Purchased Equipment**

6.4.1 **Orders**

- (a) You will order:
 - (i) at least one Data Package;
 - (ii) a minimum of 50 Devices or 10 Independent SIM Cards per Site; or
 - (iii) at least 10 eSIM Profiles per Order.
- (b) Where BT agrees to an Order of fewer than 50 Devices or 10 Independent SIM Cards at a Site, BT will apply an additional Charge for each shipment according to the weight, destination, number of Devices or Independent SIM Cards and the customs fees applicable to the shipment.

6.4.2 **Device Availability**

- (a) BT will, where the Supplier withdraws a Device or declines to accept an order for the Device from BT, suggest an alternative Device to you. If this is not acceptable to you, BT will cancel any Orders for that Device, as applicable.
- (b) The availability of Devices is subject to change.

6.4.3 **Delivery of Purchased Equipment**

- (a) You will provide BT with the name and contact details of at least one individual who is responsible for receiving the Purchased Equipment at the Site(s).
- (b) You acknowledge that Supplier will dispatch any Purchased Equipment for delivery to the applicable Site as set out in any applicable Order
- (c) BT will:
 - (i) be the importer of record; and



- (ii) clear the Purchased Equipment through the applicable customs authority in the destination country and be liable for any import tax, duty or excise duty incurred.
- (d) Where a Site is located within a country in the EU other than the Territory, BT will not sell you the Purchased Equipment if you are not VAT-registered in the delivery country.

6.4.4 **Transfer of Title and Risk**

- (a) title in the Purchased Equipment (except for the Intellectual Property Rights) will pass to you when you have paid for the Purchased Equipment in full; and
- (b) risk in the Purchased Equipment will pass to you in accordance with Incoterms® 2010 DAP, but you will not be liable for any loss or damage that is caused by BT's negligence.

6.4.5 **Acceptance of Purchased Equipment**

We will treat the Purchased Equipment as accepted when you take delivery or possession of the Purchased Equipment.

6.4.6 **Warranty**

- (a) During the period of 12 consecutive months following delivery of the Device to you, or any other period that BT advises you in a Notice, ("**Warranty Period**"), if you report to BT in accordance with Paragraph 10 that there is an Incident in the Purchased Equipment due to faulty design, manufacture or materials, or BT's negligence, BT will, or will arrange for the manufacturer or other third party to, replace or (at BT's option) repair the part affected by, or causing, the Incident free of charge, unless:
 - (i) the Purchased Equipment has not been properly kept, used or maintained in accordance with the manufacturer's or BT's instructions, if any;
 - (ii) the Purchased Equipment has been modified without BT's written consent;
 - (iii) the Incident is due to damage, interference with or maintenance of Purchased Equipment by persons other than BT or a third party authorised by BT;
 - (iv) the Incident is due to faulty design by you where the Purchased Equipment has been customised or integrated into your systems to your design; or
 - (v) the Incident is due to fair wear and tear.
- (b) If requested by BT, you will return the Purchased Equipment affected by an Incident to BT or to the manufacturer or other third party, in accordance with BT's instructions, for repair or replacement in accordance with Paragraph 6.4.6(a).

6.4.7 **Out of Warranty Repair**

After the Warranty Period, BT will:

- (a) if you report an Incident in the Purchased Equipment in accordance with Paragraph 10, within a reasonable time, provide you with a written estimate of the Charges and timescales for repairing or (at BT's option) replacing the Purchased Equipment; and
- (b) if you accept the quote, repair or replace the Purchased Equipment as set out in the estimate.

6.4.8 **Security**

- (a) You are responsible for the proper use of any user names, personal identification numbers and passwords used with the Purchased Equipment, and you will take all necessary steps to ensure that they are kept confidential, secure and not made available to unauthorised persons.
- (b) BT does not guarantee the security of the Purchased Equipment against unauthorised or unlawful access or use.

6.5 **WEEE Directive**

6.5.1 You are responsible under Article 13 of the Waste Electrical and Electronic Equipment Directive 2012 ("**WEEE Directive**") for the costs of collection, treatment, recovery, recycling and environmentally sound disposal of any equipment supplied under the Contract that has become waste electrical and electronic equipment ("**WEEE**").

6.5.2 For the purposes of Article 13 of the WEEE Directive this Paragraph 6.5 is an alternative arrangement to finance the collection, treatment, recovery, recycling and environmentally sound disposal of WEEE.

6.5.3 You will comply with any information recording or reporting obligations imposed by the WEEE Directive.

6.6 **Sale of Goods**

The UN Convention on Contracts for the International Sale of Goods will not apply to the Contract.

7 **Specific Terms**

7.1 **Period of Service**

7.1.1 The Minimum Period of Service is set out in the Order.



7.1.2 At the end of the Minimum Period of Service, unless one of us gives Notice to the other of an intention to terminate the BT One Mobile anywhere (Webbing) Service in accordance with the Contract, BT will continue to provide the BT One Mobile anywhere (Webbing) Service and both of us will continue to perform each of our obligations in accordance with the Contract.

7.2 Termination for Convenience

For the purposes of Clause 17 of the General Terms, either of us may, at any time after the Service Start Date and without cause, terminate the BT One Mobile anywhere Service or BT One Mobile anywhere Service to any Device by giving 28 days' Notice to the other.

7.3 Termination for Regulatory Matters

In addition to the termination provisions in the General Terms, BT may terminate immediately without notice:

7.3.1 the BT One Mobile anywhere Service; or

7.3.2 the BT One Mobile anywhere Service in a specific B End Country,

in order to comply with the lawful instructions of any governmental or regulatory authority with regard to the BT One Mobile anywhere Service.

7.4 Access to Emergency Services

BT will not provide the ability for Users to call the emergency services by dialling "999" or "112" and you are responsible for making alternative arrangements for Users, including the maintenance of a fixed telephone number.

7.5 Standard of Service

7.5.1 BT will use reasonable endeavours to provide you with uninterrupted Mobile Data where technically possible but:

(a) from time to time Incidents may occur; and

(b) the quality and availability of the Mobile Data is subject to:

(i) local geography and topography;

(ii) weather or atmospheric conditions;

(iii) degradation, congestion or maintenance requirements of the Mobile Network including but not limited to re-positioning or decommissioning of base stations;

(iv) other physical or electromagnetic obstructions or interference;

(v) faults in, or availability of, other telecommunications networks to which the Mobile Network is connected;

(vi) Traffic Management;

(vii) the compatibility of any Customer Equipment you use; and

(viii) any other conditions or circumstances beyond BT's control;

(c) Mobile Data is not available in all parts of the A-End and B-End Countries and is subject to the range of the base stations that make up the Mobile Network in those A-End and B-End Countries, nor is it available in all other countries.

(d) BT will not be liable in the event of cuts, blockages and suspensions of access to the MNO Network.

7.5.2 BT does not guarantee the quality of:

(a) any VOIP, IP Telephony, video streaming, Video Calls or television streaming services Applications used with the One anywhere Mobile Service; or

(b) any other Application that relies on certain levels of performance quality (including in respect of data network latency or packet loss).

7.5.3 BT may change the BT One Mobile anywhere Service as long as the performance of the BT One Mobile anywhere Service is not materially adversely affected. These sorts of changes might include changing any codes or numbers given to you.

7.6 Applications

7.6.1 The Applications you use with the BT One Mobile anywhere Service will be provided by a third party and will be provided under an agreement between you and the third party, ("EULA").

7.6.2 You will deal with the third party with respect to any loss or damage suffered by you or the third party under the EULA and any loss or damage will not be enforceable against BT.

7.7 Access to the Internet

The BT One Mobile anywhere Service provides access to the Internet and use of the Internet is at your own risk.

7.8 Mobile Data Usage

BT will:



- 7.8.1 monitor your Mobile Data usage against the Data Allowance;
- 7.8.2 reduce the Mobile Data speed to 256Kb per second if your Mobile Data usage:
- (a) for the Pooled Data Package, Shared Data Package or Individual Data Package, exceeds the Mobile Data Allowance in a Month, until you purchase a Mobile Data Add-On or commence a new Month; and
 - (b) for the Daily Data Package, exceeds the Mobile Data Allowance in a Day, until:
 - (i) you purchase a further Daily Data Package for that Day; or
 - (ii) a new Day commences.
- 7.9 **Domestic Use**
- 7.9.1 An eSIM profile can sit alongside a domestic mobile plan on a device, so data can be consumed on the relevant device by switching from the eSIM profile to domestic mobile plan in your device settings.
- 7.10 **URL Categories**
- 7.10.1 The Business Unlimited Plan will only allow data to be used to access the Applications and URL Categories set out in the Order.
- 7.10.2 You may:
- (a) check whether or not a URL is included in a URL Category at:
<http://rulespace.com/rater/swg-ratertool.html>; and
 - (b) request that Symantec include a URL in a URL Category at:
https://support.symantec.com/en_US/article.TECH97647.html.
- 7.10.3 BT does not control the inclusion of URLs in the URL Categories and does not guarantee the inclusion of a URL in a URL Category.
- 7.11 **APN**
- BT will provide you with a generic APN for access to the Internet and other data services using the Device, Independent SIM Card.
- 7.12 **Suspension, Barring, Limiting and Disconnection**
- 7.12.1 In addition to the suspension provisions in Paragraph 15 of the General Terms, BT may bar the SIM Cards preventing you from sending and receiving Mobile Data, disconnect it from the Mobile Network, or limit or suspend the BT One Mobile anywhere Service immediately without notice:
- (a) if you fail to comply with the terms of the Contract;
 - (b) in the event of loss or theft of the SIM Card or Device, or otherwise at your request;
 - (c) if BT has reasonable cause to suspect fraudulent use of your SIM Card or Device; or
 - (d) upon instruction by emergency services or any other government, regulatory or appropriate authority.
- 7.12.2 If BT has barred or disconnected the BT One Mobile anywhere Service, BT will not re-provide it unless you comply with the terms of the Contract or satisfy BT that you will do so in the future, or that the BT One Mobile anywhere Service will not be used again in a way that is prohibited under this Contract.
- 7.12.3 If BT bars the SIM Card or eSIM Profile, disconnects it from the Mobile Data, limits or suspends the Mobile Data, the Contract will continue. You will pay all Charges until the Contract is ended in accordance with the Contract.
- 7.13 **Portal**
- The Supplier may carry out Maintenance on the Portal from time to time and BT will use reasonable endeavours to inform you before this happens.
- 7.14 **Invoicing**
- 7.14.1 BT will invoice you for the following Charges in the amounts set out in any applicable Order:
- (a) Recurring Charges for the Pooled Data Package, Shared Data Package and Individual Data Package, monthly or quarterly in advance (depending on your billing frequency). For any period where the Mobile Service is provided for less than one Month, the Recurring Charges will be calculated on a daily basis;
 - (b) Charges for the Mobile Data Add-Ons and Daily Data Package, monthly or quarterly in arrears (depending on your billing frequency); and
 - (c) Charges for Purchased Equipment from the Service Start Date.
- 7.14.2 BT may invoice you for any of the following Charges in addition to those set out in any applicable Order:
- (a) Charges for investigating Incidents that you report to BT where BT finds no Incident or that the Incident is caused by something for which BT is not responsible under the Contract;



- (b) Charges for expediting provision of the BT One Mobile anywhere Service at your request after BT has informed you of the Customer Committed Date;
- (c) Charges for lost, stolen, damaged or destroyed SIM Cards and Devices;
- (d) Charges for any unauthorised use of the SIM Cards and Devices up to the point you inform BT in accordance with Paragraph 9.2.7(f);
- (e) Charges incurred in accordance with Paragraph 6.4.7;
- (f) any other Charges as set out in any applicable Order or as otherwise agreed between both of us; and
- (g) any Termination Charges incurred in accordance with Paragraph 7.16 upon termination of the relevant Service.

7.15 Amendments to the General Terms

- 7.15.1 The definition of Site in the General Terms is deleted and replaced with the following:
"Site" means any place identified in a Schedule or Order to which BT will deliver the Purchased Equipment.
- 7.15.2 The wording in Clause 2.5 of the General Terms is deleted and replaced with the following:
 - 2.1 any Annexes;
 - 2.2 the Schedule;
 - 2.3 these General Terms;
 - 2.4 any Order;
 - 2.5 any Standard Pricing Sheet; and
 - 2.6 if applicable to a Service, the BT Price List.
- 7.15.3 The wording in Clause 9.5 of the General Terms is deleted and replaced with the following:
9.5 Unless you are disputing an invoice (see Clause 11), you will pay each invoice BT sends you within 30 days of the date on it. You will pay the full amount in cleared funds into BT's bank account, without any set-off, counterclaim, deduction or withholding, unless you legally have to take something off.
- 7.15.4 The wording in Clause 9.6 of the General Terms is deleted and replaced with the following:
9.6 BT may reduce the number of days within which you will pay each invoice from 30 days to five days, where:
 - 9.6.1 you issue a profit warning; or
 - 9.6.2 any Credit Agency reduces your credit rating, and BT reasonably considers that this will affect your ability to pay invoices.
- 7.15.5 The wording in Clause 11.1 of the General Terms is deleted and replaced with the following:
11.1 If you do not agree with something in an invoice BT sends you before you have made payment, you will give BT Notice within 30 days after the date of the invoice.
- 7.15.6 All other terms in the General Terms will continue to apply un-amended.

7.16 Termination Charges

- 7.16.1 If you terminate the Contract or the BT One Mobile anywhere (Webbing) Service for convenience in accordance with Clause 17 of the General Terms you will pay BT:
 - (a) all outstanding Charges or payments due and payable under the Contract; and
 - (b) any other Charges as set out in any applicable Order;
- 7.16.2 In addition to the Charges set out at Paragraph 7.16.1 above, if you terminate during the Minimum Period of Service, you will pay BT:
 - (a) all Charges or fees incurred by BT from any supplier due to the early termination; and
 - (b) Termination Charges, as compensation equal to difference between the level of spend on the BT One Mobile anywhere (Webbing) Service you achieved and the Minimum Revenue Commitment.

7.17 Minimum Revenue Commitment Conditions

- 7.17.1 Any Mobile Data Add-On does not increase the value of the Minimum Revenue Commitment set out in the Order.
- 7.17.2 Mobile Data Add-Ons prices are set out in a Standard Pricing Sheet.
- 7.17.3 If you request a change to the Minimum Revenue Commitment, you will enter into a new Contract for the BT One Mobile anywhere (Webbing) Service that will include a new Minimum Revenue Commitment.





Part B – Service Delivery and Management

8 BT's Obligations

8.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the One Mobile anywhere Service, BT will provide you with:

- 8.1.1 contact details for the Service Desk;
- 8.1.2 a Customer Committed Date and will use reasonable endeavours to meet any Customer Committed Date.

8.2 Commissioning of the Service

Before the Service Start Date, BT will:

- 8.2.1 allocate an SSID and password for each Device to allow Customer Equipment to access the Device via Wi-fi;
- 8.2.2 ensure that SIM Cards, other than Un-activated Independent SIM Cards, Un-activated eSIM Profiles and SIM Cards in Un-activated Devices, are sent out ready for use; and
- 8.2.3 allocate passwords and user names for the Portal.

8.3 During Operation

On and from the Service Start Date, BT:

- 8.3.1 will respond and use reasonable endeavours to remedy an Incident without undue delay if you report an Incident;
- 8.3.2 may migrate the One Mobile anywhere Service to another Mobile Network Operator from time to time and will use reasonable endeavours to inform you before this happens; and
- 8.3.3 may, in the event of a security breach affecting the One Mobile anywhere Service, require you to change any or all of your passwords.

8.4 The End of the Service

BT will on termination of:

- 8.4.1 the One Mobile anywhere Service as a whole, terminate access to the SIM Cards and the Portal;
- 8.4.2 an Independent SIM Card, terminate access to the Independent SIM Card
- 8.4.3 an eSIM Profile, terminate access to the eSIM Profile; and
- 8.4.4 a Device, terminate access to the SIM Cards in that Device.

9 Your Obligations

9.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the One Mobile anywhere Service, you will:

- 9.1.1 provide BT with the names and contact details of the Customer Contact, but BT may also accept instructions from a person who BT reasonably believes is acting with your authority;
- 9.1.2 set up and maintain a Customer Helpdesk;
- 9.1.3 provide BT with any information reasonably required without undue delay;
- 9.1.4 carry out your own investigations to ensure the suitability of any Devices, SIM Cards, Data Package or Daily Data Package for your use;
- 9.1.5 complete any preparation activities that BT may request to enable you to receive the One Mobile anywhere Service promptly and in accordance with any reasonable timescales;
- 9.1.6 in jurisdictions where an employer is legally required to make a disclosure to its Users and other employees:
 - (a) inform your Users that as part of the One Mobile anywhere Service being delivered by BT, BT may monitor and report to you the use of any targeted applications by them;
 - (b) ensure that your Users have consented or are deemed to have consented to such monitoring and reporting (if such consent is legally required); and
 - (c) agree that BT will not be liable for any failure by you to comply with this Paragraph 9.1.6, you will be liable to BT for any Claims, losses, costs or liabilities incurred or suffered by BT due to your failure to comply with this Paragraph 9.1.6.

9.2 During Operation



On and from the Service Start Date, you will:

- 9.2.1 ensure that Users report Incidents to the Customer Helpdesk and not to the Service Desk;
- 9.2.2 ensure that the Customer Helpdesk will take Incident reports from Users and pass these to the Service Desk using the procedures agreed between both of us and be available for all subsequent Incident management communications;
- 9.2.3 be responsible for your usage of the One Mobile anywhere Service and ordering any Mobile Data Add-Ons;
- 9.2.4 monitor and maintain any Customer Equipment connected to the One Mobile anywhere Service or used in connection with the One Mobile anywhere Service;
- 9.2.5 ensure that any Customer Equipment that is connected to the One Mobile anywhere Service or that you use, directly or indirectly, in relation to the One Mobile anywhere Service is:
 - (a) adequately protected against viruses and other breaches of security;
 - (b) connected appropriately to the Device and is technically compatible with the One Mobile anywhere Service and will not harm or damage the Device, SIM Card or the One Mobile anywhere Service or any of BT's suppliers' or subcontractors' network or equipment; and
 - (c) approved and used in accordance with relevant instructions, standards and Applicable Law and any safety and security procedures applicable to the use of that Customer Equipment;
- 9.2.6 immediately disconnect any Customer Equipment, where Customer Equipment does not meet any relevant instructions, standards or Applicable Law;
- 9.2.7 ensure the security and proper use of all valid User access profiles, passwords and other systems administration information used in connection with the One Mobile anywhere Service and:
 - (a) immediately terminate access for any person who is no longer a User;
 - (b) inform BT immediately if a 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;
 - (c) take all reasonable steps to prevent unauthorised access to the One Mobile anywhere Service;
 - (d) satisfy BT's security checks if a password is lost or forgotten; and
 - (e) change any or all passwords or other systems administration information used in connection with the One Mobile anywhere Service if BT requests you to do so in order to ensure the security or integrity of the One Mobile anywhere Service.
 - (f) inform BT if a SIM Card or Device is lost, stolen, damaged or destroyed or likely to be used in an unauthorised manner. You will be liable for all Charges incurred by the unauthorised user of the SIM Card or Device until BT suspends the SIM Card or Device from the One Mobile anywhere Service in accordance with Paragraph 7.12;
- 9.2.8 not and will ensure that your Users will not:
 - (a) duplicate or replicate SIM Cards (or any part of it) or undertake any similar activity or fraud in relation to SIM Cards;
 - (b) use the One Mobile anywhere Service to share content that is copyright protected;
 - (c) resell, rent or lease any Device or SIM Card outside of the EU without BT's written consent but you may distribute any Device to a User;
 - (d) re-sell, transfer, assign or sub-licence the One Mobile anywhere Service (or any part of it) or the associated Software to anyone else;
 - (e) use the One Mobile anywhere Service to send unsolicited communications without the receiver's consent and provide BT with evidence of the process used to obtain such consent if requested to do so by BT;
 - (f) use the One Mobile anywhere Service for any fraudulent or other unlawful purpose, whether you are acting alone or with anyone else; or
 - (g) knowingly distribute malicious software or permit hacking or unauthorised modification of any Device or SIM Card.

9.3 The End of the Service

You will, on termination of the One Mobile anywhere Service by either one of us, be responsible for disposing of any SIM Cards and Devices.

10 Notification of Incidents

Where you become aware of an Incident:

- 10.1 the Customer Contact or the Customer Helpdesk will report it to the Service Desk;
- 10.2 BT will give you a Ticket;
- 10.3 BT will inform you when it believes the Incident is cleared and will close the Ticket when:



- 10.3.1 you confirm that the Incident is cleared within 24 hours after having been informed; or
- 10.3.2 BT has attempted unsuccessfully to contact you, in the way agreed between both of us in relation to the Incident, and you have not responded within 24 hours following BT's attempt to contact you.
- 10.4 If you confirm that the Incident is not cleared within 24 hours after having been informed, the Ticket will remain open, and BT will continue to work to resolve the Incident.
- 10.5 BT may contact the Supplier for assistance in resolving the Incident and the Supplier may contact the Customer Contact.



Part C – Service Levels

11 Service Care Levels

There are no Service Levels for the One Mobile anywhere Service.



Part D – Defined Terms

12 Defined Terms

In addition to the defined terms in the General Terms, capitalised terms in this Schedule will have the below meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms, these defined terms will take precedence for the purposes of this Schedule). BT has repeated some definitions in this Schedule that are already defined in the General Terms. This is to make it easier for you to find the definitions when reading this Schedule.

“3G” means third generation of wireless mobile telecommunication technology, that is used for both voice and data services. You will only be able to use 3G Services when you are in range of a 3G base station.

“4G” means Long Term Evolutions (LTE) and is used for both voice and data services. You will only be able to use 4G Services when you are in range of a 4G base station.

“4G+” means Long Term Evolution-Advanced and is used for both voice and data services. You will only be able to use 4G+ Services when you are in range of a 4G+ base station.

“A-End Country” means the country in which the One Mobile anywhere Service is signed.

“APN” means the access point name given to the unique point (or points) at which the Customer Network or a public network such as the Internet may connect with the Mobile Network.

“Application” means any program, or group of programs, that is designed for use by a User and which is compatible with the One Mobile anywhere Service and for which you have in place all necessary authorisations and licences.

“B-End Country” means any country in which BT makes the One Mobile anywhere Service available, other than the A-End Country, you can find a list of the available countries on the Portal.

“Business Unlimited Plan” means unlimited access in the A-End and B-End Counties listed on the Portal, to a pre-defined list of Applications and URL Categories as set out in the Order.

“Compatible Equipment” means any mobile handset, tablet, laptop or computer that allows the insertion of a SIM Card or provisioning of an eSIM Profile and which is Customer Equipment for the purposes of this Contract.

“Customer Contact” means any individuals authorised to act on your behalf for One Mobile anywhere Service management matters and the ordering of Mobile Data Add-Ons.

“Customer Equipment” means any equipment including any Purchased Equipment and any software, other than BT Equipment, used by you in connection with the One Mobile anywhere Service.

“Customer Helpdesk” means a service desk operated by you to which Users will report Incidents.

“DAP” means Delivered at Place as defined in Incoterms® 2010.

“Data Package” has the meaning given in Paragraph 3.1.1.

“Day” means a period of 24 hours commencing at 00:01 in the local time in the country in which the Device, Independent SIM Card or eSIM Profile is being used.

“Device” means a wireless access point as set out in any Standard Pricing Sheet and will be Purchased Equipment, for the purposes of this Contract.

“Enabling Service” has the meaning given in Paragraph 5.1.

“eSIM Profile” means the profile of an embedded SIM that can be used in conjunction with a compatible device.

“EU” means European Union.

“EU Zone” means the countries listed as such in the Portal.

“EULA” has the meaning given in Paragraph 7.6.1.

“General Terms” means the general terms that this Schedule is attached to, or where not attached to this Schedule, can be found at www.bt.com/terms, and form part of the Contract.

“GPRS” means General Packet Radio Service for the transmission of data.

“HSDPA” means High Speed Downlink Packet Access a protocol for networks based on the Universal Mobile Telecommunications System for the transmission of data.

“IMSI” means international mobile subscriber identity.

“Incident” means a fault in the Device, SIM Card or the Portal.

“Incoterms® 2010” means the International Commercial Terms, which are a series of pre-defined commercial terms published by the International Chamber of Commerce and are a trademark of the International Chamber of Commerce.

“Independent SIM Card” means a SIM Card not pre-installed in a Device and is used by you in Compatible Equipment.

“Internet” means a global system of interconnected networks that use a standard Internet Protocol to link Devices, Independent SIM Cards, and eSIM Profiles worldwide.

“Internet Protocol” or **“IP”** means a communications protocol for Devices, Independent SIM Cards, and eSIM Profiles connected to the Internet that specifies the format for addresses and units of transmitted data.

“Mi-Fi Unit” means a portable router which provides mobile Wi-fi connection.



"Minimum Revenue Commitment" means the level of spend (excluding VAT) you commit to achieve for BT One Mobile anywhere (Webbing) Service by the end of the Minimum Period of Service. Minimum Revenue Commitment is set out in the Order.

"Minimum Period of Service" means a period of consecutive Months as set out in any applicable Order which begins one Month from the Effective Date.

"MNO Network" means a mobile network service offering the ability to receive Mobile Data.

"Mobile Data" means the service enabling you to send and receive data over GPRS, 3G, 4G, 4G+ and HSDPA networks.

"Mobile Data Add-Ons" means an additional Mobile Data Allowance applied to a single Device, Independent SIM Card or eSIM Profiles that you add when your Mobile Data Allowance is exceeded and which will apply to the Device or Independent SIM Card until the end of the Month in which it is added.

"Mobile Data Allowance" means the Mobile Data included in your Recurring Charge per Month and for periods of less than a Month it will apply on a pro-rata basis.

"Mobile Network Operator" means the provider of an MNO Network.

"Month" means a calendar month.

"Multi-SIM Device" means a Mi-Fi Unit with seven preloaded regional SIM cards for global coverage with automatic SIM selection.

"Non-BT SIM Cards" means a SIM card not provided by BT under this Contract that you insert in the spare SIM slot in the Device and use for mobile service in the A-End Country and which is Customer Equipment for the purposes of this Contract.

"One Mobile anywhere Service" has the meaning given in Paragraph 1.

"Portal" has the meaning given in Paragraph 2.4.

"Recurring Charges" means the Charges for the One Mobile anywhere Service or applicable part of the One Mobile anywhere Service that are invoiced repeatedly in every payment period (e.g. every Month), as set out in any applicable Order.

"Service Desk" means the helpdesk that you are able to contact to submit service requests, report Incidents and ask questions about the One Mobile anywhere Service.

"Service Management Boundary" has the meaning given in Paragraph 4.1.

"Service Options" has the meaning given in Paragraph 3.

"SIM" means a subscriber identity module.

"SIM Card" means the subscriber identity module card which is either installed in the Device or is an Independent SIM Card and will be BT Equipment for the purposes of this Contract.

"Standard Service Components" has the meaning given in Paragraph 2.

"Standard Pricing Sheet" means a part of the Contract which includes prices if you request in-life purchases and additions to the BT One Mobile anywhere (Webbing) Service.

"Supplier" means Telroaming Advanced Communication Solutions Ltd, 7 Motta Gur, Petah Tikva, 4952801, Israel.

"Territory" means the country in which BT is registered as resident for corporate income tax purposes.

"Ticket" means the unique reference number provided by BT for an Incident and that may also be known as a **"fault reference number"**.

"Traffic Management" means traffic management activities that BT may undertake to manage performance of the BT Network.

"Un-activated Device" means a Device that is delivered with the SIM Cards not activated.

"Un-activated eSIM Profile" means an eSIM Profile that is delivered not activated.

"Un-activated Independent SIM Card" means an Independent SIM Card that is delivered not activated.

"URL Category" means the Symantec Corporation categorisation of URLs that can be found at:

<http://rulespace.com/rater/swg-ratertool.html>.

"Warranty Period" has the meaning given in Paragraph 6.4.6(a).

"WEEE" has the meaning given in Paragraph 6.5.1.

"WEEE Directive" has the meaning given in Paragraph 6.5.2.

"Wi-fi" means a wireless Local Area Network based on the Institute of Electrical and Electronics Engineers' (IEEE) 802.11 standards.

"Zones 1, 2 and 3" means the countries listed as such on the Portal.

"Zone 4" means the countries listed as such on the Portal.