



Service Plan Add-Ons Solution Description

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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 these Solution Terms have the meanings given to them in the General Terms, EE Mobile Schedule, Orders and EE Price Guide.

Part A – This Solution

1 Introduction

- 1.1 Businesses are increasingly mobilising their workforce to gain the benefits of flexible working, including cost savings from fixed infrastructures, better utilisation of downtime and improved work life balance. Mobile technologies play a crucial part in this, as they enable staff to work from anywhere, at any time.
- 1.2 BT provides the "Business Class Service" as an inclusive benefit to business customers. To support eligible customers requiring a greater level of support and customisation with deploying and managing mobile technologies, BT offers service add-ons which are described in this Service Plan Add-Ons Solution Description. BT also offers bundles of service add-ons (for further details see the "Tailored Set Up" and "Tailored End to End" Solution Descriptions).

2 What You Get With Service Plan Add-Ons

- 2.1 You may select to purchase individually priced standalone Service Plan Add-Ons from the following:
 - 2.1.1 Data collection – the details of this service element are described in Paragraph 3 below.
 - 2.1.2 Device customisation – the details of this service element are described in Paragraph 4 below.
 - 2.1.3 Welcome Day - the details of this service element are described in Paragraph 5 below.
 - 2.1.4 Reporting – the details of this service element are described in Paragraph 6 below.
 - 2.1.5 Mobile Manager support - the details of this service element are described in Paragraph 7 below.

3 Data collection

- 3.1 If you have selected the data collection Service Plan Add-On, BT offers a fully managed User data collection service to ensure all User information required for the implementation of the EE Mobile Service is captured in a single database. This feature provides the following features:
 - 3.1.1 BT will build an online questionnaire to collate the User information required for the implementation of the relevant Service Option and any additional information that you may want.
 - 3.1.2 BT will provide you with a link to the e-survey questionnaire to enable you to send it out to your Users.
 - 3.1.3 BT can, at your request, provide a SMS reminder service to prompt Users to complete the questionnaire.
 - 3.1.4 BT will provide you with the completed User database and a report on the responses from the data collection service of the e-questionnaire survey.
- 3.2 Customisation of the questionnaires, data collection timescales and other details are finalised between BT and you during the implementation phase.
- 3.3 It is your responsibility to provide BT with contact details for all Users for the e-questionnaire survey and reminder service, to validate the information of the User database and provide BT with any outstanding information to enable BT to complete the implementation. If you are unable to provide the required information within the agreed timescales, this may impact BT's ability to implement the data collection Service Plan Add-On.

4 Device Customisation

- 4.1 If you have selected the Device customisation Service Plan Add-On, BT provides you with a Device customisation service where you will receive your Devices pre-configured to your choice of settings selected from the options available.
- 4.2 BT offers customers of this Service Plan Add-On a choice of Device customisation tiers. Each tier allows a number of tasks from the list below to be completed per Device, as per the table below:

Tier	Number of tasks included
Tier 1	2
Tier 2	5
Tier 3	Unlimited



- 4.3 The standard tasks available under the Device customisation Service Plan Add-On are:
- 4.3.1 **SIM Cards inserted into Devices** are delivered to you with SIM Cards fitted;
 - 4.3.2 **Embed your logos** – BT programs logos as provided by you onto the Devices (on screen). This is a one-time only application process, if the User wipes the Device the logo could be lost;
 - 4.3.3 **Company phonebook and pre-programmed numbers** – BT programs your company phonebook and any other telephone numbers provided by you onto the Devices (up to a maximum of 100 numbers). These will be standard pre-programmed numbers across your fleet and no individual Device programming is included in this feature. This is a one-time only application process. If the User wipes the device, the information could be lost;
 - 4.3.4 **Restricted dialling** – where restricted dialling Devices are selected by you, BT programs the numbers to which the Users are allowed to make calls on these Devices (up to a maximum of 10 numbers). Any changes to these numbers after the Device has been delivered are to be managed by you;
 - 4.3.5 **Setting PIN2** – BT replaces the PIN2 default settings by programming new PIN1 and PIN2 codes as chosen by you on the selected Devices;
 - 4.3.6 **Asset management** – BT labels each Device with the asset number provided by you and provides you with the database of Devices and corresponding asset numbers;
 - 4.3.7 **Customised literature** – BT provides co-branded supporting documentation with the Devices including information on SIM Card activation and use of the EE Mobile Service. In addition, you may request that additional information is included to support the Users. Maximum of 1000 printed sheets is included. Anything above 1000 sheets, may incur additional costs;
 - 4.3.8 **Additional hardware** – BT adds hardware you have purchased to Devices before they are delivered; and
 - 4.3.9 **Screen protectors** – protectors that can be applied to devices upon request (however please note that when applied, the devices must be delivered to one single business address). Screen protectors are applied in a non-sterile environment and therefore small imperfections may occur.
- 4.4 The number of options chosen from the list above will affect the Charges for this Service Plan Add-On. The options and their prices will be discussed and agreed with you before you contract for this Service Plan Add-Ons Solution.
- 4.5 Device customisation details and timescales are finalised between BT and you in the implementation phase.
- 4.6 Some bespoke settings can be provided for a number of User groups within your fleet but these will be limited. If you identify a need for these, BT will advise you during the implementation phase as to the number of these that can be provided to you.
- 4.7 Some of the settings require a pilot test phase and sign off from you prior to completing the Order, for example when you supply a logo where the font, size or format may require some modification to work on a Device. BT may not be able to accurately replicate all of your branding, logos, fonts etc. In such circumstances you will agree to either accept a close approximation or will agree to waive that customisation request.
- 4.8 It is your responsibility to provide BT with:
- 4.8.1 accurate information on your choice of settings for Device customisation;
 - 4.8.2 the required information for the selected Device customisation option (for example, phonebook details and speed dialling numbers); and
 - 4.8.3 the required logos, designs, copy and branding detail necessary for the selected Device customisation option within the timescales and in the format that is required by BT to meet the delivery timescales. Any delay in the provision of these requirements will result in a corresponding delay of the delivery of the affected Devices or Devices will be delivered without any of the affected Device customisation.
- 4.9 Device Customisation is available for most BT branded and supplied Devices and it is that most future Devices can be customised. Some specialist Devices may place particular constraints on the EE Mobile Service that can be provided.
- 4.10 BT is unable to provide Device customisation on iPhone and certain other Devices due to the manufacturer's restrictions, with labelling of Device boxes available only. For these Devices, BT can provide labelling of Device boxes only. BT will advise you of any further limitations on the options available on certain Devices and of the Devices affected, at implementation.

5 Welcome Day

- 5.1 If you select the Welcome Day Service Plan Add-On you will benefit from the following features:
- 5.1.1 Supporting the delivery and distribution of Devices to Users, by providing one Business Day of rollout support at your Site for:
 - (a) copying contacts from the User's existing SIM Card or Device onto the new SIM Card or Device;
 - (b) providing Users with advice on using BT's products and services to maximise their value; and



- (c) setting up the User's Device, including registration and email set up.

6 Reporting

6.1 There are three reporting Service Plan Add-Ons:

6.1.1 Billing insights advanced;

6.1.2 Weekly insights; and

6.1.3 PTP report, which is sub-divided into two further options: group and divisional. The divisional option is only available if you have selected the group option.

6.2 Billing insights advanced

6.2.1 If the billing insights advanced Service Plan Add-On has been selected you will benefit from the following features:

(a) a monthly billing report which tracks your airtime account activity and usage;

(b) a pre-configured management report on the following:

(i) a breakdown of cost, duration, call count and data volumes for all call and data types across all Users;

(ii) mobile airtime expenditure;

(iii) details of trends around usage behaviour;

(iv) International Roaming usage summary; and

(v) itemisation of all premium calls and texts including all directory calls showing User, time and date of activity;

(c) your branding on the report;

(d) tailoring of content and layout to meet your specific requirements; and

(e) delivered at cost centre or department level and the content tailored accordingly if required.

6.2.2 A specific Mobile Manager Support Team is available for general queries and advice on bill content.

6.2.3 The customisation requirements will be discussed and agreed between BT and you in the implementation phase. If there are some system limitations to some of your requested changes, then BT will explain them to you during the implementation phase.

6.2.4 BT will email the billing insight advanced report to your Customer Contact within three Business Days of each month's bill being made available on Mobility Manager.

6.2.5 Mobile Manager keeps the last 13 months' billing records stored and this enables you to review trends over that period.

6.3 Weekly Insights

6.3.1 BT will provide the Customer with:

(a) a weekly report, consisting of:

(i) a breakdown of weekly data and international voice charges;

(ii) weekly data traffic volumes across all Users;

(iii) weekly international call traffic volumes across all Users;

(iv) call duration details; and

(v) a summary of Roaming data and voice usage (including incoming and outgoing traffic) for the previous four weeks.

(b) all reports via email and password protected, sent to up to three nominated contacts;

6.3.2 The Customer:

(a) will contact the report sender if they require a password reminder;

(b) will contact the report sender to add or remove recipients of the report;

(c) will refer to their online billing tools or select a monthly Billing Insights Advanced report if they require detailed billing analysis;

(d) may update their Services following information received from their report, by contacting customer services; and

(e) will verify if an employee is using too much data by also checking their monthly invoice, as data usage details set out in their report may span across two billing periods.

6.3.3 The report will not include:

(a) UK voice calls;

(b) directory calls

(c) premium rate calls;

(d) texts; and

(e) picture messaging.



6.4 PTP report

6.4.1 If you select the PTP report Service Plan Add-On you will benefit from the following features:

- (a) tracking of BT's service performance and your account activity and usage;
- (b) provision of management information on the following:
 - (i) base activity, including volume of Connections and Disconnections on the account;
 - (ii) details of the types of Devices in use by you;
 - (iii) Device or Equipment replacements, including breakdown by User;
 - (iv) Performance of the EE Service Desk;
 - (v) Device barring, including breakdown by User and reason;
 - (vi) International Roaming, including breakdown by geographical area;
 - (vii) top ten Users, including breakdown by call usage and charges, data usage and charges, SMS usage volume and charges and roaming usage and charges;
 - (viii) data usage, including breakdown by User;
 - (ix) Device activity in the last 180 days from the date BT runs the report, including breakdown by last usage and inactive Devices; and
 - (x) Device or Equipment spend information, including volume of Device or Equipment ordered.

6.4.2 This management information is available at two levels of detail depending on the service Plan Add-On selected:

- (a) PTP report group – this report provides summary information across the accounts you have elected to set up. This could represent different subsidiaries within a group company or departments within one company.
- (b) PTP report divisional – this report provides detailed reporting within each account you elected to set up.

7 Mobile Manager support

7.1 Mobile Manager support offers two Service Plan Add-Ons:

- 7.1.1 hierarchy set-up; and
- 7.1.2 administrator training.

7.2 Hierarchy set-up:

- 7.2.1 If you have selected the online billing manager hierarchy set-up Service Plan Add-On, BT provides you with a built cost centre hierarchy based on your specific set up for use within the online billing manager tool.
- 7.2.2 It is your responsibility to provide BT with the up-to-date and accurate information required to build the hierarchy and to support BT with any further details necessary to complete the hierarchy set-up. Updates and revisions of the hierarchy in-life are your responsibility unless you select another hierarchy set-up Service Plan Add-On to cover a further update.

7.3 Administrator training:

7.4 There are two options under the administrator training for Service Plan Add-On; the web conference option or the face to face option.

- 7.4.1 BT will provide these sessions on the use of the online billing tools to your in-house training team or other personnel nominated by you, enabling them to deliver on-going training to other members of your staff as required.
- 7.4.2 If the administrator training web conference Service Plan Add-On has been selected, you will receive one web conferencing administrator session of up to an hour.
- 7.4.3 If you select the administrator training face to face Service Plan Add-On, you will benefit from a face to face session at a time and location agreed between BT and you.
- 7.4.4 Scheduled sessions can be cancelled with 24 hours prior notice and rescheduled for no extra Charge. Any cancellations with less than 24 hours' notice which you wish to re-schedule will incur an additional Charge.

8 Your Role and Responsibilities

8.1 To deliver and support the Service Plan Add-Ons, BT requires your co-operation and assistance. This is detailed in the Business Class Service Solution Description but is re-iterated below:

- 8.1.1 the nomination of suitable points of contact for the administration of all aspects of the account;



- 8.1.2 the provision of an internal IT and technical help desk to provide first line support to your Users available during sufficient hours to allow BT to meet any Solution obligations described herein;
- 8.1.3 provide sufficient and detailed information to enable BT to carry out root cause analysis and any follow up information that is reasonably required;
- 8.1.4 respond to any requests from BT for information in a timely manner;
- 8.1.5 cascade any BT service notices to the appropriate Users in a timely manner;
- 8.1.6 assist BT with the identification and diagnostics of service related faults;
- 8.1.7 to follow (and ensure that your Users follow) agreed processes for:
 - (a) the reporting and escalation of service-affecting Incidents; and
 - (b) the management of the EE Mobile Service, Solutions and Devices or Equipment.
- 8.1.8 participate in any regular reviews held by the Account Development Contact to review the account and provide feedback, including:
 - (a) performance compliance;
 - (b) EE Mobile Service development opportunities;
 - (c) technical issues;
 - (d) planned maintenance;
 - (e) Mobile Network improvements;
 - (f) EE Mobile Service improvements;
 - (g) exception reporting;
 - (h) communication;
 - (i) feedback through BT's Scorecard; and
 - (j) business benefits from the Mobile Network and EE Mobile Service;
- 8.1.9 notify BT at least five Business Days in advance of any planned works that you will carry out that will or may affect the operation of the EE Mobile Service. You are to give BT at least five Business Days' notice of any planned works that will or may affect operation of the EE Mobile Service. BT may suspend the EE Mobile Service during the planned works where it reasonably considers the works to be of a nature that may affect or compromise the performance of the Mobile Network.
- 8.2 This document has also identified some specific areas where your support is a pre-requisite to providing a certain feature or option.

9 Exclusions

- 9.1 BT and BT Affiliates will have no responsibility for faults which in their reasonable opinion result (directly or indirectly) from:
 - 9.1.1 your use of Customer Equipment;
 - 9.1.2 improper or unauthorised use of the EE Mobile Service or interference with the EE Mobile Service by you including from Customer Equipment;
 - 9.1.3 events outside of BT's direct control; and
 - 9.1.4 a breach by you of your obligations under your Contract.
- 9.2 BT may charge you reasonable repair fees (including the cost of replacement Devices or Equipment) to rectify any faults resulting from the above.



Part B – Defined Terms

10 Defined Terms

In addition to the defined terms in the General Terms, EE Mobile Schedule, Orders and Price Guide, capitalised terms in this Solution Description will have the following meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms, EE Mobile Schedule, Orders or Price Guide, these defined terms will take precedence for the purposes of this Solution Description):

“Account Development Contact” means the nominated point of contact from account development. This nominated contact may change from time to time as required by BT.

“Business Class Service” means the services provided to all customers who meet the eligibility criteria as described in the Business Class Service Solution Description.

“Incident” means an issue logged with BT and which is investigated by BT.

“Mobile Manager” means the online portal which is used to access billing information, generate reports, enable and disable service features and order Devices and accessories online.

“PTP” means performance tracker plus as described in Paragraph 6.3.

“Scorecard” means a mechanism which gathers customer feedback on specific topics and provides a good mechanism to identify general and customer specific improvements.

“Welcome Day” means one man day of support for the delivery and distribution of Devices to Users at your nominated Site or as otherwise agreed.



Disclaimer

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