



Tailored End to End 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 this Solution which is described in this Solution Description.

2 What you get with Tailored End to End

- 2.1 This Solution provides customised support to you throughout the time you take this Solution. This Solution provides a wide range of features which allow you to efficiently deploy mobile technologies to your Users and manage the EE Mobile Service. This Solution offers:
 - 2.1.1 Enhanced Provisioning:
 - (a) data collection;
 - (b) Device customisation; and
 - (c) Device delivery;
 - 2.1.2 Welcome Days;
 - 2.1.3 Service review; and
 - 2.1.4 Mobile Manager support including Mobile Manager hierarchy set up support and Administrator training.
- 2.2 These features are described in detail below.

3 Enhanced Provisioning

- 3.1 In addition to the provisioning offered as part of Business Class Service, you will receive Enhanced Provisioning under this Solution.
- 3.2 BT will provide a managed migration and implementation service for you which ensures you receive a seamless transition to BT. This will be led by an experienced, qualified desk-based Client Project Manager, who provides a single point of contact and coordination of this Solution.
- 3.3 **Data collection**
 - 3.3.1 BT offers a User data collection service providing the following features:
 - (a) BT will build an e-survey questionnaire to collate the User information required for the implementation of the EE Mobile Service and any additional information that you may want;
 - (b) BT will provide you with a link to the e-survey questionnaire to enable you to send it out to your Users;
 - (c) BT can, at your request, provide a SMS reminder service to prompt Users to complete the e-survey questionnaire; and
 - (d) BT will provide you with the completed User database and a report on the responses from the data collection service of the e-survey questionnaire.
 - 3.3.2 Customisation of the e-survey questionnaires, data collection timescales and other details are finalised between BT and you during the implementation phase.
 - 3.3.3 It is your responsibility to provide BT with contact details for all Users for the e-survey questionnaire 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 on BT's ability to implement relevant part of the EE Mobile Service.
- 3.4 **Device customisation**

- 3.4.1 You will receive your Devices pre-configured to your choice of settings selected from the options available.
- 3.4.2 The standard tasks available under the device customisation are:
- (a) **SIM Cards inserted into Devices** - Devices are delivered to you with SIM Cards fitted;
 - (b) **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
 - (c) **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;
 - (d) **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;
 - (e) **Setting PIN2** - BT replaces the PIN2 default settings by programming new PIN1 and PIN2 codes as chosen by you on the selected Devices;
 - (f) **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;
 - (g) **Customised literature** - BT provides 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;
 - (h) **Additional hardware** - EE adds hardware you have purchased to Devices before they are delivered; and
 - (i) **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.
- 3.4.3 Device customisation details and timescales are finalised between BT and you in the implementation phase.
- 3.4.4 Some bespoke settings can be provided for a number of User groups within your fleet of Devices 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.
- 3.4.5 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.
- 3.4.6 It is your responsibility to provide BT with:
- (a) accurate information on your choice of settings for Device customisation;
 - (b) the required information for the selected Device customisation option (for example: phonebook details and speed dialling numbers); and
 - (c) 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.
- 3.4.7 Device customisation can be provided on most BT branded and supplied Devices and is likely to be applicable to most future Devices. Some specialist Devices may place particular constraints on the EE Mobile Service that can be provided.
- 3.4.8 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. BT will advise the Customer on any further limitations on the options available on certain Devices and on the Devices affected at implementation.
- 3.5 **Device delivery**
- 3.5.1 This Solution provides you with the feature to deliver Devices to your chosen addresses (including your registered address, your other business sites or Users' home addresses - as agreed with you).



3.5.2 This Solution includes the initial cost of delivering the Device to you. However, it does not include the cost of failed deliveries, for example, where a delivery is aborted because you are not available to accept the delivery on the pre-agreed day (deliveries are made anytime between 8am and 6pm under this delivery option) and place. BT reserves the right to charge you for subsequent deliveries.

4 Welcome Day

4.1 This Solution provides you with a number of Welcome Days. The number of these will depend on your Device fleet size up to a maximum of 10 days. During a Welcome Day, EE supports the delivery and distribution of Devices to Users, by providing rollout support at your nominated Site for:

4.1.1 copying contacts from Users' existing SIM Cards or Devices onto their new SIMs or Devices;

4.1.2 providing Users with advice on using BT's products and services to maximise the value of the EE Mobile Service to them; and

4.1.3 Set-up of the Users' Devices, including registration and email setup.

4.2 You can select to buy additional Welcome Days.

4.3 Reporting

4.3.1 This Solution provides you with a billing insights report.

4.3.2 The billing insights report offers you the following benefits and features:

(a) a monthly or weekly 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.

4.3.3 The Mobile Manager Support Team is available for general queries and advice on bill content.

4.3.4 The customisation requirements will be discussed and agreed between BT and you in the implementation phase. There may be some system limitations to some of your requested changes and these will be explained to you during the implementation phase.

4.3.5 The billing insight report is emailed monthly to your Customer Contact within three Business Days of each month's bill being made available on Mobile Manager.

4.3.6 The Mobile Manager tool retains the last 24 months' invoice summary records and the last 12 months of itemised records to enable you to review trends over those periods.

4.3.7 Weekly insights:

(a) BT will provide the Customer with:

(i) 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.

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

(b) The Customer:

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

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

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

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

(v) 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.



- (c) The report will not include:
 - (i) UK voice calls;
 - (ii) directory calls
 - (iii) premium rate calls;
 - (iv) texts; and
 - (v) picture messaging.

5 Service review

- 5.1 Depending on the size of your account, a service review will be due at the relevant interval (as detailed below) following completion of the post implementation review by the desk-based Client Project Manager.
- 5.2 Service reviews are provided to you on the following basis:
 - 5.2.1 200-1500 Connections – quarterly or yearly reviews; and
 - 5.2.2 1500 + Connections – monthly reviews.
- 5.3 For Customers with between 200-1500 Connections a review will be completed with you by a desk based Service Manager. Each review will consist of the following elements:
 - 5.3.1 Action Tracker review;
 - 5.3.2 initial creation and subsequent review of an Account Guide to include:
 - (a) BT virtual account team details;
 - (b) key processes and procedures manual; and
 - (c) escalation routes;
 - 5.3.3 performance Scorecard results review;
 - 5.3.4 Mobile Network performance overview (UK national level); and
 - 5.3.5 improvement initiatives.
- 5.4 The desk based Service Manager will coordinate the review meetings which may include other members of the BT virtual team as required (for example: account manager, Business Customer Service, collections coordinator, billing team, network service support, technical contact, as applicable).
- 5.5 The reviews will be undertaken via conference call, web conference, video conference or as preferred and agreed between you and BT via other applications e.g. FaceTime, Skype, Polycom.
- 5.6 The output of the reviews will be detailed in the Action Tracker, where responsibilities and timescales for delivery will be clearly identified and shared with you. Day-to-day service activity on your account will be managed by business customer support and any commercial reviews or queries will be managed by the account manager.

6 Mobile Manager support

- 6.1 **Mobility Manager hierarchy set-up**
 - 6.1.1 BT will build you a cost centre hierarchy based on your specific set-up for use within Mobile Manager.
 - 6.1.2 It is your responsibility to provide BT with 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.
- 6.2 **Administrator training**
 - 6.2.1 BT will provide up to two web conference administrator training sessions on the use of Mobile Manager to the 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.
 - 6.2.2 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.

7 8. Your role and responsibilities

- 7.1 To deliver and support this Solution, BT requires your co-operation and assistance. This is detailed in the Business Class Service Solution Description but is re-iterated below:
 - 7.1.1 the nomination of suitable points of contact for the administration of all aspects of the account;
 - 7.1.2 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 obligations described herein;
 - 7.1.3 provide sufficient and detailed information to enable BT to carry out root cause analysis and any follow up information that is reasonably required;
 - 7.1.4 respond to any requests from BT for information in a timely manner;



- 7.1.5 cascade any BT service notices to the appropriate Users in a timely manner;
- 7.1.6 assisting BT with the identification and diagnostics of service related faults;
- 7.1.7 to follow (and ensure 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 and/or Equipment;
- 7.1.8 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 Services; and
- 7.1.9 notifying BT at least 5 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 5 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.
- 7.2 This document has also identified some specific areas where your support is a pre-requisite to providing a certain feature or option.

8 Exclusions

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



Part B – Defined Terms

9 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 BT's nominated commercial point of contact. This nominated contact may change from time to time as required by BT.

“Account Guide” means the processes and procedures on ordering new Equipment and Devices, upgrading Devices, information on the EE Mobile Service plans, Solutions, Service Options that you have ordered, billing and payment options, contact details of key departments and personnel within BT and escalation routes for issues and concerns.

“Action Tracker” means an electronic log of all open significant actions that are raised during meetings and communications with the customer. The Action Tracker is reviewed during the service reviews to ensure progress and closure is achieved in a timely manner.

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

“Business Customer Services” means the EE team that provides support for administration of the day to day activity to the Customer Contact and support to all of your Users of the EE Mobile Service.

“Business Technical Support” means the EE team that provides support to the Customer Technical Contacts on any technical issues around the EE Mobile Service, BT Equipment and Devices.

“Client Project Manager” means the nominated point of contact from the client project management team. This nominated contact may change from time to time as required by BT.

“Enhanced Provisioning” has the meaning given to it in Paragraph 3 of this Solution Description.

“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.

“Mobile Manager Support Team” means the BT team that provides support to the Customer Contacts on queries relating to Mobile Manager.

“Service Manager” means a service manager nominated by BT to provide you with support in the management of the EE Mobile Services that you have selected.

“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.



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