



# Tailored Set Up 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 Business Class Service as an inclusive benefit to business customers. If you are an eligible customer, BT offers this Solution (as described in this Solution Description) to support you if you require a greater level of support and customisation with deploying mobile technologies.

### 2 What you get with Tailored Set Up

- 2.1 This Solution provides a wide range of features which allow you to efficiently deploy the EE Mobile Service you have taken from BT to your Users. This Solution offers:
  - 2.1.1 Enhanced provisioning:
    - (a) data collection;
    - (b) Device customisation; and
    - (c) Device delivery;
  - 2.1.2 Welcome day; and
  - 2.1.3 Mobile Manager support:
    - (a) Mobile Manager hierarchy set-up support; and
    - (b) administrator training via web conferencing.
- 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 get enhanced provisioning as detailed below.
- 3.2 BT will provide a managed migration and implementation service for you, ensuring 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 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:
    - (a) BT will build an e-survey questionnaire to collate the User information required for the implementation of the relevant Service Option 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 the Users;
    - (c) BT can, at your request, provide an 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 to the e-survey questionnaire.
  - 3.3.2 Customisation of the e-survey questionnaire, 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 SMS 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 relevant part of the data collection Service Plan Add-On.

### 3.4 Device customisation

- 3.4.1 BT provides you with a Device customisation service, enabling you to receive Devices that are pre-configured to your choice of settings.
- 3.4.2 You will receive your Devices pre-configured to your choice of settings selected from the options available.
- 3.4.3 The standard tasks available 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) **Your 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 of Devices 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 added** – BT provides supporting documentation with the Devices including information on SIM Card activation and use of the relevant Service Option. In addition, you may ask for additional information to be included to support the Users. Maximum of 1000 printed sheets is included. Anything above 1000 sheets, may incur additional costs;
  - (h) **Additional hardware added** – BT adds hardware that 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.
- 3.4.4 Device customisation details and timescales are finalised between BT and you in the implementation phase.
- 3.4.5 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.
- 3.4.6 Some of the settings require a pilot test phase and sign off from you prior to completing the Order, for example where 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 shall agree to either accept a close approximation or shall agree to waive that customisation request.
- 3.4.7 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, 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.
- 3.4.8 Any delay in the provision of the requirements set out in Paragraph 3.4.7 will result in a corresponding delay of the delivery of the affected Devices or BT may deliver Devices without any of the affected Device customisation.
- 3.4.9 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 customisation services that can be provided.
- 3.4.10 BT is unable to provide Device customisation on iPhone and certain other Devices due to the manufacturer's restrictions. 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.

### 3.5 **Device delivery**

3.5.1 This Solution provides you with the following delivery feature.

3.5.2 BT will arrange for delivery of Devices to your chosen addresses (including your registered address, other business sites or Users' home addresses - as agreed with you). This service 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 date, time (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. During a Welcome Day, EE supports the delivery and distribution of Devices to Users, by providing rollout support at your nominated Site to provide:

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

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

4.1.3 set up of the Users' smartphones, including registration and email set up.

4.2 If you have:

4.2.1 30-100 Users, you will get 1 inclusive Welcome Day;

4.2.2 101-300 Users, you will get up to 2 inclusive Welcome Days;

4.2.3 301-400 Users, you will get up to 3 inclusive Welcome Days;

4.3 You can select to buy additional Welcome Days.

## 5 **Mobile Manager support**

5.1 This Solution provides the following support for you and your Users in addition to Business Class Service:

5.1.1 Mobile Manager hierarchy set-up; and

5.1.2 additional administrator training.

### 5.2 **Mobile Manager hierarchy set up**

5.2.1 BT will build you a cost centre hierarchy based on your specific set-up for use within the Mobile Manager tool.

5.2.2 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.

### 5.3 **Administrator training**

BT will provide up to two web conferencing administrator training sessions on the use of the online billing system to your in house training team or other personnel nominated by you, enabling you to deliver on-going training to other members of your staff, as required.

## 6 **Your Role and Responsibilities**

6.1 To deliver and support this Solution, your co-operation and assistance is required. Your obligations are detailed in Business Class Service Solution Description, but are re-iterated below. You will:

6.1.1 nominate suitable points of contact for the administration of all aspects of the account;

6.1.2 provide 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 of its obligations described herein;

6.1.3 provide sufficient and detailed information to enable BT to carry out root cause analysis and any follow up information that is reasonably required;

6.1.4 respond to any requests from BT for information in a timely manner;

6.1.5 cascade any BT service notices to the appropriate Users in a timely manner;

6.1.6 assist BT with the identification and diagnostics of Service related faults;

6.1.7 follow (and ensure your Users follow) agreed processes for:

(a) the reporting and escalation of Service-affecting Incidents; and

(b) the management of the service that form part of the EE Mobile Service, Devices and Equipment;



- 6.1.8 participate in any regular reviews held by your Account Development Contact to review the account and provide feedback, including in respect of:
- (a) performance compliance;
  - (b) service development opportunities;
  - (c) technical issues;
  - (d) Planned Maintenance;
  - (e) Mobile Network improvements;
  - (f) service improvements;
  - (g) exception reporting;
  - (h) communication;
  - (i) feedback through BT's Scorecard; and
  - (j) business benefits from BT's Mobile Network and services that form part of the EE Mobile Service; and
- 6.1.9 notify 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 services that form part of the EE Mobile Service. BT may suspend the service that forms part of 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.
- 6.2 This Solution Description has also identified some specific areas where your support is a pre-requisite to providing a certain feature or option.

## 7 Exclusions

- 7.1 BT shall have no responsibility for faults which in its reasonable opinion result (directly or indirectly) from:
- 7.1.1 your use of your internal telecommunication equipment or of any equipment not provided by BT;
  - 7.1.2 improper or unauthorised use of the service that forms part of the EE Mobile Service or interference with the service by you including from Customer Equipment;
  - 7.1.3 events outside of BT's direct control;
  - 7.1.4 a breach by you of your obligations under the Contract;
- 7.2 BT may charge you reasonable repair fees (including the cost of replacement equipment) to rectify any faults resulting from the circumstances set out in Paragraph 7.1.



### Part B – Defined Terms

#### 8 Defined Terms

In addition to the defined terms in the General Terms, 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 EE 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.

**“Business Class Service”** means the services provided to you if you meet the eligibility criteria as described in the Business Class Service Solution Description.

**“Client Project Management Team”** means the BT team that provides a fully managed migration and implementation service for you to support you with the deployment of your fleet of 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.

**“Incident”** means an issue logged with BT and which is being 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.

**“Planned Maintenance”** means any Maintenance BT has planned to do in advance.

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

**“SMS”** means short messaging service.

**“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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