



## BT UK Multi-Network IoT SIM Service Schedule (CPS and SMB)

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## A note on 'You' and 'Us'

'You' and 'Your' means the Customer.

'We', 'Us' or 'Our' means BT or a BT Affiliate as described in the Order Form entered into with You for the supply of the BT UK Multi-Network IoT SIM Service.

## 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 IoT General Terms.

## Part A – BT UK Multi-Network IoT SIM Service

### 1 Service Summary

1.1 BT UK Multi-Network IoT SIM is a mobile proposition which enables You to use the EE Network. If Your SIM can not Connect to the EE Network it will search for and Connect to an alternative network.

1.2 We will provide You with the Service comprising:

- (a) the Standard Service Components; and
- (b) any of the Service Options as set out in the BT UK Multi-Network IoT SIM Order Form, up to the point of the Service Management Boundary as set out in Paragraph below ("**BT UK Multi-Network IoT SIM Service**").

### 2 Standard Service Components

2.1 Data Services

(a) will enable Data Services as follows:

Requirement	Description
Packet Switched Data Services	<ul style="list-style-type: none"><li>You will have access to 2G, 4G-LTE and 5G Packet Switched Data services while in the Territory.</li><li>BT will apply traffic management techniques to optimise Subscribers use within its radio access network.</li><li>BT will support data services via the EE APNs</li></ul>
4G/LTE Services	<ul style="list-style-type: none"><li>4G Services will be available to Subscribers who have a 4G compatible device</li></ul>
5G (eMBB) Services	<ul style="list-style-type: none"><li>Subscribers who are enabled for 5G Services using a 5G compatible device will be able to use 5G Services for data when in coverage. 5G enables a 5G-compatible device to establish a data service across a 4G/LTE or 5G (data) bearer.</li><li>The same data content management policy will be applied for 5G Services as is applied for other data services.</li></ul>
VoWiFi	<ul style="list-style-type: none"><li>Voice over WiFi will be automatically provisioned for each Subscriber.</li><li>The EE network will allow the handover between 4G VoLTE and VoWiFi.</li></ul>

### 3. Service Option: SMS & Voice Service

3.1 Within this paragraph 3, the following terms shall be defined as set out below:



**Mobile Originating (MO) SMS** means SMS sent by a Device;

**Mobile Originating (MO) Voice Calls** means Calls made by a User;

**Mobile Terminating (MT) SMS** means SMS received by a Device;

**Mobile Terminating (MT) Voice Calls** means Calls received by a User;

**SMS Services** means the use of a SIM Card in a Device to access UK networks for the purpose of the conveyance of short message services over whichever form of network generation that BT chooses to supply. Availability of SMS (both MO and MT) may differ due to geographic, typographic and other conditions;

**Voice Services** means the use of a SIM Card in a Device to access UK networks for the purpose of the conveyance of voice calls over whichever form of network generation that BT choose to supply. Calls may drop to different quality of service depending on geographic, typographic and other conditions.

- 3.2 If You elect to take Voice & SMS Services, We agree to enable those Subscriptions which correspond to the Customer Account Name referenced within the Order Form with Voice & SMS Services on the terms set out below whilst Connected.
- 3.3 We shall provide the Voice & SMS Services until your BT UK Multi-Network IoT Service Agreement has expired or is terminated (in accordance with its terms).
- 3.4 You may add or remove Voice & SMS Services to or from a Subscription at any time.
- 3.5 Unless otherwise specified in the Order Form, Voice & SMS Charges shall be as set out in the BT UK Multi-Network IoT SIM Price Guide (as amended from time to time).
- 3.6 We will provide access to the Network if you use a SIM Card and suitable Device.

Requirement	Description
Voice Services	<ul style="list-style-type: none"><li>• Mobile Originating Voice Calls whilst in the UK;</li><li>• Mobile Terminating Voice Calls whilst in the UK;</li><li>• Emergency services calls.</li></ul>
SMS Services	<ul style="list-style-type: none"><li>• Mobile Originating SMS whilst in the UK.</li><li>• Mobile Terminating SMS whilst in the UK.</li></ul>

- 3.7 Access to premium rate services will be blocked.
- 3.8 All interconnection charges are included in the Voice Services & SMS Services Charges.
- 3.9 You agree that We will be entitled to any Incoming Call Revenue and You acknowledge that the Voice & SMS Charges are agreed on this basis.
- 3.10 You shall ensure that Your customers use of Voice & SMS Services is in accordance with Our Acceptable Use Policy as amended from time to time.
- 3.11 We shall apply our standard lawful intercept procedures and shall be entitled to retain any financial compensation that either You or We receive from the relevant law enforcement authorities.
- 3.12 All reporting (including billing) shall be the standard reporting services available through the BT IoT Portal (as modified from time to time).
- 3.13 You shall manage Your use of MSISDNs efficiently and allow Us to reallocate a Subscription which is an inactive Subscription so that We can meet our regulatory obligations.
- 3.14 You agree that You do not require Us to transfer numbers to an alternative network supplier. You acknowledge that this is a limitation of the BT UK Multi-Network IoT SIM Voice & SMS Service Option and that You had the option to use an alternative service We offer where number portability is available.
- 3.15 You shall not directly or indirectly publish or permit to be publicised any comparisons between the Voice & SMS Services and any other product or service made by available by Us.

### 3A Roaming

- 3A.1 Roaming will be barred services but if Roaming is enabled for Your Subscribers You will be charged in accordance with the BT UK Multi-Network IoT SIM Price Guide.



### 4. BT IoT Portal

- 4.1 The BT IoT Portal is described in UK Multinet IoT SIM General Specification and once available We will notify You and how You can access the full suite of functionality available. You agree and accept that the BT IoT Portal will evolve over time, and We will update the UK Multinet IoT SIM General Specification to reflect these changes.

### 5. Devices

- 5.1 If You want to launch a new IoT Device You will complete and provide to Us the New IoT Device form set out in the BT UK Multi-Network IoT SIM General Specification document.
- 5.2 We shall use Our reasonable endeavours to work with You to evaluate any new Devices You wish to Connect and to implement an agreed test plan in relation to the Device.
- 5.3 If You Connect (or permits the connection of) any Devices which have not been successfully tested if We in Our reasonable opinion consider, the EE Network or partner Network will be adversely affected, then We will be entitled to suspend the relevant Device(s).

### 6. Billing Service

- 6.1 We will provide You with a monthly invoice with traffic and charges broken down by charge type: voice, SMS and data and will include a breakdown by each type of charge.
- 6.2 Call detail records (CDR) for all call types will be provided to You through an encrypted proprietary file format and transfer process. CDR may not be available from the Contract Start Date but will be made provided once available.
- 6.3 Subject to technical availability and investigation, We may be able to send CDRs via Signum on a daily basis to Your dedicated SFTP server, and where We do, You must provide Us with and maintain the following:
- (a) Hostname / IP Address
  - (b) Port No
  - (c) SFTP (Root & Sub) Folder option
  - (d) Username
  - (e) Password (if required)
  - (f) Public Key (pem certificate)

## Part B – Service Delivery and Management

### 7. Our Obligations

- 7.1 We will provide the Services as described this Service Schedule in clauses 1 – 6 ("Service Boundary"). We will have no responsibility for anything outside the Service Boundary.

### 8. Limitations of the Service

- 8.1 This Clause 8 sets out some (but is not intended to be an exhaustive list) of the limitations of the Service that You agree We will not be liable for any losses, howsoever incurred, by You or Your Subscribers connected to Your use of the Service.
- 8.2 2G/4G/5G Networks – We will provide You with access to Our 2G, 4G/LTE and 5G radio access network which are available unless decommissioned. You acknowledge that We have a right to decommission all or any part of the network or generation standards at any time and re-farm spectrum as the EE Network evolves.
- 8.3 5G Network and 5G services may not be available from the Contract Start Date and when available will be subject to limitations outside of Our control such as limitations set by Device manufacturers and third party network providers.



- 8.4 The SIM profile sets the routing of Calls to a network and this steering is managed by a third party network supplier outside of the UK.
- 8.5 Calls are conveyed to the third party network supplier outside of the UK for onward conveyance by that third party via their interconnect arrangements back to the UK for termination.
- 8.6 Our third party network provider is located in the Isle of Man and the Service they provide will be subject to the laws and regulations of the Isle of Man. Where We are required to comply with the law and regulations of the Isle of Man you agree that You will also comply if applicable to Your receipt and use of the Service.
- 8.7 You will ensure that you have the necessary consents and permissions from Your Subscribers for the conveyance of their Call to be transferred out of the UK.
- 8.8 All Calls are to be considered as a Call Roaming in the UK and all terms and limitations relating to Roaming as described in the IoT General Terms apply.
- 8.9 We recommend that you do not use the BT UK Multi-Network IoT SIM Service in a way which would cause a third party network provider to Disconnect Your SIM from their network, for example Connecting a SIM to a network other than EE for sustained periods.
- 8.10 We have no responsibility for storing or backing up Your, or Your Subscribers data.

### 9 Your Obligations

- 9.1 You must have a suitable Customer Relationship Management (CRM) system and retail billing solution throughout the BT UK Multi-Network IoT SIM Contract Term.
- 9.2 You will provide Us with the SFTP IP Address and details to enable BT to send You CDR's.
- 9.3 You will configure Your firewall to allow Our IP Address (as described in the BT UK Multi-Network IoT SIM General Specification) to be received in order to receive CDRs.

## Part C – Support Services

### 10. Support Services

- 10.1 Support Service are described in the BT UK Multi-Network IoT SIM General Specification.

### 11. Number Porting

- 11.1 BT UK Multi-Network IoT SIM service is a data only service intended for machine-to-machine uses, and therefore, we do not offer a number porting service.

### 12. UK Multi-Network IoT SIM Private APN Service

- 12.1 Private APN's can only be used in relation to Subscriptions Connected to the BT UK Multi-Network IoT SIM service and will not be available for use by Your other Subscriptions Connected to Our Network.
- 12.2 You must complete the 'Statement of Requirements & Proposal for Private APN for UK Multi-Network IoT SIM document (the "**UK Multi-Network IoT SIM Private APN Statement of Requirements**") to Our complete satisfaction. The order will only be complete once We have countersigned the UK Multi-Network IoT SIM Private APN Statement of Requirements.
- 12.3 The BT UK Multi-Network IoT SIM General Specification and UK Multi-Network IoT SIM Private APN Statement of Requirements describes the Private APN Service and sets out any requirements You must complete. We reserve the right to update these requirements throughout the Contract Term.
- 12.4 You will supply CPEs that are compatible with the solution described in the UK Multi-Network IoT SIM Private APN Statement of Requirements and in readiness for installation.
- 12.5 You must ensure You have adequate resources and employees allocated to participate in project review calls with BT and Our delivery partner and will allow access to sites for surveys and installation as required. Although



time is not of the essence in completing delivery of the Private APNs if You delay or do not assist BT or the BT delivery partner this may have an impact on any estimated delivery time.

- 12.6 The BT UK Multi-Network IoT SIM Price Guide sets out the standard pricing which will always apply unless You require a bespoke Private APN service or have agreed bespoke pricing which is set out in the BT UK Multi-Network IoT SIM Order Form.
- 12.7 The Private APN service is provided by a third-party supplier and We may need to modify, change or withdraw the Private APN service on providing You with no less than 30 days notice which will not constitute a material detriment to You and Your obligations regarding the Private APN service.
- 12.8 The Private APN Service is dependent on a third party supplier and in the event of disruption or failure of the Private APN Service which is material, Your sole remedy is to cease using the Private APN Service and We will not Charge You any Early Termination Charge.

### 13 Defined Terms

#### 13.1 Interpretation

- a) BT Business is division and brand belonging to BT Telecommunications PLC
  - b) EE is a trade name and brand belonging to EE Limited
  - c) EE Limited is a wholly owned subsidiary of BT Telecommunications PLC
  - d) BT Business is responsible for managing the BT UK Multi-Network IoT SIM Service
  - e) The contracting party of the BT UK Multi-Network IoT SIM Service can be BT or a subsidiary of BT including EE Limited
- 13.2 BT can subcontract the BT UK Multi-Network IoT SIM Service to EE, in accordance with Clause 32 of the IoT General Terms, and:
- a) can assign the benefit of the Contract to EE in respect of ordering, provision, maintenance, invoicing and payment for the BT UK Multi-Network IoT SIM Service; and
  - b) if you are required under the Contract to provide information, assistance or access to BT to comply with BT's instructions, you will provide the same co-operation to EE for delivery of the BT UK Multi-Network IoT SIM Service
- 13.3 The BT UK Multi-Network IoT SIM Service Agreement comprises of the following sections and documents, which apply in decreasing order of priority:
- a. Any agreed Change Form, addendum or Notice of Variation;
  - b. any agreed BT UK Multi-Network IoT SIM Additional Service;
  - c. BT UK Multi-Network IoT SIM Service Order Form;
  - d. BT UK Multi-Network IoT SIM Service Schedule;
  - e. BT UK Multi-Network IoT SIM Service Price Guide;
  - f. BT UK Multi-Network IoT SIM Service Codes of Practice;
  - g. BT UK Multi-Network IoT SIM Service General Specification;
  - h. IoT General Terms.

The collective and prevailing terms and conditions set out in the documents relevant to You shall be referred to as the **"BT UK Multi-Network IoT SIM Service Agreement"**.

13.4 This BT UK Multi-Network IoT SIM Service Agreement is entered into pursuant to the IoT General Terms.

13.5 The terms defined in the IoT General Terms and used in this Service Schedule are as used in the IoT General Terms and all reference to "Clause", "Paragraph" shall be to clauses, paragraphs and appendices of the IoT General Terms, whereas reference to "clause" and "paragraph" shall be to clauses and paragraphs of this Service Schedule.