

## Ofcom General Condition 9.2: Additional Information



This Additional Information is applicable to BT business customers with greater than 50 employees and/or those BT customers who have agreed to buy EE Mobile under BT's General Terms and EE Mobile Schedule to the General Terms, who have requested the incorporation of this information in accordance with Ofcom General Condition 9.2.

*Note: terms defined in this Additional Information have the same meaning given to them in the General Terms unless stated otherwise.*

Provision in General Condition 9.2	Additional Information for incorporation into the Contract
9.2 (a): the identity and address of the Communications Provider	British Telecommunications plc, registration number 1800000 registered at 81 Newgate Street, London, EC1A 7AJ.
9.2 (b): the services provided, including in particular whether or not access to Emergency Services and Caller Location Information is being provided, and any limitations on the provision of access to Emergency Services	<p>The EE Mobile Services provided are summarised in Paragraph 1 of the EE Mobile Schedule.</p> <p>The EE Mobile Services, Equipment and Devices provided are then specified in the Order.</p> <p>Subject to Paragraph 6.4 of the EE Mobile Schedule, you may contact the emergency services for free by calling 999 or 112 (or by sending an SMS to 999 if you are registered to contact emergency services by SMS). If you are not within range of one of EE's base stations, or if EE's base station is not transmitting for any reason, your Device may try to use another mobile network to connect the call to the emergency services. Depending on your Device, approximate location using certain location data may be provided to the emergency services. The EE Price Guide contains further information on any other restrictions on access to emergency services.</p> <p>Access to Emergency Services is not possible where BT has to suspend access to the EE Mobile Service due to (i) technical failure, modification or maintenance of the Mobile Network, (ii) upon instruction by emergency services or any government, regulatory or appropriate authority or (iii) where it is necessary to safeguard the integrity and security of the Mobile Network or to reduce fraud.</p> <p>The provision of caller location information is not specified in the terms but caller location is relayed to Emergency Services as required under General Condition 4 of the General Conditions. Caller Location Information is available directly from the Device except where you are using a signal boost device.</p>
9.2 (c): information on any other conditions limiting access to and/or use of services and applications (where such conditions are permitted under national law)	<p>This is covered in Paragraph 6.4 of the EE Mobile Schedule.</p> <p>The EE Mobile Service is provided to you on the basis that you comply with the Contract.</p>

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9.2 (d): details of the minimum service quality levels offered, namely the time for initial connection and any other quality of service parameters as directed by Ofcom	<p>Paragraph 6.4 of the EE Mobile Schedule covers information relating to service quality levels offered.</p> <p>In accordance with Paragraph 5.5.2 of the EE Mobile Schedule, all SIM Cards are supplied by BT pre-Connected. Quality of service parameters are not included in the terms, however customers can check coverage/service levels pre-sale and at any time during the EE Mobile Service through our coverage checker tools which can be found on our website and are used in pre-sale coverage discussions.</p>
9.2 (e): information on any procedures put in place by the undertaking to measure and shape traffic so as to avoid filling or overfilling a network link, and information on how those procedures could impact on service quality	<p>Fair use policies are put in place to avoid overfilling the network and can be found in the EE Price Guide and/or the relevant Solution Terms. Where necessary, other packages have a defined usage limit to avoid overfilling a network link. Fair use policies are incorporated by cross reference (see Paragraph 8.3.1 of the EE Mobile Schedule) and information on any relevant network controls are included in our network management help and support documents which can be found on our website.</p>
9.2 (f): the types of maintenance services and customer support services offered, as well as the means of contacting these services	<p>Support services that may be provided by BT are only provided for the specified Equipment or Devices and BT does not provide support for any other equipment (including without limitation Customer Equipment).</p> <p>Business Class Service is available to customers who meet the required eligibility criteria as set out in the EE Price Guide, details of which can be found at <a href="http://www.bt.com/terms">www.bt.com/terms</a>.</p> <p>Any support for Solutions can be found in the Solution Terms which can be found at <a href="http://www.bt.com/terms">www.bt.com/terms</a> and for certain other EE Mobile Services in the EE Price Guide.</p>
9.2 (g): any restrictions imposed by the provider on the use of terminal equipment supplied	<p>Devices are locked to the Mobile Network. The cost of unlocking (provided the Minimum Period of Service has been completed and all Charges have been paid) can be found in the EE Price Guide.</p>
9.2 (h): the Subscriber's options as to whether or not to include his or her personal data in a directory, and the data concerned	<p>You have the option to elect for their entire account to be included in the EE directory (or any equivalent directory) in Part 6 of the Order Form. If you elect during the Contract for your account to be included in the EE directory they may contact Business Customer Services to action this.</p>

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9.2 (i): details of price tariffs, the means by which up-to-date information on all applicable tariffs and maintenance charges may be obtained, payment methods offered and any difference in costs due to payment method	<p>Price tariffs are contained in the EE Price Guide and relevant Solution Terms. Such prices are updated from time to time. Any bespoke tariffs for you are set out in the Order.</p> <p>Payment methods are set out in Part 6 of the Order and differences in costs due to different payment methods can be found in the Additional Charges section of the EE Price Guide.</p>
9.2 (j): the duration of the contract and the conditions for renewal and termination of services and of the contract	<p>Clause 3.1 of the General Terms sets out the duration of the Contract.</p> <p>There are no conditions for renewal of the Contract as the Contract continues until it is terminated (or until the last remaining EE Mobile Service expires).</p> <p>Clauses 17 to 19 of the General Terms cover termination and Clause 20 of the General Terms and Paragraphs 6.3, 7.3 and 8.4 of the EE Mobile Schedule cover consequences of termination.</p>
9.2 (j)(i): any minimum usage or duration required to benefit from promotional terms	<p>Promotional terms and any minimum usage or duration required for benefits are covered in the EE Price Guide. Any specific bespoke promotional terms for you are set out in the Order.</p>
9.2(j)(ii): any charges related to portability of numbers and other identifiers	<p>You will not be charged for portability of numbers.</p>
9.2 (j)(iii): any charges due on termination of the contract, including any cost recovery with respect to terminal equipment	<p>Charges due on termination of the Contract are set out in Clause 21 of the General Terms and Paragraph 6.11 of the EE Mobile Schedule and any cost recovery relating to Equipment or Devices is covered in Paragraph 8.4.3 of the EE Mobile Schedule.</p>
9.2 (k): any applicable compensation and/or refund arrangements which will apply if contracted quality service levels are not met	<p>There is a process in place within Business Customer Services for failed or delayed porting. If you have issues with porting you should contact Business Customer Services.</p>

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9.2 (l): the means of initiating procedures for the settlement of disputes in respect of the contract	Clause 24 of the General Terms govern the procedures for the settlement of disputes in respect of the contract.
9.2 (m): the type of action that might be taken by the Communications Provider in reaction to security or integrity incidents or threats and vulnerabilities	Security measures against unauthorised or unlawful processing of Users' Personal Data and against accidental loss or destruction of or damage to Users' Personal Data is covered in Clause 14 of the General Terms and 6.1.3 or the EE Mobile Schedule.  In the event of a Personal Data security breach that affects you, BT will notify the relevant authorities and you in writing. A security breach of a Users' Personal Data does not give you the right to terminate the Contract.