



# Service Plan Add-Ons Solution Terms Annex to the EE Mobile Schedule

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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 STATEMENT OF REQUIREMENTS

This Solution does not require a Statement of Requirements.

### 2 THE SERVICE PLAN ADD-ONS SOLUTION

2.1 Your eligibility for the Solution is set out in the EE Price Guide.

### 3 CHARGES

3.1 EE will charge you a Subscription Charge for each Service Plan Add-On as follows:

3.1.1 **Data collection Service Plan Add-On:**

- (a) the Subscription Charges will be calculated by reference to the band which is applicable to your User base at the time of implementation; and
- (b) a Subscription Charge will be applied when you Order this Service Plan Add-On .

3.1.2 **Device customisation Service Plan Add-On:**

You will be charged the Subscription Charge each time you order an additional, replacement or upgraded Connection, SIM Card, Device or Equipment.

3.1.3 **Welcome Day Service Plan Add-On:**

You will be charged the Subscription Charge on a per Business Day basis at the commencement of the Solution.

3.1.4 **Device training days Service Plan Add-On:**

You will be charged the Subscription Charge on a per Business Day basis at the commencement of the Solution.

3.1.5 **Reporting Service Plan Add-On:**

You will be charged the Subscription Charge on a monthly basis for each report ordered.

3.1.6 **Mobility Manager support Service Plan Add-On:**

You will be charged the Subscription Charge for each hierarchy set-up or administrator training when you select this Service Plan Add-On.

### 4 YOUR OBLIGATIONS

4.1 You will (and will ensure that your Users will) meet your obligations set out in the Service Plan Add-Ons Solution Description.

4.2 If you have a reporting Service Plan Add-On, you will continue to benefit from and EE will continue to invoice you for the reporting Service Plan Add-On, until you terminate the reporting Service Plan Add-On.

4.3 If you are required under the Contract to provide information, assistance or access to BT to comply with BT's instructions, you will provide equal co-operation to BT's Affiliates, subcontractors and suppliers for this Solution.

### 5 THE END OF THE SOLUTION

5.1 The Minimum Term for each Service Plan Add-On is set out in the Initial Order or applicable Contract Change Note.

5.2 In addition to any other payments due from you under the Contract, you will pay EE the following Termination Charges in accordance with the Contract for ending the reporting Service Plan Add-Ons prior to the end of the Minimum Term: (Subscription Charges multiplied by the number of months remaining in the Minimum Term) minus five per cent.

## Part B – Defined Terms

### 6 DEFINED TERMS

In addition to the defined terms in the General Terms, EE Mobile Schedule, Orders and EE Price Guide, capitalised terms in these Solution Terms 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 these Solution Terms):

**“Mobility 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.

**“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.