



Mobile Voice VPN 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 INTRODUCTION

1.1 This Solution requires a Statement of Requirements.

2 THE MOBILE VOICE VPN SOLUTION

2.1 BT will install, maintain and support the Solution up to the Mobile Network Termination Point.

2.2 For Direct Access office Sites, BT will install further BT Equipment on its Sites.

2.3 You will connect and maintain the link between the Mobile Network Termination Point and the Voice SCP.

2.4 BT will install the Data VPN system or the Leased Line and implement the Solution approximately 12 weeks after the date BT agrees to provide the Solution to you.

2.5 BT may increase or reduce the timeframes for installation if the lead times on Data VPN systems or Leased Lines are reduced or increased by the relevant Leased Line suppliers and will notify you of any changes to installation timeframes.

2.6 BT may install the Leased Line and implement the remainder of the Solution at different times.

2.7 You will enter the BT IA code prior to making each call or re-programme the indirectly accessed office PBX to automatically set the BT IA Code as a prefix. Non-BT exchange lines at your Sites or small/home offices cannot support this access method.

2.8 You will purchase from BT or own the following items to receive the Solution:

2.8.1 an Ethernet Leased Line provided by BT (only required for Direct Access offices);

2.8.2 a BT Data VPN system which connects to the BT Ethernet Leased Line NTE on your Site; and

2.8.3 Voice SCP, including:

(a) Direct Access offices - a PBX which supports Q931 signalling and interfaces with a G.703 signal via an RJ48 connector to the Mobile Network Termination Point; and

(b) Indirect Access and small/home offices - BT exchange lines installed on each PBX site or Small/Home office from which you wish to make calls.

2.9 For this Solution, BT will always install a Leased Line which supports Ethernet. Title to the Leased Line does not pass to the User or you, but instead remains with the owner of the physical infrastructure.

2.10 You will supply and maintain at your own cost the configuration of the PBX or other Customer Equipment to route calls to the Mobile Network.

2.11 You may only change any of the Mobile Voice VPN number BT has assigned to you once in each month of this Solution.

3 CUSTOMER OBLIGATIONS

3.1 You will (and will procure that your Users will):

3.1.1 install, correctly configure and program at your cost the Customer Equipment to receive the Solution;

3.1.2 provide BT with exclusive use of BT Equipment and (where requested) NTE and DDF;

3.1.3 install, correctly configure and program the Voice SCP to provide a direct fully operational connection to the Mobile Network Termination Point; and

3.1.4 inform BT of any intention to modify or upgrade the Voice SCPs or any associated software or configuration in order for BT to consider potential compatibility issues.

3.2 BT may ask you to test product functionality following any software changes.

3.3 BT may ask you to assist in the completion of a configuration spreadsheet for this Solution which will be provided to you together with the Statement of Requirements. This spreadsheet does not form part of the Contract.

4 THE END OF THE SOLUTION

- 4.1 On termination or expiry of the Contract or this Solution:
- 4.1.1 BT will terminate any related contracts with its Leased Line and BT Equipment suppliers and will disconnect the Leased Line, BT Equipment and all other elements of the Solution;
 - 4.1.2 BT will recover any BT Equipment that it has installed on your Sites, relating to the Solution; and
 - 4.1.3 you will immediately disconnect your Voice SCP from the BT Equipment.
- 4.2 In addition to any other payments due to BT or EE under the Contract, you will pay EE the following Termination Charges in accordance with the Contract upon early termination of this Solution:
- Subscription Charges x the number of months remaining in the Minimum Term for this Solution*

5 TECHNICAL SUPPORT

- 5.1 If you subscribe to the Business Class Service, you will receive the Business Class Service support for this Solution in addition to or as amended by the terms set out in these Solution Terms and in the Solution Description.
- 5.2 Fault response times are calculated from the time BT has identified the source of the fault. BT will use reasonable endeavours to acknowledge the fault within 2 hours of you notifying BT of the fault.
- 5.3 BT will use reasonable endeavours to rectify faults within TTRS specified in the Mobile Voice VPN Solution Description.
- 5.4 TTRS is suspended while BT is waiting for your response or action, or that of your supplier.
- 5.5 BT will keep you informed of the progress in repairing the fault and of the estimated time of completion. TTRS ends when BT reports the system is fully restored.
- 5.6 Contact details for your First Line Support (as described in the Business Class Support Solution Description) will be set out in the Mobile Voice VPN Statement of Requirements. You will tell BT in writing of changes to your First Line of Support contact details. Contact details for BT are set out in the Business Class Support Solution Description.

6 SOLUTION RESTRICTIONS

- 6.1 For PBX originated emergency service calls, emergency services cannot be accessed using the Solution and BT accepts no responsibility whatsoever for the handling of emergency calls. On dialling an emergency services number (112 or 999) using the IA Code, a recorded message will be played directing the User to re-dial without dialling the IA Code.
- 6.2 For mobile phone originated calls, the Mobile Voice VPN Solution is a voice (plus SMS) only Service and will not support data calls.

Part B – Defined Terms

7 DEFINITIONS

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 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):

“Business Class Service” means BT’s Business Class Service for Large Business Customers the terms and conditions for which are set out in the BT Large Business Price Guide available on request from BT or at www.bt.com/terms.

“Data VPN system” means a standard BT Solution for connecting your Sites to the Mobile Network for the purpose of delivering Direct Access.

“Digital Distribution Frame” or **“DDF”** means equipment on your Sites which may physically connect the cable(s) from the Network Terminating Equipment to your Data VPN Customer Equipment.

“Direct Access” or **“DA”** means a method which uses BT supplied dedicated infrastructure to connect from your Sites to the Mobile Network in order to access the Solution.

“Ethernet Leased Line” means a Leased Line which supports Ethernet interfaces at either end.

“FWT or a Fixed Wireless Terminal” means a mobile phone like device that produces a dial tone and allows for the connection of landline type devices such as telephones, fax machines and computers.

“Indirect Access” or **“IA”** means a method which uses BT’s PSTN infrastructure to connect from your Sites to the Mobile Network to access the Solution using the BT Indirect Access code (a 5-digit prefix).

“Leased Line” means a point to point transmission link which delivers a fixed, symmetric bandwidth between its two end points. Each end of the Leased Line terminates on a Network Terminating Equipment, which supports one or more standard interfaces, to which a User may connect.

“Mobile Extension” means a mobile device (including a mobile SIM Card used in a FWT) which has been allocated a public or private number as part of your Mobile Voice VPN numbering plan.

“Mobile Network Termination Point” means physical point, a socket, at your Sites where responsibility and liability for support and maintenance of a Direct Access Mobile Voice VPN service passes from BT to you. You should insert the cable for your Voice SCP into this socket on the Data VPN Customer Equipment.

“Network Terminating Equipment” or **“NTE”** means the Equipment which physically resides at each end of a Leased Line, and which converts the bi-directional stream of information, as presented on a standard interface by you into the physical format necessary for transmission over the physical medium to the other end of the Leased Line.

“Private Branch Exchange” or **“PBX”** means your internal telecommunication equipment that handles voice communications.

“Service Connection Point” or **“SCP”** means your LAN equipment (**“Data SCP”**) or PBX (**“Voice SCP”**) connecting to the Mobile Network Termination Point to enable provision of the Solution to your Sites.

“Time to Restore Service” or **“TTRS”** means the elapsed time measured in hours between you reporting the fault to the BT support desk and the Solution being restored to full working condition, as further described. Any customer-owned system elements that need to be re-loaded or reset as a result of the failure of the Solution are not included in the definition of Time to Restore Service.