



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 By agreement with EE the number of small/home office extensions installed at your Sites can exceed the number of End Users. 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.

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

2.2.1 Voice PBX, including for 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.

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

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

2.5 You will ensure that each Frequently Called Number will have a UK geographic dialling code. Once you have nominated a Frequently Called Number, you may only change this number once per year. Frequently Called Numbers cannot originate preferential call rates.

3 Customer Obligations

3.1 You will (and will procure that your Users will) install, correctly configure and program at your cost the Customer Equipment to receive the Solution.

3.2 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 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 EE Price Guide for Large Business available on request from BT or at <https://ee.co.uk/business/small/help/terms-and-conditions/business-terms-and-conditions/>.

"EE Mobile Network" means the electronic communications systems through which EE provides the EE Mobile Service in the UK and any other type of communications system that may be provided by EE.

"Frequently Called Number" means a maximum of two locations which you configure for Indirect Access.

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

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

"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.