



# Managed MDM Solution Terms

## Annex to the EE Mobile Schedule

### Contents

A note on 'you' .....	2
Words defined in the General Terms.....	2
Part A – This Solution.....	2
1 Associated Services .....	2
2 Statement of Requirements.....	2
3 The Managed MDM Solution .....	2
4 Mobile Device Management Team Services .....	2
5 Your Obligations.....	3
6 Term and Termination .....	3
7 Technical Support .....	3
8 Confidentiality and Data Protection.....	3
9 Solution Restrictions .....	3
Part B – Defined Terms .....	5
10 Defined Terms.....	5



## 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 Associated Services

The Managed MDM Solution is dependent on you having the Mobile Device Management Solution.

### 2 Statement of Requirements

You must complete the Mobile Device Management Statement of Requirements prior to the provision of this Solution by BT.

### 3 The Managed MDM Solution

- 3.1 This Solution provides, where applicable, set up, support and in-life management for your Mobile Device Management Solution.
- 3.2 This Solution will not be available until BT reviews the completed Mobile Device Management Statement of Requirements and BT is satisfied that the Customer Equipment complies with the technical requirements for the operation of this Solution.

### 4 Mobile Device Management Team Services

- 4.1 BT will provide you with the following standard services as part of the Solution:
  - 4.1.1 Set-up of your Mobile Device Management Solution;
  - 4.1.2 In-life changes to your Mobile Device Management Solution. All changes need to be agreed and deemed acceptable by BT before they can be processed. The following changes are pre-agreed as being acceptable and can be made on request:
    - (a) Free apps available to download from the Playstore/App store deployed globally to the existing Device build or specific existing groups. For apps that will use the Device camera, you must also request that this is enabled as part of the change;
    - (b) Apply web page shortcuts to the Device home screen deployed globally to the existing Device build or specific existing groups; and
    - (c) Changes to policies and configurations that have already been set during the configuration of your Managed MDM Solution.
  - 4.1.3 If requested by you, OS updates can be withheld as part of the Solution for up to 90 days but will be deployed on the 91st day. It is your sole responsibility to test OS updates in readiness. Discreet application updates will be applied via the Playstore/App store and will not be controlled by BT.
  - 4.1.4 The Mobile Device Management Team ("**MDM Team**") is responsible for administration relating to lost or stolen Devices which are reported to them. This administration is completed on the Mobile Device Management Platform during MDM Team Hours of Business. If reporting a lost or stolen Device outside of MDM Team Hours of Business, you should contact the EE Service Desk. If replacement of a lost or stolen Device is required, the MDM Team will hand over to the EE Service Desk to fulfil the request.
- 4.2 Any other services requested by you are not provided as part of this Solution and may be purchased separately from BT by you.
- 4.3 The number of changes requested by you is restricted to 2 changes per month.
- 4.4 Change requests must be made by the named Customer Contact.
- 4.5 Any requests made by you for reporting must be discussed and agreed with the MDM Team.

#### Requesting a Change

- 4.6 The Customer Contact must email the MDM Team including the following information in the email:
  - 4.6.1 name of contact requesting the change;
  - 4.6.2 asset tag(s) of test Device(s) for initial deployment (if applicable);
  - 4.6.3 asset tag(s) of a pilot live Device(s);
  - 4.6.4 description of the change (e.g. name of app or link to shortcut, which group or groups the change will be applied to);
  - 4.6.5 preferred target date for the change to be made in test environment (if applicable); and
  - 4.6.6 preferred target date for the change to be made in live environment.



- 4.7 BT does not guarantee that the changes requested will be made by the preferred target dates specified by you. The MDM Team will endeavour to make the changes in accordance with the preferred target dates specified by you, however if unable to do so alternative dates will be agreed.
- 4.8 The following process will be handled via email between the MDM Team and the Customer Contact:
- 4.8.1 the Customer Contact will email the MDM Team with a formal request;
  - 4.8.2 the MDM Team will acknowledge the request and provide a support ticket;
  - 4.8.3 the change is assessed and, if acceptable, it will be deployed to your test Device to validate the build;
  - 4.8.4 the MDM Team will advise the Customer Contact that the change can now be tested;
  - 4.8.5 the Customer Contact will email the MDM Team to advise that the change has been tested/signed off on all Device/OS types;
  - 4.8.6 the MDM Team and the Customer Contact will agree date and time for live deployment;
  - 4.8.7 the Customer Contact will confirm sign off for the change and confirm acceptance to proceed to full live deployment;
  - 4.8.8 the MDM Team will deploy the change to all live Devices (with rollback contingency plan agreed if unsuccessful); and
  - 4.8.9 the support ticket will be closed.
- 4.9 If a User reports app crashes or device performance issues to your internal IT department and it is determined by your internal IT department that the issue relates to the build (and not the Device), the MDM Team will redeploy the build or app at the request of the Customer Contact. If redeploying an app or the entire build does not resolve the problem, the Customer Contact should contact the EE Service Desk to report the Device as faulty.

### 5 Your Obligations

- 5.1 You will nominate suitable member(s) of your staff to act as Customer Contact(s) who have the authority to contractually bind you on matters relating to this Solution and will notify such Customer Contact(s) to BT in writing before the Service Commencement Date. You will notify BT promptly in writing of any changes to the Customer Contact(s).
- 5.2 You will assist BT to define the set up required for the Managed MDM Solution by completing the Mobile Device Management Statement of Requirements which will capture a blueprint of your Managed MDM Solution configuration.

### 6 Term and Termination

- 6.1 BT will provide you with the Managed MDM Solution from the Service Commencement Date until you or BT terminate either:
- 6.1.1 the Managed MDM Solution in accordance with the terms of the Contract; or
  - 6.1.2 your Mobile Device Management Solution in accordance with the Mobile Device Management Solution Terms.
- 6.2 The Minimum Term applicable to this Solution is 24 months.
- 6.3 If you terminate this Solution or your Mobile Device Management Solution before the expiry of the Minimum Term, you will pay the Termination Charges. Such Termination Charges are in addition to any applicable Termination Charges that are payable by you under your Mobile Device Management Solution Terms.
- 6.4 You will pay BT the following Termination Charges in accordance with the Contract upon early termination of this Solution:
- 6.4.1 100% of the monthly charges for the remaining months in the Minimum Term for the Solution.

### 7 Technical Support

This Solution includes technical support as set out in these Solution Terms and the Mobile Device Management Solution Description.

### 8 Confidentiality and Data Protection

- 8.1 These terms are subject to the EE GDPR Processing Annex as may be updated from time to time: [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms). You acknowledge and agree that you are a Data Controller of any Personal Data processed by the Solution and that EE and/or its Sub-Processor are authorised to process such Personal Data.
- 8.2 Details of any third party supplier processing are set out in Mobile Device Management Solution Terms.
- 8.3 You warrant that it will at all times comply with all Data Protection Legislation

### 9 Solution Restrictions

- 9.1 Insurance propositions sold by or provided on behalf of BT, as described at [www.bt.com/terms](http://www.bt.com/terms), do not apply to this Solution.
- 9.2 Emergency services cannot be accessed using the Service and BT accepts no responsibility whatsoever for the handling of emergency calls. In the event that the emergency services number (112 or 999) is dialled with the IA Code, a recorded message will be played directing the User to re-dial without dialling the IA Code.



- 9.3 Subject to Clause 22.2 of the General Terms, BT will have no liability to you if the Solution, being an automated service, malfunctions due to factors beyond the reasonable control of BT or its third party suppliers (including due to a fault, delay or disruption in the telecommunications equipment or network availability, miss-use or malfunction of equipment or services).



## Part B – Defined Terms

### 10 Defined Terms

In addition to the defined terms in the General Terms, “EE” Mobile Schedule, Orders and “EE” Price Guide, capitalised terms in this Managed MDM 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 Managed MDM Solution Terms):

“**MDM Team**” has the meaning given to it in Paragraph 4.1.4.

“**MDM Team Hours of Business**” means Monday to Friday (excluding English Public Holidays) 08.00-17.30 hours.

“**Mobile Device Management Platform**” means the web portal for management of the Mobile Device Management Solution.

“**Mobile Device Management Solution**” means the Mobile Device Management Solution which is subject to the Mobile Device Management Solution Terms available at <https://business.bt.com/terms/> and the Mobile Device Management Solution Description.

“**OS**” means Operating System(s).