



# Annex for BT One Phone Coverage Solutions

1.1 Where the Service includes BT Signal Assist, Company Site Set-up, Company Site Extra, Network Expansion Extra or Network Relocation Extra the following additional Clauses will apply in addition to the:

- (a) Order Form;
- (b) BT Price List;
- (c) Annex for BlackBerry (where this is included in the Contract);
- (d) Annex for the BT One Phone Portal;
- (e) Annex for BT One Phone Call Recording Extra (where this is included in the Contract);
- (f) Annex for Private Voice Extra & Private Data Extra (where this is included in the Contract);
- (g) Service Schedule for BT One Phone Connect;
- (h) Conditions for BT Business Service.

## 2. General Description

2.1 The following options are available:

BT Signal Assist
Company Site Set Up
Company Site Extra
Network Expansion Extra
Network Relocation Extra

details of which are set out below.

## 3. BT Signal Assist

3.1 Where the Service includes BT Signal Assist, the following additional Clauses will apply:

3.2 BT Signal Assist comprises the provision of BT Signal Assist Equipment that plugs into the Customer's broadband to enhance the BT Mobile Network signal indoors within the Site in which it is installed. BT does not guarantee that installation of the BT Signal Assist Equipment will improve the BT Mobile Network signal throughout the Site.

3.3 The BT Signal Assist Equipment supports 4 concurrent voice calls or data sessions (or a mix of the two).

3.4 BT Signal Assist requires broadband speeds of at least:

downlink speed	uplink speed
1.5 Mbps	0.3Mbps

3.5 Devices used with the BT Signal Assist Equipment must be a compatible 3G or 4G Device.

3.6 The BT Signal Assist Equipment will only support calls over 3G and will be provided in "open mode". A device with an EE, T-Mobile or Orange SIM card within the range of the BT Signal Assist Equipment will be able to use the signal generated from the BT Signal Assist Equipment.

### BT Signal Assist – Service Start Date

3.7 Where BT Signal Assist is included in the Customer's Order Form, the Service Start Date applicable to the Contract will apply to BT Signal Assist. Where BT Signal Assist is added to the Contract at a later date, the Minimum Period will be 24 months and will commence on the date that BT delivers the BT Signal Assist Equipment to the Customer.

### BT Signal Assist – Customer Obligations

3.8 The Customer is responsible for:

- (a) preparing the Site in accordance with Clauses 2.4 (as amended by Clause 22.1 of the Service Schedule) and 2.5 of the Conditions to enable installation of the BT Signal Assist Equipment;
- (b) installing the BT Signal Assist Equipment in accordance with the documentation provided with the BT Signal Assist Equipment;
- (c) providing a suitable place and conditions for the BT Signal Assist Equipment in accordance with Clause 2.4 of the Conditions (as amended by Clause 22.1 of the Service Schedule);
- (d) registering the BT Signal Assist Equipment in accordance with instructions provided with the BT Signal Assist Equipment;

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- (e) ensuring that the Customer has broadband that is compatible with the BT Signal Assist Equipment. In addition to the speed limitations set out above, functionality of the BT Signal Assist Equipment may be impacted by modems or other systems used by broadband providers other than BT; and
- (f) notifying BT of any suspected or unauthorised use of the BT Signal Assist Equipment.

3.9 It is a condition of the Service that the Customer will provide BT with details of the location of the BT Signal Assist Equipment and keep BT updated with any changes to its location prior to the change in location.

3.10 The Customer acknowledges and agrees that:

- (a) the BT Signal Assist Equipment is dependent on the broadband connection, and interruptions affecting the Customer's broadband or power will impact the operation of the BT Signal Assist Equipment;
- (b) use of the BT Signal Assist Equipment will impact the data usage on the broadband connection; and
- (c) The BT Signal Assist Equipment will not be used in a way which damages or affects the operation of the BT Mobile Network.

## BT Signal Assist – Charges

3.11 The charges for BT Signal Assist are set out in Section 10d of the BT Price List or as amended via the Order Form, On Boarding Contract Amendment or any other agreed contract amendment document.

## 4. Company Site Set-Up, Company Site Extra, Network Expansion Extra and Network Relocation Extra

4.1 Where the Service includes Company Site Set-up, Company Site Extra, Network Expansion Extra and Network Relocation Extra the following additional Clauses will apply:

4.2 BT will provide to the Customer a voice and communication service using mobile wireless technology via a BT One Phone SIM Card within a Device or a Customer Handset ("Customer Handset") and On-Site Transmission Equipment to create a Dedicated Mobile Network.

4.3 Use of the Dedicated Mobile Network is dependent upon the compatibility of the Device or Customer Handset. The Customer is responsible for the settings applicable to the Device or Customer Handset and for Network selection.

4.4 The compatible Device or Customer Handset in which the BT One Phone SIM Card is installed will connect to the Dedicated Mobile Network and/or the BT Mobile Network and/or BT Wi-fi. Calls and data will be sent and received using the Network to which the BT One Phone SIM Card is connected.

## Dedicated Mobile Network

4.5 The Dedicated Mobile Network will provides the Customer with the ability to:

- (a) make and receive voice calls; and
- (b) send and receive information (including messaging services such as Texts, MMS or email or accessing information from the internet).

4.6 Where a Device or Customer Handset in which the BT One Phone SIM Card provided under this Contract is installed:

- (a) is in range of the On-Site Transmission Equipment it will connect to the Dedicated Mobile Network provided that it is enabled to do so;
- (b) is not in range of the Dedicated Mobile Network and/or is not enabled to connect to the Dedicated Mobile Network it will connect to the BT Mobile Network subject to coverage availability.

4.7 Where a call commences on the BT Mobile Network, it will continue on the BT Mobile Network even if the Device or Customer Handset in which the BT One Phone SIM Card is installed comes within range of the Dedicated Mobile Network.

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Once the Device or Customer Handset is connected to the Dedicated Mobile Network any future calls in range of the Dedicated Mobile Network will be made on the Dedicated Mobile Network.

4.8 Where a call commences on the Dedicated Mobile Network and the Device or Customer Handset in which the BT One Phone SIM Card is installed moves out of the range of the Dedicated Mobile Network, the call will be handed over to the BT Mobile Network, provided that the BT Mobile Network is available.

4.9 In order to provide the Dedicated Mobile Network, BT will:

- (a) visit the Site to conduct a survey (or surveys) of the Site;
- (b) produce a BT One Phone Coverage Plan; and
- (c) install BT Equipment at the Site.

Clauses 2.4 (as amended by Clause 22.1 of the Service Schedule for BT One Phone Connect) to 2.8 inclusive of the Conditions apply to site visits and installation of the On-Site Transmission Equipment.

4.10 The On-Site Transmission Equipment where it is provided in "open mode", allows a Device or Customer Handset in which the BT One Phone SIM Card is installed, or a device of a third party (in which a SIM card has been provided by BT under a contract for BT One Phone) that is within the range of the On-Site Transmission Equipment to use the signal generated from the On-Site Transmission Equipment.

4.11 The Customer is responsible for:

- (a) preparing the Site in accordance with Clauses 2.4 (as amended by Clause 22.1 of the Service Schedule) and 2.5 of the Conditions to enable installation of the On-Site Transmission Equipment;
- (b) allowing access to the Site in accordance with Clause 2.4 of the Conditions (as amended by Clause 22.1 of the Service Schedule) to enable BT to install the On-Site Transmission Equipment;

- (c) keeping the On-Site Transmission Equipment in accordance with Clause 2.4 of the Conditions (as amended by Clause 22.1 of the Service Schedule);

4.12 The Customer will not use the On-Site Transmission Equipment in any way which BT thinks may damage or affect the operation of the Network.

4.13 The ability of the Dedicated Mobile Network at a Site to support Subscriptions at the Site will be monitored by BT. Where the Customer:

- (a) anticipates a significant increase in Subscriptions at a Site temporarily or permanently; or
- (b) requires an increase in the number of Subscriptions at a Site,

the Customer will notify BT in writing and the process set out in Clauses 12.4 to 12.8 inclusive of the Service Schedule for BT One Phone Connect will apply.

4.14 Where in BT's reasonable opinion the Dedicated Mobile Network at a Site is unable to adequately support the number of Subscriptions at the Site, BT may request, via a contract amendment, that additional On-Site Transmission Equipment and/or other infrastructure is installed for which BT will levy a charge. Where the Customer refuses to agree to the variation to the Contract, BT may suspend the Service Level.

## Charges

4.15 BT's charges for the provision of the Dedicated Mobile Network and the associated Minimum Period is dependent upon which of the following Company Extras applies to the Contract:

Company Site Set-up;  
Company Site Extra;  
Network Expansion Extra;  
Network Relocation Extra;

Details of the charges and applicable Minimum Periods are set out in Section 10d of the BT Price List or as amended via the Order Form, On Boarding Contract Amendment or any other agreed contract amendment document

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4.16 Charges for calls made using the Dedicated Mobile Network are the charges applicable to calls made using the BT Mobile Network which are set out in Section 10d of the BT Price List Entry and the Order Form.

## Contract Amendment During the On Boarding Period

4.17 Where during the On Boarding Period:

- (a) BT considers it necessary, following a survey of the Site(s) to provide the Dedicated Mobile Network (wholly or partially) using non-standard methods incurring greater expense than is normal; or
- (b) the Dedicated Mobile Network is provided at greater expense to BT than is normal as a result of a request from the Customer; or
- (c) a change to the Contract is agreed between BT and the Customer,

The change will be documented in the On Boarding Contract Amendment.

4.18 The Customer must within 14 days of BT issuing the On Boarding Contract Amendment either:

- (a) sign the On Boarding Contract Amendment, which will upon signature by BT form part of the Contract; or
- (b) cancel the Contract, in which case BT will apply the charges set out in Clause 19.2 of the Service Schedule.

4.19 Where the Customer does not sign the On Boarding Contract Amendment or give notice of cancellation of the Contract within the 14 day period, BT may terminate the Contract in which case BT will, by way of compensation, charge BT's reasonable expenses incurred in getting ready to provide the Service and any usage charges incurred up to the date of cancellation.

## Contract Amendment After the On-Boarding Period

4.20 Where additional On-Site Transmission Equipment is required after expiry of the On Boarding Period the Customer will issue BT with a contract amendment request and BT will notify the Customer whether or not BT agrees to provide the additional On-Site Transmission Equipment and will issue a contract amendment which will include any special terms and conditions and the charges.

4.21 The Customer will within 14 days of BT issuing the contract amendment:

- (a) confirm their acceptance of the special terms and conditions and charges set out in the contract amendment by signing the contract amendment and returning it to BT. Upon signature of the contract amendment by BT, the contract amendment will form part of the Contract; or
- (b) give written notice of their rejection of the special terms and conditions and charges in the contract amendment. Where the Customer rejects the contract amendment the Customer may:
  - (i) withdraw the request to amend the Contract in which case BT will continue to provide the Service and will apply the charges applicable to the Contract before the request to amend the Contract was issued; or
  - (ii) terminate the Contract in accordance with Clause 19.3 of the Service Schedule in which case the charges in Clause 17.9 of the Service Schedule will apply.

- (c) where the Customer does not sign the contract amendment, withdraw the request or terminate the Contract as set out in Clause 4.21 of this Annex, within the 14 day period, BT may terminate the Contract in which case BT will, by way of compensation, charge the Customer the early termination charges stated in Clause 17.9 of the Service Schedule.

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4.22 In the period covered by Clauses 4.17 to 4.21 inclusive of this Annex, BT will continue to provide the Service and the Customer will pay the charges applicable to the Contract before the request to amend the Contract was issued.

## 5. General

5.1 The BT Signal Assist Equipment and/or On-Site Transmission Equipment

- (a) remain BT's property as set out in Clause 3.3 of the Service Schedule.
- (b) is only compatible with the BT Mobile Network and cannot be used with other telecommunication networks;

5.2 The Customer is responsible for:

- (a) compliance with Clause 2.8 of the Conditions where the BT Signal Assist Equipment and/or On-Site Transmission Equipment is removed.
- (b) notifying BT if it believes that the BT Signal Assist Equipment and/or On-Site Transmission Equipment or the Service is being used for fraudulent or illegal purposes.
- (c) ensuring that the BT Signal Assist Equipment and/or On-Site Transmission Equipment is not moved or modified in any way.

5.3 The Customer acknowledges and agrees that:

- (a) The BT Signal Assist Equipment and/or On-Site Transmission Equipment will only be used in the United Kingdom and in accordance with the guidelines, instructions and other specifications provided with the BT Signal Assist Equipment and/or On-Site Transmission Equipment as may be provided by BT from time to time;
- (b) BT and Ofcom may require access to the BT Signal Assist Equipment and/or On-Site Transmission Equipment to ensure that it is being used in accordance with Clause 5 of this Annex, has not been modified and is not causing or

contributing to undue interference with other radio equipment and will grant BT and Ofcom access; and

- (c) from time to time BT may access the BT Signal Assist Equipment and/or On-Site Transmission Equipment remotely in order to provide updates to the BT Signal Assist Equipment and/or On-Site Transmission Equipment;

5.4 BT retains the right to suspend Service to the On-Site Transmission Equipment and BT Signal Assist Equipment where there has been no activity on the On-Site Transmission Equipment or BT Signal Assist Equipment for three consecutive months. During any period of suspension, the Customer will not be able to use the On-Site Transmission Equipment or BT Signal Assist Equipment to make calls including emergency calls.

5.5 BT will terminate Service to the On-Site Transmission Equipment or BT Signal Assist where:

- (a) the On-Site Transmission Equipment or BT Signal Assist Equipment becomes permanently incompatible with the Network; or
- (b) there is a breach of this Contract; or
- (c) BT is directed to do so by Ofcom; or
- (d) the Customer's contract for access to the BT Mobile Network is terminated.

5.6 There may be circumstances when a BT One Phone SIM Card will not be able to make 999 or 112 emergency calls or, when a BT One Phone SIM Card is within the range of the BT Signal Assist Equipment or On-Site Transmission Equipment, when emergency organisations will not be able to automatically locate the correct geographic position of the BT One Phone SIM Card. BT recommends that the Customer:

- (a) makes alternative arrangements to cover circumstances such as a loss of mains electricity; and

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(b) maintains a primary fixed telephone line.

5.7 Where Service to the On-Site Transmission Equipment or BT Signal Assist Equipment is terminated under Clause 6 of the Conditions, Clause 19 of the Service Schedule or Clauses 4.17 to 4.19, 4.21 and 5.2 of this Annex, BT may on written notice request return of the On-Site Transmission Equipment or BT Signal Assist Equipment which will be at the Customer's expense or at BT's discretion, BT may recover the On-Site Transmission Equipment in which case the Customer will comply with the obligations set out in Clauses 2.4 (as amended by Clause 22.1 of the Service Schedule), 2.6 and 2.8 of the Conditions and Clause 20.2 of the Service Schedule.

5.8 Subject to Clause 6.5 of the Conditions, where Service to the On-Site Transmission Equipment or BT Signal Assist Equipment is terminated within the Minimum Period, the Customer may be liable for early termination charges as set out in Section 10d of the BT Price List or as amended via the Order Form, On Boarding Contract Amendment or any other agreed contract amendment document.

## 6. Amendments to the Service Schedule and Conditions

6.1 The following definitions are amended:

**APN** means the access point name given to the unique point (or points) at which the public network such as internet is connected within the Network.

**BT Equipment** means any equipment, including any Software, BT Signal Assist Equipment and On-Site Transmission Equipment, owned or controlled by BT and placed on the Site to provide the Service.

**BT Wi-fi** means BT's wireless data service that uses radio frequency to access a BT Wi-fi Site. Fixed line connections from the BT Wi-fi Site connect the Customer to the Network and then on to the internet or, if applicable, the Customer Network. This may also be referred to as BT Openzone or BT Fon.

**GSM Gateway** means a single point of access to the Network from another network using BT One Phone SIM Cards provided by BT and/or any facility enabling the making of automated calls or the sending of automated Text and data using BT One Phone SIM Cards provided by BT.

6.2 Clause 13.1 of the Service Schedule is amended as follows:

BT provides the Helpdesk for the reporting of faults in the BT Mobile Network, BT Signal Assist or Dedicated Mobile Network where applicable details of which and the Service Level that applies are set out in Section 10d of the BT Price List.

6.3 Clause 16.3 (e) of the Service Schedule is amended as follows:

(e) knowingly distribute malicious software or permit hacking or unauthorised modification of any Device, Software or of the Network.

6.4 Clause 18.1 of the Service Schedule is amended as follows:

BT may bar a BT One Phone SIM Card or SIM Cards preventing the Customer from making calls (other than to the emergency services), disconnect it from the Network or suspend the Service:

(a) if the Customer fails to comply with Clauses 3.3 and 3.4 of the Conditions, Clauses 3.4, 3.5 and 16.3 to 16.5 inclusive of the Service Schedule and Clauses 3.8 to 3.10, 4.11 to 4.13 and 5.2 to 5.3 inclusive of this Annex;

(b) in the event of loss or theft of the BT One Phone SIM Card or Device;

(c) if BT has reasonable cause to suspect fraudulent use of the BT One Phone SIM Card or Device; or

(d) upon instruction by emergency services or any other government, regulatory or appropriate authority.

6.5 Clause 18.2 of the Service Schedule is amended as follows:

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The Customer will pay an unbarring charge and, if applicable, a re-connection charge if the Service is temporarily barred and/or the BT One Phone SIM Card is disconnected from the Network for the reasons stated in Clause 18.1 of this Schedule. If BT has barred or disconnected the Service, BT will not re-provide it unless the Customer complies with the terms of the Contract or satisfies BT that the Customer will do so in future, or that the Service will not be used again in a way that is forbidden. BT may require the Customer to authorise a direct debit authority for the payment of such charges.

6.6 Clause 18.3 of the Service Schedule is amended as follows:

If BT bars the BT One Phone SIM Card, disconnects it from the Network or suspends the Service, the Contract will continue. The Customer will pay all charges until the Contract is ended by notice under Clause 6 of the Conditions (as amended by Clause 19.3 of this Schedule).

6.7 Where the Contract includes BT One Phone Connect with Company Site Set-Up, Company Site Extra, Network Expansion Extra and Network Relocation Extra – the notice period set out in Clause 19.3 of the Service Schedule is amended to three month's written notice to the other.

## 7. Definitions

In this Annex, unless the context requires otherwise, in addition to the defined terms set out in the Conditions and the Service Schedule, the Annex for BlackBerry (where this is included in the Contract) , the Annex for the BT One Phone Portal, the Annex for BT One Phone Call Recording Extra (where this is included in the Contract) and the Annex for Private Voice Extra & Private Data Extra (where this is included in the Contract) capitalised terms in this Annex will have the following meaning:

<b>BT One Phone Coverage Plan</b>	Means the plan setting out the coverage of the Dedicated Mobile Network and the location of the On-Site Transmission Equipment required to provide that
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	coverage.
<b>BT Signal Assist Equipment</b>	Means an On-site 3G Femto cell provided by BT under this Contract.
<b>Dedicated Mobile Network</b>	Means the on-site mobile network provided via the On-Site Transmission Equipment at the Site or Sites accessed via BT One Phone SIM Cards provided under this Contract.
<b>Network</b>	Means the BT Mobile Network and/or the Dedicated Mobile Network.
<b>On-Site Transmission Equipment</b>	Means an On-site base station(s), On-site 2G radio antennas and associated transmission provided by BT under this Contract.