



# BT Signal Assist

## Annex to the BT One Phone SME Schedule

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## A NOTE ON 'YOU'

'You' and 'your' mean the Customer.

## WORDS DEFINED IN THE GENERAL TERMS AND SCHEDULE

Words that are capitalised but have not been defined in this Annex have the meanings given to them in the General Terms or in the Schedule.

## Part A –BT Signal Assist

### 1 THIS ANNEX

- 1.1 The terms of this Annex apply in addition to the terms of the General Terms and the Schedule.
- 1.2 This Annex will apply where you have ordered BT Signal Assist, as set out in an applicable Order.

### 2 SERVICE SUMMARY

- 2.1 BT will provide you with BT Signal Assist, comprising the provision of Onsite Transmission Equipment that connects to your broadband line to enhance the Mobile Network signal within the Site.
- 2.2 A Minimum Term applies to BT Signal Assist.

### 3 ONSITE TRANSMISSION EQUIPMENT

- 3.1 Each piece of Onsite Transmission Equipment supports four concurrent voice calls or data sessions (or a mix of the two).
- 3.2 The Onsite Transmission Equipment requires:
  - 3.2.1 a download speed on your broadband of at least 1.5 Mbps; and
  - 3.2.2 an upload speed on your broadband of at least 0.3 Mbps.
- 3.3 The functionality and operation of the Onsite Transmission Equipment may be impacted by:
  - 3.3.1 modems or other systems used by broadband providers other than BT; and
  - 3.3.2 interruptions to your broadband or power.
- 3.4 You acknowledge and accept that:
  - 3.4.1 use of the Onsite Transmission Equipment will impact on:
    - 3.4.1.1 the data usage on the broadband connection; and
    - 3.4.1.2 any broadband usage charges that you incur using BT Signal Assist will be charged by BT under your contract for broadband and not as part of the Contract.
  - 3.4.2 BT does not guarantee that installation of Onsite Transmission Equipment will improve the Mobile Network signal throughout the Site.
  - 3.4.3 The Onsite Transmission Equipment requires a compatible 3G or 4G device.
  - 3.4.4 The Onsite Transmission Equipment will only support calls over 3G and will be provided in Open Mode.

## Part B – Service Delivery and Management

### 4 YOUR OBLIGATIONS

- 4.1 Throughout the provision of BT Signal Assist, you will:
  - 4.1.1 install the Onsite Transmission Equipment in accordance with the documentation provided with the Onsite Transmission Equipment;
  - 4.1.2 register the Onsite Transmission Equipment in accordance with instructions provided with the Onsite Transmission Equipment;
  - 4.1.3 ensure that you have broadband that is compatible with the Onsite Transmission Equipment; and
  - 4.1.4 provide BT with details of the location of the Onsite Transmission Equipment and keep BT updated with any changes to its location prior to the change in location.

## Part C – Defined Terms

### 5 DEFINED TERMS

In addition to the defined terms in the General Terms and the Schedule, capitalised terms in this Annex will have the below meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms, these defined terms will take precedence for the purposes of this Annex). BT has repeated some definitions in this Annex that are already defined in the General Terms. This is to make it easier for you to find the definitions when reading this Annex.

**“Open Mode”** means a setting that allows any device with a BT or EE SIM card, including those of a third party, within range of the Onsite Transmission Equipment to use the signal generated from the Onsite Transmission Equipment.

**“Schedule”** means the BT One Phone SME Schedule to the General Terms.