



# Annex to the Service Schedule for BT One Phone – BT Signal Assist

1. Where the Service includes BT Signal Assist the following Clauses will apply in addition to:

- (a) The Order Form (including the BT One Phone Coverage Plan and where applicable the Flexible Caller Line Identity (CLI) Extra – Order Form)
- (b) The BT Price List
- (c) The Annex for the BT One Phone Portal
- (d) The Annex for BlackBerry
- (e) The Annex for Call Recording Extra
- (f) The Annex for Onsite Mobile Network
- (g) The Annex for Private Voice Extra & Private Data Extra
- (h) The Annex for Onsite SIP Network
- (i) The Service Schedule for BT Business One Phone
- (j) The Conditions for BT Business Service

## 2. BT SIGNAL ASSIST DESCRIPTION

2.1 BT Signal Assist comprises the provision of On Site Transmission Equipment that plugs into the Customer's broadband line to enhance the BT Mobile Network signal indoors within the Site in which it is installed. BT does not guarantee that installation of the On Site Transmission Equipment will improve the BT Mobile Network signal throughout the Site. The On Site Transmission Equipment remains BT's property as set out in Clause 3.3 of the Service Schedule.

2.2 The On Site Transmission Equipment:

- (a) is only compatible with the BT Mobile Network and cannot be used with other telecommunication networks;
- (b) will only be used in the United Kingdom and in accordance with the guidelines, instructions and other specifications provided with the On Site Transmission Equipment or as may be provided by BT from time to time;
- (c) supports the number of concurrent voice calls or data sessions (or a mix of the two) set out in the table below:

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2.3 The On Site Transmission Equipment requires broadband speeds of at least:

	downlink speed	uplink speed
BT Signal Assist	1.5 Mbps	0.3Mbps

2.4 Devices used with the On Site Transmission Equipment must be a compatible 3G or 4G Device.

2.5 The On Site Transmission 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 On Site Transmission Equipment will be able to use the signal generated from the On Site Transmission Equipment

## 3. BT SIGNAL SERVICE START DATE

3.1 The Service Start Date for BT Signal Assist will be the date BT communicates its acceptance of the Customer's order for the Service. This applies irrespective of when the Customer starts to use BT Signal

## 4. CUSTOMER RESPONSIBILITIES

4.1 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) installing the On Site Transmission Equipment for BT Signal Assist in accordance with the documentation provided with the On Site Transmission Equipment;
- (c) providing a suitable place and conditions for the On Site Transmission Equipment in accordance with Clause 2.4 of the

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Conditions (as amended by Clause 22.1 of the Service Schedule);

- (d) compliance with Clause 2.8 of the Conditions where the On Site Transmission Equipment is removed;
- (e) registering the On Site Transmission Equipment in accordance with instructions provided with the On Site Transmission Equipment;
- (f) ensuring that the:
  - (i) Customer has broadband that is compatible with the On Site Transmission Equipment. In addition to the speed limitations set out above, functionality of the On Site Transmission Equipment may be impacted by modems or other systems used by broadband providers other than BT; and
  - (ii) On Site Transmission Equipment is not modified in any way.
- (g) notifying BT of any suspected or unauthorised use of the On Site Transmission Equipment.

4.2 It is a condition of the Service that the Customer will provide BT with details of the location of the On Site Transmission Equipment and keep BT updated with any changes to its location prior to the change in location.

4.3 The Customer will notify BT if it believes that the On Site Transmission Equipment or the Service is being used for fraudulent or illegal purposes.

4.4 The Customer acknowledges and agrees that

- (a) BT and Ofcom may require access to the On Site Transmission Equipment to ensure that the On Site Transmission Equipment is being used in accordance with this Clause 4, 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

- (b) from time to time BT may access the On Site Transmission Equipment remotely in order to provide updates to the On Site Transmission Equipment;

- (c) the On Site Transmission Equipment is dependent on the broadband connection, and interruptions affecting the Customer's broadband or power will impact the operation of the On Site Transmission Equipment;

- (d) use of the On Site Transmission Equipment will impact the data usage on the broadband connection; and

- (e) The On Site Transmission Equipment will not be used in a way which damages or affects the operation of the BT Mobile Network.

### 5. SUSPENSION AND TERMINATION

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

5.2 BT will terminate Service to the On Site Transmission Equipment where:

- (a) the On Site Transmission Equipment becomes permanently incompatible with the BT Mobile 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.

- (f) Where Service to the On Site Transmission Equipment is terminated under this Clause, BT may on written notice request return of the On Site Transmission Equipment which will be at the Customer's expense. Where Service to the On Site Transmission Equipment is terminated under this Clause within the Minimum Period, the Customer may be liable for early termination

charges as set out in the BT Price List or the Charges Schedule (where one is provided).

### **6. DEFINITIONS**

6.1 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, the Annex for the BT One Phone Portal, Annex for Call Recording Extra; the Annex for Onsite Mobile Network, and the Annex for Private Voice Extra & Private Data Extra capitalised terms in this Annex will have the following meaning: