

Solution Terms for Service Add-Ons Solution



1. Interpretation

1.1 The Service Add-On Solution (referred to in these Solution Terms as Service Add-Ons or the Solution) is provided in accordance with the Customer's Agreement with EE.

1.2	Solution Description	The 'Service Add-Ons Solution Description' forms part of these Solution Terms.
1.3	Statement of Requirements	A Statement of Requirements is not required for this Solution.

2. Service Add-Ons – the Solution

2.1	Eligibility for Service Add-Ons	Eligibility for Service Add-Ons is detailed in the EE Price Guide for Large Business.
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3. Charges

3.1	The Charge for Service Add-Ons	Each Service Add-On attracts a Subscription Charge – depending on the Add-On selected this may be a one-off Charge, a monthly Charge or a periodically re-occurring Charge as detailed below.
3.2	Charge for Data Collection	The Charge for this Add-On will be assessed on the band under which the Customer's User base falls at the time of implementation. The Subscription Charge for Data Collection is levied whenever this Add-On is ordered (usually at commencement of the Agreement or whenever a major change of the Customer's fleet is taking place).
3.3	Charge for Device Customisation	The Subscription Charge is levied each time the Customer orders this Add-On for an additional, replacement or Upgraded Connection, SIM Card or Device.
3.4	Charge for Welcome Day	This Charge is levied on a per man day (assumes a seven and a half hour working day) basis at the commencement of the Solution.
3.5	Charge for Reporting	The Subscription Charge is levied on a monthly basis for each report ordered.
3.5	PTP Report - Account Reporting Divisional	It is a requirement that the Customer has and maintains a PTP Report Group Add-On in order to take a PTP Report - Divisional Add-On(s).
3.7	Charge for Hierarchy Set-Up	The Subscription Charge is a one off Charge levied whenever the Customer selects this Add-On.
3.8	Administrator Training	The Subscription Charge is a one off Charge levied whenever the Customer selects this Add-On.
3.9	Charge for Device Training Days	This Charge is levied on a per man day (assumes a seven and a half hour working day) basis at the commencement of the Solution.

4. Customer Obligations

4.1	Customer obligations	The Customer shall (and shall procure that its Users shall) meet the obligations set out in the Solution Description.
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5. Term and Termination

5.1	Term for Service Add-Ons	The Minimum Connection Period for each Service Add-On is detailed in the Commercial Terms.
5.2	Termination Charges for Service Add-Ons.	Termination Charges shall only apply to the Reporting Add-Ons as detailed below: Customer shall pay EE the following Termination Charges in accordance with the Agreement upon early termination of each Add-On: (Subscription Charges x number of months remaining in the Minimum Connection Period for the Service Add-On) – 5%)



6. Confidentiality and Data Protection

6.1	Data Controller	The Customer acknowledges and agrees that it is a Data Controller solely in respect of any Personal Data processed pursuant to the Data Collection feature detailed in this Solution, that EE and/or its third party supplier(s) are authorised to process such Personal Data in order to meet EE's obligations arising under this or any other Solution which it has entered into, and that Customer has sufficient End User consent to enable them to process such Personal Data.
6.2	Confidentiality and Security	In providing the Solution, EE and/ or its third party supplier may have access to Customer's and/or Users' Personal Data for which the Customer is the Data Controller and EE will ensure that it and its third party supplier shall: a. observe the confidential nature of such information on terms that are no less onerous than those that apply to EE under the Agreement or Solution; b. process such Personal Data only for the purposes of providing the Solution to the Customer; c. apply appropriate technical and organisational measures to safeguard against any unauthorised access, loss, destruction of or damage to such Personal Data.