

Solution Terms for Mobile Voice VPN

(formerly known as Orange Wirefree Extension and OWE)



1. Interpretation

1.1 The Mobile Voice VPN Solution (referred to in these Solution Terms as "**Mobile Voice VPN**" or the "**Solution**") is provided in accordance with the Customer's Agreement with EE.

1.2	Solution Description	The Mobile Voice VPN Solution Description forms part of these Solution Terms.
1.3	Statement of Requirements	The parties must agree the Mobile Voice VPN Statement of Requirements prior to provision of this Solution by EE. This document forms part of these Solution Terms.

2. Definitions

Direct Access (DA)	A Method which uses EE supplied dedicated infrastructure to connect from Customer's premises to the EE network in order to access the Solution. The default arrangement for providing this connection is an EE Data VPN system. By exception, this may be provided using a dedicated 2Mbit/s TDM leased line.
Data VPN system	A standard EE Solution for connecting a Customer's premises to the EE network for the purpose of delivering Direct Access. Data VPN can utilise a range of different transmission bearers (Leased Lines, Internet connection via Broadband etc.) connected in a variety of different resilience arrangements. At the Customer's premises, the Data VPN system will terminate on a Data VPN CPE router which supports a range of different traffic interfaces and acts as the demarcation point (EE Network Termination Point) between the EE network and the Customer's network.
Digital Distribution Frame (DDF)	Equipment on the Customer premises which may be used to physically connect the cable(s) from the NTE to the Data VPN CPE.
EE Network Termination Point	Physical point at Customer premises where responsibility and liability for support and maintenance of a Direct Access Mobile Voice VPN service passes from EE to Customer. This physical point corresponds to the socket on the Data VPN CPE into which the cable to the Customer's Voice SCP is inserted.
Indirect Access (IA)	A Method which uses BT's PSTN infrastructure to connect from Customer premises to the EE network to access the Solution using the EE Indirect Access code (a five digit prefix).
Leased Line	A point to point transmission link which delivers a fixed, symmetric bandwidth between its two end points. Each end of the Leased Line terminates on a NTE, which supports one or more standard interfaces, to which a User may connect. For the Mobile Voice VPN Solution, EE will always install a Leased Line which supports Ethernet interfaces – hence the term 'Ethernet Leased Line'. Title to the Leased Line does not pass to the User or the Customer, but instead remains with the owner of the physical infrastructure.
Mobile Extension	A mobile device (including a mobile SIM Card used in a FWT) which has been allocated a public and/or private number as part of the Customer's Mobile Voice VPN numbering plan.
Network Terminating Equipment (NTE)	The equipment which physically resides at each end of a Leased Line, and which converts the bi-directional stream of information, as presented on a standard interface by the Customer into the physical format necessary for transmission over the physical medium to the other end of the Leased Line.
Private Branch Exchange (PBX)	Customer's internal telecommunication equipment that handles voice communications
Service Connection Point (SCP)	Customer's LAN equipment ('Data SCP') and/or PBX ('Voice SCP') connecting to the EE Network Termination Point to enable provision of the Solution to Customer's premises.
Business Class Service	EE's Business Class Service for Large Business Customers the terms and conditions for which are set out in the EE Large Business Price Guide available on request from EE or at www.ee.co.uk/business/terms .

3. Mobile Voice VPN – the Solution

3.1	Direct Access offices	<ol style="list-style-type: none"> EE will install, maintain and support the Services with responsibility terminating at the EE Network Termination Point. For Direct Access office sites EE shall further install equipment on its own premises that provides the Solution for the Customer. Customer is responsible for connecting and maintaining the link between EE Network Termination Point and Voice SCP. Installation of Data VPN system and/or Leased Line together with implementation of the Solution takes approximately 12 weeks from the date EE agrees to provide the Solution to the Customer. EE may increase or reduce the timeframes for installation if lead times on Data VPN systems/Leased Lines are reduced or increased by relevant Leased Line suppliers and will notify Customer of any changes to installation timeframes. Installation of Leased Line and implementation of remainder of the Solution may occur at different times.
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3.2	Indirect Access and Small/Home offices	By agreement with EE the number of Small/Home office extensions installed at the Customer's premises can exceed the number of EE Devices used by the Customer. The Customer must enter EE IA Code prior to making each call or re-programmes the indirectly accessed office PBX to automatically set the EE IA Code as a prefix. Non-BT exchange lines at Customer's premises or Small/Home offices cannot support this access method.			
3.3	Solution Requirements	The following items are needed for the Customer to receive the Solution:			
a.		Customer to purchase from EE:	i.	Ethernet Leased Line (only required for Direct Access offices): A Leased Line which supports Ethernet interfaces at either end.	
			ii.	Data VPN system which connects to the Ethernet Leased Line NTE on the Customer's premises.	
	b.	Customer to supply and maintain at its cost:	Voice SCP:	i.	Directly Access offices - a PBX or Key System which supports Q931 signaling and interfaces with a G.703 signal via an RJ48 connector to the EE Network Termination Point.
				ii.	Indirect Access and Small/Home offices - BT exchange lines installed on each of its PBX sites or Small/Home offices from which it wishes to make calls; and/or
			Configuration:	iii.	Configuration of PBX or Key System or other Customer Equipment to route calls to the EE Network.
3.4	Mobile Voice VPN Extension	The Customer may only change a chosen Mobile Voice VPN number once per month of this Solution.			

4. Customer Obligations

4.1	Customer obligations	The Customer shall (and shall procure that its Users shall): a. ensure at its cost that Customer Equipment is installed, correctly configured and programmed to receive the Solution; b. provide EE with exclusive use of Installed Equipment and (where requested) NTE and DDF; c. install, correctly configure and program the Voice SCP to provide a direct fully operational connection to the EE Network Termination Point; and d. inform EE of any intention to modify or upgrade the Voice SCPs or any associated software or configuration in order for EE to consider potential compatibility issues. EE may ask for testing of product functionality following any software changes.		
4.2	Configuration Spreadsheet	The Customer may be required to assist EE in the completion of a configuration spreadsheet for this Solution. This spreadsheet does not form part of the Customer's Agreement with EE.		

5. Term and Termination

5.1	Termination	On termination or expiry of the Agreement or this Solution: a. EE will terminate any related contracts with its Leased Line and Installed Equipment suppliers and will disconnect the Leased Line, Installed Equipment and all other elements of the Solution; b. EE will recover any equipment that it has installed on the Customer's premises, relating to the Solution. c. Customer must immediately disconnect their Voice SCP from the Installed Equipment; and If the Solution is terminated prior to the expiry of the agreed Minimum Connection Period for this Solution, the Customer shall pay the Termination Charges specified in these Solution Terms.		
5.2	Termination Charges	Customer shall pay EE the following Termination Charges in accordance with the Agreement upon early termination of this Solution: Subscription Charges x number of months remaining in the Minimum Connection Period for this Solution.		

6. Technical Support

6.1	Eligibility for Support	This clause 6 only applies where the Customer is eligible for Business Class Support. If the Customer meets the eligibility criteria set out in the Business Class Support Solution Terms, Business Class Support applies to this Solution in addition to or as amended by the terms set out below and in the Solution Description.		
6.2	Fault acceptance	Fault response times commence from the time a fault has been properly notified to EE by the Customer and EE has identified the source of the fault (EE will use reasonable endeavors to accept the fault within		

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		2 hours of notification of the fault by the Customer).
6.3	Times to Restore Service (TTRS)	EE will use reasonable endeavours to rectify faults within TTRS specified in Solution Description. TTRS will be suspended whilst EE is awaiting the Customer's response or action, or that of a Customer supplier. EE will keep the Customer informed of any changes to the fault response timescales and TTRS ends when EE reports the system is fully restored.
6.4	Contact details	Contact details for the Customer's First Line Support (as described in the Business Class Support Solution Description) shall be set out in the Mobile Voice VPN Statement of Requirements and changes shall be promptly notified to EE in writing. Contact details for EE are set out in the Business Class Support Solution Description.

7. Solution Restrictions

7.1	Emergency Calls	Emergency services cannot be accessed using the Solution and EE accepts no responsibility whatsoever for the handling of emergency calls. In the event that the emergency services number (112 or 999) is dialed with the IA Code, a recorded message will be played directing the User to re-dial without dialing the IA Code.
7.3	Voice Only	The Mobile Voice VPN Solution is a voice (plus SMS) only Service and will not support data calls.