

SERVICE ADD-ONS

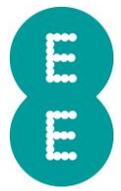
SOLUTION DESCRIPTION





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1. Introduction

This Solution Description forms part of the Customer's Agreement with EE. Words and expressions used in this document shall, unless the context requires otherwise, have the meaning given to them in, and be interpreted in accordance with, the Agreement.

Businesses are increasingly mobilising their workforce to gain the benefits of flexible working, including cost savings from fixed infrastructures, better utilisation of downtime and improved work life balance. Mobile technologies play a crucial part in this, as they enable staff to work from anywhere, at any time.

EE provides the Business Class Service as an inclusive benefit to business customers. To support eligible Customers requiring a greater level of support and customisation with deploying and managing mobile technologies, EE offers Service Add-Ons which are described in this document. EE also offers bundles of Service Add-Ons which can be found in separate Solutions description documents see: Tailored Set Up and Tailored End to End.

2. What You Get With Service Add-Ons

Customers may select to purchase individually priced standalone Service Add-Ons (Add-Ons) from the following:

- Data Collection – the details of this Service element are described in clause 3 below.
- Device Customisation Services – the details of this Service element are described in clause 4 below
- Welcome Day - the details of this Service element are described in clause 5 below.
- Reporting – the Customer has two options under this Add-On - the details of this Service element are described in clause 6 below.
- Mobile Manager support - the details of this Service element are described in clause 7 below.

3. Data Collection

Where a Customer has selected the Data Collection Add-On, EE offers a User Data collection service providing the following features:

- EE will build an online questionnaire to collate the User information required for the implementation of the Service and any additional information that the Customer may want.
- EE will provide the Customer with a link to the E-survey questionnaire to enable the Customer to send it out to their Users.
- EE can, at the Customer's request, provide a SMS reminder service to prompt Users to complete the questionnaire.
- EE will provide the Customer with the completed User database and a report on the responses from the data collection service of the E-questionnaire survey.

Customisation of the questionnaires, Data Collection timescales and other details are finalised between EE and the Customer during the implementation phase.

It is the Customer's responsibility to provide EE with contact details for all Users for the E-questionnaire survey and reminder service, to validate the information of the User database and provide EE with any outstanding information to enable EE to complete the implementation. If the Customer is unable to provide the required information within the agreed timescales, this may impact EE's ability to implement the Service.



4. Device Customisation Services

Where a Customer has selected this Add-On, the Customer will receive their Devices pre-configured to their choice of settings selected from the options available.

EE offers customers a choice of Device Customisation tiers so that we can meet any individual requirement. Each tier allows a number of tasks from the list below to be completed per device, as per the table below:

	NUMBER OF TASKS INCLUDED (from the list below)	PRICE (per device)
TIER 1	2	£5.00
TIER 2	5	£15.00
TIER 3	Unlimited	£45.00

The standard tasks available under this Add-On are:

- **SIMs Inserted Into Devices & battery and backs fitted** – Devices are delivered to the Customer with SIMs and batteries pre-inserted, and backs fitted
- **Apply screen protectors** = EE applies customer-purchased screen protectors to the Devices
- **Embed Customer Logos** - EE programs logos as provided by the Customer onto the Devices (on screen);
- **Application download** – EE pre-installs the Customer's choice of applications onto the Device. The Customer's choice of applications have a direct impact on the price level of this Add-On;
- **Customer's email and software settings** - EE programs email and software settings as provided by the Customer onto the Devices, including APN settings, applications and email pre-configuration;
- **Company phonebook & pre-programmed numbers** – EE programs the Customer's company phonebook and any other telephone numbers provided by the Customer onto the Devices (up to a maximum of 100 numbers). These will be standard pre-programmed numbers across the Customer's fleet and no individual Device programming is included in this feature;
- **Restricted dialling** – where restricted dialling Devices are selected by the Customer, EE programs the numbers to which the Users are allowed to make calls on these Devices (up to a maximum of 10 numbers). Any changes to these numbers after the Device has been delivered are to be managed by the Customer;
- **Speed dialling** – EE programs the speed dial numbers as provided by the Customer onto the selected Devices (up to a maximum of 8 numbers).
- **Setting PIN 2** – EE replaces the PIN 2 default settings by programming new PIN1 and PIN2 codes as chosen by the Customer on the selected Devices.
- **Asset management tracking** – EE labels each Device with the asset number provided by the Customer and provides the Customer with the database of Devices and corresponding asset numbers.
- **Customised Literature added** - EE provides supporting documentation with the Devices including information on SIM activation and use of the Service. In addition, the Customer may request for additional information to be included to support the Users, such as the IT settings captured for the Customised Helpdesk at implementation and details on the Customer's IT policy, as well as co-branding of the documentation.
- **Additional hardware added** – EE adds customer-purchased hardware to Devices before they are delivered

The number of options chosen from the list above will affect the Charge for this Add-On. This will have been discussed and agreed with the Customer before the Customer contracts for this Solution.



Device Customisation details and timescales are finalised between EE and the Customer in the implementation phase.

Some bespoke settings can be provided for a number of user groups within the Customer's fleet but these will be limited. If the Customer identifies a need for these, EE will advise the Customer during the implementation phase as to the number of these that can be provided to the Customer.

Some of the settings require a pilot test phase and sign off from the Customer prior to completing the order, for example where the Customer supplies a logo where the font, size or format may require some modification to work on a Device. EE may not be able to accurately replicate all of the Customer's branding, logos, fonts etc. In such circumstances the Customer shall agree to either accept a close approximation or shall agree to waive that customisation request.

It is the Customer's responsibility to provide EE with:

- accurate information on their choice of settings for Device Customisation; and
- the required information for the selected Device Customisation option (for example: phonebook details, speed dialling numbers);
- the required logos, designs, copy and branding detail necessary for the selected Device Customisation option within the timescales and in the format that is required by EE to meet the delivery timescales. Any delay in the provision of these requirements will result in a corresponding delay of the delivery of the affected Devices or Devices will be delivered without any of the affected Device Customisation.

Device Customisation can be provided on most EE branded and supplied Devices and is likely to be applicable to most future Devices. Some specialist Devices may place particular constraints on the Services that can be provided.

EE is unable to provide Device Customisation on iPhone and certain other Devices due to the manufacturer's restrictions, with labelling of Device boxes available only. EE will advise the Customer on any further limitations on the options available on certain Devices and on the Devices affected at implementation.

5. Welcome Day

Where the Welcome Day Add-On has been selected the Customer will benefit from the following features

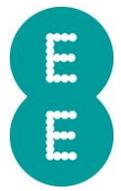
- Supporting the delivery and distribution of Devices to Users, by providing 1 man day of rollout support at the Customer's premises, providing the following:
 - copying contacts from the User's existing SIM or Device onto the new SIM or Device;
 - providing Users with advice on using EE's products and services to maximise their value;
 - set up of the User's Smartphone, including registration and email set up;

6. Device Training Days

Where a Customer has selected the Device Training Day Add-On, the Customer will be provided with one specialist trainer on the Customer's chosen site for a full day. The Customer will choose from the following training formats prior to the training day:

- Foyer Day Format – informal sessions where Users can visit a stand to get advice and demonstrations on using their Device from the trainer at their convenience; or
- Classroom Training Format –pre-arranged sessions lasting between 20-60 minutes for small groups of Users to cover using their Devices including a 'tips & tricks' section; or
- VIP Format – pre-arranged short sessions (for example 10-20 minutes) on a one-to-one basis at the User's desk to cover using their Devices including a 'tips & tricks' section.

The Training Day will cover most of the then-current operating systems and Devices which the Customer operates. Exceptions will be discussed before the Customer takes the Add-On.



7. Reporting

EE offers three Reporting Add-Ons:

- Billing Insights Advanced;
- Weekly Insights; and
- Performance Tracker Plus (PTP) Report) which is sub-divided into two further options: Group and Divisional. The Divisional option is only available if the Customer has selected the Group option.

7.1 Billing Insights Advanced

EE will provide the Customer with:

- a monthly billing report, which sets out details of all usage on the Customer's account;
- a monthly management report, consisting of:
 - a breakdown of all Charges;
 - duration of calls and number of calls made;
 - call and data traffic volumes across all Users;
 - usage trends;
 - a summary of Roaming usage; and
 - itemisation of all premium rate calls, directory calls and texts.
- Customer branding on all reports;
- tailored billing content and layout, as agreed between the parties;
- all reports via email within three days of the billing information being made available on Mobile Manager or the Mobility Manager Portal;
- invoice summaries (excluding itemisation) for the previous 24 months, available on a self- service basis and accessible via Mobile Manager or the Mobility Manager Portal;
- itemised invoice summaries for the previous 12 months, available on a self- service basis and accessible via Mobile Manager or the Mobility Manager Portal; and
- a managed billing helpdesk for general billing queries.

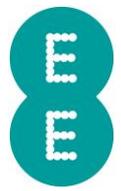
7.2 Weekly Insights

EE will provide the Customer with:

- a weekly report, consisting of:
 - a breakdown of weekly data and international voice charges;
 - weekly data traffic volumes across all Users;
 - weekly international call traffic volumes across all Users;
 - call duration details; and
 - a summary of Roaming data and voice usage (including incoming and outgoing traffic) for the previous four weeks.
- all reports via email and password protected, sent to up to three nominated contacts;

The Customer:

- will contact the report sender if they require a password reminder;
- will contact the report sender to add or remove recipients of the report;
- will refer to their online billing tools or select a monthly Billing Insights Advanced report if they require detailed billing analysis;
- may update their Services following information received from their report, by contacting customer services; and
- will verify if an employee is using too much data by also checking their monthly invoice, as data usage details set out in their report may span across two billing periods.



The report will not include:

- UK voice calls;
- directory calls
- premium rate calls;
- texts; and
- picture messaging.

7.3 PTP Report

Where the PTP Report Add-On has been selected the Customer will benefit from the following features:

- tracking of EE's Service performance and the Customer's account activity and usage;
- provision of management information on the following:
 - Base activity, including volume of Connections and Disconnections on the account
 - Details of the types of Devices in use by the Customer
 - Equipment replacements, including breakdown by User
 - Helpdesk
 - Device barring, including breakdown by User and reason
 - Roaming, including breakdown by geographical area
 - Top ten Users, including breakdown by call usage and charges, data usage and charges, SMS usage volume and charges and roaming usage and charges
 - Data usage, including breakdown by User
 - Device activity in the last 180 days from the date EE runs the report, including breakdown by last usage and inactive devices
 - Equipment spend information, including volume of Equipment ordered

This management information can be provided at two levels of detail depending on the Service selected:

- **PTP Report Group** – this report provides summary information across the accounts the Customer has elected to set up. This could represent different subsidiaries within a group company or departments within one company.
- **PTP Report Divisional** – this report provides detailed reporting within each account the Customer elected to set up.

8. Mobile Manager Support

Mobile Manager Support offers two Add-Ons: Hierarchy Set-Up and Administrator Training.

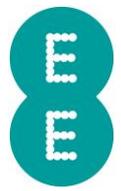
Hierarchy Set-Up - Where the Customer has selected the Mobility Manager Hierarchy Set-Up Add-On EE provides the Customer with a built cost centre hierarchy based on its specific set up for use within Mobile Manager.

It is the Customer's responsibility to provide EE with the up-to-date and accurate information required to build the hierarchy and to support EE with any further details necessary to complete the Hierarchy Set-Up. Updates and revisions of the Hierarchy in-life are the responsibility of the Customer unless the Customer selects another Hierarchy Set-Up Add-On to cover a further update.

Administrator Training - there are two options under the Administrator Training for Add-On: the Web Conference option or the Face to Face option.

EE will provide these sessions on the use of the online billing tools to the Customer's in house training team or other personnel nominated by the Customer, enabling them to deliver on-going training to other members of the Customer's staff as required.

Where the Administrator Training Web Conference Add-On has been selected the Customer will receive One Web conferencing Administrator session of up to an hour.



Where the Administrator Training Face to Face Add-On has been selected the Customer will benefit from face to face session at a time and location agreed between EE and the Customer.

Scheduled sessions can be cancelled with 24 hours prior notice and rescheduled at no extra Charge. Any cancellations with less than 24 hours' notice which the Customer wishes to re-schedule will incur an additional cost

9. The Customer's Role and Responsibilities

To deliver and support Service Add-Ons requires the co-operation and assistance of the Customer. These are detailed in the Business Class Service description but are re-iterated below:

- The nomination of suitable points of contact for the administration of all aspects of the account;
- The provision of an internal IT and technical help desk to provide first line support to the Customer's Users available during sufficient hours to allow EE to meet any Service obligations described herein;
- Provide sufficient and detailed information to enable EE to carry out root cause analysis and any follow up information that is reasonably required
- Respond to any requests from EE for information in a timely manner;
- Cascade any EE service notices to the appropriate Users in a timely manner;
- Assisting EE with the identification and diagnostics of service related faults;
- To follow (and ensure their Users follow) agreed processes for
 - the reporting and escalation of service-affecting Incidents;
 - the management of the Services, Solutions and Equipment
- Participate in any regular reviews held by the Account Development Contact to review the account and provide feedback, including:
 - Performance compliance
 - Service development opportunities
 - Technical issues
 - Planned maintenance
 - Network improvements
 - Service improvements
 - Exception reporting
 - Communication
 - Feedback through EE's Scorecard
 - Business benefits from EE's network and services
- Notifying EE at least 5 Working Days in advance of any planned works that the Customer will carry out that will or may affect the operation of the Services. Customer to give EE at least 5 working days' notice of any planned works that will or may affect operation of the Service. EE may suspend the Service during the planned works where it reasonably considers the works to be of a nature that may affect or compromise the performance of the Network.

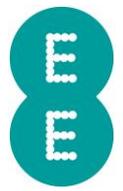
This document has also identified some specific areas where the Customer's support is a pre-requisite to providing a certain feature or option.

10. Exclusions

EE shall have no responsibility for faults which in its reasonable opinion result (directly or indirectly) from:

- the Customer's use of its internal telecommunication equipment or to any equipment not provided by EE
- Improper or unauthorised use of the Service or interference with the Service by the Customer including from Customer Equipment;
- Events outside of EE's direct control;
- A breach by the Customer of its obligations under the Business Agreement.

EE may charge the Customer reasonable repair fees (including the cost of replacement equipment) to rectify any faults resulting from the above.



11. Definition of Terms

Definitions: where the context permits any defined term in this document shall have the same meaning as in the Customer's Business Agreement. In this document:

Account Development Contact means the nominated point of contact from Account Development. This nominated contact may change from time to time as required by EE.

Business Class Service means the services provided to all Customers who meet the eligibility criteria as described in the 'EE's Business Class Service for Large Customers' Solution Description.

Business Customer Service (end user support) means the EE team that provides support to all the Customer's Users on EE's service and Equipment they may be using.

Business Technical Support Team means the EE team that provides support to the Customer Technical Contacts on any technical issues around EE's service and equipment.

Client Project Management Team means the EE team that provides a fully managed migration and implementation service for the Customers to support with the deployment of their fleet.

Client Project Manager means the nominated point of contact from the Client Project Management Team. This nominated contact may change from time to time as required by EE.

Customer Technical Contact means a Customer employee, nominated by the Customer who is responsible for acting as the first level technical support for Users and escalating issues to EE where the Customer's IT Helpdesk is unable to resolve an issue.

Device Customisation Services has the meaning given in clause 4.

Device Settings Configuration Service has the meaning given in clause 4.

Device Settings Customisation Service has the meaning given in clause 4.

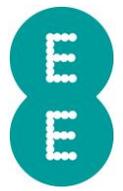
Incident means an issue logged with EE and which is being investigated by EE.

Mobility Manager Portal means the online portal which is used by Customers to access billing information, generate reports, enable and disable service features and order Devices and accessories online.

Mobile Manager means the online portal used by Customers to access billing information, generate reports, enable and disable service features and order Devices and accessories online.

Physical Device Customisation Service has the meaning given in clause 4.

Service means the products and services provided by EE to the Customer under their Agreement.



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