

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

Frequently Called Number	Maximum of two locations which have been configured for Indirect Access.
Indirect Access (IA)	Method using BT's infrastructure from Customer premises to the exchange to access the Solution by dialling IA Code (five digit prefix number).
Private Branch Exchange (PBX)	Customer's internal telecommunication equipment.
Standard Support	The Standard Support 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	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 End Users. Customer enters IA Code prior to making each call or re-programmes the indirectly linked office PBX to set the IA Code as a prefix. Non-BT exchange lines at Customer's premises or Small/Home offices cannot support this access method.						
3.2	Solution Requirements	The following items are needed for the Customer to receive the Solution: <table border="1" data-bbox="395 1240 1522 1413"> <tr> <td>Customer to supply and maintain at its cost:</td> <td>Voice PBX:</td> <td>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.</td> </tr> <tr> <td></td> <td>Programming:</td> <td>Programming of PBXs or other Customer Equipment to route calls to the EE Network.</td> </tr> </table>	Customer to supply and maintain at its cost:	Voice PBX:	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.		Programming:	Programming of PBXs or other Customer Equipment to route calls to the EE Network.
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	Programming:	Programming of PBXs or other Customer Equipment to route calls to the EE Network.						
3.3	Mobile Voice VPN Extension	The Customer may only change a chosen Mobile Voice VPN number once per year of this Solution.						
3.4	Frequently Called Numbers	Each Frequently Called Number must have UK geographic dialing code. Once a Frequently Called Number is nominated, such number can only be changed once per year. Frequently Called Numbers cannot originate preferential call rates.						

4. Customer Obligations

4.1	Customer obligations	The Customer shall (and shall procure that its Users shall) ensure at its cost that Customer Equipment is installed, correctly configured and programmed to receive the Solution.
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	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

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Solution.

Technical Support

6.1	Eligibility for Support	This clause 6 only applies where the Customer is eligible for Standard Support. If the Customer meets the eligibility criteria set out in the Standard Support Solution Terms, Standard 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 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 Standard 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 Standard Support Solution Description.

6. 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 dialled with the IA Code, a recorded message will be played directing the User to re-dial without dialing the IA Code.
7.2	Voice Only	The Mobile Voice VPN Solution is a voice (plus SMS) only Service and will not support data calls.