



## 1. Interpretation

1.1 The 4G Office Signal Assist (the “**Office Signal Assist**”) & 4G Office Signal Assist Plus (“**Office Signal Assist Plus**”) Solution (referred to in these Solution Terms as “**Office Signal Assist & Office Signal Assist Plus Solution**” or the “**Solution**”) is provided in accordance with the Customer’s Agreement with EE.

1.2	Initial Order or Contract Change Note (“CCN”)	The parties will agree an Initial Order or a CCN prior to the provision of the Solution.
1.3	Statement of Requirements	A Statement of Requirements is not applicable to these Solution Terms.

## 2. Definitions

The definitions set out in the General Terms and Conditions for Business Customers apply to this Solution except where amended below.

Cancellation Charges	has the meaning given to it in Paragraph 6.6.
Customer Premises	means the installation address the Customer provides EE in the Initial Order or CCN where the Office Signal Assist & Office Signal Assist Plus Solution is to be installed.
Failed Installation Charge	means the charge for each Office Signal Assist & Office Signal Assist Plus Solution that EE could not install as a result of the Customer failing to properly configure its network in accordance with Paragraph 4.6.
Re-installation Charge	means the charge for each Office Signal Assist & Office Signal Assist Plus Solution that EE re-installs in accordance with Paragraph 4.4.
Solution Minimum Connection Period	means 24 months from the Service Commencement Date for each Office Signal Assist & Office Signal Assist Plus Solution.
Standard Support	means The 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 <a href="http://www.ee.co.uk/business/terms">www.ee.co.uk/business/terms</a> .
Termination Charges	has the meaning given to it in Paragraph 6.5.

## 3. Office Signal Assist & Office Signal Assist Plus – the Solution

3.1	Service Description	<ol style="list-style-type: none"> <li>1) EE will provide the Customer with a limited licence to access and use the Office Signal Assist &amp; Office Signal Assist Plus Solution, solely to access EE’s 4G Network to enhance network coverage at the Customer Premises in accordance with these Solution Terms.</li> <li>2) The Office Signal Assist &amp; Office Signal Assist Plus Solution can provide 4G voice and data coverage up to 50 metres.</li> <li>3) The Office Signal Assist &amp; Office Signal Assist Plus Solution is provided in “Open Mode”, this means that anyone on the Network within range of the Customer Premises will be able to use the signal generated from the Office Signal Assist &amp; Office Signal Assist Plus Solution.</li> </ol>
3.2	Solution Requirements	<ol style="list-style-type: none"> <li>1) The Customer will have the following services in place that will connect to the Office Signal Assist &amp; Office Signal Assist Plus Solution and are necessary for the Office Signal Assist and Office Signal Assist Plus Solution to function: <ol style="list-style-type: none"> <li>a. Internet access. Any faults or interruptions in the Customer’s internet access will prevent the Office Signal Assist &amp; Office Signal Assist Plus Solution from working; and</li> <li>b. Access to an electrical power socket to connect the Office Signal Assist &amp; Office Signal Assist Plus Solution to and continuous supply of electricity.</li> </ol> </li> </ol>
3.3	Equipment	<ol style="list-style-type: none"> <li>1) After acceptance by EE of the Customer’s Initial Order or CCN, EE will install the Office Signal Assist &amp; Office Signal Assist Plus Solution at the Customer Premises.</li> <li>2) The Office Signal Assist &amp; Office Signal Assist Plus Solution is Installed Equipment and the Customer’s attention is drawn in particular to the clauses of the General Terms and Conditions for Business Customers relating to Installed Equipment.</li> </ol>



3.4	Maximum number of Users	The maximum number of concurrent Users for: 1) Office Signal Assist is 16 Users. 2) Office Signal Assist Plus is 32 Users.
3.5	Title	EE retains legal ownership of the Office Signal Assist & Office Signal Assist Plus Solution at all times.
3.6	Warranty	<ol style="list-style-type: none"> <li>1) If the Customer has made a one-off upfront payment for the Office Signal Assist &amp; Office Signal Assist Plus Solution:             <ol style="list-style-type: none"> <li>a. If the Office Signal Assist &amp; Office Signal Assist Plus Solution is found to be faulty during normal use within the period of 24 months from delivery, EE will either repair or replace the Office Signal Assist &amp; Office Signal Assist Plus Solution free of charge in accordance with the manufacturer's warranty and EE's standard return policy which can be found on EE's website.</li> <li>b. This warranty is subject to EE's inspection of the Office Signal Assist &amp; Office Signal Assist Plus Solution and is only valid if the Office Signal Assist &amp; Office Signal Assist Plus Solution has been used in accordance with the instructions provided by EE and/or the manufacturer and has not been modified, previously repaired (except by a repairer approved by EE) or misused.</li> </ol> </li> <li>2) If the Customer has selected the Office Signal Assist &amp; Office Signal Assist Plus Solution pay monthly option:             <ol style="list-style-type: none"> <li>a. If the Office Signal Assist &amp; Office Signal Assist Plus Solution is found to be faulty during normal use, EE will either repair or replace the Office Signal Assist &amp; Office Signal Assist Plus Solution free of charge in accordance with the manufacturer's warranty and EE standard return policy which can be found on EE's website.</li> <li>b. This warranty is subject to EE's inspection of the Office Signal Assist &amp; Office Signal Assist Plus Solution, and is only valid if the Office Signal Assist &amp; Office Signal Assist Plus Solution has been used in accordance with the instructions provided by EE and/or the manufacturer and has not been modified, previously repaired (except by a repairer approved by EE) or misused.</li> </ol> </li> </ol>

## 4. Customer Obligations

4.1	Premises for Installation	<ol style="list-style-type: none"> <li>1) The Office Signal Assist &amp; Office Signal Assist Plus Solution will be installed only at the Customer Premises.</li> <li>2) EE will not install the Office Signal Assist &amp; Office Signal Assist Plus Solution until Customer has provided EE with the installation address.</li> </ol>
4.2	Damage to the Solution	The Customer will take all reasonable steps to protect the Office Signal Assist & Office Signal Assist Plus Solution and will not cause or allow to be caused any damage to the Office Signal Assist & Office Signal Assist Plus Solution by any wilful act, neglect or default.
4.3	Power supply, internet access and bandwidth	<ol style="list-style-type: none"> <li>1) Customer is responsible for ensuring:             <ol style="list-style-type: none"> <li>a. a continuous supply of electricity to the Office Signal Assist &amp; Office Signal Assist Plus Solution; and</li> <li>b. the provision of internet access (either via a broadband connection or via correctly configured LAN and firewalls) and bandwidth.</li> </ol> </li> <li>2) Customer is responsible for all costs associated with the operation of the Office Signal Assist &amp; Office Signal Assist Plus Solution, including the provision of electricity and internet access.</li> <li>3) Customer is responsible for ensuring that the Customer is permitted to use Office Signal Assist &amp; Office Signal Assist Plus Solution with the Customer's internet.</li> <li>4) Operating the Office Signal Assist &amp; Office Signal Assist Plus Solution will use data from the Customer's internet data allowance and the Customer is responsible for ensuring that its data speeds and data allowances are sufficient to cover the use of the Office Signal Assist &amp; Office Signal Assist Plus Solution. Customer will need the following minimum broadband speeds to support 4G voice coverage (unless EE lets you know otherwise from time to time):             <ol style="list-style-type: none"> <li>a. in the case of Office Signal Assist, at least 22Mb average download speed and 11Mb average upload speed; and</li> <li>b. in the case of Office Signal Assist Plus, at least 44Mb average download speed and 22Mb average upload speed.</li> </ol> </li> </ol>
4.4	Vacation or Relocation of Customer's Premises	<ol style="list-style-type: none"> <li>1) Customer must notify EE in writing giving a reasonable period of notice of any intention to:             <ol style="list-style-type: none"> <li>a. vacate any Customer Premises;</li> <li>b. relocate to another Customer Premises; or</li> <li>c. relocate the Office Signal Assist &amp; Office Signal Assist Plus Solution to another location within the same Customer Premises.</li> </ol> </li> <li>2) If the Customer is vacating the Customer Premises, the Customer may terminate the Office Signal Assist &amp; Office Signal Assist Plus Solution in accordance with the terms of the Agreement.</li> <li>3) If the Customer is relocating to another Customer Premises or relocating the Office Signal Assist &amp; Office Signal Assist Plus Solution to another location within the same Customer Premises and EE agrees to such relocation, the Customer will disconnect the Office Signal Assist &amp; Office Signal Assist</li> </ol>



		Plus Solution from the current Customer Premises or location and move it to the new Customer Premises or location. EE will re-install the Office Signal Assist & Office Signal Assist Plus Solution at the new Customer Premises or location and, at EE's option, may charge a Re-installation Charge.
4.5	Use	<ol style="list-style-type: none"> <li>1) The Customer shall not (and shall procure that its Users shall not): <ol style="list-style-type: none"> <li>a. knowingly, recklessly or negligently permit any other party to be involved in any fraudulent or other unauthorised use or attempted use of the Office Signal Assist &amp; Office Signal Assist Plus Solution; and</li> <li>b. except as permitted by law, reverse engineer, decompile or modify the software utilized by the Office Signal Assist &amp; Office Signal Assist Plus Solution.</li> </ol> </li> <li>2) The Customer shall appoint a Customer Representative in relation to the Solution and shall notify such Customer Representative to EE in writing on or before the Service Commencement Date. Changes shall be promptly notified to EE in writing.</li> </ol>
4.6	Customer Network Configuration	<ol style="list-style-type: none"> <li>1) The Customer is responsible for configuring its network in accordance with the Office Signal Assist &amp; Office Signal Assist Plus set up guide prior to installation of the Office Signal Assist &amp; Office Signal Assist Plus Solution by EE.</li> <li>2) Where EE are due to install the Office Signal Assist &amp; Office Signal Assist Plus Solution and such installation fails or is cancelled due to Customer's failure to properly configure its network, EE may charge the Customer a Failed Installation Charge.</li> </ol>

## 5. Charges

5.1	Additional Charges	Where applicable, EE may invoice you for the following additional Charges as set out in the Price Guide: <ol style="list-style-type: none"> <li>1) Failed Installation Charges in accordance with Paragraph 4.6;</li> <li>2) Re-installation Charges in accordance with Paragraph 4.4;</li> <li>3) Any applicable Termination Charges in accordance with Paragraph 6.5; and</li> <li>4) Any applicable Cancellation Charges in accordance with Paragraph 6.6.</li> </ol>
5.2	Minimum Spend	<b>The Customer's Charges under this Solution will not contribute towards Customer's Minimum Spend under the Agreement.</b>

## 6. Term and Termination

6.1	Term	EE will provide the Customer with the Office Signal Assist & Office Signal Assist Plus Solution from the Service Commencement Date until EE or the Customer terminates the Office Signal Assist & Office Signal Assist Plus Solution in accordance with the terms of the Agreement.
6.2	Minimum Connection Period	The Minimum Connection Period of 24 months applies to each Office Signal Assist & Office Signal Assist Plus Solution.
6.3	Termination	EE or the Customer may terminate the Office Signal Assist & Office Signal Assist Plus Solution in accordance with the terms of the Agreement. Additionally, EE may terminate the Office Signal Assist & Office Signal Assist Plus Solution immediately where: <ol style="list-style-type: none"> <li>1) the Office Signal Assist &amp; Office Signal Assist Plus Solution becomes permanently incompatible with EE's Network;</li> <li>2) EE is directed to do so by Ofcom; or</li> <li>3) the Customer's contract for access to EE's Network is terminated.</li> </ol>
6.4	Consequences of Termination	Upon termination of the Office Signal Assist & Office Signal Assist Plus Solution, at the request of EE, the Customer will either: <ol style="list-style-type: none"> <li>1) return the Office Signal Assist &amp; Office Signal Assist Plus Solution to EE in full working order; or</li> <li>2) destroy the Office Signal Assist &amp; Office Signal Assist Plus Solution in accordance with Clause 28.4 of the General Terms and Conditions for Business Customers.</li> </ol>
6.5	Termination Charges	<b>Customer shall pay EE the following Termination Charges in accordance with the Agreement upon early termination of this Solution:</b> <ol style="list-style-type: none"> <li>1) If the Customer has made a one-off upfront payment the Office Signal Assist &amp; Office Signal Assist Plus Solution and terminates the Office Signal Assist &amp; Office Signal Assist Plus Solution before the end of the Minimum Connection Period, the Customer will pay to EE an amount equal to: <ol style="list-style-type: none"> <li>a. 100% of the monthly maintenance charge for the remaining months in the Minimum Connection Period for each Office Signal Assist &amp; Office Signal Assist Plus Solution.</li> </ol> </li> <li>2) If the Customer has selected the Office Signal Assist &amp; Office Signal Assist Plus Solution pay monthly option and terminates the Office Signal Assist &amp; Office Signal Assist Plus Solution before the end of the Minimum Connection Period, the Customer will pay to EE an amount equal to:</li> </ol>



		<ul style="list-style-type: none"> <li>a. 100% of the monthly maintenance charge for the remaining months in the Minimum Connection Period for each Office Signal Assist &amp; Office Signal Assist Plus Solution; and</li> <li>b. 100% of the monthly purchase charge for the remaining months in the Minimum Connection Period for each Office Signal Assist &amp; Office Signal Assist Plus Solution.</li> </ul>
6.6	Cancellation Charges	If Customer orders the Office Signal Assist & Office Signal Assist Plus Solution and subsequently cancels such order prior to installation of the Office Signal Assist & Office Signal Assist Plus Solution, EE may charge a Cancellation Charge for each Office Signal Assist & Office Signal Assist Plus Solution ordered and subsequently cancelled.

## 7. Technical Support

7.1	Eligibility for Support	If the Customer meets the eligibility criteria set out in the Standard Support Solution Terms, Standard Support applies to this Solution.
7.2	Contact details	Contact details for EE's support teams are set out in the Standard Support Solution Description.

## 8. Solution Restrictions

8.1	Restrictions	<ol style="list-style-type: none"> <li>1) The Office Signal Assist &amp; Office Signal Assist Plus Solution: <ul style="list-style-type: none"> <li>a. has a limited range and EE does not guarantee that the Office Signal Assist &amp; Office Signal Assist Plus Solution will improve the quality of the service enjoyed from the Network throughout the entire Customer Premises. Data coverage will be limited by maximum broadband speeds, number of concurrent Users and types of services being accessed.</li> <li>b. can only be used in the UK and is only compatible with EE's Network and cannot be used with other telecommunication networks; and</li> <li>c. requires compatible 4G Devices and will only support calls over 4G.</li> </ul> </li> <li>2) If there has been no activity on the Office Signal Assist &amp; Office Signal Assist Plus Solution for 3 consecutive months, EE may temporarily suspend use of the Office Signal Assist &amp; Office Signal Assist Plus Solution until Customer contacts EE. Charges will still apply during any such suspension period.</li> </ol>
8.2	Emergency Calls	<ol style="list-style-type: none"> <li>1) It may not be possible to make emergency calls on mobiles if: <ul style="list-style-type: none"> <li>a. the Office Signal Assist &amp; Office Signal Assist Plus Solution is not turned on;</li> <li>b. if there is no internet access; or</li> <li>c. if there is some other disruption, such as a power outage.</li> </ul> </li> <li>2) If an emergency call is made through the Office Signal Assist &amp; Office Signal Assist Plus Solution, the emergency services may use the Customer Premises in order to identify where the call was made from.</li> </ol>
8.3	Regulatory Obligations	<ol style="list-style-type: none"> <li>1) EE has a public wireless network licence under which it is authorised to establish, install and use radio coverage solutions, including the Office Signal Assist &amp; Office Signal Assist Plus Solution.</li> <li>2) Customer is authorised to access the Office Signal Assist &amp; Office Signal Assist Plus Solution, but not to establish or install it.</li> <li>3) As a legal matter the Office Signal Assist &amp; Office Signal Assist Plus Solution will always be under EE's ultimate control and direction.</li> <li>4) Under EE's licence we are required to ensure that the Office Signal Assist &amp; Office Signal Assist Plus Solution is operated in accordance with the licence and that the Customer is aware of, and complies with, the relevant terms of the licence from the point of installation of the Office Signal Assist &amp; Office Signal Assist Plus Solution.</li> <li>5) The relevant terms of the licence Customer needs to be aware of and comply with are as follows: <p><i>Ofcom has a right to access to the Office Signal Assist &amp; Office Signal Assist Plus Solution and to ensure it is being used in accordance with the licence.</i></p> <p><i>Ofcom can require the Office Signal Assist &amp; Office Signal Assist Plus Solution to be modified or temporarily or permanently stop its use if there is a breach of the licence by us, or the Office Signal Assist &amp; Office Signal Assist Plus Solution or other coverage solution being operated under the licence is causing or contributing to undue interference with other radio equipment. Ofcom can also do this in times of national or local states of emergency.</i></p> </li> <li>6) The Office Signal Assist &amp; Office Signal Assist Plus Solution cannot be moved from the location agreed with EE as EE are responsible for notifying Ofcom of that location.</li> </ol>
8.4	Liability	As with any automated service, the Solution may malfunction due to factors beyond the reasonable control of EE or its third party suppliers (including without limitation due to a fault, delay or disruption in the

# Solution Terms for 4G Office Signal Assist & 4G Office Signal Assist Plus



telecommunications equipment or network availability, mis-use or malfunction of equipment or services) and EE shall have no liability to the Customer in these circumstances.