BUSINESS CLASS SERVICE FOR LARGE BUSINESS CUSTOMERS

SOLUTION DESCRIPTION

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Standard Support Service for Large Business Customers Solution Description

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Standard Support Service for Large Business Customers Solution Description

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.

All Customers who meet the eligibility criteria detailed in the EE Price Guide for Large Business (version current at the time they joined EE) will be provided with the service described in this document as an inclusive Service (Business Class Service). Business Class Service will be provided to the Customer throughout its time with EE from set-up to re-sign or porting out of the Network. It provides a wide range of features which cover all the necessary support that a business needs to manage the Services it has taken from EE including:

- Provisioning
- Device and accessory ordering
- Supporting Device software
- Account Development
- Customer and User support
- Billing
- Managing service interruptions and outages
- Equipment replacement and exchange
- Device Trialling

These Service elements are described in detail below.

In addition the support that is provided on other Solutions as standard is described in clause 11.

2. Provisioning

EE will manage the provisioning of Connections onto the EE network when the Customer first joins EE* and on an ongoing basis as and when the Customer adds, replaces or Upgrades new Connections, Devices or SIM Cards to its account.

*For the purposes of this feature of the Service, the definition of 'the Customer first joins EE' means a new Customer to the EE brand and shall exclude any existing Customer which was a Customer of the Orange brand and has now become a Customer of the EE brand and is either in-life or re-signing (Legacy Customer). Legacy Customers will benefit from the provisioning feature as and when it adds new Connections, replaces or Upgrades Devices and from the Mobile Number Portability. Legacy Customers will continue to be managed by their existing EE in-life team.

Managed Migration for accounts with less than 400 Users

Customers with less than 400 Users will benefit from a desk based account set up by Business Customer Services. Supporting documentation, including information on implementing and rolling out new Devices, will also be provided by EE.

As an additional support and at the Customer's specific request, the Customer can get their Devices delivered with labels on each Device box with the details of the relevant User. This information needs to be provided to EE using EE's standard database format which will be provided to the Customer during the implementation phase. No staggered or staged roll outs can be managed from this area, however EE do have a Tailored set up solution which will enable this if required.

Devices are delivered to the Customer's registered address or the Customer's other business sites as agreed with the Customer. Delivery to a User's home is available on request and may carry an additional charge. Device recycling is offered on request. The Customer's account manager will be able to provide full details of the service.

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Managed Migration for accounts with more than 400 Users

For Customers with more than 400 Users, EE will provide a fully managed migration and implementation service for the Customer. The Client Project Management Team liaises with the Customer during all phases of migration and implementation to ensure a seamless switch onto the EE network by:

- Working with the Customer to capture all the project requirements and define the joint Customer and EE project team;
- Delivering a phased project plan with timescales agreed with the Customer;
- Liaising within EE to ensure the Customer's account is set up to meet the project requirements;
- Supporting the Customer's User communications via SMS as agreed with the Customer;
- On Customer request, delivering boxed Devices with labels on the outside of each box displaying the details of the intended User, cost centre details (if required *and* supplied);
- Ensuring the Devices are delivered to the Customer's registered address or the Customer's other business sites as agreed with the Customer;
- Supporting the delivery and distribution of Devices to Users, by providing up to 5 man days of rollout support (depending on the Customer's fleet size) at the Customer's premises.

Customers choosing to manage migration themselves will benefit from a desk based account set up by Business Customer Services.

Delivery to a User's home is available on request and may carry an additional charges.

Mobile Number Portability (MNP)

Timescales for ports in and out of the Network will be agreed in partnership with the Customer based on the then current OFCOM guidelines.

EE would always look to improve on the Ofcom Guideline timescales. Details of the porting process can be discussed with EE.

3. Device and Accessory Ordering

In life, the Customer can email Device and accessory orders to Business Customer Services or place orders online via our self-service portal ("Mobile Manager"). Business Customer Services will then process the order to delivery.

Once an Order is received into EE, an order confirmation is sent to the Customer.

EE will endeavour to process all orders as follows

- Order received before noon processed the same day, for delivery within one working day.
- Orders received after noon processed the next working day for delivery the following working day.

Where Devices are not available at point of order, Business Customer Services will contact the Customer to notify them of their options.

However all orders and delivery timescales are subject to stock supply and availability.

Chargeable premium delivery options are available. EE can supply full details of these.

Mobile Manager including Online Ordering – see section 6

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4. Account Development

Customers get access to a designated account team who will support the Customer with their day-to-day commercial requirements.

The Account Development role is to:

- Provide the Customer with a primary point of contact for any commercial issues;
- Manage the Agreement and commercial relationship between the Customer and EE;
- Understand the Customer's specific needs and technical requirements so that the Customer's existing Services are used to best effect and that relevant new services that would further enhance the Customer's experience are brought to the Customer's attention;
- Help to drive efficiencies in the Customer's business by use of mobile telephony systems;
- Provide updates on new developments in EE's technology, products and services.

5. Customer and User support

In addition to the Account Development, Customers have access to other teams within EE who have particular responsibilities to help and support the Customer in their day-to-day operational needs:

Corporate Care Team

Corporate Care Team is the primary point of contact for:

- The administration and delivery of all day-to-day account queries and support requirements to the Customer representatives ; and
- User support queries on EE's Services and Equipment they may be using.

The team is split into two parts, a Service Team and a Technical team. These teams are directly accessible via chat, call or email:

Service Team - General account administration

- Equipment and accessory ordering
- Connection and disconnection of equipment
- Upgrades and renewals
- Billing queries and administration
- End-to-end issue management
- Lost and physically damaged equipment
- General Enquiries

Technical Support Team – Technical Support and escalation for EE's Services and Equipment

- Faulty equipment
- Coverage issues
- Network performance issues
- Product, Device and equipment support
- EE technical services and solutions

Mobile Manager Support Team

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EE's Mobile Manager Support Team can be contacted by the Customer Representative by chat, email and phone and Mobile Manager Support Team provides support on Mobile Manager queries.

Training collateral is available and EE can provide it to the Customer on a request.

Escalating a support query

If the Customer considers that a reported support query requires escalation due to the impact on the Customer's business or that it has been incorrectly assessed, the Customer should contact the team leader of the support team responsible for the query to discuss this.

Details of how the Customer can contact these teams are provided in Appendix 1 below.

6. Online Support

Mobile Manager

EE will provide Mobile Manager as standard to all Large Business Customers. The Mobile Manager allows Customers to access their billing information, analyse their usage order Devices and accessories and carry out simple tasks online. Features of Mobile Manager include:

- 24/7 access to the Customer's account online by the Customer Representatives;
- viewing billing information for the Customer's entire organisation;
- controlling access to billing data for each User of the service
- creating reports based on the billing information;
- downloading Device summaries and call details for use externally;
- emailing notification when bills are available;
- viewing the billing information for the Customer's entire organisation or parts of it;
- creating and updating the organisation's structure in cost centres;
- enabling Users to tag their personal and business use;
- enabling and disabling simple network services (roaming, IDD, voicemail, SMS, premium call bar, outbound bar, all call bar, adult services);
- carrying out a SIM Card swap – replacing an existing SIM Card with a new SIM Card;
- retrieving a PUK code;
- updating usernames in real-time; and
- Ordering Devices and accessories – see the Online Ordering information below.

EE will provide the Customer with a guide and links to tutorial videos providing guidance on how to use Mobile Manager, once the Customer is set up.

Mobile Manager includes a set of FAQs. If the FAQs do not address the Customer's question the Mobile Manager Team are available to answer these. For contact details for the Mobile Manager Support Team please see Appendix 1 below.

Mobile Manager with Online Ordering

Customers using Mobile Manager may access Online Ordering. Online Ordering provides:

- 24/7 access to the Customer's account online for the most appropriate people in your business;
- ordering of Devices, accessories, and SIM Cards;
- the ability to customise user admin profiles.

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Mobile Manager is supported by the Mobile Manager Support Team who can be contacted by chat, phone and email details of which are provided in Appendix 1 below.

7. Managing Service interruptions and outages

EE has a comprehensive Incident management process to resolve Service interruptions, Network outages and other events that may have an impact on the quality of service the Customer receives.

Faults identified at a User level should be reported through the Customer's own first level support team. If the fault cannot be remedied at this level then the Customer Technical Contact can report faults through EE's Business Technical Support Team.

The Process

First Level Support

The Customer shall maintain its own fault management system for accepting and managing fault reports from its Users (1st Level Support).

This 1st Level Support will:

- Use the symptoms and diagnosis to identify and resolve known faults;
- Where the symptoms and diagnosis is proving difficult and/or appears to identify a new and unknown fault, then the fault can be escalated to the Technical Support team giving:
  - as many examples of the problem as are available or requested by EE; and
  - as much detailed information specific to the fault or query as possible using the standard reporting formats available from EE

Second Level Support

Second Level Support is provided by the Technical Support Team:

Once the Customer has reported a fault to EE, it will be given an Incident reference number. The issuing of this number does not indicate that it is accepted as a fault or that any fault lies with EE in any way but provides a way of managing and tracking the issue efficiently.

Incidents, whether reported by Customers or detected by EE, are allocated one of five priority levels. EE prioritises reported incidents according to the following criteria:

Network Level Incidents

Priority	Customer Volumes	Impact Type

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P1	Single EE customer (>50,000 Users impacted) with business justification	Complete outage
P2	>5 EE customers (>25% Users impacted within each customer's organisation)	Partial outage / degradation
	Single EE customer (>25% Users impacted within a customer's organisation)	Complete outage
P3	Single EE customer (>5 Users impacted within a customer's organisation) with business justification	Partial outage / degradation
P4	Single EE customer (<5 Users impacted within a customer's organisation)	Partial outage / degradation

Impact Type definition

Impact Type	Definition
Complete outage	Complete loss of all services (data, voice, SMS etc) provided to customers and/or customer base
Complete outage (single service)	Complete loss of a single service (data, voice, SMS etc) provided to customers and/or customer base
Partial outage	Loss of partial functionality of a service and/or all services provided to customers and/or customer base
Degradation	Single or multiple services experience latency or a form of degradation, meaning the service is available but not performing at it's optimum
Resilience	A loss of a network component which doesn't cause a service impact, but a further failure would result in some form of service impact

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Business justification	Supporting business impact statement outlining the need for additional priority and/or focus to be applied. This could be commercial, regulatory or project related

Escalating an Incident

If the Customer considers that a reported Incident requires an increase in priority due to the impact on the Customer's business or that it has been incorrectly assessed, the Customer should contact the Business Technical Support Team to discuss this.

Target Resolution Time

Target Resolution Times are the targets that EE will endeavour to meet or better. They are not guaranteed resolution timescales and are also subject to the Customer providing the necessary information and support including any necessary approvals to access Customer sites. The following resolution times are counted from the completion of 2nd level diagnostic activity and once the Incident has been assigned internally to the appropriate service management team:

Incident Priority	Target Resolution Time
P1	**4 hours**
P2	**8 hours**
P3	**48 hours**
P4	**5 working days**

Resolution of Incidents

The Customer acknowledges that not all Incidents will be resolvable by EE. EE will use its reasonable endeavours to identify where the cause of any Incident lies and where EE is able to exclude that EE, the Network, Solutions, Devices, EE Software or Equipment are at fault, the Incident will be defined as resolved and closed. In such circumstances EE may advise the Customer that it will need to carry out its own further investigations into the fault and EE will advise where possible of any information that it had that might assist the Customer in its investigations.

Planned Maintenance

EE is committed to an ongoing improvement programme to improve Network coverage and performance. This may necessitate planned preventative maintenance or upgrade activity, which could result in degradation of service. EE will plan any maintenance to limit any potential impact on Customers.

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8. Equipment replacement and exchange

The Customer will benefit from the warranty detailed in the Business Agreement.

The Customer may also benefit from other insurances and/or warranties where the Customer has specifically contracted for these. The Customer should refer to the terms attaching to those products to claim under them.

9. Trials of Devices

EE can offer the Customer the opportunity to trial Devices on the Network to assess the suitability of the Devices for their business. Additional terms will apply. The Business Development Manager can supply full details of the process and a copy of the terms.

10. The Customer's Role and Responsibilities

To deliver and support the Business Class Service requires the co-operation and assistance of the Customer. Customer responsibilities shall include:

- The nomination of suitable points of contact for the administration of all aspects of the account;
- The nominated point of contact should provide and set up a verification password for both themselves and the Customer's end users;
- 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;
- 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 where requested
    - 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.

11. Support for Solutions

EE also provides support for the Solutions that the Customer has contracted to take. Business Class Service for these Solutions is only described in this Section.

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First Line Support

The Customer is responsible for providing first line support to its Users thorough its own helpdesk and a Customer Technical Contact for EE with sufficient technical knowledge to assist with installation, implementation, maintenance and ongoing support of the Solution(s). The Customer Technical Contact shall be available to EE Monday to Friday excluding Bank Holidays 08.00 to 18.00

Second Line Support

If the Customer's helpdesk is unable to resolve an issue, the Customer may escalate the issue to EE's Technical Support team. Contact details and availability of the Technical Support team are detailed in Appendix 1.

The Customer's helpdesk personnel are responsible for collating and escalating issues to the Business Technical Support team. The Customer must notify EE of the names of its helpdesk personnel for caller verification purposes. The Customer's helpdesk personnel must have the Customer's authorisation and will need to provide a verification password. However, calls will also be accepted from end users who are experiencing issues.

Software / hardware in the Solution

Where any Solution uses Software, the Customer shall ensure that it is using the latest version of the Software. This will help ensure correct diagnostics and resolution of any Software issues.

If the Customer or any of its Users accesses and utilises Customer Equipment on the Solution, the Customer is solely responsible for any support arrangements in respect of that Customer Equipment and the management or resolution of any incompatibility with the Solution itself.

The Technical Support team may require the Customer to remove any software / hardware not provided by EE from a Device before attempting to diagnose a reported fault. The Technical Support team will not be responsible for managing and resolving Incidents that are due to software not provided by EE.

Updates may be subject to additional terms and conditions or a separate End User License Agreement which shall be provided to the Customer.

Day to Day Management Issues

All requests for assistance in the day to day management of a Solution should be made by the Customer Representative to Corporate Care Team, including queries relating to the: ordering of additional Licenses, billing queries, provisioning of SIM Cards, and supply of Devices.

Exceptions

Additional elements of support that apply to certain Solutions will be included in the specific Solution Terms.

Business Class Service does not apply to the following Solutions:

- BlackBerry® – support for BlackBerry® is described in the EE Business Price Guide
- Broadband/Fibre Broadband – support for Broadband is described in the EE Business Price Guide
- Total Resource – the support for this Solution is described in the specific Solution Terms
- Lone Worker from EE (Guardian 24)- the support for this Solution is described in the specific Solution Terms
- Lone Worker from EE (Peoplesafe)- the support for this Solution is described in the specific Solution Terms
- Managed BlackBerry® Server Support from EE – the support for this Solution is described in the specific Solution Terms
- Smartnumbers – the support for this Solution is described in the specific Solution Terms
- On-Site Support - the support for this Solution is described in the specific Solution Terms
- And to other Solutions where their terms specifically exclude Business Class Service.

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Devices that make use of Solutions but were provided under the Customer's Business Agreement will benefit from Business Class Service. Equipment provided under a Solution only benefit from this clause 11.

12. 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.

13. Chargeable Services

This document details the Business Class Service offered by EE to its eligible Customers under their Business Agreement. EE also offers an enhanced level of supporting under Service Add-Ons or bundles of Service Add-Ons. For further details of these Services and eligibility the Customer should contact their Account Development Contact.

14. 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 for the Business Class Service. In this document:

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

Business Customer Services: means the EE team that provides support for administration of the day to day activity to the Customer Representative and support to all the Customer's Users on EE's services and equipment they may be using.

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

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 or IT administrator is unable to resolve an issue.

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

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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.

Mobile Manager Support Team means the EE Team that provides support to the Customer Representatives on Mobile Manager queries.

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.

Update means revision of software from one version to another e.g. version 1.0 to 1.1

Working Day means any day other than a Saturday, a Sunday, Christmas Day, Good Friday or a day which is a bank holiday in the UK.

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Appendix 1 Contact Details and Availability

Support Team	Contact Details	Availability
Customer Care	0800 079 3333 Option 1 – Service Team - – corporate account queries and faulty/damaged Option 2 – Lost and Stolen devices Option 3 – Network issues	08:00 – 20:00 daily including statutory holidays Outside of these hours, calls will be re-routed to our out of hours support teams, who will support with the following services: • General account administration • Connection of equipment • End-to-end issue management • Enable barring on Lost and physically damaged equipment • General Enquiries • Technical Support and escalation • Coverage issues • Network performance issues • Product and equipment support • Porting issues
Mobile Manager Support Team	07973 100349 Mobile.manager@ee.co.uk	09:00 – 18:00

Disclaimer

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