



1. Interpretation

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

1.2	Statement of Requirements	The parties must agree the Mobile Device Management Statement of Requirements prior to provision of this Solution by EE.
1.3	Additional Solution Documentation	The Managed MDM Solution is dependent on the Customer having the Mobile Device Management Solution, which is subject to the Mobile Device Management Solution Terms available at https://ee.co.uk/business/small/help/terms-and-conditions/business-terms-and-conditions/ and the Mobile Device Management Solution Description. In case of inconsistency the Managed MDM Solution Terms shall prevail.

2. Definitions

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

Mobile Device Management Platform	The web portal for management of the Mobile Device Management Solution.
OS	Operating System(s).
Solution Minimum Connection Period	The Minimum Connection Period applicable to this Solution is 24 months from the Service Commencement Date.

3. Managed MDM – the Solution

3.1	Service Description	This Solution provides, where applicable, set up, support and in-life management for the Customer's Mobile Device Management Solution.
3.2	Solution Requirements	1) The Customer is required to have the Mobile Device Management Solution. 2) Provision of this Solution is subject to EE reviewing the completed Statement of Requirements and being satisfied that the Customer Equipment complies with the technical requirements for operation of the Solution.

4. Mobile Device Management Team

4.1	Mobile Device Management Team ("MDM Team") Services	The following standard services are provided as part of the Solution: <ol style="list-style-type: none"> 1) Set-up of the Customer's Mobile Device Management Solution; 2) In-life changes to the Customer's Mobile Device Management Solution. All changes need to be agreed and deemed acceptable by EE before they can be processed. The following changes are pre-agreed as being acceptable and can be made on request: <ol style="list-style-type: none"> a. Free apps available to download from the Playstore/App store deployed globally to the existing Device build or specific existing groups. For apps that will use the Device camera, the Customer must also request that this is enabled as part of the change; b. Apply web page shortcuts to the Device home screen deployed globally to the existing Device build or specific existing groups; and c. Changes to policies and configurations that have already been set during the configuration of the Customer's Managed MDM Solution. 3) If requested by the Customer, OS updates can be withheld as part of the Solution for up to 90 days but will be deployed on the 91st day. It is the sole responsibility of the Customer to test OS updates in readiness. Discreet application updates will be applied via the Playstore/App store and will not be controlled by EE. 4) The MDM Team is responsible for administration relating to lost or stolen Devices which are reported to them. This administration is completed on the Mobile Device Management Platform during MDM Team hours of business. If reporting a lost or stolen Device outside of MDM Team hours of business, the Customer should contact the EE Service Desk. If replacement of a lost or stolen Device is required, the MDM Team will hand over to the EE Service Desk to fulfill the request.
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		Any other services requested by the Customer are not provided as part of this Solution and may be purchased separately from EE by the Customer.
4.2	Requesting a change	<ol style="list-style-type: none"> 1) The Customer Representative must email the MDM Team including the following information in the email: <ol style="list-style-type: none"> a. name of contact requesting the change; b. asset tag(s) of test Device(s) for initial deployment (if applicable); c. asset tag(s) of a pilot live Device(s); d. description of the change (e.g. name of app or link to shortcut, which group or groups the change will be applied to); e. preferred target date for the change to be made in test environment (if applicable); and f. preferred target date for the change to be made in live environment.
4.3	Target Dates	EE does not guarantee that the changes requested will be made by the preferred target dates specified by the Customer. The MDM Team will endeavor to make the changes in accordance with the preferred target dates specified by the Customer, however if unable to do so alternative dates will be agreed.
4.4	Change process	<ol style="list-style-type: none"> 1) The following process will be handled via email between the MDM Team and the Customer Representative: <ol style="list-style-type: none"> a. The Customer Representative will email the MDM Team with a formal request; b. The MDM Team will acknowledge the request and provide a support ticket; c. The change is assessed and, if acceptable, it will be deployed to the Customer's test Device to validate the build; d. The MDM Team will advise the Customer Representative that the change can now be tested; e. The Customer Representative will email the MDM Team to advise that the change has been tested/signed off on all Device/OS types; f. The MDM Team and the Customer Representative will agree date and time for live deployment; g. The Customer Representative will confirm sign off for the change and confirm acceptance to proceed to full live deployment; h. The MDM Team will deploy the change to all live Devices (with rollback contingency plan agreed if unsuccessful); and i. The support ticket will be closed. 2) If a User reports app crashes or device performance issues to the Customer's internal IT department and it is determined by the Customer's internal IT department that the issue relates to the build (and not the Device), the MDM Team will redeploy the build or app at the request of the Customer Representative. If redeploying an app or the entire build does not resolve the problem, the Customer Representative should contact the EE Service Desk to report the Device as faulty.
4.5	MDM Team Service Restrictions	<ol style="list-style-type: none"> 1) The number of changes is restricted to 2 changes per month per Customer. 2) Change requests must be made by the named Customer Representative. 3) Requests for reporting must be discussed and agreed with the MDM Team.
4.6	MDM Team Contact Details and Opening Hours	<p>Email: mdmsupport@ee.co.uk Telephone: 0800 079 0805 The MDM Team hours of business are Monday to Friday (excluding English Public Holidays) 08.00-17.30 hours</p>
4.7	EE Service Desk Contact Details and Opening Hours	<p>Telephone: 0800 079 3333 The EE Service Desk hours of business are Monday to Friday (excluding English Public Holidays) 08.00-18.00 hours</p>

5. Customer Obligations

5.1	Customer obligations	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.
5.2	Set up and configuration	The Customer will assist EE to define the set up required for the Managed MDM Solution by completing the Statement of Requirements which will capture a blueprint of the Customer's Managed MDM Solution configuration.

6. Term and Termination

6.1	Term	<p>EE will provide the Customer with the Managed MDM Solution from the Service Commencement Date until EE or the Customer terminates either:</p> <ol style="list-style-type: none"> 1) the Managed MDM Solution in accordance with the terms of the Agreement; or 2) the Customer's Mobile Device Management Solution in accordance with the Mobile Device Management Solution Terms.
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6.2	Minimum Connection Period	The Minimum Connection Period applicable to this Solution is 24 months.
6.3	Termination Charges	<p>If the Customer terminates this Solution or its Mobile Device Management Solution before the expiry of the Minimum Connection Period, the Customer will pay the Termination Charges, in addition to any applicable Termination Charges that are payable by the Customer under the Customer's Mobile Device Management Solution Terms.</p> <p>The Customer shall pay EE the following Termination Charges in accordance with the Agreement upon early termination of this Solution:</p> <p>a. 100% of the monthly charges for the remaining months in the Minimum Connection Period for the Solution.</p>

7. Technical Support

7.1	Technical Support	Technical support is provided for this Solution as set out in these Solution Terms and the Mobile Device Management Solution Description.
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8. Confidentiality and Data Protection

8.1	Data Protection	These terms are subject to the EE GDPR Processing Annex as may be updated from time to time: www.ee.co.uk/business/terms . The Customer acknowledges and agrees that it is a Data Controller of any Personal Data processed by the Solution and that EE and/or its Sub-Processor are authorised to process such Personal Data.
8.2	Third Party Suppliers	Details of any third party supplier processing are set out in Mobile Device Management Solution Terms.
8.3	Privacy Laws	The Customer warrants that it will at all times comply with all Data Protection Legislation.

9. General Terms

9.1	Restrictions	Insurance propositions sold by or provided on behalf of EE, as described at www.ee.co.uk/business/terms , do not apply to this Solution.
9.2	Emergency Calls	Emergency services cannot be accessed using the Service 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.
9.3	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 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.