

STANDARD SUPPORT SERVICE FOR LARGE BUSINESS CUSTOMERS

SOLUTION DESCRIPTION



Standard Support Service for Large Business Customers 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.

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 (Standard Support). Standard Support 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 management
- Customer and User support
- Billing
- Managing service interruptions and outages
- Equipment replacement and exchange

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 200 Users

Customers with less than 200 Users will benefit from a desk based account set up by the Customer Team. 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 as per the User database provided by the Customer, with SIMs inserted into the Device and Connected on the Network and with certain additional information to be included on the label, such as User's cost centre details.

Customer's Devices are delivered to the Customer's registered address or the Customer's other business sites as agreed with the Customer. Device recycling is offered on request.

Managed Migration for accounts with more than 200 Users

For Customers with more than 200 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:

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- 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;
- Providing the Customer with supporting tools for compiling the User information;
- Supporting the Customer's User communications by sending up to 3 notifications to Users via SMS per implementation phase as agreed with the Customer;
- On request, ensuring the Customer's Devices are delivered with labels on each Device box with the details of the relevant User as per the User database provided by the Customer, with SIMs inserted into the Device and Connected on the Network and with certain additional information to be included on the label such as User's cost centre details.
- Ensuring the Customer's 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.
- Device recycling offered on request

Customers choosing to manage migration themselves will benefit from a desk based account set up by the Customer Team. Supporting documentation, including a step by step guide to implementing and rolling out new Devices, will also be provided by EE.

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. The May 2011 guidelines provide for bulk transfers as follows:

- The Customer's current service provider shall provide the Port Authorisation Code (PAC) or a reason why it cannot be issued within 10 working days from the Customer request. Some service providers may charge a fee to transfer numbers and Customers are advised to check this with their current service provider.
- This PAC is valid for 30 calendar days and the Customer's request to port must be submitted to the new service provider within that time
- Within 1 working day of this request, the new service provider will agree a schedule for transferring the numbers with the Customer's current service provider
- The numbers will have to be transferred within 25 Working Days of the agreement of the transfer schedule.

EE would always look to improve on the Ofcom Guideline timescales and typically the porting times for batches of 25 or more numbers would be 10 Working Days from the agreement of the transfer schedule with the Customer's existing provider and for 24 numbers or less porting may be completed within 1 Working Day.

Details of the porting process can be discussed with the nominated Client Project Manager.

3. Device and Accessory Ordering

In life, the Customer can email Device and accessory orders to the EE Customer Team or place orders online via Web Self Serve. The Corporate Service Team will then process the order to delivery. The process of ordering is detailed as follows:

Once an Order is received into EE, an order confirmation is sent to the Customer together with an estimate of the delivery date by email. The normal timescales for delivery are:

- Orders received before noon are processed on the same day and delivered within one Working Day
- Orders received after noon are processed on the next Working Day and delivered within one Working Day

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

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Web Self Serve

EE provides the Customer with the Web Self Serve tool which allows the Customer to manage their account online, including:

- 24/7 access to the Customer's account online by the Customer Representative
- viewing details of the Customer's talk plans
- ordering Devices and accessories
- adding / removing Services and Service Plan Add-Ons e.g. Roaming and premium rate services
- keeping track of the Customer's Device inventory
- changing the User allocated to each Device and view unassigned Devices

As part of the provisioning process, the Client Project Management Team will provide one webex training session on the use of Web Self Serve to the Customer's in house training team or other personnel nominated by the Customer, enabling them to deliver ongoing training to other members of the Customer's staff as required.

To support Customer's using Web Self Serve, EE provides help guides that available online as PDF documents.

Legacy Customers will only benefit from this webex training if it did not receive such training when it first joined as an Orange Customer.

4. Supporting Device Software

EE will provide the Customer with software Updates for EE supplied Devices for the period the Device is connected under the Agreement. These will be made available on the EE website for the Customer to download and the Customer will be notified on the availability by email.

EE will not supply, approve of or support software for non EE supplied Devices. Software upgrades for these Devices will need to be sourced from the provider who originally supplied the devices.

EE supplied Devices will for the purposes of this feature include Orange supplied Devices provided to Legacy Customers.

5. Account Management

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

The Account Management Team's role is to:

- Provide the Customer with a primary point of contact and a point of escalation 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.

6. Customer and User support

In addition to the Account Management Team, 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 Service Team: the primary point of contact for the *administration and delivery of all day-to-day account queries and support requirements* to the Customer Representatives.

158 Helpdesk Team: the primary point of contact for *User support queries* on EE's Services and Equipment they may be using.

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Business Technical Support Team: the primary point of contact for *technical support to the Customer Technical Contacts* on any technical issues around EE's Service and Equipment.

Business Incident Management Team: provides an escalation path following an investigation delivered by the Business Technical Support Team to support with the resolution of any technical issues around EE's Service and Equipment.

Billing Manager Support Team: the primary point of contact for *the Customer Representative on queries relating to the Online Billing Manager tool*.

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

Corporate Service Team

The Corporate Service Team can be contacted by the Customer Representative by phone and administers and manages all day-to-day account activity for Corporate Customers, delivering specialised business customer care for:

- General account administration
- Equipment and accessory ordering
- Connection and disconnection of equipment
- Upgrades and renewals
- Proactive account management
- Billing queries and administration
- End-to-end issue management

158 Helpdesk Team:

The 158 Helpdesk Team can be contacted by the Users by phone and provides support on EE's Services and Equipment they may be using including:

- Lost, damaged and faulty equipment
- Coverage issues
- Network performance issues
- Product support
- General queries

Business Technical Support Team

EE's Business Technical Support Team can be contacted by the Customer Technical Contact by phone and provides technical support for Corporate Customers, delivering support on the following:

- EE Branded Devices
- Network related issues
- EE technical services and solutions

Business Incident Management Team

EE's Business Incident Management Team provides an escalation path following 2nd line investigation by the Business Technical Support Team once an Incident has breached the resolution target detailed in Section 9.

Billing Manager Support Team

EE's Billing Manager Support Team can be contacted by the Customer Representative by phone and provides support on queries relating to the Online Billing Manager tool, delivering support on the following:

- Assistance with setting up and building the organisation's structure in the Online Billing Manager tool
- Use of the Online Billing Manager tool Technical issues

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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 manager of the support team responsible for the query to discuss this.

7. Billing

Online Billing Manager

EE provides the Customer with the Online Billing Manager tool which allows the Customer to manage their account and billing online, including:

- 24/7 access to the Customer's account online by the Customer Representatives
- viewing the billing information for the Customer's entire organisation or parts of it
- creating and updating the organisation's structure in cost centres
- controlling access to billing data for each User of the service
- enabling Users to tag their personal and business use
- creating reports based on the billing information
- downloading Device summaries and call details for use externally
- Emailing notification when bills are available

As part of the provisioning process, EE's Client Project Management Team will provide one webex training session on the use of Online Billing Manager to the Customer's in house training team or other personnel nominated by the Customer, enabling them to deliver ongoing training to other members of the Customer's staff as required.

Online Billing Manager is supported by the Billing Manager Support Team and can be contacted by the by phone and email provided in Appendix 1 below.

Legacy Customers will only benefit from this webex training if it did not receive such training when it first joined as an Orange Customer.

8. 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 Business 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

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Second Level Support

Second Level Support is provided by the Business Technical Support Team:

1. 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.
2. Incidents, whether reported by Customers or detected by EE, are allocated one of six priority levels. EE prioritises reported incidents according to the following criteria:

Network Level Incidents

- Priority 1: Single Incident causing a total loss of the voice and/or data Service impacting all EE customers.
- Priority 2: Single Incident causing a loss of the voice and/or data Service to greater than 40% (but less than 100%) of EE customers.

Customer Level Incidents

- Priority 3 - 6: Single Incidents that are restricted to the Customer are allocated a priority level between 3 to 6 based on a number of factors, including urgency and impact.

The Customer Technical Contact will be informed of the progress of the Incident including the priority the Incident has been assigned and an estimated timescale to resolution. The timeframes for notification against the different priority Incidents are detailed below:

- **Priority 1** - 08:00-22:00, Mon-Sun: EE will endeavour to notify the Customer of the resolution timescale within one hour of the Customer report being received. Outside of those hours, or if contact can't be established (if it's outside the Customer's normal working hours, for instance), EE will aim to contact the Customer before 10:00 the next Working Day. Where there is a complex Incident an estimated time for service restoration may not be available.
- **Priority 2** - 08:00-22:00, Mon-Sun: EE will endeavour to notify the Customer of the resolution timescale within two hours of the Customer's report being received. Outside of those hours, or if contact can't be established (if it's outside the Customer normal working hours, for instance), EE will aim to contact the Customer before 10:00 the next Working Day.
- **Priority 3 to 6** - All Customer-reported Incidents will be discussed at the time they are raised and an estimated time-frame to resolve will be given along with the priority level of the Incident.

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:

Network related faults:

Priority 1:

4hours

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Priority 2:

8 hours

Customer specific faults:

Priority 3:

12 hours

Priority 4:

2 Working Days

Priority 5:

5 Working Days

Priority 6:

25 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.

Service Alerts

When EE becomes aware of any Service-affecting Incidents or Network outages that may directly impact the Customer's business, EE will where commercially possible notify the Customer. The Incident will be managed in the same way as any Customer notified Incident. In order for EE to notify the Customer of Network alerts, the Customer will need to opt in for these email notifications via their Account Manager.

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 short-term degradation of service. EE will plan any maintenance to limit any potential impact on Customers, however, where this is unavoidable due to physical or operational constraints EE will keep the Customer updated where such plans will affect the Customer directly. A large number of changes going on in the Network may not affect all Customers and so changes will only be communicated to those Customers directly affected via the change notification procedure.

9. 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.

10. The Customer's Role and Responsibilities

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

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- 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 Manager 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. Standard Support for these Solutions is only described in this Section.

First Line Support

The Customer is responsible for providing first line support to its Users through 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 09.00 to 17.30hrs.

Second Line Support

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

The Customer's helpdesk personnel are solely responsible for escalating issues to the Business Technical Support team. EE will not accept support requests directly from end users. The Customer must notify EE of the names of its helpdesk personnel before calls are placed to EE's Business Technical Support team.

Software 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.

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

Any Updates, fixes and patches to Solution Software which may become available from time to time will be brought to Customer's attention by the EE. EE will make this available to the Customer or advise the Customer where they may be downloaded. EE reserves the right to charge the Customer for the provision of any such Updates if a significant functionality is provided under that Update. 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 the 158 Helpdesk Team or to the Corporate Service Team, including queries relating to the ordering of additional Licenses, billing queries, provisioning of SIMs, supply of Devices and training requirements.

Exceptions

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

Standard Support 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 from EE – 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

Devices that make use of Solutions but were provided under the Customer's Business Agreement will benefit from Standard Support. 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 standard support service offered by EE to its eligible Customers under their Business Agreement. EE also offers an enhanced level of supporting under its Tailored Support Service or with Standard Support Service Add-Ons. For further details of these services and eligibility the Customer should contact their Account Manager.

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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 Standard Support. In this document:

158 Helpdesk means the EE team that provides support to all the Customer's Users on EE's service and Equipment they may be using.

Account Management Team means the EE's Team that provides support to the Customer Representatives on their day to day business requirements.

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

Billing Manager Support Team means the EE's Team that provides support to the Customer Representatives on queries relating to the Online Billing Manager tool.

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.

Corporate Service Team means the EE team that provides support with the administration of day-to-day account activity to the Customer Representatives.

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.

Corporate Service Team means EE's Customer Team that provides support with the administration of day-to-day account activity to the Customer Representatives.

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

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
Corporate Service Team	An 08000 number provided to the Customer during the implementation process	08:00-20:00 (Mon-Fri) excluding statutory holidays
158 Helpdesk Team	158 from an EE handset or 07973 100158 from any other network provider handset or landline	08:00-20:00 (Mon –Sun) – full service Outside those hours for a 24/7 cover –Emergency service available to bar Devices that are reported lost or stolen. Limited service for non-urgent issues.
Business Technical Support Team	0800 0790024	24/7
Billing Manager Support Team	349 from an EE handset or 07973 100349 from any other network provider handset or landline	09:00 – 17:00, Mon-Fri, excluding statutory holidays
Business Incident Management Team	0800 0790024	08:00 – 18:00, Mon-Fri, excluding statutory holidays

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