

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

Closed User Group	Nominated Mobile Extensions, the office Direct Dial Inwards (DDI) extensions of Indirectly Linked Offices, Small Office/Home Offices, the switchboard number at Wireless Linked Offices, or the Frequently Called Numbers (in respect of inbound calls to those numbers). For Indirectly Linked Office and Small Office/Home Office generated calls to be included in the Closed User Group, they must be prefixed by the Indirect Access Code and each Calling Line Identification (CLI) must be presented to EE Equipment on the Customer premises which may be used to physically connect the cable(s) from the NTE to the PBX.
Digital Distribution Frame (DDF)	
EE Network Termination Point	Physical point at Customer premises where responsibility and liability for support and maintenance of Leased Line passes from EE to Customer, i.e. where NTE and/or Installed Equipment meet Customer's Voice and/or Data SCP.
EE Switch Site	Switch site designated by EE for connection to Customer premises via Leased Line.
Fixed Wireless Terminal (FWT)	A unit which allows Connection between the Customer's PBX and the Network. Each unit is a fixed mobile transceiver that can be wired to the Customer's PBX and acts as a channel between the Customer's office extensions and Device numbers.
Frequently Called Number	Maximum of two locations where no Leased Line or Fixed Wireless Terminal is installed or which has 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).
Leased Line	A point to point transmission link which delivers a fixed, symmetric bandwidth between its two end points. Each end of the leased line terminates on a NTE, which supports one or more standard interfaces to which a User may connect. Title to the line does not pass to the User or the Customer, but instead remains with the owner of the physical infrastructure.
Mobile Extension	A mobile device (including a mobile SIM Card used in a FWT) which has been allocated a public and/or private number as part of the Customer's Mobile Voice VPN numbering plan.
Network Terminating Equipment (NTE)	The equipment which physically resides at each end of a Leased Line, and which converts the bi-directional stream of information, as presented on a standard interface by the User, into the physical format necessary for transmission over the physical medium to the other end of the Leased Line.
Private Branch Exchange (PBX)	Customer's internal telecommunication equipment.
Service Connection Point (SCP)	Customer's LAN equipment (Data SCP) and/or PBX (Voice SCP) connecting to the EE Network Termination Point to enable provision of the Solution to Customer's premises.
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	Direct Access offices	<ol style="list-style-type: none"> EE will install, maintain and support the Services with responsibility terminating at the EE Network Termination Point. For directly linked office sites EE shall further install equipment at the EE Switch Site that provides the Solution for the Customer. Customer is responsible for connecting and maintaining the link between EE Network Termination Point and Voice SCP. Customer shall ensure Leased Line presentation at NTE enables Customer to loop back the Leased Line. In the event of a fault which needs to be localised EE shall require the Customer, at the Customer's cost, to loop back the Leased Line for testing purposes. Installation of Leased Line and implementation of the Solution takes approximately 12 weeks from the date EE agrees to provide the Solution to the Customer. EE may increase or reduce the timeframes for installation if lead times on Leased Lines are reduced or increased by relevant
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		Leased Line suppliers and will notify Customer of any changes to installation timeframes. Installation of Leased Line and implementation of remainder of the Solution may occur at different times.							
3.2	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 EE Devices used by the Customer. 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.							
3.3	Solution Requirements	<p>The following items are needed for the Customer to receive the Solution:</p> <table border="1"> <tr> <td>a. Customer to purchase from EE:</td> <td>i. Leased Line (only required for Direct Access offices): A 2 Mbits/s or 30x64 Kbits/s circuit presenting a G.703 interface and supporting Digital Private Network Signaling System or Q931 signaling connecting the EE Switch Site and the EE Network Termination Point.</td> </tr> <tr> <td>b. Customer to supply and maintain at its cost:</td> <td> <p>Voice SCP:</p> <table border="1"> <tr> <td>i. Directly Access offices - a PBX which supports Digital Private Network Signaling System (sections 1-4 of BTNR188 specifications) or Q931 signaling and interfaces with a G703 BMC connection point;</td> </tr> <tr> <td>ii. 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; and/or</td> </tr> <tr> <td>iii. Wireless linked offices - an analogue card in PBX, a free analogue trunk port and a mains power outlet (12A) per FWT. The Customer is responsible for supplying and connecting the Fixed Wireless Terminal to their PBX.</td> </tr> </table> <p>Programming: Programming of PBXs or other Customer Equipment to route calls to the EE Network.</p> </td> </tr> </table>	a. Customer to purchase from EE:	i. Leased Line (only required for Direct Access offices): A 2 Mbits/s or 30x64 Kbits/s circuit presenting a G.703 interface and supporting Digital Private Network Signaling System or Q931 signaling connecting the EE Switch Site and the EE Network Termination Point.	b. Customer to supply and maintain at its cost:	<p>Voice SCP:</p> <table border="1"> <tr> <td>i. Directly Access offices - a PBX which supports Digital Private Network Signaling System (sections 1-4 of BTNR188 specifications) or Q931 signaling and interfaces with a G703 BMC connection point;</td> </tr> <tr> <td>ii. 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; and/or</td> </tr> <tr> <td>iii. Wireless linked offices - an analogue card in PBX, a free analogue trunk port and a mains power outlet (12A) per FWT. The Customer is responsible for supplying and connecting the Fixed Wireless Terminal to their PBX.</td> </tr> </table> <p>Programming: Programming of PBXs or other Customer Equipment to route calls to the EE Network.</p>	i. Directly Access offices - a PBX which supports Digital Private Network Signaling System (sections 1-4 of BTNR188 specifications) or Q931 signaling and interfaces with a G703 BMC connection point;	ii. 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; and/or	iii. Wireless linked offices - an analogue card in PBX, a free analogue trunk port and a mains power outlet (12A) per FWT. The Customer is responsible for supplying and connecting the Fixed Wireless Terminal to their PBX.
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| 3.4 | Mobile Voice VPN Extension | The Customer may only change a chosen Mobile Voice VPN number once per year of this Solution. |
| 3.5 | 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	<p>The Customer shall (and shall procure that its Users shall):</p> <ol style="list-style-type: none"> ensure at its cost that Customer Equipment is installed, correctly configured and programmed to receive the Solution; provide EE with exclusive use of Installed Equipment and (where requested) NTE and DDF; install, correctly configure and program the Voice SCP to provide a direct fully operational connection to the Leased Line; and inform EE of any intention to modify or upgrade the SCPs or any associated software or configuration in order for EE to consider potential compatibility issues. EE may ask for testing of product functionality following any software changes.
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	<p>On termination or expiry of the Agreement or this Solution:</p> <ol style="list-style-type: none"> EE will terminate any related contracts with its Leased Line and Installed Equipment suppliers and will disconnect the Leased Line, Installed Equipment and the Solution; Customer must immediately disconnect their Voice SCP from EE Network Termination Point and Voice SCP from the Installed Equipment; and <p>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.</p>
5.2	Termination Charges	<p>Customer shall pay EE the following Termination Charges in accordance with the Agreement upon early termination of this Solution:</p> <p>Subscription Charges x number of months remaining in the Minimum Connection Period for this Solution.</p>

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6. 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.

7. 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 dialed with the IA Code, a recorded message will be played directing the User to re-dial without dialing the IA Code.
7.2	Wireless linked offices	Only one call at a time can be made through a FWT and accordingly the number of simultaneous calls that can be made between a single office and a Mobile Extension is reliant on the number of FWTs. If requested, EE will review the Customer's traffic profile to assist the Customer in evaluating the number of FWTs required (obtained separately by the Customer). Customer shall at its cost ensure compatibility and interface between PBX and FWT and adequacy of PBX controls to prevent any unwanted onward access from calls originating on devices.
7.3	Voice Only	The Mobile Voice VPN Solution is a voice (plus SMS) only Service and will not support data calls.