

BT Mobile Device Management- Annex to the General Service Schedule

BT Reference No. **_****_****

1 Definitions

The following definitions apply, in addition to those in the General Terms and Conditions and the General Services Schedule of the Agreement.

“BT Administrator” means the BT employee(s) who has access to the Customer Portal who provides support to the Customer Help Desk.

“BT Provided Software” means smartphone/tablet software provided via the Service to permit management of Devices.

“Country” means a Country where the Service will be provided as detailed on the Order.

“Customer Help Desk” means the help desk developed by the Customer to deal with initial User queries on the Service and which contacts with the BT Service Centre for support.

“Device” means a supported device, including all peripherals, data, and applications excluding BT Provided Software.

“Licence Expiry” means the date which any BT Mobile Device Management Licence expires, and is 24 Months from the date of activation.

“Mobile Platform” means the mobile operating system defined in the Customer handbook.

“New Release” means a release of the Service software containing modifications, which BT, at its discretion, incorporates into the Service.

“Platform” means the BT Mobile Device Management platform.

“Supported Device” means a Device running any of the specified Mobile Platforms.

“Trainer(s)” means the Customer Users who will be trained to provide training to its other Users.

“UserID” means the User’s specific logon credentials to the Service which forms part of the Device enrolment and Self-Service Portal access.

2 Service Overview

BT Mobile Device Management (“the Service”) secures, monitors, manages, and supports Users mobile Devices. The Devices can be provided by the Customer to the User, or provided by a User, if the Customer allows Users to provide their own Devices. Functionality will include over the air distribution of applications and data configuration settings for smartphones and tablet computers.

Each Device requires a Licence to use the Service, and each Licence has a Licence Minimum Period of twenty-four (24) Months. At the end of the Licence Minimum Period the Licence will automatically renew for a further twenty-four (24) Months, and will continue to renew every twenty-four (24) Months unless the Customer has provided at least three Months notice to BT that it does not wish to renew any Licence(s) before the end of a twenty-four (24) Month period.

The Minimum Period of Service for the Service is at least twenty-four (24) Months, and will be stated on the Order.

The standard language for the Service is English. The User Portal can also be provided in Dutch and German at an additional Charge.

2.1 Service Description

The service consists on the following components:

- (a) Mobile Device Management Platform
- (b) Enterprise Application Store
- (c) Device Software
- (d) Self Service Portal

(e) Helpdesk Support

(f) Training

BT will provide access to a Customer and BT branded self service Portal (the "Portal"). The Portal provides access to Mobile Device Management tools and information. The Customer can determine which tools and information its Users can access.

2.1.1 Mobile Device Management Platform

BT will provide access to a BT Mobile Device Management and Security Server which can be configured to provide different levels of functionality dependent on a User's role.

2.1.2 Enterprise Application Store

The Service includes an Enterprise Application Store which enables the Customer to manage the mobile applications it provides to Users. The Customer can distribute, update, and manage applications for some or all of its Users.

2.1.3 Device Software

The Service includes smartphone/tablet software which enables the Device Management Platform to perform management and control functions. These include, but are not limited to, functions such as pushing out configuration and policy settings, applications, and retrieving hardware and application inventory. The mobile platforms and Devices supported by the Service are listed in the Customer handbook.

2.1.4 Self Service Portal

The Portal is used by the Customer and its Users as the initial place for Device configuration and problem solving. When a Device is registered with the Service ("enrolled"), the User will be given a Device-based account name and password that enables access to the Portal. The Portal is available 24x7 and can be accessed from any location where a connection to the public Internet is available.

The Customer uses the Portal to specify and configure the appropriate configuration and policy settings, and perform other management and administrative functions.

The Portal provides support throughout the entire lifecycle of the Device, this includes all configuration and upgrades, through to disabling the Device if lost or stolen.

BT does not provide Management Information or any reports as part of the Service.

3 Service Delivery

3.1 BT will

3.1.1 Provide a Project Manager to manage the implementation of the Service and be the single point of contact for the Customer in all matters relating to the project. The Project Manager will agree with the Customer a roll out plan detailing delivery of the Service and will co ordinate the delivery of all Service elements in accordance with the plan.

3.1.2 Create a Customer account on the Portal and provide the login credentials to the Customer.

3.1.3 Provide one (1) day of training to up to four (4) Customer nominated Trainer(s), within timescales and locations agreed with the Customer. The Trainer(s) will then be responsible for training all other Users

3.1.4 Provide one (1) day of additional training for up to four (4) User's who will operate the Customer Help Desk to enable them to deal with User's queries and, when necessary, report faults.

3.1.5 The Operational Service Date will be twenty (20) Business Days after the Customer places its Order for Licences, and the Customer acknowledges that BT will start to charge the Licence fee from the OSD regardless of when the Licences are activated within the Portal.

3.2 Service Assurance

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- 3.2.1 BT will only accept faults in connection with the Service from the Customer Help Desk, and will not accept fault reports from Users. The Customer agrees that if necessary BT may contact a User directly to assist in resolving a fault.
- 3.2.2 At its sole discretion, BT will provide
- (a) new releases of the BT Provided Software in accordance with the process set out in the Customer handbook.
 - (b) any error corrections, bug or fault fixes, for BT Provided Software that it deems necessary for the Service to continue to operate.

4 BT Service Management Boundary (SMB)

- 4.1 The SMB is between the Device Software and the Device Management Platform.
If there is no Device Software, such as with Apple iOS 3, 4, and 5, the SMB is the Device Management Platform.
- 4.2 BT's involvement starts when a licence for the Device is activated within the Portal and when the Customer enrolls a Device with the Service.
- 4.3 BT will stop providing the Service for any Device if the Licence for that Device is not renewed at the end of each 24 month period.
- 4.4 The Service does not include
- (a) supply, replacement, or repair of Devices
 - (b) instructions on how to operate a Device
 - (c) assistance with connecting to the public Internet
 - (d) assistance for downloading applications
 - (d) assistance resetting SIM PIN code(s)
 - (e) assistance with lost SIM card
 - (f) assistance where e-mail credentials are incorrect
- 4.5 BT is not responsible for Device or Platform configuration.

5 The Customer's Responsibilities

The Customer will

- 5.1 Inform BT at least 3 months in advance of the end of any Licence Minimum Period (or subsequent twenty-four (24) Month period) of its desire to terminate licence(s).
- 5.2 Nominate a Project Manager to work with BT's Project Manager to develop and agree the roll out plan and deliverables.
- 5.3 Provide contact details of the User(s) who will operate the Customer Helpdesk.
- 5.4 As the Data Controller the Customer agrees to comply with the provision of local Data Protection legislation and inform its employees that their data will be held and processed by a third party in either the UK, Germany or the Netherlands (by BT or its agent) and be subject to any respective data protection agreement between the Customer and BT.
- 5.5 Accept the User Licensing Agreement, and ensure that all Users using the Service do so.
- 5.6 Be responsible for identifying and loading applicable User information onto the Portal.
- 5.7 Set up user profiles and access to relevant modules on the Platform.
- 5.8 Procure, provide, recall, and dispose – in accordance with local regulations – of all mobile Devices, SIM cards, and associated accessories and peripherals.

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- 5.9 Ensure all Users are competent in the use of Devices, Mobile Platforms, and applications provided within, distributed via, and installed by the Service.
- 5.10 Design, develop, configure, and test Device policies, as required.
- 5.11 Perform moves, adds, and changes (MAC) of user accounts on the Customer's directory services (e.g. Active Directory) and email platform (e.g. Microsoft Exchange), as necessary.
- 5.12 Perform moves, adds, and changes of Devices, groups, tasks, and all other User and configuration related administration on the Platform.
- 5.13 Provide support services for initial User enquiries and filtering of issues beyond the BT Service Management Boundary.
- 5.14 Ensuring that it has the necessary software licenses for applications deployed, configured, or enabled via the Service, including BT Provided Software.

6 Charges and Payment Terms

The Charges for the Service will comprise some or all of the following components, depending on the option selected on the Order:

Component	One-time Charge	Recurring Charge
BT Mobile Device Management		Licence Fee

- 6.1 The Licence Fee will be calculated based on BT's determination of the number of Licences in use on the first Business Day of a Month.

7 Service Levels

There are no service levels and section 7 of the General Service Schedule does not apply to the Service.