

Network Services

Mobile Xpress

Schedule to the General Terms

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Network Services

Where the Customer selects Mobile Xpress as detailed in the Order Form, the following terms shall apply:

1. MobileXpress

- 1.1 Where the Customer has chosen MobileXpress as its access mechanism, connections are made by Users as set out in this section. MobileXpress is a service which offers Users the ability to connect through the MobileXpress Network to the Internet using a range of access methods through a single customer interface called MobileXpress Client and through common authentication. Authentication is the process of identifying and authorising a User to establish a connection into a network. Upon successful authentication from the BT authentication server, Users traffic will be connected via the MobileXpress Network to the public Internet. The MobileXpress Network is the network infrastructure owned and managed by BT and used to provide the Service.
- 1.2 Using the MobileXpress Client the User can access the Service via MobileXpress or a point of presence provide by a Third Party. The MobileXpress Client provides Users with a customisable Graphical User Interface which makes accessing the Service simple and straightforward. All access methods are integrated into the MobileXpress Client. The MobileXpress Client has the capability to automatically detect available access points. It also provides an offline database of locations to help find access hotspots. The Customer has full control over the profiles that determine how the User will make a connection, the access method and the User details. These can be freely distributed via any mechanism, such as email, or a web page. Users have limited ability to change profiles, they can add or delete a profile or modify profile entries that the Customer has allowed.
- 1.3 The Service consists of:
 - 1.3.1 The MobileXpress client Software to access the Service;
 - 1.3.2 A User Access Code; and
 - 1.3.3 Connection from the User to the Internet or Customer's LAN via the MobileXpress Network.

The base Service is MobileXpress Professional Regional which provides dial-up access to the MobileXpress Network via a PSTN, ISDN or mobile phone connection, and from there to the Internet via a BT Internet gateway, ("On-net" dial-up).

- 1.4 MobileXpress offers the following access options which may not be available in all geographical locations. Unless otherwise specified the access methods (except MobileXpress Professional Internet Teleworker) will be enabled automatically.

1.4.1 Dial Access

This provides access to the Internet for Users dialling into the MobileXpress Network using local, long-distance or free phone numbers. Free phone access gives the User access to the Service without paying usage Charges to a public telecommunication service provider. However, the Customer will pay a connection charge for the use of a free phone number. MobileXpress Off-net Dial gives local dial access through other Internet service providers to the Internet.

1.4.2 MobileXpress Professional Wi-Fi

This provides access to the Internet from Wi-Fi hotspots. Wi-Fi means wireless fidelity, the common name for wireless DSL services operating using IEEE 802.11 standards. User's may incur additional Charges for non- BT and premium hotspots.

1.4.3 MobileXpress Professional Hotel Ethernet

Hotel Ethernet is delivered by a fixed ethernet connection to the Internet and the Customer's LAN in locations such as hotel rooms, conference centres and airport lounges.

1.4.4 MobileXpress Professional Internet Teleworker

MobileXpress Professional Internet Teleworker provides DSL access to the Internet for Users and is only available for delivery in the UK. MobileXpress Professional Internet Teleworker is only available to Users within the Service Availability Area at their specified location. Where migration from an existing DSL supplier is required the User must obtain a migration authority code from their existing supplier and pass the code to the Customer Administrator to pass to BT. In some cases the User may have an ISDN line, which must be converted, at the User's cost to PSTN prior to ASDL activation. On conversion from ISDN only one directory number can be retained. If the User needs a second PSTN line then it must be ordered separately at the User's cost. Authentication must use the RADIUS chap protocol.

1.4.5 BT can provide the following additional services at an additional charge as specified by BT from time to time:

- a) Activation of a User's existing PSTN line to support DSL access;
- b) Support for migration from a User's existing DSL service provider to the MobileXpress Service; and
- c) Management of the ISDN to PSTN conversion process prior to activation of a User's DSL access.

1.5 The MobileXpress access code is the User identifier required to connect into the MobileXpress Service. Only the Network Access Identifier access code format may be used, it consists of a UserID which is the User's specific logon credentials to the Service and a Namespace which is a name registered with an internet registration authority for use as part of the Customer's URL. The Namespace may be defined by the Customer, but must have some significance to the Customer's registered Internet domain, trademarked product or service name. BT reserves the right to deny any Customer requested Namespace prior to provisioning if the Customer fails to meet these criteria. A MobileXpress access code may only be assigned to, and used by, a single User or Device.

1.6 For Dial, Wi-Fi, and Hotel Ethernet access, the Service Management Boundary, which is the demarcation point up to which BT will manage the Service, is between the network access point (network access server for global dial, hotspot Device for Wi-Fi and DSL) the Customer accesses, and the gateway. For Internet Teleworker access, the Service Management Boundary is between the User's MobileXpress Internet Teleworker service, including any CPE supplied in conjunction with the supply of the Service, and the egress of the Service into the global Internet.

- 1.7 For operational reasons, BT may occasionally need to change MobileXpress access numbers. Any access number changes will be made to the MobileXpress phonebook, which is downloaded by the MobileXpress Client. BT will take reasonable steps to allow sufficient time for the MobileXpress Client to be updated prior to withdrawing MobileXpress access numbers.
- 1.8 BT may need to provide instructions to the Customer to reconfigure or update components connected to the Service. BT will take all reasonable steps to advise the Customer of such instructions and allow the Customer reasonable time to execute such instructions prior to making any changes that may impact the Service.
- 1.9 BT will configure the Service based on the configuration and data provided by the Customer. BT is not responsible for the management and maintenance of its supplier's nodes but will take all reasonable steps to ensure the Service meets acceptable Service standard generally. BT will notify the Customer of any unusual activity detected or notified by its suppliers, however it is the Customer's responsibility to review this usage and confirm whether it is legitimate.
- 1.10 Other than where BT has provided the Line under this Contract, it is the Customer's responsibility, at its own expense, to obtain the appropriate access circuit. The Customer is responsible for any Charges or fees associated with local Access Line.
- 1.11 The Customer is also responsible for ensuring that Users have suitable communications hardware and Software including Wi-Fi network interface cards and appropriate Wi-Fi or Ethernet enabled laptops in order to use the Service. Responsibility for loading the Software and modem drivers onto the User's desktop computer remains with the User.
- 1.12 The Customer must ensure that only faults attributable to the Service are reported to BT. The Customer will provide internal cabling between any BT Equipment and any Customer Equipment, as appropriate.
- 1.13 The Service does not protect Users desktop computers from hacking or viruses whilst connected to the Service, or attempting to connect to the Service. The Customer is responsible for taking any necessary security precautions, and ensuring that Users take precautions, to protect from the possibility of hacking and viruses when using the Service. The Customer must ensure they implement suitable security services.
- 1.14 Where the Customer is moving from another DSL service then the Customer is responsible for the proper termination of the contract for the other DSL Service. The Customer is responsible for ensuring that its Users each have an existing PSTN (analogue telephone line) or ISDN line from BT. The provision of such exchange lines does not form part of the Service. In an event that the subscriber to the Line ceases the Line for whatever reason this will be counted as a cease of the Service.
- 1.15 Where the Customer selects the option to have end user routers (from MobileXpress) provided as part of the Service, these will be provided on a supply only basis. The Customer is responsible for the installation, configuration, maintenance and management of the routers. The Customer is also responsible for ensuring compatibility of the routers with the Service.

2 Network Services - Customer Responsibilities

- 2.1 All Customer Equipment and any access circuits leased by the Customer directly from a Third Party shall be the sole responsibility of the Customer and are not included as part of the Service.
- 2.2 Unless otherwise stated, the Customer is responsible for providing suitable computer hardware, Software and telecommunications equipment and services necessary to access and use the Service.
- 2.3 The Customer shall be responsible for providing a suitable IP addressing scheme (that must be at least a /24 address block) that is registered with an approved Internet registration authority, otherwise it will not be accepted by BT. The Customer shall ensure that it has a single IP address within the Customer Network. Unless the Customer has selected the Configuration Management option, the Customer shall also be responsible for devising any IP addresses which may be required for the purposes of WAN, LAN or both as appropriate and network management.

- 2.4 If the Customer accesses the Service via a LAN, the Customer is responsible for:
 - 2.4.1 providing and maintaining a suitable LAN and IP router capable of interfacing satisfactorily with the Service; and
 - 2.4.2 configuration of the IP router.
- 2.5 The Customer shall be responsible for the creation, maintenance and design of all Customer Information.
- 2.6 The Customer warrants that it will comply with all consumer and other legislation, instructions or guidelines issued by regulatory authorities, relevant licences and any other codes of practice which apply to the Customer or BT and which relate to the provision of Customer Information provided that BT has given notice to the Customer of those which apply to BT.
- 2.7 Where appropriate, the Customer must specify the volume of traffic required for each CoS level.
- 2.8 The Customer must adhere to the recommended bandwidth, access rate or specified volume of traffic as specified by BT for each CoS level. The Customer acknowledges that if it exceeds such recommended bandwidth, access rate or specified volume of traffic, then this may result in service degradation for which BT will not be liable.
- 2.9 To enable BT to provide a CoS level, classification of traffic must be carried out. Unless the Customer has requested to carry out classification of traffic via Professional Services such classification will be the sole responsibility of the Customer.

3 Network Services - General

- 3.1 Where an IP address or Domain Name is allocated to the Customer, it may only be used in connection with the Service. Except where expressly registered in the Customer's name, all BT based IP addresses and domain names made available on the Customer's behalf in connection with the Service shall at all times remain the property of BT and shall be non-transferable. The Customer shall have no right to use such IP addresses or domain names upon termination of the Service, at which time they will revert to BT.
- 3.2 Where the Customer has requested network address translation, BT will configure the Service in accordance with the details specified in the design summary. Where the Customer subsequently requests BT to make a change to the network address configuration, the Customer shall pay BT's reasonable Charges for the work carried out.
- 3.3 The Customer will give BT as much notice as possible if it intends to use the Service or to encourage or require the use of the Service in such a way as to distort users natural usage patterns, including, by way of example, running promotions which require users to log on within a short space of time or on a "first come, first served" basis.
- 3.4 The Customer acknowledges that the quality of the Service may be impaired by the uploading and downloading of data when using an ADSL enabled Line.

4 Service Management Boundary

- 4.1 BT will provide and manage the WAN Services up to the bridge router interface to the Customers LAN and will not extend beyond the Customer LAN ("Service Management Boundary").

5 Defined Terms

In addition to the defined terms in the General Terms and the Managed Service from BT Schedule to the General Terms, the following defined terms apply in this Schedule (and in the case of conflict between these defined terms and the defined terms in the General Terms and the Managed Service from BT Schedule to the General Terms, these defined terms will take precedence for the purposes of this Schedule):

“Device” means any laptop, personal digital assistant smartphone, mobile phone, tablet, netbook or other piece of equipment with Wi-fi connectivity.

“RADIUS” means remote authentication dial in user server.

“Service Availability Area” means an area, as may be amended by BT from time to time, where the Service is potentially available detailed on the BT website at <http://www.bt.com/broadband/>.

“URL” means a uniform resource locator.

“Wi-fi” means a wireless fidelity network.