

1. Service Overview

The Mobile Enterprise Management Service allows you to completely outsource the management of your mobile estate to us. Your internal teams outsource workloads directly to our dedicated Six Degrees Mobile Service Desk. First line, second line and technical requests will always be dealt with by our dedicated specialist team. As a result, your organisation can realise greater efficiencies, cost savings and reliability of service to users.

By delivering a monthly analysis across your multi-network mobile estate, we:

- (a) Support the administration of your multiple, internal business departments;
- (b) Create the ability to forecast growth and usage;
- (c) Identify account profile change; and
- (d) Introduce control and clarity over spend.

Mobile Enterprise Management enables both your users and internal teams by providing an enhanced service and offers an appreciation for your executive team's requirements. Our enhanced service levels provide greater flexibility, ensuring your users receive the highest levels of availability and service.

The service is delivered in conjunction with connectivity to o2, Vodafone or EE networks directly. Please reference Section 3.2 regarding how to contact us.

2. Service Features

Mobile Enterprise Management has three service tiers:

- (a) Essential;
- (b) Advanced;
- (c) Premium.

The table below shows what is:

- Standard;
- Available as an optional for an additional fee.

Options	Essential	Advanced	Premium
Incident Management	●	●	●



Moves, Adds, Changes, Deletes (MACD) Management	●	●	●
Technical Management	●	●	●
Account Review		● Every 6 months	● Every 6 months
Out of Hours		○	●
Automated Bill Reporting		●	●
Bill Monitoring			●
Bill Analysis		●	●
Tariff Performance Analysis			●
Free of Charge SIM cards			●

Mobile Enterprise Management Options

2.1 Essential

Essential support provides a 09:00-18:00, five (5) Business Days a week support service for your solution, team and staff. This timeframe is based on our standard business hours and standard Business Days as defined in our MSA, but also offers the additional half an hour of coverage between 17:30 – 18:00 on Business Days with our Essential support. It provides:

- (a) Reaction to your request for assistance – fifteen (15) minute first response time SLA;
- (b) Reduction in impact of any issues; and
- (c) Assistance to restore services effectively.

2.2 Advanced

Advanced option builds on Essential support and provides a more proactive approach to service management through monitoring of your telecommunications estate.

A dedicated Six Degrees Service Desk is available for Incident reporting from 07:00 to 19:00, seven days a week, and is available outside of these hours should you need it. Out of hours support requests should be emailed to our mobile support service desk, please reference Section 3.2 regarding how to contact us.

2.3 Premium

Premium is designed for those organisations that require full service level assurance and availability management of their mobile telecoms estate. Our team of experts very much becomes part of your IT team, focussing on maximising the benefits of your solution. The support offers 24x7x365 support and month-on-month tailored reporting to ensure maximum savings and efficiencies are being achieved by your selected tariffs.

2.4 Management Options



To provide the Advanced and Premium service levels, we require direct access to your bill management portal with the mobile network providers. The access to this portal will need to be authorised by the Customer directly with the network operator. We will work with you to arrange for access to this portal.

MDM / Security – Application Management

2.5 Estate Audit

- (a) We will compile a mobile device list to include make and model of devices needing enrolment;
- (b) Policy Snapshot (if existing MDM in place) – We will record all current MDM policy settings within the MDM/Security portal, this list will include both policy types BYOD & corporate owned devices.
 - (i) BYOD Policy – A record of all application whitelists will be taken, all password requirements for the user and any further policy details for BYOD, and
 - (ii) Corporate Policy – A record of current policies for corporate owned devices will be recorded. This will include the required device policy set up and how services are enabled on the device; and
- (c) Project scope/plan – We will create a project plan for full deployment of the project and schedule for ongoing checks and milestones for activations / policy go live.

2.6 Portal Setup

- (a) Administration policy set up – Main user training on portal set up, and policy administration. Our service team is included as admins for ongoing support at your discretion;
- (b) Default policy list/Policy match (if existing MDM in place) – Set up of the default policy list as set out in the project plan. Any requested policies captured from the policy snapshot taken at the beginning of the process will be simultaneously provisioned;
- (c) Push Certificates for Android and iOS – Requirement for Apple iOS devices needed to be enrolled within MDM;
- (d) Policy Planning and Review – Once policy coverage and set up has been reviewed, we will work with you to tailor the MDM to your own business policies;
- (e) Project Plan Implementation – Project transitions inline with agreed timeline set out in point 1. We will provide a soft copy and user guide;
- (f) Beta test at your discretion before initiating full enrolment; and
- (g) We support you with full (or partial) enrolment based on project plan.

2.7 Review



- (a) Policy review – Review with your main administrator to understand and review efficiency of set policies. Set plan for amendments where required;
- (b) User list sign off – Client sign off for all users captured within the initial set up process;
- (c) Outstanding Issues – Review of initial and ongoing issues have been captured and completed; and
- (d) Subsequent Review Planning – Review stages will be drawn up at your convenience. Ongoing reviews to ascertain how your business is developing and how MDM can fulfil client strategies.

2.2.4 Ongoing Service and Support

- (a) Routes for Support – we will produce a document with clear identification of support for:
 - (i) End-user MDM issues; and
 - (ii) Support for client admins.
- (b) Supporting Levels – Set inline with MEM level; and
- (c) Service level Agreements – Set inline with MEM level.

2.8 Client bill analysis and reporting – Essential

- (a) Formats - Excel Breakdown Report / PDF Report / PDF Network Invoice;
- (b) Six Degrees Support with setting up the network bill management portal – on site/call meeting to demonstrate billing portal registration process and feature set;
- (c) We maintain a record of your login credentials (for your convenience);
- (d) Analysis – Anomaly Identification – Presented as a PDF report: incorporating graphs, trend reporting and reported anomalies;
- (e) Missing invoices / Credit notes – we fully reconcile with the network provider on missing invoices or credits to be applied on your behalf; and
- (f) Yearly Account Review – PDF presentation to advise where spend and overcharge occurs - closer look at main overspend points each month and how those points have developed over the period.

2.9 Client bill analysis and reporting – Advanced

In addition to the Essential level offering the client will receive the below with the PDF reporting removed.

- (a) Formats - Excel Breakdown Report / PDF Network Invoice / Portal



- (b) Six Degrees 'Analytix' Portal Client Access: Consolidated client access portal to view mobile services to control and manage usage, behaviour and costs, delivering cost centre billing and employee asset management;
- (c) Account review every six (6) months – On site meeting to review the account over the past six (6) months, including a closer look at main overspend points each month and how those points have changed through the period;
- (d) Cost Centre Management – Breakdown of cost within each of the cost centres to be able to identify the highest usage/overspend within wider group;
- (e) Network billing error identification – case management in case of Network error (log the case, responding to updates, close the case with positive outcome for client);
- (f) Monthly bill call – our dedicated billing agent calls you on your bill date to discuss main bullet points of that month's bill run, which will include the highest overspend charges and highest usage connections;
- (g) Tariff performance and recommendation – (depending on requirement) closer look at how the account is performing and if any upgrades/changes are required to the airtime tariff; and
- (h) Onsite presence for first bill run – Billing Team member present on client site to help understand billing system as well as invoices and breakdowns as they arrive.

2.10 Client bill analysis and reporting – Premium

- (a) Formats – Client Preference / Portal;
- (b) Complete Bespoke reporting including access to Enterprise 'Analytix' Portal;
- (c) 'Analytix' Enterprise Edition;
- (d) Bespoke Excel Reporting – Bespoke reporting based on your individual departmental requirements;
- (e) More detailed cost centre breakdown/reporting;
- (f) Proactive change management –we identify areas of saving and action with immediate effect; and
- (g) Individual email distribution of usage reports to end-user / cost centres.

3. Service Implementation

After order acceptance, we will implement the Service as follows:

Service Implementation	Us	You
You provide network PAC (Porting Access Code) to us.		●



We present Mobile numbers and PAC to new network provider.	●	
You distribute network SIM cards and hardware.		●
We ensure existing devices are unlocked and ready for service.	●	
You verify existing devices are unlocked and ready for service.		●
You inform us if devices or SIM cards are lost / stolen.		●
You e-sign the network contract to activate connection / renewal process and tell us when you've done so.		●
We process mobile numbers and tariff details with the network.	●	
We ensure Moves, Adds, changes and Deletes (MACD's) are processed with the network.	●	

3.1 Ready for Service

The Ready for Service Date will be the date when we mutually agree to start Mobile Enterprise Management. This date may or may not coincide with your mobile network agreement start date.

The Ready for Service Date is the date from which we invoice you following a signed agreement. The invoice will be sent directly to you by us and we will charge for the service level as an upfront charge for the entire contract term.

The network 'ready for service' date is available at your discretion for ports, but may be set to within a forty-eight (48) hour time/date slot by the network for upgrades and new connections.

Confirmation of ready for service dates will be communicated to the client (and end-users where required) by email. Confirmation or service live will be carried out with the client on the date of ready for service.

Any charges for Mobile Enterprise Management will be invoiced directly by us and will not appear on your airtime invoice which will arrive separately from the network provider.

3.2 Your Support Team

We provide an optional 24 hours per day, 7 days per week, year-round support service delivered by UK based in-house support engineers. Please refer to your chosen Service tier, outlined in Section 2 for detail of the Support you will receive. If you need our support, you must raise an Incident or a Service Request via email. The time-stamping in our Service Request system defines when we consider an Incident or Service Request to have started and finished; this definition is what is used in relation to Service Levels.

Dedicated Mobile Support Service Desk:

Support Email: Mobile.Support@6dg.co.uk

Out of Hours Support Phone: +44 (0)1908 200 770

3.3 Incident Management



An incident is created when you report a fault or initiate a request for information. The process for managing Incidents is described below showing both your and our involvement in the resolution of requests.

During incident management, we may need your help in debugging the underlying fault, in which case, we will contact you by telephone or email. If we cannot reach you, or we do not receive support from you, we may consider that our response times are put on hold, or we may close the Service Request, acting reasonably.

If you believe that you need to raise a concern on any individual Incident, you may do so by following our escalation process as defined below in Section 3.4 which we will send to you during Service Implementation. This information is part of your client welcome pack. If we need to update the Escalation Process, we will let you know of any changes.

Incident Management	Us	You
You contact us by email or telephony to: <ul style="list-style-type: none">• explain an issue with the Service or• initiate a request.		●
We create an Incident ticket and provide you with a response.	●	
Our 1st line teams examine the Incident symptoms and triage the Incident to one of our 2nd line teams or any of our 3rd parties.	●	
We provide you with an update (usually by email) on the Incident cause and how we can resolve it.	●	
For Incidents needing deeper technical work, we escalate to our 3rd line support or to our 3rd parties to analyse the issue.	●	
We collaborate with you to debug the issue and find the underlying Fault.	●	●
We close the Incident ticket ¹ .	●	

3.4 Escalation Process

You need to first put your dispute in writing to the Client Service Manager. S/he will then liaise with the Product Director as to the course of action. Dispute and escalations are always available to be discussed in person with both the client service manager and the Product Director.

Our SLA on a dispute response is 24 hours during Business Days within a business week. For example, if you email at 11 AM on a Wednesday, you will receive a response back by no later than 11 AM on Thursday.

If you are not happy with the resolution, then Complaints can be emailed to complaints@6dg.co.uk as outlined in our Complaints Process here: <https://www.6dg.co.uk/terms>. Communication about any complaints you may have would be handled by your Client Service Manager.

¹ Please note the ticket re-opens upon reply by either side.



Disputes with the networks are handled directly by us on your behalf. Feedback is provided based on network SLAs which vary dependent on carrier. Our standard response SLAs apply to network complaints.

3.5 Service Request Management

(a) Request for Change

To change or add to your Service, you must raise a service ticket via email to our dedicated Mobile service desk for Mobile queries and issue resolution. Please reference Section 3.2 regarding how to contact us.

(b) Information Requests

If you need to clarify any technical or other questions on your Service, you must raise a service ticket via our dedicated Mobile service desk for Mobile queries and issue resolution. Please reference Section 3.2 regarding how to contact us.

4. Billing

4.1 Mobile Network

Mobile Network Airtime will be billed directly to you by the network. Mobile Network Airtime is your monthly network tariff.

4.2 Six Degrees Mobile Enterprise Management Service

Service options will be billed directly to you by us for the contract period upfront.

4.3 Additional Charges

We reserve the right to charge additional fees in the following situations:

- (a) Implementation work carried out outside business hours; and
- (b) Any change in your requirements occurring after the implementation of the Service and outside the scope of the contract (as described in the MSA).

5. Dependencies

We provide Mobile Enterprise Management, subject to the following dependencies:

5.1 Client Obligations

- (a) To provide the Advanced and Premium service levels, we require direct access to your bill management portal with the mobile network providers. The access to this portal will need to be authorised by you directly with the network operator. We will work with you to arrange for access to this portal.



5.2 Service Dependencies

- (a) The mobile network operators or any third parties directly provide us with all information requested in a timely and legible manner;
- (b) You respond to and process our requests for information we may not be able to attain without your cooperation; and
- (c) We do not accept liability for incorrect information provided by the networks directly or any third party.

6. Definitions and Acronyms

6.1 Definitions

In this document “we” or “us” refers to the Supplier, and “you” refers to the Client.

The terms listed have the following meanings:

Term	Meaning
Analytix	Hosted Mobile CDR analytics portal. Client access with administrator login.
PAC	Porting Authorisation Code, required to port your mobile number from one network operator to another.

6.2 Acronyms

Acronym	Meaning
BYOD	Bring Your Own Device
MDM	Mobile Device Management
SIM	Subscriber Identity Module - small plastic card that slots into your phone to provide network connectivity to provider(s) defined in the order form.
SLA	Service Level Agreement



7. Operational Targets

Type 1	P1	P2	P3	P4
Response	15 mins	15 mins	15 mins	Next Business Day
Fix	1.5 hours	1.5 hours	8 hours	3 Business Days
Hours of Support	24x7	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days
Description	<ul style="list-style-type: none">• Total loss of service. EXAMPLES: <ul style="list-style-type: none">• Reach a spend threshold or a roaming cap;• Network issue.	<ul style="list-style-type: none">• Performance issues. EXAMPLES <ul style="list-style-type: none">• Network coverage;• Requirement for additional data.	<ul style="list-style-type: none">• Service Available with a non-service affecting issue. EXAMPLES <ul style="list-style-type: none">• Account administration, e.g. name changes;• Billing issue.	<ul style="list-style-type: none">• Service Requests;• Non-Service affecting work and reports;• A required change or configuration alteration to a service.