
MOBILE SERVICE SCHEDULE – MOBILE BROADBAND WITH LAPTOP

The following additional terms and conditions apply to the provision of Mobile Broadband with Laptop.

1 DEFINITIONS

In this Service Schedule, in addition to those terms defined in the General Conditions the Mobile Terms and the Mobile Equipment Terms, the following terms and expressions apply:

TERM / EXPRESSION	MEANING
“Mobile Broadband with Laptop”	means the Mobile Service under which O2 enables the Customer to use the Internet to send and receive data over the Network using approved Mobile Equipment containing a SIM Card and provides the Customer with laptop(s) and/or mini-laptop(s).

2 MOBILE SERVICE

Mobile Broadband with Laptop is a “Mobile Service” and the Mobile Terms will apply to this Service.

3 SERVICE STANDARDS

- 3.1 Connection speeds are subject to various factors including Network coverage and signal strength and O2 can not guarantee the Customer’s connection using Mobile Broadband with Laptop will reach any specific speeds.
- 3.2 Any laptop or mini-laptop supplied by O2 as part of the Mobile Broadband with Laptop may be provided with pre-installed software. This may include, but is not limited to, a Microsoft operating system, a virus checker, word processing and similar software and a manufacturer’s recovery program. The Customer is responsible for registering these services upon first use of the laptop. Failure to do so may result in full services not being provisioned.
- 3.3 The Mobile Equipment Terms shall apply to the provision by O2 and use by the Customer of laptops and USB modems under this Service Schedule.

4 CUSTOMER OBLIGATIONS

- 4.1 The Customer must tell O2 immediately upon becoming aware of any improper disclosure of security information or unauthorised use of Mobile Broadband with Laptop through the Customer’s account.
- 4.2 An excessive usage policy operates and the Customer shall ensure Mobile Broadband with Laptop is not used:
 - a) in, or connected to, any other device excluding a USB modem or data card; or
 - b) to allow the continuous streaming of any audio/video content, to enable Voice over Internet Protocol (VoIP), to use Peer to Peer (P2P) software or for file sharing.

If O2 reasonably suspects the Customer is not acting in accordance with this policy O2 shall contact the Customer with its concerns and reserves the right to impose further Charges and/or impose network protection controls which may reduce the Customer’s speed of transmission.

- 4.3 The Customer shall ensure that the “O2 Assistant” and “O2 Connection Manager” tools and O2 approved virus checker software are retained on all laptops or mini-laptops provided as part of the Mobile Broadband with Laptop for the Minimum Period and any additional period during which the Mobile Services are provided by O2 in order to continue to be able to receive a full support service from O2.