

# Product Terms

## Three Device Management for Business



### What is Three Device Management?

Three Device Management (*powered by Ivanti UK Limited*) is a device management Service Add-on, available as a cloud-only Software-as-a-Service (SaaS) subscription which provides Customers the visibility and IT controls needed to secure, manage and monitor corporate and personal mobile devices or laptops with active Three SIMs that access business data (“**Three Device Management**”).

Three Device Management is applied at line level, subject to the minimum volume requirements set out in the Terms and Conditions below, so Customer can choose which Users receive Three Device Management.

There are three different licenses available to Customer:

#### 1. Standard

- Apple / Samsung only.
- Provides automated onboarding, policy configuration and enforcement, application distribution and management, management and security monitoring, and decommissioning and retirement.

#### 2. Secure

- Apple & Samsung, plus support for Google Zero Touch and Windows Autopilot devices
- Provides streamline security management capabilities for IOS, macOS, Android, and Windows devices. Capabilities include:
  - Separate personal and business data to maintain user privacy and security
  - End-to-end device lifecycle management
  - Over-the-air provisioning of BYI and corporate-owned IOS, macOS, Android, and Windows devices
  - Remote app deployment and configuration
  - Helpdesk tools to make remote support more efficient

#### 3. Premium

- Apple & Samsung, plus support for Google Zero Touch and Windows Autopilot devices
- Extends security and device management capabilities with secure productivity suite, secure connectivity, and advanced conditional access capabilities for cloud apps and on-premises services. Capabilities include:
  - Secure connectivity with scalable multi-OS VPN solution
  - Prevent unauthorised users, devices, and applications from connecting to business services
  - Secure email, browsing and content management apps to enable remote productivity

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### Overview of the license functionality

Device Management & Security	UEM C	Secure UEM	Secure UEM Premium
Security and management – Secure and manage endpoints running Apple's iOS, macOS, iPadOS, Google's Android, and Microsoft's Windows operating systems. Available as a cloud service.	iOS/ Android Only	✓	✓
Mobile application management (MAM) – Secure business apps with Ivanti AppStation on contractor and employee devices without requiring device management.	✓	✓	✓
Easy on-boarding – Leverage services such as Apple Business Manager (ABM), Google Zero-Touch Enrolment and Windows AutoPilot to provide users with an automated device enrolment.	ABM/ AZT/KME only	✓	✓
Secure email gateway – Ivanti Sentry, an in-line gateway that manages, encrypts and secures traffic between the mobile endpoint and back-end enterprise systems.	X	✓	✓
App distribution and configuration – Apps@Work, an enterprise app storefront, combined with Apple Volume Purchase Program (VPP) facilitates the secure distribution of mobile apps. In addition, capabilities such as IOS Managed Apps and Android Enterprise allow for easy configuration of ap-level settings and security policies.	✓	✓	✓
<b>Scale IT Operations</b>			
Helpdesk tools – Help@Work lets IT remotely view and control a users' screen, with the user's permission, to help troubleshoot and solve issues efficiently.	X	✓	✓
Reporting – Gain in-depth visibility and control across all managed devices via custom reports and automated remediation actions.	X	✓	✓
<b>Secure Connectivity</b>			
HPer app VPN – Ivanti Tunnel is a multi-OS VPN solution that allows organisations to authorise specific mobile apps to access corporate resources behind the firewall without requiring any user interaction.	X	X	✓
<b>Secure Productivity</b>			
Secure email and personal information management (PIM) app-Ivanti Email+ is a cross-platform, secure PIM application for IOS and Android. Security controls include government-grade encryption, certificate-based authentication, S/MIME, application-level encryption, and passcode enforcement.	X	X	✓
Secure web browsing – Web@Work enables secure web browsing by protecting both data-in-motion and data-at-rest. Custom bookmarks and secure tunnelling ensure that users have quick and safe access to business information.	X	X	✓
Secure content collaboration – Docs@Work allows users to access, create, edit, markup, and share content securely from repositories such as Sharepoint, Box, Google Drive and more.	X	X	✓
<b>Conditional Access</b>			
Trust Engine – Combine various signals such as user, device, app, network, geographic region, and more to provide adaptive access control.	X	X	✓
Partner Device Compliance – send device information – including compliance – to Microsoft Endpoint Manager for Azure AD Conditional Access.	X	X	✓
Passwordless user authentication for one service – Passwordless multi-factor authentication using device-as-identity for a single cloud or on-premise application.	X	X	✓
<b>Ivanti Incapptic Connect – Publish Your Custom Apps</b>			
Self-service portal for customer app deployment – Automate signing, provisioning profile updates, and deployment of new Android and iOS app features with just a click.	X	X	✓
App store compatibility – Compatible with Ivanti UEM, VMware Workspace One, Microsoft Intune, Apple App Store and Google Play Store.	X	X	✓
IP and asset protection – Roles based separation of access, secured data in motion & data at rest, incl. protection of your credentials, distribution certificates and provisioning profiles.	X	X	✓

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Key things to note	
Can all Customers purchase Three Device Management?	<p>Three Device Management is available on certain Three Business Plans including Business Adapt, as set out in Three's Price Guide(s). Please visit <a href="#">Terms and Conditions   Three</a></p> <p>Three Device Management can be applied with Three Business Plans, except for Mobile Broadband and Business Broadband.</p> <p>Three Device Management can also be purchased in-life, provided Customer has a compatible plan. Termination during the Minimum Term will result in Cancellation Fees.</p>
Can new and existing Customers purchase Three Device Management?	Yes, all Customers can purchase Three Device Management if they have a compatible Three Business Plan. Call the Three Business Service Team to check compatibility.
Can Customer purchase Three Device Management if equipment is not purchased from Three?	<p>Yes, provided Customer has purchased a business SIM from Three, Three Device Management can be applied to Customer's own equipment with the Three SIM inserted.</p> <p>Three Device Management is only compatible with the following mobile devices or laptops: IOS, Mac OS, Google, Microsoft and Android.</p>
How will Customer know Three Device Management has been provisioned?	<p>Customer will receive an initial email confirming they have been added as Account Administrator, with details on how to log in to Three Device Management platform and how to create a password.</p> <p>Users will be added by the Account Administrator and will subsequently receive the Three Device Management app (Ivanti AppStation) pushed to their devices.</p>
What sort of access is available on Three Device Management platform?	<p>Customer and their User(s) usage data will be viewable at account holder and individual level. There are 2 types of access granted, and each type of User will have differing visibility of the usage data as set out below:</p> <p><b>Account Administrator</b> – Three will set up Customer as Account Administrator when initially provisioning Three Device Management. The Administrator can access all data on the Three Device Management platform.</p> <p><b>User</b> – Customer's Users will have access to their own data only via the Three Device Management app (Ivanti AppStation). Users will not be able to access the Three Device Management platform unless added as an administrator by the Account Administrator.</p>
If an employee leaves Customer's employment, who is responsible for removing that employee's access?	<p>The Account Administrator can remove User access to Three Device Management from the Ivanti platform, and remotely lock / wipe a device if required. The Account Administrator can also change the User details on the Ivanti platform if the device is being transferred to a new User. All changes relating to the device are within Customer's control via their nominated Account Administrator.</p> <p>Customer must contact the Three Business Service Team to cancel Three Device Management in respect of individual licenses. Cancellation Fees may be payable as set out in these Product Terms. Three will cease access to the Three Device Management following termination.</p> <p>Three will not be liable for unauthorised access.</p>

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<b>Software updates and license agreements</b>	<p>Access to Three Device Management is conditional upon Customer accepting and complying with Ivanti UK Limited's End User License and Services Agreement ("EULA"), the latest version of which is available at <a href="https://www.ivanti.com/en-gb/company/legal/eula">https://www.ivanti.com/en-gb/company/legal/eula</a> and to Ivanti UK Limited's supplementary terms for Software-as-a-Service (SaaS) which are available at <a href="https://www.ivanti.com/en-gb/company/legal/saas">https://www.ivanti.com/en-gb/company/legal/saas</a>.</p> <p>The license type referenced in the EULA, applicable for Three Device Management, is:</p> <ul style="list-style-type: none"> <li>• License Type: Perpetual</li> <li>• License Model: Device Based</li> </ul> <p>Customer is expected to undertake all required software updates to ensure continued access to Three Device Management. If Customer does not accept the End User License and Services Agreement, the supplementary terms for Software-as-a-Service or terms of the license of any software required in order for the Three Device Management to be performed, Three will be excused from performing any Three Device Management service relying on such acceptance or software.</p>
<b>What if I add Users during the Three Device Management Minimum Term?</b>	<p>Three Device Management carries a Three Device Management Minimum Term (defined in clause 3 below), which shall be as set out in Customer's Three Business Agreement. Additional Users may be added at any point during the Three Device Management Minimum Term. Each new additional Three Device Management license will be co-terminated in line with the original Three Device Management Minimum Term. The Three Device Management Minimum Term may extend beyond Customer's Plan(s) Minimum Term. Cancellation Fees will be payable should Customer terminate the Three Device Management Add-on or the Plan(s) within the applicable Minimum Term.</p> <p>It is not possible to mix and match license types during the Minimum Term e.g. Customer cannot purchase 50 Secure licenses and 50 Premium licenses.</p>

### Terms and Conditions for Three Device Management

#### 1. Agreement

- 1.1. The Agreement is made up of: (a) Three Business Agreement and Contract Summary and Contract Information (where supplied); (b) these Terms and Conditions for Three Device Management ("Product Terms"); (c) Customer's Price Guide; (d) the terms provided in respect of promotions or special offers; (e) the Terms and Conditions for using the Three Network for Business customers found at [Terms and Conditions | Three](#); and (f) any other terms provided in respect of additional Three Services which shall apply in decreasing order of precedence.
- 1.2. These Terms and Conditions for Three Device Management may be amended from time to time, and the current version of the said Terms and Conditions are available at visit [Terms and Conditions | Three](#).
- 1.3. Reference to "Three Device Management" or the "Service" applies to all licenses purchased by Customer.

#### 2. Commencement Date

- 2.1. Three Device Management begins on the date Customer enters into an agreement in relation to the applicable Three Device Management Add-ons ("**Three Device Management Service Commencement Date**") and will continue for the agreed Three Device Management Minimum Term set out in the Three

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Business Agreement, and on a monthly recurring basis thereafter until terminated, or until it is terminated in accordance with the terms of the Agreement.

### 3. Three Device Management Minimum Term and minimum volume

- 3.1. The minimum volume of licenses for Three Device Management is 25. There is no permitted ramp-up period to achieve the minimum volume.
- 3.2. The Minimum Term for Three Device Management commences on the Three Device Management Service Commencement Date and will continue for either 24 or 36 months, as specified in the Three Business Agreement (“**Three Device Management Minimum Term**”), and on a monthly recurring basis thereafter. All licenses purchased must either be 24 months or 36 months, not a combination thereof.
- 3.3. Additional licenses may be added at any point during the Three Device Management Minimum Term but must be the same license type as originally purchased. It is not possible to mix and match license types. Each new additional Three Device Management license will be co-terminated in line with the original Three Device Management Minimum Term. Customer acknowledges and agrees that the Three Device Management Minimum Term may extend beyond Customer’s Plan(s) Minimum Term. Cancellation Fees will be payable should Customer terminate the Three Device Management Add-on within the applicable Minimum Term.

### 4. Charges and Payment

- 4.1. Customer agrees to pay all Charges for Three Device Management in accordance with the terms of the Agreement. The Three Device Management Monthly Charge applies per license/SIM and will be charged to the monthly bill on a recurring basis.
- 4.2. Charges will commence on the Three Device Management Service Commencement Date and continue to be payable for the duration of the Three Device Management Minimum Term, and on a monthly recurring basis thereafter until Customer or Three terminates the Add-on, or until the Agreement is terminated (as applicable). For licenses that have been activated during a calendar month the full Monthly Charge shall apply. License charges will not be pro-rated.
- 4.3. Charges will be as set out in the Three Business Agreement and/or as agreed in respect of any bespoke professional services within each statement of work.
- 4.4. On expiry of the Minimum Term, the Monthly Charge will revert to Three's current standard list price as set out in the latest Price Guide found at [Three Business Price Guides | Three](#).
- 4.5. If Customer renews their Agreement with Three, and enters into a new Minimum Term, the Charges shall be at Three's current standard list price as set out in the latest Price Guide found at [Three Business Price Guides | Three](#)
- 4.6. Should Customer disagree with any of the Charges appearing on a bill issued by Three in connection with Three Device Management, Customer should raise a dispute in accordance with the terms of the Agreement.
- 4.7. If Customer fails to pay the bill in full by the due date, Three reserves all rights of recourse both as set out in the terms of the Agreement, and also the right to place Customer’s account in read-only mode for a period of 4 weeks before cancelling Customer’s access to Three Device Management.
- 4.8. Three may increase Charges for Three Device Management at any time, giving 30 days’ prior notice.
- 4.9. Three Device Management will use data from Customer’s data allowance in order to operate, which will be charged in accordance with the appropriate Three Business Plan which Three Device Management is provided on.

### 5. On-boarding and Three Device Management Professional Services

#### Standard configuration onboarding for all license types

- 5.1. Within 5 Working Days of the order being processed, CWSI (UK) Limited will send the Three Device Management Account Administrator an email with 3 suggested appointment dates for a remote onboarding session (maximum of 3 hours). Should Customer not be available for those dates, CWSI (UK) Limited shall, within 5 Working Days, send a further 3 suggested appointment dates. No further dates will be offered. All on-boarding activities are only available during 9am-5:30pm Monday-Friday (excluding public holidays). Customer acknowledges and agrees that all dates are estimates, and Three has no liability for any failure to provide Three Device Management by any specific date or timeframe. Onboarding will be completed remotely.

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- 5.2. Additionally, where Customer has purchased **Standard** Three Device Management, there are deployment packages available for Customer to purchase if required. These will be agreed between Customer and Three. Customer shall be responsible for ensuring that any pre-requisites advised by Three or CWSI (UK) Limited are completed.
- 5.3. Where Customer has a specific requirement that is not met by the standard on-boarding services, Customer may purchase Professional Services. The Professional Service Charges will be included in the next monthly bill after successful delivery of the Professional Services.
- 5.4. Customer, Three and CWSI (UK) Limited shall collectively agree a statement of work that will outline the agreed Professional Service activities, Professional Services Charges, responsibilities of the parties and expected timescales for delivery of the Professional Services.
- 5.5. All Professional Services and on-boarding activities will be completed by CWSI (UK) Limited or its subcontractors remotely, unless specifically agreed otherwise, and are available 09:00 to 17:30 on a Working Day in the United Kingdom (Monday to Friday, excluding public holidays).
- 5.6. The following cancellation charges will be payable by Customer in the event of a cancellation (including with the intent to reschedule) of any Professional Services at the request of Customer:

Notice Given	Cancellation Charge
Within 48 hours or less of agreed start date	100% Professional Services Charges
Within 2-7 days of agreed start date	50% Professional Services Charges
Greater than 8 days before agreed start date	No cancellation Charge

### 6. Three Device Management Service and Restrictions

- 6.1. Three agrees to make Three Device Management available for purchase and internal use by the Customer and its authorised Users.
- 6.2. Customer acknowledges that Three is authorised to resell Ivanti UK Limited's product as Three Device Management from Ivanti's partner CWSI (UK) Limited.
- 6.3. Three will provide the Customer with Three Device Management for the Three Device Management Minimum Term as described in the Three Business Agreement.
- 6.4. Customer is permitted move its entire base of licenses (not individual licenses) to a higher licence type e.g. if Customer is on Standard, all licenses may move to Secure or Premium, and be subject to the remaining existing Minimum Term. Customer cannot move downwards in licence type either individually or its entire base e.g. Customer cannot move any or all licences from Secure to Standard.
- 6.5. Customer cannot have a mixture of license types, either at point of purchase or added in-life.
- 6.6. Provision of Three Device Management by Three to Customer is conditional on Customer's: (i) acceptance of these Terms and Conditions for Three Device Management; (ii) compliance at all times by Customer with the terms of the Agreement; (iii) acceptance of Ivanti UK Limited's End User License and Services Agreement, which is available at <https://www.ivanti.com/en-gb/company/legal/eula>; and (iv) acceptance of Ivanti UK Limited's supplementary terms for Software-as-a-Service (SaaS) which are available at <https://www.ivanti.com/en-gb/company/legal/saas>. Customer must read all of the above carefully prior to purchasing the Three Device Management Add-on.
- 6.7. Customer's liability and indemnity obligations to Ivanti UK Limited are set out in the End User License and Services Agreement, and the supplementary terms for SaaS. Customer's liability and indemnity obligations to Three shall be as set out in the Terms and Conditions for using the Three Network for Business customers, at [Terms and Conditions | Three](#)
- 6.8. Customer acknowledges that Three Device Management (and all services provided to the Customer which are ancillary or incidental to the installation, use and support of Three Device Management) are made available by Three as an authorised reseller, and that Three Device Management is for internal use only.
- 6.9. Customer acknowledges that Customer is responsible for any use of data and information arising in connection with Customer's and Users use of Three Device Management, and that Three is not responsible for securing or maintaining any consents or permissions required from Customer's employees, contractors or users of Three Device Management.
- 6.10. Three confirms to Customer that Three is authorised to promote and resell Three Device Management and agrees to procure:
  - 6.10.1. that Three Device Management is provided to Customer with all end user warranties which are made generally available by Ivanti UK Limited, valid and intact, as set out in the End User License and Services Agreement; and

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- 6.10.2. that the services provided to Customer which are ancillary or incidental to the installation, use and support of Three Device Management are provided with reasonable skill and care.
- 6.11. Three does not provide any warranty that the operation of Three Device Management will be uninterrupted, fault-free or error-free, that it will protect against all possible security threats or will meet any specific requirements Customer may have, or that errors in Three Device Management can or will be corrected. No additional warranties or commitments are provided by Three in connection with Three Device Management or any services provided to the Customer, ancillary or incidental to the use of Three Device Management, and any implied warranties or related terms are, to the fullest extent permitted, excluded.
- 6.12. Three shall not be liable for any loss of use of Three Device Management. Three will provide Three Device Management using reasonable skill and care. However, Customer acknowledges that it is not technically possible for Three to provide or guarantee the provision of Three Device Management on a fault-free or error-free basis, and that circumstances beyond the control of Three can impair the availability of Three Device Management. If Customer suffers any disruption to Three Device Management, Customer should contact Three in accordance with the Terms and Conditions for using the Three Network for Business customers at [Terms and Conditions | Three](#).
- 6.13. Customer is responsible for the security and proper use of all usernames and passwords used to access Three Device Manager, including those of the Users. Customer or Users must not disclose passwords to any third party (whether directly or indirectly). Customer agrees and understands that they are responsible for maintaining the confidentiality of passwords associated with any account created for their authorised Users' access to Three Device Management. If such information is disclosed to any unauthorised third parties, Three shall not be liable for any loss or damage that may result therefrom. Customer is liable for all use made of Three Device Management through their account, whether authorised by the Customer or not.
- 6.14. Customer must notify the Three Business Service Team immediately if they become aware or suspect that security has been compromised, including unauthorised use of passwords. It is Customer's or the Users' responsibility to ensure that passwords are changed immediately if they believe they have been compromised.
- 6.15. Customer is responsible for disabling access for any employees or other persons previously authorised to access Three Device Management console platform and/or wiping devices as required. Three shall not be liable for any unauthorised access.
- 6.16. Customer shall be liable for any acts and/or omissions of any User and/or employee authorised by them to access Three Device Management.
- 6.17. Customer is not permitted to resell, distribute, provide, and sub-licence the Three Device Management licenses other than as permitted in the Agreement.

### 7. In-Life Support

- 7.1. In-life break fix support for Customers is available from CWSI (UK) Limited. Customer should contact the Three Business Service Team in the first instance to ensure the issue isn't device or Three Network related. If confirmed related to Three Device Management, CWSI (UK) Limited will contact Customer's account administrator directly to support.

### 8. Data Protection

- 8.1. Customer acknowledges and agrees that their personal information will be shared with Ivanti UK Limited and CWSI (UK) Limited (and their subcontractors) for the purpose of providing and provisioning Three Device Management and supporting technical queries.
- 8.2. Customer accepts the Ivanti UK Limited terms of use on the processing of their personal information as set out within the Ivanti UK Limited data processing addendum at <https://rs.ivanti.com/legal/ivanti-data-processing-addendum-10.22-english.pdf> and EULA at <https://www.ivanti.com/en-gb/company/legal/eula> which incorporates Ivanti UK Limited's privacy policy at <https://www.ivanti.com/en-gb/company/legal/privacy-policy/>.
- 8.3. Customer accepts the CWSI (UK) Limited terms of use on the processing of their personal information as set out within the CWSI privacy policy at <https://cwsisecurity.com/privacy-policy/>.
- 8.4. Customer agrees to comply with its obligation to inform its Users of the how their personal information will be used as set out within this clause and these Product Terms.

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Three.co.uk

### 9. Changes, Discontinuation and Suspension of Three Device Management

- 9.1. Three's rights to change, suspend or discontinue Three Device Management set out within these Product Terms, are in addition to the Terms and Conditions for using the Three Network for Business customers found at [Terms and Conditions | Three](#).
- 9.2. Three may change, suspend or discontinue Three Device Management at any time. Three may change, update or upgrade Three Device Management in order to ensure compliance with new legal or technological developments, and to protect against new or emerging security issues. If the changes are likely to disadvantage Customer, Three will provide a minimum of 30 days' notice. By continuing to use the Service after that time, Customer is expressing and acknowledging acceptance of the changes.
- 9.3. Three reserves the right to suspend the provision of the Three Device Management pending investigation where:
  - 9.3.1. it reasonably suspects any of the requirements in these Terms and Conditions have been breached by Customer or their Users, and reserves the right to terminate the Agreement immediately (without cost or liability on the part of Three) where such breach has taken place;
  - 9.3.2. in the event of an emergency, including complying with any request of an emergency service organisation;
  - 9.3.3. maintenance; or
  - 9.3.4. in order to comply with any law, regulation, court order or governmental request or order.
- 9.4. Any suspension of Three Device Management shall not exclude Three's right to subsequently terminate the Agreement.

### 10. Termination

- 10.1. In the event Customer terminates the Three Device Management Add-on within the Three Device Management Minimum Term, Customer will be liable for a Cancellation Fee per license calculated as follows: *Months remaining in the applicable Three Device Management Minimum Term x Three Device Management Monthly Charge*.
- 10.2. At the end of the Three Device Management Minimum Term, the Add-on(s) shall continue on a monthly recurring basis until a new Agreement is entered into or Customer / Three gives 30 days' notice to terminate the Add-on(s) in accordance with these Terms and Conditions or the terms of the Agreement, as applicable. Where notice to terminate is given, Three Device Management will be cancelled at the end of the billing cycle after the billing cycle in which the notice to terminate was received.
- 10.3. On termination of the Add-on(s) for any reason, Three shall not be obliged to store or hold any Customer data (including Customer personal data) except as required by law.
- 10.4. On cancellation of the last Three Device Management Add-on, Customer data is automatically deleted from the Three Device Management platform immediately upon the closing of the Customer's account, in accordance with Ivanti UK Limited's Data Processing Addendum, a copy of which is available at [ivanti-data-processing-addendum-10.22-english.pdf](#). Customer acknowledges and agrees, and will inform Users, that individual data is not deleted on a per license basis.
- 10.5. On termination of the Three Device Management Add-on or Agreement for any reason, Customer must unenroll all User devices from the Three Device Management platform. Failure to do so may result in prevention of Customer accessing an alternative unified endpoint management platform.
- 10.6. Without prejudice to Three's other rights set out within the Agreement, Three shall be entitled to terminate the Three Device Management Add-on forthwith on written notice to Customer in the event that:
  - 10.6.1. Customer fails to promptly comply with any reasonable request/condition specified by Three in relation to Customer's use of Three Device Management;
  - 10.6.2. Three is unable to resolve a dispute with any third party upon whom provision of the Three Device Management Add-on or components thereof, is related or contingent or continue to receive services from any third party;
  - 10.6.3. CWSI (UK) Limited and/or Ivanti UK Limited no longer provide the services which Three needs to provide the Three Device Management Add-on;
  - 10.6.4. Customer does not accept, or fails to comply with any terms of, the EULA, the supplementary terms for Software-as-a-Service or terms of the license of any software required in order for Three Device Management to be performed;
  - 10.6.5. Three ceases to provide Three Device Management; or
  - 10.6.6. Three has reasonable grounds to believe that Customer's use of Three Device Management constitutes a breach of any Applicable Law.
- 10.7. If CWSI (UK) Limited or Ivanti UK Limited terminates Customer's right to use Three Device Management, Three will be excused from liability related to failure to deliver the Three Device Management Add-on.



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### 11. Definitions

- 11.1. The Definitions section of the Terms and Conditions for using the Three Network for Business customers Agreement (titled 'Definitions') shall be amended by the inclusion of the following additional defined terms:
- a) "ABM" means Apple Business Manager.
  - b) "CWSI (UK) Limited" means a company registered in England and Wales under company number 08032836 whose registered office is at Unit 3, The Pavilions, Ruscombe Business Park, Twyford, Reading, RG10 9NN, United Kingdom.
  - c) "Ivanti UK Limited" means a company registered in England and Wales under company number 05084379 whose registered office is at 5 New Street Square, London, EC4A 3TW.
  - d) "KME" means Knox Mobile Enrolment.
  - e) "Professional Services" means bespoke professional services for installation provided by Ivanti UK Limited as set out in a statement of work.
  - f) "Professional Services Charges" means Charges in relation to Professional Services.
  - g) "Three Business Service Team" means the team contactable on 337 from a Three phone or 0800 033 8033 from any other phone; or re-routed via the Customer Success Manager. The Three Business Service Team are available 8am and 8pm on Working Days or 9am to 5pm on Saturdays.
  - h) "Working Day(s)" means Monday to Friday inclusive, other than public holidays in the UK.