

End User Services - Mobile Device Management (MDM)

1 Overview of the Service

NTT's Mobile Device Management Service provides visibility and control over iOS and Android devices.

2 Client Responsibilities

- (a) Client must contract for End User Integrated Operations Center (a.k.a End User Service Desk) or provide level-0 and level-1 support and troubleshooting for end-user community through Client's existing help desk.
- (b) Active Directory Federation Services (AD FS) configuration.
- (c) Multi-factor authentication (MFA) configuration.
- (d) Client and Client End User must accept and abide by any NTT required End User license agreement.
- (e) Management of server operating systems.
- (f) Data Loss Prevention (DLP) configuration including Azure Information Protection (AIP) feature set.
- (g) End User communication.
- (h) Support for any non-Microsoft mobile applications.
- (i) Mobile Application Management (MAM) functionality.
- (j) End User device enrollment.

3 Specific Service Operations

Task	Description
Configure and Manage MDM Solution	Set up, configure and manage MDM solution.
Configure Compliance Policies	Configure compliance policies with a maximum of two (2) policies per operating system type.
Configure and Manage Configuration Policies	Configure and manage configuration policies with a maximum of two (2) policies per operating system type. This includes Microsoft owned and supported applications and devices. Note: If Client contracts for Windows Autopilot solution, Autopilot-related policies are not included in this policy count.
Configure Application Portal	Configure application portal.
Deploy Automatic Updates	Deploy automatic updates when update is available in app store (i.e., Play Store for Android and AppStore for iOS).
Configure Access Policy	Configure conditional access policy for Microsoft Office 365 Azure environment with a maximum of one (1) policy per environment.
Customize End User MDM Portal	Customize End User MDM portal within the supported feature set.
Manage MDM Feature Set	Manage MDM feature set (i.e., device wipe, device password reset, company information wipe, enforce device security features, device encryption and device decommissioning).
Deploy Windows Applications	Deploy Windows applications and which requires "Store" Universal Windows Application (UWA).
Configure Mac OS X Functionality	Configure basic Mac OS X functionality dependent on Microsoft's support of the operating system.
Manage O365 Enterprise E3 MDM Feature Set	Manage Microsoft Office 365 Enterprise E3 MDM feature set (Enterprise Mobility and Security).
Configure BitLocker Encryption	Configure BitLocker encryption provided Customer has a supported Trusted Platform Module (TPM) in place.

4 Services Available for an Additional Fee

Standard service includes configuration of basic Mac OS X functionality, if Client requires advanced functionality then a premium MDM engagement and JAMF solution is required and for additional fees and must be In-Scope in the SOW.

5 Out of Scope

- (a) Manage Microsoft Office 365 Enterprise E5 feature set (Enterprise Mobility and Security).
- (b) Microsoft unsupported operating system types, devices and applications.
- (c) Microsoft Windows 10 versions prior to 1803
- (d) On-premise non-Microsoft Office 365 MDM Policy.
- (e) "Preview" MDM Features.
- (f) End user computer device and application update/patching via MDM solution and which requires EMaaS.

6 Supported Environments

- (a) Client premises
- (b) Remote End User premises

Service Description Specific Terms

By selecting this service as in Scope in the SOW Client and its End User explicitly agreeing to abide by the Following.

The Mobile Device Management application ("Application") is licensed, not sold. This agreement only gives Client some rights to use the Application. NTT and its supplier reserves all other rights. Unless applicable law gives Client more rights despite this limitation, Client may use the Application only as expressly permitted in this agreement. In doing so, Client must comply with any technical limitations in the application that only allow Client to use it in certain ways. Client may not:

- work around any technical limitations in the Application;
- reverse engineer, decompile or disassemble the application, except and only to the extent that applicable law expressly permits, despite this limitation;
- make more copies of the application than specified in this agreement or allowed by applicable law, despite this limitation;
- publish the application for others to copy;
- rent, lease or lend the application; or
- transfer the application or this agreement to any third party.

The Application is subject to United States export laws and regulations. Client must comply with all domestic and international export laws and regulations that apply to the Application.

The Application may connect to Internet-based wireless services. Clients use of the application operates as Clients consent to the transmission of standard device information (including but not limited to technical information about Clients device, system and application software, and peripherals) for Internet-based or wireless services. If other terms are provided in connection with Clients use of the services, those terms also apply.

1. Some online services require, or may be enhanced by, the installation of local software like this one. At Clients, or Clients Admin's direction, this software may send data from a device to or from an online service.
2. Usage Data. The Application automatically collects usage and performance data over the internet. This data will be used to provide and improve products and services and enhance Clients experience.
3. Installation and Use. Client may install and use the number of copies in Scope in the SOW.

Updates. Updates or upgrades to Application may be required for full functionality. Some functionality may not be available in all countries.

Included Programs. The application contains other programs. These license terms apply to Clients use of those programs.

Third Party Programs. The application may include third party programs that are licensed to Client under this agreement.

THE APPLICATION IS LICENSED "AS-IS" "WITH ALL FAULTS," AND "AS AVAILABLE" CLIENT BEAR THE RISK OF USING IT. NTT AND WIRELESS CARRIERS OVER WHOSE NETWORK THE APPLICATION IS DISTRIBUTED, AND EACH OF OUR RESPECTIVE AFFILIATES, AND SUPPLIERS ("COVERED PARTIES") GIVE NO EXPRESS WARRANTIES, GUARANTEES OR CONDITIONS UNDER OR IN RELATION TO THE APPLICATION. THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE APPLICATION IS WITH CLIENT. SHOULD THE APPLICATION BE DEFECTIVE, CLIENT ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING OR REPAIR.