

# Inbound - Service Schedule

This Service Schedule is current as of 11 March 2015.

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# 1. About this Service Schedule

- 1.1. This Service Schedule is made under the Master Services Agreement between you and us and forms part of our Agreement with you.
- 1.2. Where capitalised terms are used in this Service Schedule then those terms shall have the meanings set out in the Master Services Agreement unless they are otherwise defined in this Service Schedule.
- 1.3. References in this Service Schedule:
  - 1.3.1. To “Services” are to the Inbound Services set out in this Service Schedule;
  - 1.3.2. to “we”, “us” or “our” are to Vodafone; and
  - 1.3.3. to “you”, “your” and “yours” are to the Customer.



# Part A – Service Management Services

## 1. Introduction

- 1.1. These Service Management Services form part of our Agreement with you.
- 1.2. The Service Management Services cover the management of the delivery of the Services throughout the term of this Agreement.

## 2. Incident Management

- 2.1. We shall carry out Incident management, which aims to restore service operation to within any agreed Service Levels and minimise the adverse impact of the Incident on your business operations.
- 2.2. If you need to log an Incident with us then please contact us using the contact details listed in Annex D – Contacts, for the relevant Service that is affected by the Incident.
- 2.3. We shall:
  - 2.3.1. provide for separate identification of Incidents (by raising a Trouble Ticket, at which point the Incident will be deemed to have commenced) and the tracking of Incidents by the Customer Service Centre through to closure of the Trouble Ticket;
  - 2.3.2. categorise Incidents in accordance with any severity levels set out in this Service Schedule;
  - 2.3.3. maintain and update records of Incidents based on information in our possession; and
  - 2.3.4. investigate, carry out diagnostic activities and resolve any Incidents where such activities are included as part of the Services and subject always to any exclusions or restrictions set out in this Service Schedules and any Service Specific Terms.
- 2.4. You shall:
  - 2.4.1. appoint primary and secondary central points of contact within your organisation who will be responsible for reporting Incidents to and progressing Incidents with us;
  - 2.4.2. provide adequate information to us when the Incident is first reported to enable us to diagnose and resolve suspected Incidents. This information will include:
    - a) Customer name;
    - b) the name, telephone number and email address of the person reporting the Incident;
    - c) your contact name, telephone number and email address if different from above;
    - d) the physical location of the Incident;
    - e) the number of Sites affected by the Incident (if relevant);
    - f) identification of the service or component the Incident is being reported against, such as a web site, an IP address, a hardware reference, or similar identifiers; and
    - g) any other details that may be relevant to diagnosis of the Incident (including symptoms, events or actions leading up to the Incident, any tests carried out in attempting to isolate the problem, any environmental conditions that may be causing the Incident);
  - 2.4.3. use all reasonable endeavours to ensure that the Incident has not arisen as a result of any matter that is not our responsibility under this Agreement before reporting a suspected Incident with the Services to us;
  - 2.4.4. complete all initial troubleshooting activity previously specified by us before reporting an Incident to us; and
  - 2.4.5. procure such co-operation from the end-users and from any third party providers as is reasonably requested by us to assist in the management of Incidents pursuant to this paragraph 2.4.



- 2.5. If an Incident is reported to us which is not our responsibility then we may charge you for reasonable costs that we have incurred in investigating the Incident.

## **3. Complaints**

- 3.1. If you are unhappy with the Service that you have received from us at any time and wish to make a complaint then please contact us using the contact details listed in Annex D – Contacts. Although this is not always possible, we aim to respond to all complaints that we receive within 1 working day and to resolve all complaints within 21 working days.



## Part B – Inbound Services

### 1. Introduction

1.1. This Part B of the Service Schedule describes the Inbound Services and forms part of our Agreement with you.

### 2. Services overview

2.1. We will supply the Inbound Services to you in accordance with this Service Schedule.

2.2. The Inbound Services enable callers to contact you at a charge chosen by you.

### 3. The Inbound Numbers

3.1. The following Inbound Numbers are, depending on your Order, available to you for use with the Inbound Services:

3.1.1. 080, 050 and 116 free to caller numbers;

3.1.2. 01 and 02 local area prefixes (geographic numbers);

3.1.3. 03 UK-wide;

3.1.4. 084, 087, 09 and 118 Service Charge numbers;

3.1.5. International freephone.

3.2. The international freephone service enables callers overseas to dial a local toll-free number and get connected to one of your sites in the UK. International freephone numbers are local toll-free numbers outside of the UK and they are different in each country.

3.3. Calls to Inbound Numbers are routed via the Intelligent Network and, as requested by you, can be delivered directly to a specific phone line or routed to variable destinations using criteria stored in a Call Plan routing script, such as the time of day or day of the week.

3.4. We will deliver all Calls to either UK PSTN telephone numbers (which are numbers beginning with either '01' or '02'), mobile telephone numbers, premium call routing numbers within our Intelligent Network (for '09' Inbound Numbers) or, where regulation permits and we have agreed to do so, to international telephone numbers. Onward connection to UK telephone numbers or international telephone numbers attract per minute call delivery charges.

3.5. All Inbound Numbers all work in the same way, the only difference is how the cost of the Call is divided:

3.5.1. the cost of Calls made to 03 UK-wide numbers is shared between the caller and you. Charges to consumer callers cannot be any more than the charges for their national call charges to 01 and 02 numbers and they must be included in their national call discount plans;

3.5.2. the cost of Calls made to UK and international freephone numbers is paid for by you and the caller is not charged for the call;

3.5.3. the cost of Calls made to 084, 087, 09 and 118 Service Charge numbers is defined by the relevant Service Charge and the callers Access Charge. Out-payment revenue share may be available depending on the volume of minutes and the Service Charge.

3.6. The different cost structures applied to the different Number Types in paragraph 3.5 are subject to change in accordance with the terms in paragraph 12 (Charges and Out-Payments).

3.7. Depending on availability, we may be able to provide Memorable Numbers (Gold and Silver), which are non-geographic numbers that are classified by us as being easier for callers to remember, to you on request and subject to an additional charge. If you have requested that we provide you with the use of a particular number then you are responsible for conducting all necessary enquiries as to the legitimacy of use of such number and



we shall have no liability to you whatsoever with respect to the number that you have chosen and its use by you.

- 3.8. For Inbound Numbers issued by Vodafone, or unless otherwise agreed, you acknowledge that you do not own the Inbound Numbers and agree that you will not, and will not try to, on-sell, transfer, register as a trade mark or otherwise part with the Inbound Numbers. You further acknowledge that we have the right, at our sole discretion, to withdraw or change any telephone number that we allocate to you at any time. Where we need to withdraw or change a telephone number for regulatory or legal reasons then we shall try to give you as much notice as we can in the circumstances before we take this action.
- 3.9. Ofcom may introduce new Number Types, change the rules that apply to existing Number Types, or withdraw existing Number Types. Where we need to change the Inbound Services in such circumstances we shall try to give you as much notice as we can in the circumstances before we take this action.

## 4. Call Plans and the Inbound Self-Provisioning Tool

- 4.1. For a charge we will set up agreed Call Plans for you and, if requested, we will provide you with access to the Inbound Self-Provisioning Tool which will enable you to:
  - 4.1.1. access your current Call Plan setup;
  - 4.1.2. amend your Call Plan; and
  - 4.1.3. create a new Call Plan.
- 4.2. Any amended Call Plans will be automatically sent to the Intelligent Network for processing and implementation.
- 4.3. We will provide secure logins for the Inbound Self-Provisioning Tool for your users.
- 4.4. If the Inbound Self-Provisioning Tool is unavailable, you can ask your Vodafone sales contact to order any amendments to your Call Plans. These will be implemented by the Control Centre, and Target Lead Times will apply as per the table in paragraph 4 of Annex B - Service Levels and Service Credits.
- 4.5. We will provide user guides for the use of the Inbound Self-Provisioning Tool. Additional in-depth training is available on request and for an additional charge.
- 4.6. The Inbound Self-Provisioning Tool is and remains our property and you must cease all use of it when the Inbound Services terminate or expire.
- 4.7. Reserve Call Plans
  - 4.7.1. We can set up Reserve Call Plans for you which can be activated within 15 minutes of us confirming receipt of your activation request. To send an activation request, please contact us using the contact details listed in Annex D – Contacts
  - 4.7.2. Activating multiple Reserve Call Plans may take longer than 15 minutes. The Control Centre will advise you of the timescales when they receive your activation request for multiple Reserve Call Plans.
  - 4.7.3. Only Reserve Call Plans can be activated by this method. All other changes to Call Plans are subject to the relevant Target Lead Times described in Annex B - Service Levels and Service Credits.

## 5. Reporting

- 5.1. We can provide a monthly service platform performance report to you, the content of which shall be agreed in advance between us and you.
- 5.2. We offer e-billing reports for your non-geographic Inbound Numbers. Access to e-billing can be organised by contacting the Customer Billing Service Centre using the contact details listed in Annex D – Contacts.



- 5.3. For an additional charge, we will provide you with access to our web-based reporting tool known as the 'Inbound Call Reporting Tool' that enables you to view and analyse live and historic call statistics about your Inbound Services usage.
- 5.4. For an additional charge, we will give you access to a live traffic network reporting application, called Voice Dashboard, which provides live network performance indicators. We will set up Voice Dashboard for you as a chargeable professional services project. Thereafter the use of the Voice Dashboard will be subject to a monthly usage charge as set out in the Pricing Schedule.

## 6. Enhanced Inbound Reporting (VEIR) Services

- 6.1. For a charge, we will provide you access to the service feature known as 'Enhanced Inbound Reporting Dashboard' which provides analysis of Inbound Call Traffic on your Inbound Numbers.
- 6.2. We can also provide you with access to the Enhanced Inbound Reporting Tool which provides user selectable options to generate a report exportable to Excel.
- 6.3. As part of the Enhanced Inbound Reporting Service, we provide a daily review of the Dashboard results by a Business Analyst expert to look for evidence of operational performance or customer experience issues that may require action. This is complimented by an ad-hoc report as required for dashboard information that may be of interest.
- 6.4. The Enhanced Inbound Reporting Dashboard:
  - 6.4.1. The Enhanced Inbound Reporting Dashboard provides access to:
    - a) report of the number of calls made to,
      - 6.4.1.a.1. individual Inbound Numbers,
      - 6.4.1.a.2. groups of Inbound Numbers, or
      - 6.4.1.a.3. all Inbound Numbers allocated to your organisation
    - b) report of the total calls and total call failures ("Barriers")
    - c) report of call failures split into the following five categories:
      - 6.4.1.c.1. Out of hours,
      - 6.4.1.c.2. Unanswered,
      - 6.4.1.c.3. Engaged,
      - 6.4.1.c.4. Terminated in IVR,
      - 6.4.1.c.5. Short calls
    - d) a choice between two sets of additional reports detailing information in relation to key business KPI's. These options are listed below:
      - 6.4.1.d.1. Sales Option – The Sales Option includes access to the following two reports:
        - 6.4.1.d.1.1. Sales Option (Report 1) – Report to show the amount of lost business on sales telephone lines resulting from callers who failed in any of the failed categories listed in paragraph c), who did not call back in the period measured. The number of these callers is multiplied by the average conversion rate and average order value to give an approximate measure of lost business.
        - 6.4.1.d.1.2. Sales Option (Report 2) – Report to show the number of callers who had a quality call, which is a call long enough to have purchased the product or service, divided by the estimated number of successful callers, which is a call not in the failed categories listed in paragraph c).
      - 6.4.1.d.2. Customer Service Option – The Customer Service Option includes access to the following two reports:





- 6.4.1.d.2.1. Customer Service Option (Report 1) – Report to show the cost of the organisation Agent overhead, handling avoidable repeat callers.
  - 6.4.1.d.2.2. Customer Service Option (Report 2) – Report to show the rate of incident calls that are resolved during the first call.
  - e) report showing the Customer Effort Score. This score out of 10, with 10 being the highest, is calculated using 10 separate measurements, such as the number of repeat calls, and provides an indication to the overall customer effort in contacting you.
  - f) summary report of trends in each of the relevant metrics described from paragraph 6.4.1.a) to paragraph 6.4.1.g).
  - g) summary trend chart for each relevant metric described from paragraph 6.4.1.a) to paragraph 6.4.1.g).
- 6.4.2. A detailed report against each Enhanced Inbound Reporting metric is available on the Dashboard for individual Inbound Numbers or groups of Inbound Numbers.
- 6.4.3. Detailed reports can be shown by day, week and month and some specific reports can be split by hour of the day.
- 6.4.4. Each of the Enhanced Inbound Reporting reports can be broken down by the dialled number or delivery number.
- 6.4.5. Ad-hoc and bespoke reports created as part of the Enhanced Inbound Reporting Service are subject to prior arrangement and will be provided to you or nominated recipients by email.
- 6.5. The Enhanced Inbound Reporting tool:
- 6.5.1. The Enhanced Inbound Reporting Tool provides access to,
    - a) Call Type Selection Report which includes the following different report types:
      - 6.5.1.a.1. Total Calls,
      - 6.5.1.a.2. Successful Calls,
      - 6.5.1.a.3. Unanswered Calls,
      - 6.5.1.a.4. Engaged Calls,
      - 6.5.1.a.5. Out of Hours Calls,
      - 6.5.1.a.6. Average Duration,
      - 6.5.1.a.7. Failed Calls,
      - 6.5.1.a.8. Terminated in IVR Calls,
      - 6.5.1.a.9. Sales Calls (proxy),
      - 6.5.1.a.10. Short calls,
      - 6.5.1.a.11. Calls to Agent (proxy),
      - 6.5.1.a.12. Unique Callers,
      - 6.5.1.a.13. Unique Successful Callers,
      - 6.5.1.a.14. Unique Unanswered Callers,
      - 6.5.1.a.15. Unique Engaged Callers,
      - 6.5.1.a.16. Unique Out of hours Callers,
      - 6.5.1.a.17. Unique Terminated in IVR Callers,
      - 6.5.1.a.18. Unique Short Callers,
      - 6.5.1.a.19. Unique Caller to Agent (proxy),
      - 6.5.1.a.20. Unique Sales Callers (proxy),
      - 6.5.1.a.21. Unique Failed Callers,
      - 6.5.1.a.22. Unique Lost Callers,
      - 6.5.1.a.23. Resolution Rate %
  - 6.5.2. Caller Summary Report which includes the following metrics:
    - a) % and total Repeat Callers,
    - b) % and total Sales Callers (proxy),
    - c) % and total Failed Callers,
    - d) % and total Lost Callers
  - 6.5.3. Failed Caller Report which includes the following metrics:
    - a) % and total Failed Callers,
    - b) Total Unique Unanswered,
    - c) Engaged,
    - d) Terminated in IVR, and



- e) Short Callers
- 6.5.4. Repeat Caller Report which includes the following metrics:
- a) % & total Repeat Callers,
  - b) % and total Repeat Call-backs within 15 minutes
- 6.5.5. Headline Summary Report which includes the following metrics:
- a) Total Calls,
  - b) Successful Calls,
  - c) Unanswered Calls,
  - d) Engaged Calls,
  - e) Out of Hours Calls,
  - f) Average Duration,
  - g) Average Sales Duration,
  - h) Failed Calls, Terminated in IVR Calls,
  - i) Sales Calls (proxy),
  - j) Short calls,
  - k) Calls to Agent (proxy)
- 6.5.5.k.1. and can be filtered by the following information:
- 6.5.5.k.1.1. Year,
  - 6.5.5.k.1.2. Month,
  - 6.5.5.k.1.3. Day,
  - 6.5.5.k.1.4. Hour,
  - 6.5.5.k.1.5. 15 minutes,
  - 6.5.5.k.1.6. Company,
  - 6.5.5.k.1.7. Group,
  - 6.5.5.k.1.8. Inbound Number, and
  - 6.5.5.k.1.9. delivery number
- 6.5.6. Trend Report which can be shown by comparing any two Months, Weeks or Days and can be broken down by Group, NGN, & Dialed number. Trends are the % increase or decrease in the period measured and are available for the following metrics:
- a) % Total Calls,
  - b) % Successful Callers,
  - c) % Unanswered Callers,
  - d) % Engaged Callers,
  - e) % Lost Callers,
  - f) % Failed Callers,
  - g) % Average Duration,
  - h) % Customer Effort Score.
- 6.5.7. Time Period Selection Report which allows you to select any two dates to generate a report between for the following metrics:
- a) Total Calls,
  - b) Successful Calls,
  - c) Unanswered Calls,
  - d) Engaged Calls,
  - e) Out of Hours Calls,
  - f) Average Duration,
  - g) Average Sales Duration,
  - h) Failed Calls,
  - i) Terminated in IVR Calls,
  - j) Sales Calls (proxy),
  - k) Short calls,
  - l) Calls to Agent (proxy),
  - m) Total Duration
- 6.5.8. Customer Effort Score Report which shows the Customer Effort Score by Month, Week and day either at the Group, NGN or Delivery number level. The individual element of the score can also be viewed to see which particular factor is affecting the score adversely.



## 7. Contact Channel Optimisation (CCO) Services

- 7.1. For a charge, we will provide you with Contact Channel Optimisation which is a suite of professional services related to the management and improvement of your contact centre as detailed in this paragraph 7.
- 7.2. Service Reviews. We will perform a review of the CCO Services we provide to you under this Schedule at a frequency set out in Order.
- 7.3. Audits. We will carry out an audit of the voice channels and communications covered by the CCO Service to help you improve the quality of your IVR system. The audit will cover all aspects of the calling experience, for example: making sure steps in the IVR make sense; that no 'rogue' messages have been added in error; that the quality, sound, tone and consistency of messages is good; that the queue/on hold experience is working effectively and content is relevant to callers at that particular time. We would carry out the audit following commencement of our provision of the CCO Services to you and at a frequency agreed with you and set out in the Order. Site visits will be as specified in the Order. Where your requirements are such that the duration of site visits will exceed the standard duration covered by the Charges, we will contact you and discuss whether additional Charges will apply in respect of your Order. Where additional Charges will apply, we will agree such additional Charges with you prior to undertaking the site visits.
- 7.4. Insights. Following an audit conducted in accordance with paragraph 7.3, we will provide you with a written report of the results of the audit together with our recommendations for improvements to your communications.
- 7.5. Work Pool. Having regard to the recommendations we make under paragraph 7.4, we shall discuss with you a programme of services to include some or all of the following:
  - 7.5.1. **Planning calls** – these are calls between us and you to review, plan and adapt the CCO Service being delivered in line with changes to your contact or business strategy.
  - 7.5.2. **IVR call flow changes and announcements** – this service involves our provision to you of voice files for your IVR - designed, recorded, edited, checked and delivered.
  - 7.5.3. **Queue/on hold content** – Regular changes delivered to meet your service, efficiency, customer engagement or communication goals as agreed in the Service Review under paragraph 7.2 and detailed in the Order.
  - 7.5.4. **Music and music licences** - this service relates to advice from a music expert on what music to choose to match your customers' preferences and service goals.
  - 7.5.5. **Agent conversation guidelines** – this service includes our assistance with agent scripts, on screen prompts and knowledge management articles.
  - 7.5.6. **Written and online communication** - web site FAQs and knowledge management articles, printed letters and bills and even emails, in each case as agreed in the Service Review under paragraph 7.2 and detailed in the Order.
  - 7.5.7. **Foreign language voice & translation services** – access to over 50 foreign languages and local dialects, with supporting translation capability at our then prevailing rates for such services.
  - 7.5.8. **Voice guarantee** - this service provides our assurance to you that either the same voice is always available for you for IVR recordings or, where it is not available, we will re-record all of your existing IVR recordings in a new voice.
  - 7.5.9. **Creative and tone of voice consulting** – this additional service option provides access to psychologists, musicians, composers, copywriters and voice artists that will help you to understand your creative options, and pick the ones that are best suited to you at our then prevailing rates for such services.

Details of the selected service options in this Paragraph 7.5 and our Charges for the same shall be set out in the Order.
  - 7.5.10. **Training** - Our recommendations made under paragraph 7.4 may include the provision of training days relating to one or more of the following subjects:
    - a) On hold and in queue - writing effective scripts; what, and what not, to play in queue and on hold; choosing the right music.



- b) IVR - routing and announcements that improve understanding and reflect brand values; routing and automated service design best practice.
- c) Letters and emails - writing clear communications to ensure customer understanding and support contact efficiency targets.
- d) Knowledge management - creating articles that increase understanding and are easy for agents to use
- e) Agent scripts - writing scripts that get the point across whilst sounding natural.
- f) Social media and chat - making yourself understood and demonstrating empathy in the customer service environment.

Our provision of training will be detailed in the Order and shall be subject to an additional Charge in accordance with the rates set out in the Pricing Schedule.

**7.5.11. Professional Announcement recordings** – this additional service option includes the following features:

- a) Provision of a skilled voice artist
- b) Management and coaching of voice artist throughout recording sessions
- c) Studio and studio engineer time for recording and editing of projects
- d) Formatting messages to work effectively on the voice platform
- e) Pre-delivery quality checks
- f) Delivery via secure download facility

Our provision of this service will be detailed in the Order and shall be subject to an additional Charge in accordance with the rates set out in the Pricing Schedule.

## 8. Number Porting

- 8.1. If you decide to move to another network provider and wish to retain the Inbound Number we have allocated to you, you can request us to port the Inbound Number to another network provider for an additional charge in accordance with Annex C – Charges.
- 8.2. Non-Vodafone allocated numbers can either be ported back to the original range holder or ported as a subsequent port to the gaining network provider.
- 8.3. Such transfers may be subject to reasonable terms and such terms shall, at all times, be in accordance with Ofcom regulations.
- 8.4. Subject to the remainder of this paragraph 8.4, Inbound Numbers that have been allocated to you by other network providers can be ported to our Intelligent Network. We will carry out a check against the supplier from which you have requested that we port numbers to check that we have a porting agreement with them. Once this check has been completed, we will let you know if we are able to port those numbers to us. You will need to provide us with a customer authority letter, a network amendments data fill form, and a copy of your latest bill from your current Inbound Numbers provider.

## 9. Phone book and directory listings

- 9.1. You can ask us to arrange for your Inbound Numbers to be listed in UK published phone books and directory enquiry services.
- 9.2. Each Inbound Number is entitled, free of charge, to a single, basic listing in the regional phone book associated with the Inbound Number's post code if the Inbound Number is a virtual geographic number, or in the regional phone book of their choice if the Inbound Number is a non-geographic number.
- 9.3. Additional listings in single region or all-UK phone books may be ordered in standard, bold, or super bold typeface, and will incur additional charges.
- 9.4. Entries will appear in the next published issue of the applicable Phone Book. BT's Phone Books are published on a 12-month cycle. Details of the publishing cycle are available on request from Vodafone.



- 9.5. To the maximum extent permitted by law Vodafone excludes all liability for incorrectly published details, or damages arising there from, in the BT published Phone Books, including incorrect telephone numbers, incorrect address information, incorrect publication in Phone Book editions across the United Kingdom and incorrect typeface options.
- 9.6. You must ensure that we receive your publishing order at least two weeks before the BT cut-off date for the applicable publication to ensure they are provisioned.
- 9.7. To the maximum extent permitted by law Vodafone excludes all liability for or damages arising from requests not being published in a given year because the request was not submitted before the applicable publication cut-off date, or because BT declines an application.
- 9.8. Each entry request for publication in all Phone Books will be billed the annual charge per telephone number at the time of the first directory publication.
- 9.9. Single Phone Book charges will be incurred per number when the applicable Phone Book is published.
- 9.10. Vodafone can cancel and the Customer can withdraw an entry at any time by written notice to the other.
- 9.11. Withdrawn or cancelled entries already in published Phone Book directories will not appear in the next issue of the applicable Phone Book when published, but published number entries cannot be removed from already printed and distributed Phone Books.
- 9.12. Vodafone reserves the right to amend the directory listing charges and will provide a 30 day written notification period prior to the amendment becoming effective.

## 10. Customer Responsibilities

- 10.1. In order for us to provide the Inbound Services to you, you will have to comply with certain obligations, which include:
  - 10.1.1. providing us with not less than 5 Working Days prior written notice of a Mass Call Event;
  - 10.1.2. using the Inbound Self-Provisioning Tool in accordance with any user guide or information provided to you by us; and
  - 10.1.3. any other obligations that you have as set out in this Service Schedule or as reasonably notified to you by us from time to time.
- 10.2. If you do not provide us with the prior notice referred to in paragraph 10.1.1 above then the Vodafone Network may be disrupted by the Mass Call Event which could have an impact on other Vodafone customers. In those circumstances your failure to provide notice may be a breach or a material breach of the Agreement and we may seek to recover from you compensation for the disruption that the Mass Call Event has caused to the Vodafone Network and to other Vodafone customers.
- 10.3. You shall be responsible for all investigations and enquiries into your use of any Inbound Number, including any Memorable Number that is allocated to you in connection with the Inbound Services. We shall have no liability in connection with the Inbound Number that is allocated to you or in connection with your use of it.
- 10.4. Premium Rate Numbers
  - 10.4.1. If you use any Premium Rate Numbers in connection with the Inbound Services then you will have to comply with the following additional obligations:
    - a) you will comply with all then current provisions of the PhonepayPlus (or subsequent body) Code of Practice that are in force at that time, if you fail to comply with any of these provisions then you accept that such failure will be treated as a material breach of the Agreement;
    - b) you will provide us with all due diligence information that we may request under the then current Code of Practice in relation to our provision of Inbound Services to you and we will not be obliged to provide the Inbound Services to you until you have satisfied this obligation to our satisfaction. We may ask for additional due diligence information at any time in order to ensure continued compliance with the Code of Practice. You are responsible for the accuracy of the information that



- you provide to us and you must inform us of any changes to information that you have previously submitted to us;
- c) Vodafone will use due diligence information specific to your service (e.g. advertising copy, service recordings etc) with a third-party audit company of its choice to verify and monitor ongoing compliance with the Code of Practice. You agree to abide by the findings of the audit body and to remedy any non-compliance to the specified timescales.
  - d) you will obtain all necessary permissions, registrations, approvals and exemptions from PhonepayPlus and submit evidence of your compliance with this obligation to us before you promote and/or operate the Inbound Services;
  - e) you will ensure that you have in place adequate facilities and resources to fulfil all promises, prizes, gifts, offers and orders that you may offer to customers that use your Inbound Services;
  - f) you will respond promptly to all complaints from customers that use your Inbound Services and you will take any action deemed necessary by us or by any competent regulatory authority (e.g. PhonepayPlus or Ofcom) in respect of customers use of these services;
  - g) you will comply with the PhonepayPlus requirement to have a non-Premium Rate Number phone number for customer complaints and a process to apply credits to service calls;
  - h) you will be responsible for the termination of any and all Calls on the Inbound Numbers that you use in connection with the Inbound Services that we provide to you that reach and exceed the maximum call charge as defined by PhonepayPlus in the applicable Code of Practice. If you do not terminate those Calls you will be liable for all costs associated with the continuation of the Call and we will not pay an Out-Payment to you other than the Out-Payment that is due to you up to the maximum Call charge;
  - i) if you use any Premium Rate Number with a 09 prefix you must take a voice circuit(s) from Vodafone in order that Calls to that 09 Premium Rate Number are routed to a Premium Call Routing Number (PRN) on the Intelligent Network. The PRN is used to route the call directly to the Vodafone voice circuit(s) serving your sites to prevent callers from directly dialling a geographic PSTN number that could receive the Call and thereby avoid your premium rate charge.

10.4.2. Notwithstanding any other provision of this Agreement, if PhonepayPlus notifies us of a breach or suspected breach of the Code of Practice by you or by any of your customers then we shall be entitled to withhold all sums due to you under this Agreement. PhonepayPlus may demand that we pay some or all of such withheld sums to them. If we make such a payment to PhonepayPlus in these circumstances then we shall have no liability to pay such withheld sums to you. If PhonepayPlus do not demand that we pay any of the withheld sums to them then we shall only pay the withheld sums to you when we are satisfied that you have paid all sums due to PhonepayPlus under the Code of Practice, including without limitation fines and administrative charges.

### 10.5. Fraud and Artificially Inflated Traffic (AIT)

10.5.1. At your request we will provide you with a copy of any notice of fraud received from another licensed telecommunications provider, or a breach of the Code of Practice, that relates to use of the Inbound Services provided to you.

10.5.2. If we reasonably suspect AIT or any incidents of fraud or breach of the Code of Practice in connection with the Inbound Services that we have provided to you then we may request that you take action to prevent such user or calling customer from continuing to have access to the Inbound Services. You will comply with any such request that we make in this respect without delay. If you do not prevent such access then we shall be entitled to terminate either or both of this Agreement and the provision of any part of the Inbound Services with immediate effect. We will not be liable for any costs incurred by you or by any third party as a consequence of any such termination.

10.5.3. We will not be obliged to pay any Out-Payments in respect of any Calls that we reasonably suspect are the result of AIT or fraud.



- 10.6. Enhanced Inbound Reporting Services including, but not limited to, the Enhanced Inbound Reporting Dashboard and the Enhanced Inbound Reporting Tool
- 10.6.1. In order for us to provide the Enhanced Inbound Reporting Services, the Enhanced Inbound Reporting Dashboard and/or the Enhanced Inbound Reporting Tool to you with accurate analysis, you will have to comply with certain obligations which include, but are not limited to, the information contained in this Service Schedule.
- 10.6.2. You must provide us with not less than 5 Working Days prior written notice for any changes to:
- contact centre opening hours or bank holiday hours
  - Inbound Number descriptions or group descriptions
  - delivery number descriptions
  - IVR or Sales call duration lengths
- 10.6.3. If you do not provide us with this prior notice referred to in paragraph 10.6.2, then Enhanced Inbound Reporting Services, the Enhanced Inbound Reporting Dashboard and/or the Enhanced Inbound Reporting Tool accuracy will be impacted for certain metrics. This situation can be restored by providing the relevant details and requesting an Enhanced Inbound Reporting database refresh, which is a chargeable service.

## 11. Service availability and performance

- 11.1. The Service Levels, Service Credits, Target Lead Times and Target Resolution Times set out in Annex B - Service Levels and Service Credits shall apply to the Inbound Services.
- 11.2. A "Service Failure" is defined as a total 100% failure to deliver any Calls to the designated termination point(s), where Calls are not delivered via standard Call Plans or any straight route disaster Call Plans, but not as a result of:
- the Incident or negligence of you or any third party that is beyond our reasonable ability to control;
  - you failing to comply with the terms and conditions of the Agreement, including, without limitation, your responsibilities as set out in this Service Schedule;
  - an Incident in, or any problem associated with, any hardware, software or telecommunications system that is not operated by us;
  - Incidents attributable to your equipment;
  - your failure to give us access to the affected site and equipment;
  - an Outage;
  - a force majeure event, as described in the Agreement; or
  - any other circumstances caused by events for which we are not liable in accordance with the terms of the Agreement, each of which shall be referred to as an "Excluded Event".
- 11.3. For the avoidance of doubt, in the event that Call traffic is directly routed by us but not in accordance with the Call Plan this shall not be deemed to be a Service Failure.
- 11.4. We will not be liable for any failure to perform or a delay in performing an obligation under this Service Schedule to the extent that such failure or delay arises as a result of or in connection with the occurrence of an Excluded Event.
- 11.5. Any Service Credits that are due to you will be applied to your next bill following the end of the 3-month service credit assessment period described in Annex B - Service Levels and Service Credits, after agreement that such Service Credits are due. All Service Credits will only be payable if:
- in respect of the relevant Measurement Period, the relevant elements of the Inbound Services fall below the applicable Service Level target for that period; and
  - we notify you that a Service Credit is payable; or



- 11.5.3. you reasonably suspect that the relevant element of the Inbound Services are not achieving the Service Levels and you notify us in writing that you believe a Service Credit is payable within 30 calendar days of the end date of the relevant Measurement Period. We will then investigate the claim for a Service Credit and confirm whether a Service Credit is payable.
- 11.6. The Service Credits for Inbound Services will be calculated as set out in Annex B - Service Levels and Service Credits to this Service Schedule and will be subject to the limits on our liability that are set out in the General Terms and Conditions.
- 11.7. Outages
- 11.7.1. Outages to the Inbound Services and/or equipment may be necessary from time to time. A notice period shall be provided for all planned outages and we will use reasonable endeavours to provide notice in emergencies or circumstances whereby safety or the integrity of the Inbound Services is considered to be seriously at risk.
- 11.7.2. We will endeavour to minimise the number of Outages and any subsequent disruption to you.
- 11.7.3. We will use reasonable endeavours to ensure that Outages do not affect the Intelligent Network's ability to deliver Calls by utilising the extra capacity built into the Intelligent Network.
- 11.8. Incident Management and Reporting
- 11.8.1. You must promptly report suspected Incidents relating to the Inbound Services using the contact details listed in Annex D – Contacts.
- 11.8.2. In addition to the information required by us when you first report an Incident as set out in the Service Management Schedule, please ensure that the following information is provided to enable us to diagnose and resolve any suspected Incidents rapidly and effectively:
- a) the affected Inbound Number(s) and destination(s);
  - b) symptoms of the Incident; and
  - c) details of any tests carried out in attempting to localise the Incident.
- 11.8.3. The Customer Service Centre will log the Incident and attempt to contact you to provide updates on progress until the Incident is resolved. We aim to resolve Incidents in accordance with the Target Resolution Times set out in Annex B - Service Levels and Service Credits.
- 11.8.4. We will provide Incident support 24 hours a day and 7 days a week (the "Helpdesk Hours").
- 11.8.5. We will carry out root cause analysis (where appropriate for the severity of the Incident) and provide resolution details for individual Incidents, including what fixed the Incident and what was ultimately determined as its cause. Once this has been provided the Control Centre will agree with you to formally 'close' an Incident (your agreement not to be unreasonably withheld).
- 11.8.6. If the Incident management provisions of the Service Management Schedule conflict with the provisions of this paragraph 11.8 then provisions of this paragraph 11.8 shall take precedence.

## 12. Charges and out-payments

### 12.1. Charges and Pricing Schedule

- 12.1.1. The charges for the Inbound Services are described in Annex C – Charges and calculated in accordance with the Pricing Schedule that we agree for the purposes of the Inbound Services.
- 12.1.2. Before providing you with the Inbound Services we will agree a Pricing Schedule with you. Vodafone, at its discretion, shall be entitled to vary the charges and/or Out-Payments in response to any judicial, statutory or regulatory decision, order or similar direction or to the extent of any variation by other licensed operators to amounts Vodafone receives from or pays to such licensed operators. Vodafone shall give the customer 30 days' notice prior to making any such variation to the charges and/or Out-Payments. Vodafone may give such notice (which may refer to a Vodafone web site detailing the change





to the Charges) by email, in statements added to or included with monthly invoices, or by other reasonable means selected by Vodafone.

12.1.3. If we allocate a Memorable Number to you then we shall charge you a sum as specified in the Pricing Schedule depending on whether that number is a Gold Number or a Silver Number.

### 12.2. Out-Payments

12.2.1. For calls to Service Charge Numbers, we benefit financially if the Inbound Numbers provided to you under this Agreement receive a consistently high number of minutes of Calls each month. We share this benefit with you by paying Out-Payments in accordance with paragraph 12.2.2 below.

12.2.2. Out-Payments will be calculated in accordance with the rates in the Pricing Schedule and the rates of payment will vary depending on the Time Periods which relate to the Calls that you receive.

12.2.3. We reserve the right to change the Out-Payments rate contained in the Pricing Schedule and to vary the Time Periods from time to time. We will notify you of these changes. Any such change will become effective 30 days after such notice is served.

12.2.4. For each month we will:

- a) calculate the Total Minutes in that month;
- b) multiply the total Minutes by the respective Out-Payment pence per minute multiples in the Pricing Schedule to produce monthly totals, minus the PhonePay Plus levy defined in paragraph 12.2.5;
- c) within 60 Working Days after the end of the month, we will pay the resulting total sums (plus VAT) to you by BACS transfer, subject to the minimum threshold defined in the Pricing Schedule being met.

12.2.5. Out-payment prices exclude the deduction of the PhonePay Plus levy. This is an industry level mechanism to fund the PhonePay Plus regulator. This levy is applied to out-payments to 087, 09 & 118 numbers. The levy is applied as a percentage of the out-payment and it is set annually by announcement on the PhonePay Plus website;

12.2.6. We will not pay Out-Payments to you for a period of at least 30 days (or any other length of period as stipulated in the Code of Practice) after the use of any Premium Rate Service to which the Out-Payments relate.

12.2.7. If any provider of any other Public Electronic Communications Network fails to make all or part of their in-payments to us in relation to the minutes of Calls originating on their networks then we will make no Out-Payment to you in relation to those minutes. However, those minutes of Calls in each month will still count towards meeting that month's Out-Payment Threshold.

12.2.8. We reserve the right to stop making Out-Payments to you, either on a temporary or permanent basis, with one month's notification if a decision of Ofcom, PhonepayPlus, British Telecom or any other communication service provider directly or indirectly results in a change to the payment rates that we receive for carrying and delivering Calls. If we stop making Out-Payments to you in these circumstances then you shall be entitled to terminate this Agreement by serving at least 30 days' notice on us.

12.2.9. If we overpay Out-Payments to you at any time, and for any reason, then we shall be entitled to either offset the overpayment against the next Out-Payment that is due to you or issue you with an invoice for repayment of the overpayment. This repayment will become due within 30 days of the invoice date. Our rights under this paragraph 12.2.9 shall survive the expiry or termination of the Agreement.

12.2.10. We shall cease to pay Out-Payments to you on the date of expiry of termination of the provision of Inbound Services for any reason. Any Out-Payments that we pay to you after the expiry or termination of the Inbound Services will become immediately repayable by you to us as a debt.

12.2.11. If we provide you with a self-billing form in connection with charging for your Inbound Services then this form must be renewed annually by you on or before each anniversary of the relevant Service Commencement Date. It is your responsibility to request and send any changes to previously completed self-billing forms to the Vodafone VAT department (details of which are on the self-billing forms),



including address, bank details and VAT number. Failure to do this will result in non-payment of Out-Payments until authorisation is received by the Vodafone VAT department at its absolute discretion.

## 13. Termination

13.1. Notwithstanding each of the termination provisions set out in the General Terms and Conditions:

13.1.1. you shall have the right to terminate the Inbound Services, without liability for any Early Termination Charges, by serving not less than 30 days' prior written notice on us;

13.1.2. we shall be entitled to terminate this Agreement or the provision of the Inbound Services in the event that:

- a) the licence or regulatory authorisation under which the Telecommunications Administration of Origin (TAO) conveys the calling party's Call expires or is terminated;
- b) any interconnection agreement between Vodafone and another public telephone operator relating to the Inbound Services expires or is terminated and is not renewed forthwith on equivalent terms;
- c) the telephone number(s) allocated to us by the TAO or Ofcom for the provision of Inbound Services is (are) withdrawn or are no longer made available by a TAO or Ofcom; or
- d) have reason to suspect fraud or AIT in respect of use of the Inbound Services by you or your customers;

13.1.3. the Inbound Services shall terminate automatically if you port any of the Inbound Numbers and we shall not be obliged to provide Inbound Services to you in respect of any Inbound Numbers that you have ported; and

13.1.4. we shall be entitled to terminate, on 30 days' written notice, any or all of your Inbound Numbers that have had no call traffic usage on them for a period of twelve months or longer.

## 14. Third Party Rights

14.1. Except as expressly provided in clause 14.2 below, nothing in this Inbound Services Schedule is intended to confer on any person any right to enforce any term of this Inbound Services Schedule which that person would not have had but for the Contracts (Rights of Third Parties) Act 1999.

14.2. PhoneyPayPlus or a subsequent organisation operating in a similar regulatory capacity shall be entitled to enforce any term of this Inbound Services Schedule pursuant to Section 1 of the Contracts (Rights of Third Parties) Act 1999.

## 15. Reselling the Services

15.1. We may by written agreement with you permit you to resell the Inbound Services (excluding the Service known as 'Inbound Smart Control') to Clients and their End Users.

15.2. If we agree to permit you to resell the Inbound Services, the remainder of this clause 15 shall apply to such activities. Your resale of Inbound Services may be subject to separate pricing applicable to resellers.

15.3. We appoint you as a non-exclusive reseller of the Inbound Services (excluding those Inbound Services not available for resale) to Clients for use by their End Users only for Clients' internal business purposes.

15.4. You shall not permit Clients or End Users to resell, distribute, provide or sub-licence the Inbound Services or otherwise use them on behalf of any third party.

15.5. You shall ensure that your Clients (including any End Users) abide by the obligations set out in this Agreement which expressly or by implication relate to the Inbound Services and you shall remain primarily liable for the acts and omissions of Clients and End Users as if they were your own acts and omissions.

15.6. You shall not represent yourself as our agent or partner for any purpose, nor give any condition or warranty or make any representation on our behalf (including in relation to support) or commit us to any contracts. You



shall not without our prior written consent make any representations, warranties, guarantees or other commitments with respect to the specifications, features or capabilities of the Inbound Services which are inconsistent with those contained in the most recent official material supplied by us, or otherwise incur any liability on our behalf.

- 15.7. You, not Vodafone, are providing the Inbound Services to Clients and their End Users. You shall enter into a written contract directly with the Clients in your own name when you resell the Inbound Services. No contractual relationship exists or will be created between us and your Clients without our prior written consent.
- 15.8. Any contract between you and the Clients shall comply with the obligations in the Agreement including:
  - 15.8.1. a statement that you and not Vodafone will provide the Inbound Services and support for the Inbound Services directly to Clients and End Users;
  - 15.8.2. where applicable, sufficient permission to enable Vodafone to process information relating to the Clients and End Users as contemplated by this Agreement and in particular Schedule 2 of the Agreement (Data Protection Terms);
  - 15.8.3. a disclaimer, to the extent permitted by applicable law, of all warranties by Vodafone and any liability by Vodafone or its group for any damages, whether direct, indirect or consequential, arising from the sale to or use of the Inbound Services by the Client and its End Users.
- 15.9. You shall directly manage the invoicing, payment and credit terms and the collection of amounts due in relation to the resale of the Inbound Services.
- 15.10. You shall obtain and maintain in force for the term of the Agreement and the term of any agreement with your Clients all licences, permissions, authorisations, consents and permits needed to resell the Inbound Services.
- 15.11. We shall not be liable in relation to Clients or their End Users or any other third party to whom you make the Inbound Services available. For the avoidance of doubt, we have no knowledge or expertise in the reselling of the Inbound Services. Without limitation, we shall not be liable for non-payment or fraud by Clients or End Users.
- 15.12. You agree to provide a first line help service and basic diagnostic helpdesk to Clients, and develop with us a 'handover' process for transferring fault calls into our diagnostic support centres. We will establish processes facilitating the transfer of unresolved diagnostic fault calls to our fault resolution helpdesks. We will maintain this facility for the duration of the Agreement. For avoidance of doubt, such process shall not include Clients directly contacting our helpdesks.
- 15.13. On termination of this Agreement in relation to the Inbound Services we will cease providing such Services to you and you shall cease your provision and resale of such Services to Clients and End Users. This shall not affect Clients' rights under applicable laws and regulations to require the transfer of telephone numbers to alternative providers.



## Annex A - Definitions

<b>“Access Charge”</b>	means the charge that is kept by caller’s phone operator for calls to a Service Charge number.
<b>“Artificial Inflation of Traffic” or “AIT”</b>	means a situation where the flow of Calls to any service that provides an out-payment revenue sharing mechanism is, as a result of any activity by any third party or by or on behalf of a party operating that revenue share mechanism, disproportionate to the flow of Calls which would be expected from good faith commercial practice and usage of the Vodafone Network.
<b>“Vodafone Network”</b>	is a group of service switching point switches that query the Intelligent Network using signalling protocol to route the call traffic to your PABX.
<b>“Call”</b>	means a call conveyed and delivered as part of the Inbound Services.
<b>“Call Plan”</b>	is an inbound call routing plan to direct the translated number to a termination point, based on a set of criteria that the Intelligent Network uses to route each Call.
<b>“Client”</b>	where applicable, the entity to whom the Customer is reselling the Inbound Services.
<b>“Code of Practice”</b>	means the code of practice published and enforced by PhonepayPlus comprising the rules governing the content and promotion of premium rate services as amended from time to time.
<b>“Contact Channel Optimisation Service” or “CCO Service”</b>	The Contact Channel Optimisation Service detailed in paragraph 7 of Part B of this Service Schedule and the term <b>“CCO”</b> shall be construed accordingly
<b>“Control Centre”</b>	is the Vodafone provisioning desk that data fills new numbers in the Intelligent Network, sets up self-service tools and can implement Call Plans.
<b>“Customer Service Centre”</b>	is our dedicated service for managing Incidents. The contact details for the Customer Service Centre vary from service to service and we will provide you with the Customer Service Centre contact details that are relevant to your Services.
<b>“End User”</b>	means any person using any component of the Services provided to the Customer or to a Client.
<b>“Enhanced Inbound Reporting (VEIR) Service”</b>	The Enhanced Inbound Reporting Service detailed in paragraph 6 of Part B of this Service Schedule and the term “Enhanced Inbound Reporting” shall be construed accordingly.
<b>“Excluded Events”</b>	means any of the circumstances described in paragraphs 11.2.1 to 11.2.8 (inclusive) of this Service Schedule.
<b>“Incident”</b>	any Incident or problem which affects the Inbound Services provided to you.
<b>“General Terms and Conditions”</b>	means the terms and conditions set out in the Master Services Agreement between you and us.
<b>“Gold Number”</b>	means those numbers listed as such in the Pricing Schedule and for which a special charge is made, that charge being different to the charge for Silver Numbers.
<b>“Working Hours”</b>	are defined as 9.00 – 17.00 Monday to Friday excluding Bank Holidays, unless otherwise specified.
<b>“Helpdesk Hours”</b>	has the meaning set out in paragraph 11.8.4 of this Service Schedule.
<b>“Inbound Numbers”</b>	the Number Translation Service (NTS) telephone numbers that are hosted on the Intelligent Network platform and listed in paragraph 3.1 (as added to or changed by



	Ofcom). These non-geographic numbers are allocated by Ofcom and are translated to a termination geographic number.
<b>“Inbound Services”</b>	means the inbound call management services to be provided by us to you as set out in this Service Schedule.
<b>“Inbound Call Reporting Tool”</b>	is the tool that provides historical key performance criteria for the routing of Calls at various time intervals such as 15 minutes and 30 minutes. The criteria include the number of Calls presented, the percentage of Calls answered and the abandonment rate.
<b>“Inbound Self-Provisioning Tool”</b>	is our self-service tool to enable the establishment of or changes to existing Call Plans.
<b>“Enhanced Inbound Reporting”</b>	is our suite of services designed to provide an increased level of insight and analysis of your Inbound call traffic and related impacts to your business.
<b>“Contact Channel Optimisation Services” or “CCO”</b>	is our suite of services designed to optimise the customer experience as well as the quality and efficiency of your contact centre, it’s agents and the services you offer.
<b>“Intelligent Network”</b>	is our platform that applies the routing intelligence to calls that are presented through the public telephony switch network.
<b>“Mass Call Event”</b>	is any call event advertised on mass media (such as TV, radio, webcast, print) which you expect or ought reasonably to expect to be likely to generate high Call volumes including, without limitation, ticket sales for popular events, TV phone-in and competition lines.
<b>“Measurement Period”</b>	means the relevant measurement period over which performance against a Service Level is measured in accordance with Annex B - Service Levels and Service Credits.
<b>“Memorable Number”</b>	means any Gold or Silver Number that we consider, in our absolute discretion, to be especially memorable.
<b>“Number Type”</b>	means telephone numbers that are within an Ofcom allocated range that includes, but is not limited to 0800, 0808, 0300, 0333, 0330, 034, 037, 0844, 0845, 0870, 0871, 0872, 0873, and 0900.
<b>“Out-Payment”</b>	means a payment made by us to you in accordance with paragraph 12.2 of this Service Schedule.
<b>“Out-Payment Threshold”</b>	has the meaning given to it in paragraph 12.2.2 of this Service Schedule.
<b>“Outage”</b>	is a temporary and unavoidable interruption in service, which is necessary for us to carry out essential maintenance or network upgrades on equipment used to deliver Calls and the Inbound Services.
<b>“PhonepayPlus”</b>	means the industry-funded regulatory body for all premium rate charged telecommunications services, which includes 09, 0871, 0872, and 0873.
<b>“Premium Rate Numbers”</b>	are non-geographic numbers that are regulated by PhonepayPlus; currently these are numbers that start with 09, 0871, 0872, and 0873 prefixes, but this set may be expanded or changed to include additional or different prefixes in accordance with Ofcom regulation.
<b>“Public Electronic Communications Network”</b>	means an electronic communications network provided wholly or mainly for the purpose of making electronic communications services available to members of the public.



“Relevant Calls”	means calls recorded by us as having been made to the Inbound Numbers.
“Reserve Call Plan”	means an alternative Call Plan that you may activate in accordance with paragraph 4.7 of this Service Schedule.
“Service Charge”	means the charge that is charged to the caller and the excl. VAT amount is passed from the caller’s phone operator to the terminating operator. The list of Service Charges is agreed at industry level and there are 80 service charges as of February 2015.
“Service Charge Number”	means 084, 087, 09 & 118 numbers which are mapped to a Service Charge.
“Service Credits”	are the service credits payable by us to you in accordance with the provisions of Annex B - Service Levels and Service Credits.
“Service Failure”	has the meaning set out in paragraph 11.2 of this Service Schedule.
“Service Levels”	are the service levels which apply to the provision of the Inbound Services as set out in Annex B - Service Levels and Service Credits.
“Service Management Schedule”	means the provisions set out in Part A of this Service Schedule.
“Service Management Services”	are the management services to be provided by us in accordance with this Service Schedule.
“Severity Level”	is a categorisation (as described in the table in paragraph 5.4 of Annex B - Service Levels and Service Credits) of the severity of an Incident as determined by us in our discretion.
“Silver Number”	means those numbers listed as such in the Pricing Schedule and for which a special charge is made, that charge being different to the charge for Gold Numbers.
“Target Lead Time”	means the applicable target lead time specified in Annex B - Service Levels and Service Credits.
“Target Resolution Time”	means the applicable target resolution time specified in Annex B - Service Levels and Service Credits.
“Telecommunications Administration of Origin” or “TAO”	means the far end telephone administration, which conveys the originating call under the Inbound Services.
“Time Periods”	means the three time periods for which the Out-Payment rates differ, they are: “Standard Period” meaning from 08:00 hours to 18:00 hours on Mondays, Tuesdays, Wednesdays, Thursdays and Fridays; “Economy Period” meaning from 00:00 hours to 08:00 hours and 18:00 hours to 24:00 hours on Mondays, Tuesdays, Wednesdays, Thursdays and Fridays; and “Weekend Period” meaning from 00:00 Saturday to 24:00 Sunday.
“Total Minutes”	means the cumulative total length in complete seconds (part seconds being rounded up) of all Relevant Calls in a calendar month in either the Economy Period (“Economy Minutes”) or the Standard Period (“Standard Minutes”) or the Weekend Period (“Weekend Minutes”), divided by 60 and rounded down to the next whole minute.
“Trouble Ticket”	is a record of an Incident with a unique reference allocated to it which shall be used for all subsequent updates and communications.
“Virtual Geographic”	means any 01 and 02 geographic number that is hosted on the Intelligent Network with



	a Call Plan.
<b>“Voice Interaction Services”</b>	means any service on the Intelligent Network that applies routing logic to a Call Plan using customer prompts such as speech and DTMF tones. These services include the use of Network Interactive Voice Response (NIVR) applications.

## Annex B - Service Levels and Service Credits

### 1. Introduction

1.1. The Service Levels and Service Credits set out in this Annex B shall apply to the Inbound Services.

### 2. Service Availability

2.1. The Service Level for the availability of the Intelligent Network is set out in the table below. This Service Level only applies to the Intelligent Network provided by Vodafone, it does not apply to the availability of any traffic to the extent that it is delivered over circuits that are provided by network suppliers other than Vodafone.

Application	Service Level measure	Service Level target	Service Credit
Intelligent Network – the delivery of call traffic over the Vodafone Network only and not including the delivery of call traffic over circuits provided by network suppliers other than Vodafone.	The percentage of time during a month that the Inbound Services are not affected by a Service Failure, where inbound calls are terminated directly to your termination points with or without active call routing plans.	99.999%	0 to 15 minutes of not meeting the Service Level target – no Service Credit is provided.  For every additional complete 15-minute block in which the Service Level target is not met, we will provide a Service Credit equal to the value of the average 15-minute chargeable Calls value or the average 15-minute Out-Payment value (as calculated in accordance with paragraph 3 below).
Intelligent Network – Inbound Self Provisioning Tool	Service Levels for availability are not available for the Inbound Self Provisioning Tool		
Intelligent Network – Inbound Call Reporting Tool	Service Levels for availability are not available for the Inbound Call Reporting Tool		
Enhanced Inbound Reporting Services	Service Levels for availability are not available for the Enhanced Inbound Reporting Services		
Enhanced Inbound Reporting Dashboard	Service Levels for availability are not available for the Enhanced Inbound Reporting Dashboard		
Enhanced Inbound Reporting Tool	Service Levels for availability are not available for the Enhanced Inbound Reporting Tool		
Contact Channel Optimisation (CCO) Services	Service Levels for relevant for the CCO services		

### 3. Service Availability Credit

3.1. In respect of each Service Failure, for each additional complete 15-minute block in which the Service Level target is not met, after the first 15-minute block, the amount of the Service Credit shall be equal to the average value of your Inbound Services:



3.1.1. Call usage charges; and

3.1.2. Out-Payments,

in each 15-minute interval during the 3 calendar months following the month in which the Service Failure occurred.

3.2. The average value is calculated as follows.

3.2.1. There are 96 15-minute intervals during each 24-hour period;

3.2.2. There are 92 days in the period October to December, so there are 8,832 15-minute intervals in that period (i.e., 96 x 92 = 8,832);

3.2.3. The value of your Call usage charges and your Out-Payments during that 3-calendar month period will be divided by 8,832 to derive the average value of each 15-minute interval;

3.2.4. That average 15-minute value will then be multiplied by the number of 15-minute intervals of Service Failure eligible for a Service Credit to derive the total value of the Service Credit available to you in respect of that particular Service Failure.

3.3. A working example is as follows:

Hours of Service Failure	Network Availability Percentage over 30 Days				
	1%	2%	3%	4%	5%
Number of 15-minute intervals of Service Failure over 30 days	29	58	86	115	144
Equivalent number of hours of Service Failure	7	14	22	29	36

Service Credit examples based on average monthly revenue share or charges (average based on the 3 months after the Service Failure)	1% Service Failure Service Credit	2% Service Failure Service Credit	3% Service Failure Service Credit	4% Service Failure Service Credit	5% Service Failure Service Credit
Average monthly revenue share or charges of £5,000	£50	£100	£150	£200	£250
Average monthly revenue share or charges of £10,000	£100	£200	£300	£400	£500
Average monthly revenue share or charges of £15,000	£150	£300	£450	£600	£750
Average monthly revenue share or charges of £20,000	£200	£400	£600	£800	£1,000

3.4. Service Credits are a reduction of the charges payable in respect of the Inbound Services and do not include VAT.

3.5. Our liability for Service Credits in any 12-month period shall be capped at 30% of the Call usage charges and Out-Payments payable in respect of that period.

3.6. Service Credits are not available for the Inbound Call Reporting Tool and the Inbound Self-Provisioning Tool.

3.7. Service Credits are not available for the Enhanced Inbound Reporting Services, the Enhanced Inbound Reporting Dashboard and the Enhanced Inbound Reporting Tool.

## 4. Target Lead Times





## Vodafone | Inbound - Service Schedule

- 4.1. Subject always to the provisions of this Agreement, we will use reasonable endeavours to comply with the following Target Lead Times and Target Resolution Times subject always to the provisions of this Service Schedule.
- 4.2. Target Lead Times shall be calculated from the time when Vodafone receives a complete and correct Inbound Services order form.
- 4.3. Orders for Inbound Numbers can be placed by you via the appropriate service desk.
- 4.4. Target Lead Times for international freephone depends on the carriers from the countries where the Inbound Services are being set up. International freephone Inbound Services are normally provided within 30 days of receipt by us of your order request. We can give you a more detailed estimate of the provisioning timeframe on request.
- 4.5. For all other Inbound Numbers:
  - 4.5.1. if there is no Call Plan, it is possible to implement or reconfigure a non-geographic number in use within 24 hours of receipt by us of your order request if agreed with us as a chargeable fast track order; or
  - 4.5.2. if there is a Call Plan, implementation or reconfiguration can take up to 20 Working Days of receipt by us of your Order request, depending on the complexity of the Call Plan.
- 4.6. Orders for Enhanced Inbound Reporting Services can be placed by you via the appropriate service desk.
- 4.7. The following table lists the Target Lead Times for provisioning requirements.

Provisioning		
Inbound Service	Notes	Target Lead Time
Reserve dialled number	Numbers can be reserved for 6 months, after which the number reservation will be cancelled	2 Working Days
Cancel reserve number	Reserved numbers can be cancelled if they are no longer needed to be set up on the Intelligent Network	2 Working Days
Add new UK non-geographic bronze number, or 01 or 02 numbers	Bronze numbers are any numbers that are not memorable and not classified as Gold or Silver	5 Working Days  (subject to volume of numbers requested per order: this Target Lead time does not apply to orders greater than 50 non-consecutive or 100 consecutive numbers)
Add new UK non-geographic Silver Number	Silver Numbers are more memorable than Bronze Numbers	5 Working Days
Add new UK non-geographic Gold Number	Gold Numbers are more memorable than Silver Numbers	5 Working Days
Add new UK non-geographic ported-in number	Ported-in numbers are numbers currently routed through another telephone operator	5 Working Days  (subject to other operator's agreement)
Add international freephone number	We can only provide international freephone numbers for a limited set of countries. We can give you this information on request	Target Lead Time on request  (subject to individual country agreements)
Dialled number reinstatement	To reinstate a dialled number that has been deleted in error by customer	5 Working Days
Fast track charge	To request that an activity is completed sooner	1 Working Day



	than the standard Target Lead Time	(subject to our acceptance of the change)
Porting out numbers to another network operator	To port numbers to an alternative operator	5 Working Days
Change customer name	To change account name e.g. company takeover	15 Working Days, dependent on account size
Increase number of destination numbers allowed	There is a standard maximum number of 1,000 destination numbers allowed. An increase in this level can be considered if requested.	1 Working Day
Enhanced Inbound Reporting Dashboard	To set up the standard Enhanced Inbound Reporting Dashboard, following receipt by us of your order request..	15 Working Days
Enhanced Inbound Reporting Tool	To set up the standard Enhanced Inbound Reporting Tool, following receipt by us of your order request..	15 Working Days
Other Enhanced Inbound Reporting Services	To set up Enhanced Inbound Reporting Service other than the Enhanced Inbound Reporting Dashboard and Enhanced Inbound Reporting Tool.	Variable and dependant on requirements
Contact Channel Optimisation (CCO) Services	Initial design/consulting discovery activities. (subsequent activities timeframes are dependent on type and size of activity)	15 Working Days

4.8. The following table lists the Target Lead Times for Call Plan-related requests. (Note that these are activities that can be carried out by you with the Inbound Self-Provisioning Tool.)

Call Plan-related requests		
Inbound Service	Notes	Target Lead Time
Set up straight route	A straight route plan routes the traffic from the originating number directly to the terminating number without any routing features	5 Working Days
Set up simple call plan	Simple plans can have: <ul style="list-style-type: none"> <li>• up to 3 routing features; and</li> <li>• up to 5 destination numbers</li> </ul>	5 Working Days (subject to scripting components i.e. wav files being supplied by the customer and volume of numbers to be built).
Set up complex call plan	A complex Call Plan is any plan with: <ul style="list-style-type: none"> <li>• 4 or more routing features;</li> <li>• 6 or more destination numbers; or</li> <li>• rules on originating numbers</li> </ul> Call Plans taking over three hours will be quoted at the Dedicated Resource Per Hour rate set out in the Pricing Schedule or otherwise advised by us from time to time	5 Working Days (subject to scripting components i.e. wav files being supplied by the customer and volume of numbers to be built). For advanced or specialist scripting a Target Lead Time and cost will be provided upon request



Category 1 Call Plan changes	Up to 2 feature changes in one Call Plan. Includes activation of emergency plans	5 Working Days
Category 2 Call Plan changes	Unlimited feature changes in one Call Plan	10 Working Days
Category 3 Call Plan changes	Any change to the rules on originating numbers	15 Working Days
Change destination number	Any change to the terminating number	5 Working Day
Add reporting parameter	Adding a call type parameter into reports	5 Working Days

4.9. The following table lists the Target Lead Times for reporting software requirements.

Inbound Call Reporting Tool		
Inbound Service	Notes	Target Lead Time
Add Basic reporting user	A Basic user has access to only the reports for certain numbers to which they have been allocated that have viewing rights.	10 Working Days
Add Advanced reporting user	An Advanced user has viewing rights to all number reports and can allocate viewing rights to Basic users.	10 Working Days
Add user with Voice Dashboard Level 1	A Level 1 user is able to view the dashboard	15 Working Days
Add user with Voice Dashboard Level 2	A Level 2 user is able to view the dashboard and configure the alert panel	15 Working Days

4.10. The following table lists the Target Lead Times for the Inbound Self-Provisioning Tool.

Inbound Self-Provisioning Tool		
Inbound Service	Notes	Target Lead Time
Add user with Inbound Self-Provisioning Tool – Basic level	A basic level user can change variables within Call Plans, but cannot set up or delete Call Plans or make major changes to their structure	10 Working Days
Add user with Inbound Self-Provisioning Tool – Advanced level	The advanced level user can set up and delete Call Plans and make major changes to their structure	10 Working Days
Change user level on Inbound Self-Provisioning Tool	Either basic to advanced or advanced to basic.	10 Working Days
Training for Inbound Self-Provisioning Tool at customer site	On site Inbound Self-Provisioning Tool training. Training will incorporate a review of the application and a contact centre walk around to assist with using the applications effectively in practice	N/A
Virtual training for Inbound Self-Provisioning Tool	This training is done via virtual meeting software	N/A



4.11. The following table lists the Target Lead Times for Directory Enquiries for Vodafone to complete the BT order, but publication will be dependent on the relevant directory publishing schedules.

Phone book entries		
Inbound Service	Notes	Target Lead Time
Standard entry per phone book	A standard unbolded listing is applied per selected phone book listing	10 Working Days
Bold entry per phone book	The listing is bolded instead of standard print and it is applied per selected phone book listing	10 Working Days
Superbold entry per phone book	A strong bold is applied to the listing to make it stand out and it is applied by selected phone book listing	10 Working Days
Standard entry in all phone books	A standard unbolded listing is applied to a listing in each published UK phone books	10 Working Days
Bold entry in all phone books	The listing is bolded instead of standard print and it is applied to a listing in each published UK phone book	10 Working Days
Superbold entry in all phone books	A strong bold is applied to a listing in each published UK phone book, to make it stand out	10 Working Days

## 5. Target Resolution Time

- 5.1. In addition to the Service Level that applies to the availability of the Vodafone Intelligent Network, we separately commit to network Incident fix service levels in the event of an outage to the Intelligent Network platform. Service Credits are not payable in the event that we fail to achieve the Incident fix service level but this does not affect the availability of Service Credits that may be payable in relation to our failure to achieve the Service Level for the availability of the Intelligent Network platform.
- 5.2. The Target Resolution Times, set out in the table in paragraph 5.3 below, are calculated from the time when we raise a Trouble Ticket to the time when the Call traffic is delivered to the contact centre, and are subject to us gaining access to the affected site where necessary.
- 5.3. We will provide updates in accordance with the table set out below. Frequency of updates details are provided here as a guide only.

Severity Level	Target Resolution Time for Incident	Hours of cover	Frequency of updates
Severity 1 Incident	5 Working Hours	24x7	Hourly
Severity 2 Incident	8 Working Hours	365 days a year	
Severity 3 Incident	24 Working Hours		Twice Daily (Minimum or with any new updates)
Severity 4 Incident	72 Working Hours		Daily (Minimum or with any new updates)

### 5.4. Network Severity Level Description

For the purpose of the above Incidents will be categorised into the following four levels of severity:



Severity Level	Incident Level Definition and Examples
1	Total loss of Inbound Services (either one Vodafone site or multiple Vodafone sites)
2	Partial loss of Inbound Services, such as: <ul style="list-style-type: none"> <li>• Multiple agents unable to log in</li> <li>• Failures in the Network Interactive Voice Response platform</li> </ul>
3	Degradation of Inbound Services (intermittent or slower service), such as: <ul style="list-style-type: none"> <li>• Reporting issues</li> <li>• Single agent unable to log in</li> <li>• Single user issues</li> </ul>
4	Non service affecting

5.4.1. You may request that a network failure Incidents is escalated at any time by calling the Contact Centre Service Group on using the contact details listed in Annex D – Contacts. We will agree what escalation severity level is appropriate in the circumstances. All severity level 2 Incidents are automatically escalated to severity level 1 after three hours have elapsed.

5.4.2. Incident Statistics

4.4.2.1. A monthly performance report is available on request. Please speak to your Vodafone representative to request this information.

4.4.2.2. The performance reports track performance against agreed KPIs for all services. They contain sections for provisioning, moves and changes in progress, KPIs, Incident summary, billing summary, and cumulative service availability. Whilst the format of the performance report is standard, we encourage feedback from our customers and can tailor the reports according to your requirements.

4.4.2.3. The Incident summary within the report will contain a breakdown of all Incidents experienced on the network, including severity level 3 and 4 Incidents (degradation and non-service affecting respectively). The analysis includes the backup invoked to show that Incident management procedures and SLAs have been properly followed.

## 6. Incidents affecting the Inbound Self-Provisioning Tool and the Inbound Call Reporting Tool

6.1. In the event of an Incident to the Inbound Self-Provisioning Tool or the Inbound Call Reporting Tool the following Target Response Times and Target Resolution Times will apply.

Severity Level	Target Response Time	Target Resolution Time
0	Within 15 minutes	Within 5 hours
1	Within 15 minutes	Within 24 hours
2	Within 2 hours during Working Hours	Within 2 Working Days
3	Within 2 hours during Working Hours	Within 5 Working Days
4	Within 2 hours during Working Hours	As agreed with you



6.2. The Target Response Times are calculated on the time it takes us to raise a Trouble Ticket and the Target Resolution Times are calculated from the time when we raise a Trouble Ticket to the time when the Inbound Self-Provisioning Tool or Inbound Call Reporting Tool is made available to you.

6.3. Severity Level Description

6.3.1. For the purpose of these Target Response Times and Target Resolution Times, Incidents will be categorised into the following five levels of severity as reasonably determined by us:

Severity Level	Description	Example
0	Major Incident - Business Halted	<ul style="list-style-type: none"> <li>Unable to access the application via the portal</li> <li>Data not available within application</li> </ul>
1	High - Business Stalled	<ul style="list-style-type: none"> <li>Severely degraded access to the application via the portal</li> <li>Some data not available within application</li> </ul>
2	Medium - Business Slowed	<ul style="list-style-type: none"> <li>New Inbound Numbers not able to be added to the application</li> <li>Loss of business data and a restore is required</li> <li>Degraded access to the application via the portal</li> </ul>
3	Low - Business Unaffected	<ul style="list-style-type: none"> <li>Single user experiencing difficulty accessing the application via the portal</li> <li>An application error that a workaround is available for</li> </ul>
4	No Impact Query or Request	<ul style="list-style-type: none"> <li>Advice and guidance, which has no business impact</li> </ul>

## 7. Incidents affecting the Enhanced Inbound Reporting Services

7.1. In the event of an Incident to the Enhanced Inbound Reporting Services including, but not limited to, the Enhanced Inbound Reporting Dashboard and the Enhanced Inbound Reporting Tool, the following Target Response Times and Target Resolution Times will apply.

Severity Level	Target Response Time	Target Resolution Time
0	Within 15 minutes	Within 5 hours
1	Within 15 minutes	Within 24 hours
2	Within 2 hours during Working Hours	Within 2 Working Days
3	Within 2 hours during Working Hours	Within 5 Working Days
4	Within 2 hours during Working Hours	Within 5 Working Days

7.2. The Target Response Times are calculated on the time it takes us to raise a Trouble Ticket and the Target Resolution Times are calculated from the time when we raise a Trouble Ticket to the time when the Enhanced Inbound Reporting Service is made available to you.

7.3. Severity Level Description

7.3.1. For the purpose of these Target Response Times and Target Resolution Times, Incidents will be categorised into the following five levels of severity as reasonably determined by us:



Severity Level	Description	Example
0	Major Incident - Business Halted	<ul style="list-style-type: none"> <li>All users unable to access the application via the portal</li> <li>Data not available within application</li> </ul>
1	High - Business Stalled	<ul style="list-style-type: none"> <li>Severely degraded access to the application via the portal</li> <li>Some data not available within application</li> </ul>
2	Medium - Business Slowed	<ul style="list-style-type: none"> <li>New Inbound Numbers not able to be added to the application</li> <li>Data inaccuracy identified and a data refresh is required</li> <li>Degraded access to the application via the portal</li> </ul>
3	Low - Business Unaffected	<ul style="list-style-type: none"> <li>Single user experiencing difficulty accessing the application via the portal</li> <li>An application error that a workaround is available for</li> </ul>
4	No Impact Query or Request	<ul style="list-style-type: none"> <li>Advice and guidance, which has no business impact</li> </ul>

## 8. Incidents affecting the CCO Services

8.1. In the event of an Incident to the CCO Services, the following Target Response Times and Target Resolution Times will apply.

Severity Level	Target Response Time	Target Resolution Time
0	Within 15 minutes	Within 5 hours
1	Within 15 minutes	Within 24 hours
2	Within 2 hours during Working Hours	Within 2 Working Days
3	Within 2 hours during Working Hours	Within 5 Working Days
4	Within 2 hours during Working Hours	Within 5 Working Days

8.2. The Target Response Times are calculated on the time it takes us to raise a Trouble Ticket and the Target Resolution Times are calculated from the time when we raise a Trouble Ticket to the time when the CCO services are made available to you.

8.3. Severity Level Description

8.3.1. For the purpose of these Targets Response Times and Target Resolution Times, Incidents will be categorised into the following five levels of severity as reasonably determined by us. As this is a consultancy service it is unlikely any events will be classified as 0,1 or 2, they are included here for the purposes of completeness:

Severity Level	Description
0	Major Incident -Business Halted
1	High - Business Stalled
2	Medium - Business Slowed
3	Low - Business Unaffected



4	No Impact Query or Request
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## Annex C – Charges

### 1. Introduction

1.1. Charges for Inbound Services are categorised as follows:

- 1.1.1. Usage
- 1.1.2. Numbers
- 1.1.3. Call Plans and Features
- 1.1.4. Tools, applications and training
- 1.1.5. Voice Interaction Services
- 1.1.6. Consultancy Services such as Contact Channel Optimisation and Enhanced Inbound Reporting
- 1.1.7. Other services such as Phone Book Listings

### 2. Usage Charges

2.1. The usage charges for the Inbound Numbers are as set out below:

2.1.1. Usage charges for Inbound Numbers have six main pricing elements:

- a) Usage charges based on the following, in accordance with the Pricing Schedule:
  - 2.1.1.a.1. the duration of the calls;
  - 2.1.1.a.2. the quantity of calls;
  - 2.1.1.a.3. the quantity of calls and the duration of the calls;
  - 2.1.1.a.4. the quantity of calls and the duration of the calls from the 61<sup>st</sup> second;
- b) Call delivery to any number other than 01 and 02, including mobile or approved international telephone numbers; attract additional usage charges.
- c) Call delivery to additional services, such as Voice Interaction Services, attract additional usage charges based on the usage duration of the service.

2.1.2. Billing usage charges

- a) We will bill you:
  - 2.1.2.a.1. monthly in arrears for usage charges.
  - 2.1.2.a.2. in accordance with Part B, paragraph 12.2.4 for out-payment revenue share.

2.1.3. Usage charge rounding

- a) The total charge for a call is calculated by multiplying the unit price by the unit of measure as defined in paragraph 2.1.1.a). The charge for a given call is rounded up to the nearest 0.1 pence.

### 3. Number Charges

3.1. The number charges for the Inbound Numbers are as set out below:

3.1.1. Number charges for Inbound Numbers have two main pricing elements:

- a) One-off charges for setting up each number;
- b) Rental charges per number which include one-off charges and charges for feature and call plan capabilities;



3.1.2. The applicable structure for number charges is defined in the Pricing Schedule.

### 3.2. Memorable Numbers

3.2.1. If we allocate a Memorable Number to you then we shall charge you a sum as specified in the Pricing Schedule depending on whether that number is a Gold Number or a Silver Number.

### 3.3. Porting Inbound Numbers

3.3.1. There is no charge to port Inbound Numbers on to the Intelligent Network from another network provider, but the number set up fees apply.

3.3.2. A per Inbound Number port-out charge and a separate per port-out order charge apply for Inbound Numbers ported from the Intelligent Network to another network provider; these are set out in the Pricing Schedule.

### 3.4. Billing number charges

3.4.1. We will bill you:

- a) in arrears for one-off number charges.
- b) In advance for number rental charges.

## 4. Call Plans & Feature Charges

### 4.1. Moves, Adds and Changes Provisioning Charges

4.1.1. Per activity charges apply to your requests for moves, adds or changes to the provisioning services we provide in relation to the Inbound Services you have ordered from us. The charges are detailed in the Pricing Schedule agreed between us. These charges do not apply to changes you make using the Self-Service tools.

## 5. Tools & Application Charges

### 5.1. Tools and Application Charges

5.1.1. Rental charges apply for access to self-serve tools and applications we provide in relation to the Inbound Services you have ordered from us. The charges are detailed in the Pricing Schedule agreed between us.

### 5.2. Training Charges

5.2.1. Training is available for tools & applications either on site at your premises or delivered virtually. The charges are detailed in the Pricing Schedule agreed between us.

## 6. Consultancy Services

### 6.1. Enhanced Inbound Reporting Services, Enhanced Inbound Reporting Dashboard and Enhanced Inbound Reporting Tool

6.1.1. A standard monthly fee shall apply for the Enhanced Inbound Reporting Services, the Enhanced Inbound Reporting Dashboard and the Enhanced Inbound Reporting tool.

6.1.2. Five user licenses are included within the standard monthly fee and a per end user monthly fee shall apply, for each additional licence.

6.1.3. The Enhanced Inbound Reporting Dashboard and Enhanced Inbound Reporting Tool will incur a monthly usage charge that includes all users.

6.1.4. There may be an additional charge for the professional services provided to you in relation to configuration changes required for Enhanced Inbound Reporting Services, Enhanced Inbound Reporting Dashboard or Enhanced Inbound Reporting Tool. The amount and applicability of these additional charges are set out in the pricing schedule.



## 7. Other Services

### 7.1. Published Phone Book Listing Charges

- 7.1.1. The first standard listing in the single regional Phone Book associated with the Inbound Number's postcode is free of charge.
- 7.1.2. The charges for additional listings in single region or all-UK phone books, in standard, bold, or super bold typeface, are set out in the Pricing Schedule.
- 7.1.3. These services are provided by BT and will be charged in accordance with their retail price list. Any price changes by BT will automatically be applied.



## Annex D – Contacts

### 1. Introduction

1.1. The following are the contact details that should be used to contact Vodafone in relation to your Inbound Services.

### 2. Reporting an incident

2.1. For My Inbound incidents, the contact details are as follows:

- a) telephone number; +44 800 169 6687
- b) email; [fixednetworksincidents@vodafone.com](mailto:fixednetworksincidents@vodafone.com)

2.2. For all other Inbound incidents, the contact details are as follows:

- a) telephone number; +44 800 072 8045

### 3. Provisioning enquiries

3.1. For My Inbound enquiries, the contact details are as follows:

- a) telephone number; +44 800 169 6686
- b) email; [fixednetworksenquiries@vodafone.com](mailto:fixednetworksenquiries@vodafone.com)

3.2. For all other Inbound enquiries, the contact details are as follows:

- a) telephone number; +44 800 316 9999
- b) email; [orderdesk@vodafone.com](mailto:orderdesk@vodafone.com)

### 4. Billing enquiries

4.1. For My Inbound enquiries, the contact details are as follows:

- a) telephone number; +44 800 652 3829
- b) email; [fixednetworksbilling@vodafone.com](mailto:fixednetworksbilling@vodafone.com)

4.2. For all other Inbound enquiries, the contact details are as follows:

- a) telephone number; +44 800 056 8700
- b) email; [cbssc@vodafone.com](mailto:cbssc@vodafone.com)

### 5. Complaints

5.1. For My Inbound complaints, the contact details are as follows:

- a) telephone number; +44 800 1696686
- b) email; [fixednetworksenquiries@vodafone.com](mailto:fixednetworksenquiries@vodafone.com)

5.2. For all other Inbound complaints, the contact details are as follows:

- a) telephone number; +44 800 048 1411
- b) email; [complaintsteam@vodafone.com](mailto:complaintsteam@vodafone.com)



To find out more, please contact your Account Manager or call us on  
**0800 092 5825**

[enterprise.vodafone.co.uk](http://enterprise.vodafone.co.uk)

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