

Small Business (SMB) Prime Contact Service



Service Terms

These Service Terms apply to Prime Contact Services and are incorporated by reference into the Commercial Terms between Vodafone and Customer and, together with the General Terms, form the Agreement for Prime Contact Services.

1. Definitions

- 1.1 The following definitions and the definitions in the General Terms shall apply to these Service Terms:
- (a) Prime Contact – The advisor in the Prime Contact Services Team assigned to Customer's account.
 - (b) Prime Contact Service(s) – The service to be provided to Customer described in these Service Terms and at the Charges set out in the Commercial Terms.
 - (c) Prime Contact Services Team – A UK based service desk dedicated to supporting the Customer as set out in these Service Terms.
 - (d) Vodafone Customer Management Centre – The call-centre available for certain customer services outside of Working Hours.
 - (e) Working Hours – Between 8am and 9pm, 7 days a week, excluding any public holiday in England. Any measurement of Working Hours shall be calculated between these hours.

2. Customer Service Advisor

- 2.1 As part of the Prime Contact Service, Vodafone shall assign a Prime Contact to service the Customer's account as set out in these Service Terms.
- 2.2 All calls made from the Customer's technical team to the Prime Contact Services Team shall be routed to the Prime Contact or their deputy (as applicable).
- 2.3 All calls and web chats from the Customer's users and technical team to the Prime Contact Services Team shall be routed to the Prime Contact or their deputy (as applicable).
- 2.4 If the Prime Contact is unavailable, Vodafone shall route calls to deputies within the Prime Contact Services Team.

3. Service Features

- 3.1 The Prime Contact Services Team shall be responsible for the following activities during Working Hours:
- (a) support for general account and billing queries, including tariffs, data add-ons, international /roaming, changes of User ownership, address changes, credits, and Network connectivity issues;
 - (b) lost/stolen claims – suspension of numbers, in accordance with clauses 3.4 and 3.5;
 - (c) cancellations, where agreed;
- 3.2 The above sets out the features of the Service in general terms. The detailed functionality and limitations of the Prime Contact Service shall be at the discretion of Vodafone.
- 3.3 Users will receive a reference number when making a request, and can use this to track activity.
- 3.4 Customer acknowledges that, in accordance with the Agreement, Customer retains liability for Charges and all loss suffered by Customer or User as a result of unauthorised use of SIM Cards, up to the time as Customer or User has notified Vodafone that such SIM Card is being used without Customer's authorisation.

4. Access to the Premium Customer Services team

- 4.1 The Prime Contact Services Team may be accessed and utilised only by approved persons of the Customer.
- 4.2 Customer acknowledges and agrees that Vodafone shall not be required to undertake additional verification to confirm whether any individual has authority from Customer to utilise the Prime Contact Services Team.

5. Commercial Terms

- 5.1 The Prime Contact Service will apply to the Customer's account only to mobile voice numbers that take the Prime Contact Service on Customer's account whether through your Price Plan or purchased as an optional add-on.
- 5.2 If a Customer's account mobile voice number does not take the Prime Contact Service, these shall be managed by the Vodafone Customer Management Centre.
- 5.3 Where all of the Customer mobile voice numbers are provisioned with the Prime Contact Service then any mobile broadband connections that the Customer has will also be included in this Prime Contact Service.
- 5.4 Should a Customer's mobile voice number enabled for Prime Contact Service make contact with the Prime Contact Service team on behalf of a Customer account user who is not enabled for the service, they may be transferred to the Vodafone Customer Management Centre for resolution.
- 5.5 For mobile voice numbers that are enabled for the Prime Contact Service as an add on to your Services the service will be contracted for a minimum of 3 months and thereafter on a 30 day rolling basis.
- 5.6 Where the Prime Contact Service is inclusive part of your Price Plan and not as an optional add on, it may not be removed.

6. Customer Obligations

- 6.1 Customer shall perform the following activities, which are essential for the provision of the Prime Contact Services:
- (a) deliver appropriate information to all Users using the Prime Contact Services, and setting out the scope of the service; and
 - (b) create and utilise budget codes relating to the Service.

7. Customer Contact Management

- 7.1 The Prime Contact Services Team shall provide the Prime Contact Services during Working Hours in accordance with the table below. Outside of Working Hours, Customer's calls shall be automatically re-routed to the main Vodafone Customer Management Centre.
- 7.2 Customer shall only contact the relevant helpdesks via the numbers set out in the 'Contact Number' column in the table below:

Operating Hours	Helpdesk / Platform	Premium Services Available	Contact Number
8:00am – 9:00pm 7 days a week (excluding Bank Holidays)	Prime Contact Services Team or Prime Contact	All Customer care services. General enquiries including lost/stolen phones. Technical support for mobile Service and Bearer Services incidents and queries.	Customer's telecommunications managers and administrators - dedicated support team number (provided at on boarding) Users shall call 191 from mobile (free call) or 03333 043 333 from a landline or 07836 191191 from abroad.
At all other times not set out above	Vodafone Customer Management Centre	Reporting lost/stolen phones (including barring of service), Bearer Services incidents and mobile Service incidents.	191 from mobile (free call) or 03333 043 333 from a landline and 07836 191191 from abroad