Service Specific Terms

Vodafone Business Broadband and Phone Service

Service Specific Terms

1. The Service – Overview

1.1 The Vodafone Business Broadband Service combined with the Vodafone Business Phone Service (together the "**Vodafone Business Broadband & Phone Service**") offers Customers broadband services using ADSL, SOGEA, FTTP and FTTC access technologies carried over the Vodafone Network and any third party network that Vodafone uses to offer the Service. The term "**Service**" or "**Services**" in these Service Terms means the Vodafone Business Broadband and Phone Service as provided in respect of any Connection.

2. Service Term Structure

2.1 These Service Specific Terms include:

(a) the Mandatory Accompanying Services; and

(b) the Technical Prerequisites.

2.2 The following documents further govern Vodafone's supply of the Service and form part of the Agreement, applying in the order of precedence set out in the General Terms:

(a) the Order;

(b) Price Plan Guide;

(c) These Service Specific Terms;

(d) the General Terms available at www.vodafone.co.uk/terms;

(e) the Fixed Service Terms available at www.vodafone.co.uk/terms;

(f) Vodafone's Standard List Price;

(g) the AUP; and

(h) any applicable policies and guidelines, as provided from time to time by Vodafone.

3. The Service and Equipment

3.1 **Ordering and Delivery:** Any installation dates provided by Vodafone are estimates only and time is not of the essence in relation to such dates.

3.2 **AUP:** In its use of the Equipment and Services, the Customer shall ensure it complies with the AUP, and shall indemnify Vodafone against any and all liability and costs which it suffers if the Customer breaches the AUP.

3.3 **Customer's Use of Equipment:** The Customer undertakes to keep the Equipment at its Premises and not move, modify, interfere with or prejudice Vodafone's rights in the Equipment or Services (including any Software and/or integral safety features) in any way unless it is with Vodafone's permission and in accordance with any instructions Vodafone gives. In addition, the Customer must only use Equipment which Vodafone supplies or which Vodafone has approved as compatible with the Network.

3.4 **Customer Equipment:** The Customer is responsible for the Customer Equipment and it must ensure the Customer Equipment is compatible for use with the Services.

3.5 **Loss and Damage to Equipment:** Vodafone's Returns Policy applies if the Equipment supplied by Vodafone is faulty. If Customer's SIM or Equipment is lost or stolen after Vodafone has delivered it, Customer must tell Vodafone as soon as possible so that it can prevent further use on it. The Customer must pay for all Charges due until you tell Vodafone. Customer must also continue to pay the Charges until this Agreement has ended as described in clause 18 of the General Terms.

3.6 **Vodafone's Provision of the Services:**

(a) Vodafone will use reasonable efforts to correct reported faults inherent in the Services and/or Equipment as soon as possible. If Vodafone carries out work in response to a fault in the Services and/or Equipment reported by Customer and following such work Vodafone determines that there is no fault found in the

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Services and/or Equipment or that the fault was not caused by Vodafone, then Vodafone shall be entitled to charge the Customer for the site visit and any remedial work carried out.

(b) Vodafone may need to conduct a survey to ensure the Premises are suitable to receive certain Services. If Vodafone needs to conduct the survey at the Premises, additional Charges may apply but Vodafone will notify the Customer if this is the case. Vodafone's provision of the Vodafone Business Phone Service and Vodafone Business Broadband Service is subject to a satisfactory survey.

3.7 **Site Access:** the Customer grants Vodafone, it's subcontractors and agents access to the Premises and agree to provide Vodafone with such facilities and information as is reasonably required for or in connection with Vodafone's performance of Services (including where necessary access outside normal working hours). The permissions granted in this section 3.7 shall continue in force after termination of this Agreement until such time as all Equipment at the Customer's Premises has been returned to Vodafone.

4. Charges

4.1 Unless Vodafone agrees with the Customer otherwise, Charges shall not include any special equipment or work such as cutting away, decoration, ducting, ground work, building work and other similar work.

5. Additional Terms

5.1 **Changing this Agreement:** In relation to clause 13.3 of the General Terms, the following shall be considered a material detriment for the purposes of that clause: (a) any increase in the Customer's UK standard Charges of more than 10% (in aggregate and excluding any annual increase made in accordance with clause 13.2 of the General Terms) in a 12 month period; (b) an increase in Customer's monthly inclusive price plan Charges save as set out in clause 13.2 of the General Terms; or (c) a withdrawal of the core Services or an adverse change to the core Services.

5.2 **Ending this Agreement:** Subject to clause 18.6 of the General Terms, each Party may end this Agreement or any part thereof by giving the other 30 days' prior written notice.

5.3 **Cooling-Off Period:** the Customer may cancel the Service(s) without paying a Recovery Charge to Vodafone where this Agreement (in whole or in part) or a Service is terminated within the Cooling-Off Period.

6. Vodafone Business Phone Terms

The following terms will apply to the Vodafone Business Phone Service:

6.1 **Requirements and limitations**: Customer must have the right to have the fixed line(s) installed at the Premises. If Customer ceases to have such right before the end of the Minimum Term, Vodafone may terminate the Agreement and the Recovery Charge may apply.

6.2 **Activation:** After Vodafone receives Customer's order, Vodafone will notify Customer of the date on which it plans to make the Vodafone Business Phone Service available to Customer. Where applicable, Customer authorises Vodafone to terminate Customer's agreements with its previous fixed line service providers. Vodafone will not be liable for wrongful cancellation of any agreements with Customer's previous providers. Vodafone will try and retain Customer's existing phone number when Customer transfers to Vodafone, however Vodafone cannot guarantee this and Vodafone may provide Customer with a new phone number. If Vodafone provides Customer with a phone line, and Customer doesn't ask Vodafone to transfer its existing number, Vodafone will allocate a new number to Customer's phone line.

6.3 **Changing Premises:** If during the Minimum Term Customer wishes to change any of the Services or Premises to which Vodafone supplies the Services, then Customer must notify Vodafone of this request by telephone, free on 08080 034515 from any landline or mobile, or 191 from a Vodafone mobile. Vodafone's provision of services to the Customer's new Premises will involve the termination of this Agreement and Vodafone's provision of the Services under a new agreement. Vodafone will provide reasonable assistance however installation fees and / or Recover Charges may apply.

6.4 **Switching to Vodafone Business Phone Service**: If Customer is switching its fixed line telephone to Vodafone from a previous provider, this section will apply. By entering into the Agreement with Vodafone, Customer is authorising Vodafone to migrate its telephone service from its previous provider to Vodafone.

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Vodafone is required by regulation to create a record of Customer's consent to the migration which will contain the following information:

(a) Customer's name and address,

(b) the time, date and means by which the Customer gave Vodafone their consent;

(c) Where appropriate, the place where consent was given and the salesperson involved;

(d) The address where the target line is situated; and

(e) The Caller Line Identification or telephone number of the target line.

Vodafone are required to store the record of consent for 12 months, regardless of whether Vodafone's Agreement with the Customer is subsequently cancelled or terminated. The record Vodafone creates may be a call recording, a written record which Customer signs, a record of account interactions or another form appropriate to the sales channel relating to the Customer's order.

7. Vodafone Business Broadband Terms

The following will apply to the Vodafone Business Broadband Service:

7.1 **Equipment:** In respect of any router Vodafone provides to the Customer as part of the Vodafone Business Broadband Service, title to the router shall transfer to Customer on expiry or termination of the Agreement after the Minimum Term. If the Agreement terminates before the end of the Minimum Term, title to the router shall remain with Vodafone and the Customer shall return the router to us in accordance with clause 18.6 of the General Terms.

7.2 **Activation:** After Vodafone receives the Customer's order Vodafone will notify Customer of the date on which it plans to make the Vodafone Business Broadband Service available to the Customer. Where applicable, the Customer authorises Vodafone to terminate its agreements with Customer's previous broadband service provider. Vodafone will not be liable for wrongful cancellation of any agreements with the Customer's previous provider.

7.3 **IP Addresses and domains:** Any IP Address or other network addresses allocated by Vodafone to Customer are for use only in connection with the Vodafone Business Broadband Service and all rights in such addresses belong to Vodafone and shall revert to Vodafone upon termination of this Agreement. In most scenarios for moves, additions and changes including premise relocation inside and outside of the local exchange area and a down/upgrade of fibre services, Vodafone may need to issue Customer with a new single or range of static IP Addresses.

7.4 **Switching to Vodafone Business Broadband:** If Customer is switching its broadband to Vodafone from a previous provider, this section will apply. By entering into the Agreement with Vodafone Customer is authorising Vodafone to migrate its broadband service from Customer's previous provider to Vodafone. Vodafone is required by regulation to create a record of Customer's consent to the migration which will contain the following information:

(a) Customer's name and address,

(b) the time, date and means by which the Customer gave Vodafone its consent;

(c) Where appropriate, the place where consent was given and the salesperson involved;

(d) The address where the target line is situated; and

(e) The Caller Line Identification or telephone number of the target line.

Vodafone are required to store the record of consent for 12 months, regardless of whether Vodafone's Agreement with Customer is subsequently cancelled or terminated. The record Vodafone creates may be a call recording, a written record which the Customer signs, a record of account interactions or another form appropriate to the sales channel relating to the Customer's order.

7.5 **Changing Premises:** If during the term of this Agreement the Customer wishes to change the Premises to which Vodafone supplies the Services or change any of the Services then Customer must notify Vodafone of this request by telephone free on 08080 034515 from any landline or mobile, or 191 from a Vodafone mobile. Vodafone's provision of services to Customer's new Premises will involve the termination of this Agreement

and Vodafone's provision of the Services under a new agreement. Vodafone will not provide Customer with a new router on providing Services under a new agreement. In these circumstances Customer must retain the router Vodafone originally provided to the Customer for this purpose. Vodafone will provide reasonable assistance however installation fees and / or Recovery Charges may apply.

7.6 **Coverage:**

(a) Actual throughput speed (actual speed experienced at a particular time when connected to the internet) experienced may be affected by a number of factors and may be lower than the estimated access line speed (where relevant) including but not limited to (i) nature of Customer's line; (ii) Vodafone's Network capacity; (iii) number of Customers sharing the Network; (iv) number of customers accessing a particular website at any one time or time of day; and (v) Vodafone's AUP (which can be found in Customer's Service Guide and on Vodafone's Website).

(b) Subject to clause 7.6(a), if following notification to Vodafone by Customer it is determined that Customer's access line speed (speed of data connection between the broadband modem and the local exchange or cable head end) is significantly lower than the estimated range of access line speeds detailed to the Customer at point of sale and / or in the Customer's Commercial Terms, the Parties shall follow the process set out in clauses 7.6(c) to 7.6(f) below. For the purposes of this clause, "significantly below" shall mean Customer's actual access line speed falling below the access line speed achieved by the bottom 10th percentile of Vodafone's relevant base of customers as advised to the Customer at the point of Customer reporting their speed issues to Vodafone (the "**minimum guaranteed access line speed**"). Vodafone's own speed checker shall be used for determining whether Customer's access line speed falls below the minimum guaranteed access line speed.

(c) Where the cause of the lower speed is within Vodafone's control, Vodafone will have the opportunity to attempt to remedy the issue or exhaust remedial actions available to it including the provision of an equivalent alternative Vodafone Business Broadband Service. In the case of dependent Services provided by Vodafone and supported by the speed impacted Vodafone Business Broadband Service, the offer of an alternative, equivalent Vodafone Business Broadband Service shall be provided within 15 Working Days of the initial notification where reasonably practicable.

(d) If Vodafone is unable to resolve the issue with remedial action including advice on how to alleviate the speed issues on the affected line and Vodafone is unable to offset the speed issues to the Customer's satisfaction (which you are at the Customer's option able to reject), subject to clause 7.6(f) below, the Customer has the option of terminating the relevant Vodafone Business Broadband Service without payment of any Recovery Charges in relation to the affected line only (and any dependent Services which cannot be separated from the affected Vodafone Business Broadband Service which Vodafone shall advise the Customer of at the Customer's request). The right to terminate the Vodafone Business Broadband Service is limited to the specific line with the speed issue only, not all lines under the Agreement (if applicable) and shall not apply to any Services which can operate independently of the affected Vodafone Business Broadband Service.

(e) If the Customer wishes to terminate the applicable Vodafone Business Broadband Service, it must provide 30 days prior written notice to Vodafone which Customer must provide within 14 days of Vodafone notifying Customer that it has been unable to resolve the speed issues with the Customer's affected line.

(f) In the event the Customer elects to terminate the applicable Vodafone Business Broadband Service, clause 18.6 of the General Terms shall apply. In the event you do not return all Equipment, a Recovery Charge shall become payable in accordance with clauses 18.6 and 19 of the General Terms.

(g) If the Customer does not receive the estimated access line speeds from the Vodafone Business Broadband Service as detailed in the Customer's Commercial Terms for a sustained period of time, please contact Vodafone to discuss further on 08080 034 515 free from a landline or mobile, or on 191 from a Vodafone mobile.

(h) This clause 7.6 shall not apply to Vodafone Business Broadband Services where speeds are guaranteed and/or will not vary because the Customer has its own dedicated connection (therefore broadband services provided using leased lines (such as EAD), Ethernet over fibre to the cabinet (EoFTTC), Ethernet First Mile (EFM) or similar are excluded).

(i) For further details on the Vodafone Business Broadband Service and OFCOM's Voluntary Business Broadband Speeds Code Practice, please visit www.vodafone.co.uk/businessbroadband.

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7.7 **Broadband Back-up:** If the Customer has a broadband back-up dongle ("**Dongle**") included in its plan, the Customer acknowledges and agrees that:

(a) the Dongle uses Vodafone's 4G network, which means the service, speed and consistency of the Customer's connection may vary due to a number of factors, including location, coverage and demand;

(b) the Customer's use of the Dongle is subject to the applicable terms and conditions relating to Vodafone's mobile broadband products, which can be found at: vodafone.co.uk/terms-and-conditions/;

(c) the Customer will receive an allowance of 50GB of data for use on its Dongle with its plan. This data must only be used if the Customer's fixed line broadband has a fault;

(d) if the Customer requires additional data for its Dongle beyond the 50GB allowance included in its plan, please contact Vodafone. The provision of additional data for the Customer's Dongle is at Vodafone's discretion and is subject to the Customer's compliance with the terms and conditions of the Agreement, including without limitation the requirement in clause 7.7(c) above that the Customer only use the data if its fixed line broadband has a fault;

(e) the Customer's Dongle must be plugged into the relevant port of the Customer's Vodafone-supplied router in order for it to provide a connection after a total loss of service on the Customer's fixed line broadband;

(f) the Customer's router must be connected to its fixed line at all times for the Customer's broadband to function, and the Customer's failure to connect the router to its fixed line shall not constitute a fault with the Customer's fixed line broadband;

(g) the Customer must only use the Dongle when it has a fault with the Customer's fixed line broadband;

(h) the Customer must not roam with its Dongle;

(i) if the Customer's devices are connected to the internet via its Dongle rather than via its fixed broadband line:

(i) the Customer will be unable to use static or fixed IP Addresses and any devices that are reliant on a static or fixed IP Address to function, will not function as intended; and

(ii) the Customer will be unable to make VoIP calls or utilise VoIP services on devices that are connected to the Dongle, including calls to emergency services. Vodafone recommends that the Customer ensures it has an alternative means of contacting the emergency services in the event that its router stops working, including without limitation where there is a total loss of service on the Customer's fixed line broadband.

7.8 **Super Wifi:** If the Customer has Vodafone's Super WiFi product included in its plan, Vodafone will send the Customer one WiFi Booster with the Customer's router. If the Customer does not receive a WiFi signal and throughput speeds of at least 10Mbps in each room of its Premises, Vodafone will send the Customer up to two more WiFi Boosters (three in total). If the Customer is still unable to receive a WiFi signal and throughput speeds of at least 10Mbps in each room of its Premises:

(a) The Customer should contact Vodafone so that it can attempt to resolve the Customer's WiFi signal and speed issues; and

(b) If Vodafone is unable to resolve the Customer's WiFi signal and speed issues, so that it receives a WiFi signal and throughput speeds of at least 10Mbps in each room of its Premises, Customer may terminate its Agreement with Vodafone, without paying a Recovery Charge, provided that the Customer notifies Vodafone that its is terminating the Agreement within 30 days of receipt of the final WiFi Booster.

(c) Please note:

(i) The router must be connected to the fixed line broadband network and the internet for the WiFi Boosters to work;

(ii) The WiFi Boosters will not work when there is a broadband fault, including without limitation a fault with the Customer's fixed line;

(iii) The Customer must use the router and WiFi Boosters Vodafone supply to Customer as part of Customer's Business Broadband Pro plan;

(iv) The Customer must follow Vodafone's reasonable instructions when seeking to resolve any WiFi signal issues it may have;

(v) The Customer's right to terminate its Agreement with Vodafone without paying a Recovery Charge (as set out in clause 7.8(b) above) does not apply where:

(1) there is a broadband fault;

(2) the Customer's router is not connected to the fixed line or the internet;

(3) the Customer is not using the router and WiFi Boosters Vodafone supply to you as part of the Customer's Business Broadband Pro plan;

(4) the Customer has failed to follow Vodafone's reasonable instructions in respect of any WiFi signal issues it may have; or

(5) there is a fault with the device on which the Customer conduct any throughput speed test Vodafone may request for the purposes of assessing the Customer's WiFi signal and speed issues, where such fault materially affects the accuracy of that throughput speed test.

8. Vodafone Fibre to the Premises Broadband Customers

If selected, the following terms will also apply to the Vodafone Fibre to the Premises Broadband Service (the Customer's Order or service confirmation letter will state whether the Customer has selected this).

8.1 **Speeds:** The speed the Customer achieves on a device may vary depending on factors which include the type of device, concurrent device usage, services used and the Customer's on premises set-up;

8.2 **Installation:** At the installation point in the Customer's premises, it will require 2 mains plug sockets (for the fibre connection box and router) and an additional socket if Customer wishes to use a mains powered phone instead of a standard phone. Please note Vodafone will be unable to test the installation if adequate power sockets are not available.

8.3 **Emergency Calls:** Please do not solely rely on the service to make emergency calls. The Customer acknowledges and accepts that it will require another way to call the emergency services. Vodafone suggests the Customer has a charged mobile device in order to make emergency calls in the event of a power or broadband connectivity outage;

8.4 **Vulnerable Customers:** Please note the Customer will need an alternative means to its premises landline in order to make calls in the event of a power failure or loss of broadband connectivity. It is important the Customer understands and agrees to this before taking the Vodafone Business Broadband and Phone Services. Any social alarms or telecare services that utilise the Customer's phone line will also be affected. If the Customer has any concerns relating to the ability to make emergency calls please speak to an advisor at least 3 Working Days prior to the Customer's service installation. The Customer can call Vodafone's access disability team on 0333 3043222 from any landline or mobile.

8.5 **Wayleave Agreement:** This grants Vodafone's partners, Openreach, CityFibre or one of their trusted partners ("**Installation Partners**") permission to install and maintain the necessary equipment across the grounds of and within the Customer's property:

(a) Installation includes running a cable from the street port to the Customer's premises.

(b) Vodafone can't provide the Vodafone Fibre to the Premises Broadband service if you haven't agreed to the Wayleave Agreement. If the Customer are not the freeholder of the property the Customer will need to gain the freeholder's written agreement before installation.

(c) The Customer, or a person given permission by the Customer (who is aged 18 or over) will need to be at the property when the engineer visits. The engineer may ask for an electronic signature prior to installation and this will form the relevant written form of Wayleave Agreement under the Electronic Communications Code in respect of the maintenance and location of the equipment at the property.

(d) The equipment will be installed over or under the land of the Premises. Some minor alteration work may be required in order to make the installation. This work will be carried out with as little disruption as possible and the ground outside will be reinstated as close as possible to its original state. Where required

any damage to the Premises will be repaired. The Customer will need to gain the consent of its neighbour(s) if it has shared grounds (such as a driveway). The equipment installed will not be removed on termination.

(e) If Vodafone's Installation Partners cannot access the Customer's property/if an electronic signature isn't provided for the Wayleave Agreement Vodafone may charge the Customer reasonable costs incurred by Vodafone as a result. Vodafone may end the Agreement if it cannot re-arrange access to the Customer's property or the Customer fails to provide an electronic signature for the Wayleave Agreement.

(f) The Customer consents to Vodafone and/or its Installation Partners installing and keeping network equipment at its property. In addition to the router and fibre optic cable, an optical network terminal ("ONT"/fibre connection box) will need to be installed. This will remain the property of the Installation Partners (unless Vodafone agrees otherwise). The Customer must not tamper with the fibre connection box or allow anyone else to do so.

9. Vodafone Single Order Generic Ethernet Access "SOGEA" Customers

If selected, the following terms will also apply to the Vodafone SOGEA Service (the Customer's Order or service confirmation letter will state whether the Customer has selected this).

9.1 SOGEA is an access technology that is the basis for the 'Single Order' service. Single Order broadband does not share the line with a PSTN line with the ability to make fixed telephone calls

9.2 The speed you achieve on a device may vary depending on factors which include your type of device, concurrent device usage, services used and your on premises set-up;

9.3 A new phone number will be allocated to you as part of the SOGEA broadband service. Where applicable you may also choose to port an existing phone number should you wish to retain it"

9.4 Your landline phone services (if selected) will be provided over the internet instead of a traditional phone line. This means that if there is a power outage or you don't have any broadband connectivity you won't be able to make or receive calls. This includes Emergency Calls;

9.5 **Emergency Calls:** Please do not solely rely on the service to make emergency calls. The Customer acknowledges and accepts that it will require another way to call the emergency services. Vodafone suggests the Customer has a charged mobile device in order to make emergency calls in the event of a power or broadband connectivity outage;

9.6 **Vulnerable Customers:** Please note the Customer will need an alternative means to its premises landline in order to make calls in the event of a power failure or loss of broadband connectivity. It is important the Customer understands and agrees to this before taking the Vodafone Business Broadband and Phone Services. Any social alarms or telecare services that utilise the Customer's phone line will also be affected. If the Customer has any concerns relating to the ability to make emergency calls please speak to an advisor at least 3 Working Days prior to the Customer's service installation. The Customer can call Vodafone's access disability team on 0333 3043222 from any landline or mobile.

10. Commercial Terms

10.1 **Commercial Commitment**: Vodafone's offer is based on Customer using the Service for the Minimum Term. The Minimum Term is detailed in the Customer's Order.

10.2 **Service Commencement Date:** The Service Commencement Date is the contract start date as detailed in the Customer's Order.

10.3 **Recurring Charge:** any Recurring Charge payable by the Customer for use of the Services on a monthly, quarterly or annual basis will be detailed in the Order.

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Mandatory Accompanying Services

In order to receive the Service, the Customer must provision the Mandatory Accompanying Services set out below:

Required Equipment	To be provided by
Router/modem with microfilter or pre-filtered master socket	Customer, or Vodafone if Vodafone router has been ordered for the relevant Connection
Access Line which is a suitable BT analogue exchange line with no incompatible services operating on it.	Customer, or Vodafone if a fixed line has been ordered for the relevant Connection

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Technical Prerequisites

In order to receive the Service, the Customer must have the minimum network requirements as set out below for each Connection:

Required Facilities
The right (including any necessary wayleave) to have fixed lines installed at the Customer's Sites
Connection to a suitably equipped Openreach exchange at which there is appropriate capacity
A wall mounted power socket within two metres of the master phone socket.
The ability for an engineer to access the service location at a Customer Site for installation and repair purposes.

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Definitions

The following definitions are applicable to the Services:

Activation Date	the date the Customer's Service will go live.
ADSL	Asymmetric Digital Subscriber Line, a technology for transmitting digital information on existing phone lines to homes and businesses.
BT	British Telecommunications plc including its Openreach and BT Wholesale divisions.
Caller Line Identification	the phone number of the person making a phone call.
Commercial Terms	The section in the Service Terms identified as the "Commercial Terms" which details the commercial offer to Customer for the Services.
Connection	a Vodafone SIM or fixed line connection that has been configured to attach to the Network, with a price plan or add-on associated with it so that an End User can use and be charged for Services supplied under the Commercial Terms.
Cooling-Off Period	the period within which the Customer may cancel Services as set out in section 7 of the Service Guide.
Customer, you, your	the contracting Party set out in the initial Order.
FTTC	Fibre to the Cabinet, a connectivity technology based on a combination of fibre optic cable and copper cable.
IP Address	the internet protocol address which Vodafone may issue in relation to Equipment or the Service.
Order	An order (in the form specified in this Agreement or otherwise agreed between the Parties) that is raised by Customer to order Services and that is accepted by Vodafone. Such Order will set out the agreed commercial terms relating to Vodafone's provision of Equipment and/or Services, which incorporates the Commercial Terms, the Service Terms and the General Terms. In the absence of other documents, a 'welcome letter' or 'service confirmation letter' from Vodafone detailing Customer's commercial terms may comprise an Order.
Premises	the address set out in the Order to which Vodafone provide the Services.
Price Plan Guide	a document which details out of bundle Charges and individual terms for a particular standard price plan, as updated from time to time. For more information and to download please visit www.vodafone.co.uk/businessbroadband.
PSTN	the public switched telephone network.
Returns Policy	Vodafone's policy for return of faulty Equipment set out in Service Guide as updated from time to time and made available at www.vodafone.co.uk/businessbroadband.
Service Guide	the document titled 'Your Guide to Vodafone Business Broadband and Phone' which Vodafone makes available to the Customer.
Vodafone Business Broadband Service	comprising network access to the internet, phone support and the other applications and features as detailed in the Customer's chosen package set out in the Customer's Order or such package as the Customer requests from time to time and as described at the Website.
Vodafone Business Phone Service	comprising line rental providing access to the public telecommunications network, and the calls and features as detailed in the Customer's chosen package set out in the Customer's Order or such package as the Customer requests from time to time.
VoIP	a voice over internet protocol supplied by Vodafone, enabling Customer to send and receive calls to/from the PSTN via the public internet.
Website	www.vodafone.co.uk or any such other website or URL which Vodafone may notify to you from time to time.

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