

Vodafone Out of Hours Support

Service Terms



These Service Terms apply to the Out of Hours Support Service and are incorporated by reference into the Commercial Terms between Vodafone and Customer and, together with the General Terms, form the Agreement for the Out of Hours Support Service.

1. Definitions

1.1 In addition to the definitions contained in the General Terms, the following definitions apply to these Service Terms:

- (a) **Authorised Users** – Any Connection of the Customer who is provisioned with Tier 1 Enhanced Support.
- (b) **Mobile Support Service(s)** – The services (or a service) described in clause 2.1 below which are available as standard to all Vodafone business customers of Mobile Services.
- (c) **Out of Hours** – Means the hours which are not defined as Working Hours.
- (d) **Out of Hours Support Service** – The Services described in these Service Terms which are provided at an extra Charge and which provide additional hours of support outside those provided for Standard Mobile Support Services, namely Tier 1 Enhanced Support.
- (e) **Standard Mobile Support Service** – The Mobile Support Services which are provided during the hours designated in the second column of the table in clause 3.1 below.
- (f) **Tier 1 Enhanced Support** – The Authorised Users of the Customer who may with Customer approval, create chargeable events and who have access to the Mobile Support Services during Out of Hours according to the third column of the table in clause 3.1 below.
- (g) **Vodafone Customer Services** – Means the Vodafone customer service call centre at Vodafone.
- (h) **Working Hours** – Means the hours between 8am and 6pm on Business Days and any measurement of Working Hours shall be calculated between these hours.

2. Vodafone Customer Services

2.1 Subject to clauses 2.2, 2.3 and 3.1 below, the following Mobile Support Services are available as standard to all Vodafone business customers of Mobile Services through Vodafone Customer Services during the hours set out in the second column of the table in clause 3.1:

- (a) Lost / Stolen – Vodafone places a bar on the mobile number to stop any unauthorised usage.
- (b) Voicemail PIN resets – Vodafone resets User's pin for voicemail. A pin must be in place if a User wants to use this service abroad.
- (c) First Line Network Support – Customer may raise Network faults with Vodafone or receive updates from Vodafone on queries relating to existing Network faults.
- (d) SIM Activation / SIM Swap – Vodafone activates or swaps SIM Cards for new Connections, when Customer upgrades Connections or when Customer has been advised by Vodafone to change SIM Card for another reason. Vodafone makes the SIM Card active so it can be used, or swaps Customer's mobile number to a new SIM Card to enable it to be used with another device; for example, moving from a 'micro' SIM Card to a 'nano' SIM Card.
- (e) Device Support – Vodafone responds to User queries relating to usage of Equipment.
- (f) Personal Unlock Code (PUK) – Customer may request an unlock code if Customer has a pin number for its SIM Card which is not working.
- (g) Porting Authority Code (PAC) – Customer may request a PAC if they are leaving Vodafone and wish to transfer or Port their mobile number.
- (h) VCO Login Support - Until 10:30pm on Business Days, Vodafone responds to User queries relating to locked Vodafone Corporate Online (VCO) accounts.
- (i) Lift International / Roaming / Premium Bars – Vodafone can remove or add bars to Connections which allows Equipment to make either international or premium rate calls, or allows certain Users to use the Equipment abroad.
- (j) Unbarring Number – Vodafone can remove usage bars from a Connection in order to allow that Connection to use the Equipment.
- (k) Recovery Call Back – Customer may request a Recovery Call Back if they have a fault with their mobile device. Vodafone will determine if there is a fault with Customer's mobile device and if such as fault is found, arrange for a call back from Vodafone's dedicated recovery team during the next Business Day.
- (l) Cancellation Request – Vodafone arranges the disconnection of Connections on the account in accordance with the Agreement.
- (m) Network Unlock Code (NUC) – Customer may request an unlock code using the IMEI (International Mobile Equipment Identity) to allow the use of other network operators SIM cards in the mobile device.
- (n) Change Diverts – Vodafone can add a call divert if User requires its calls to be routed to a different number.
- (o) Lift Content Control Bar – Vodafone can remove the bar which is set as standard to allow access to over 18 websites.
- (p) 1st Line Sure Signal Support - Where Customer has a Vodafone sure signal device, Vodafone answers queries in relation to a User's sure signal device including providing set-up advice.
- (q) Chargeable Requests - Vodafone can effect chargeable changes to Customer's account such as tariff amendments or addition of roaming bundles.

2.2 Clause 2.1 sets out the functionality of the Mobile Support Services in general terms, the detailed functionality and limitations of the Vodafone Customer Services shall be at the discretion of Vodafone.

2.3 Some of the activities made pursuant to the Services listed in clause 2.1 may attract additional Charges; for example, additional SIM Cards, out of warranty recovery Charges or any roaming call Charges incurred by Customer when calling from abroad.

3. Hours of Support

3.1 Certain Mobile Support Services are available during Working Hours only. Subject to the per Connection per month Access Fee detailed below for Tier 1 Enhanced Support, Customer may select Authorised Users to receive certain Mobile Support Services during Out of Hours. In the table below '✓' denotes the availability of the individual Mobile Support Service during Out of Hours (in addition to Working Hours), and '✗' denotes that the individual Mobile Support Service is available during Working Hours only.

Service	Standard Mobile Support Service	Tier 1 Enhanced Support
Lost / Stolen	✓	✓
Voicemail PIN resets	✓	✓
First Line Network Support	✓	✓
SIM Activation / SIM Swap	✓	✓
Device Support	✓	✓
Personal Unlock Code (PUK)	✓	✓

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Porting Authority Code(PAC)	✓	✓
VCO Login Support	✓	✓
Lift International / Roaming / Premium Bars	✗	✓
Unbarring Number	✗	✓
Recovery Call Back	✗	✓
Cancellation Request	✗	✓
Network Unlock Code(NUC)	✗	✓
Change Diverts	✗	✓
Lift Content Control Bar	✗	✓
1 st Line Sure Signal Support	✗	✓
Chargeable Requests	✗	✓
Charge	Included in the cost of the Mobile Services	£0.50 per Connection, per month <i>(minimum six months)</i>

3.2 Customer shall provide Vodafone with all relevant information on those of its Connections who shall be Authorised Users of the Tier 1 Enhanced Support Service. Customer shall update Vodafone as soon as reasonably practicable of any changes in such Authorised User status.

3.3 For the avoidance of doubt, these Service Terms do not affect Customer's rights and responsibilities with respect to its Users and the Services as set out in the General Terms.

4. Commercial commitments

4.1 For Connections on the Tier 1 Enhanced Support Service, once Customer has connected these Connections to the Service, Customer agrees that such Connections shall continue to be connected for a minimum of 6 months from the date of connection. In the event that Customer terminates the Service to one or more of these Connections, Vodafone shall be entitled to charge Customer, and Customer shall pay, the per month Access Fee for the remainder of the 6-month connection period per Connection.