

Service Specific Terms

Vodafone Enterprise Broadband Service



1. The Service – Overview

1.1 The Vodafone Enterprise Broadband service (the “**Vodafone Enterprise Broadband Service**”) offers Customers broadband services using SOGEA, FTTP, ADSL 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 Enterprise Broadband Service as provided in respect of any Connection.

2. Service Term Structure

2.1 These Service Specific Terms include:

- (a) the service specification, which sets out a description of the Service, including optional Service Elements and complementary Services (where applicable) and may be updated from time to time (the “**Service Specification**”). The specific Service Elements selected by Customer will be set out in the Commercial Terms and/or Order;
- (b) the service levels which set out the standards that will be applied to the provision of the Service in addition to the standards set out in the Tiered Support Service Specific Terms (the “**Service Levels**”);
- (c) the Mandatory Accompanying Services; and
- (d) 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 Commercial Terms;
- (b) the General Terms;
- (c) the Fixed Service Terms available at www.vodafone.co.uk/terms;
- (d) the Order, which confirms the Service Elements selected by/for Customer;
- (e) the Committed Delivery Date confirmation;
- (f) the Tiered Support Service Specific Terms available at www.vodafone.co.uk/terms; and
- (g) any applicable policies and guidelines, as provided from time to time by Vodafone.

3. The Service and Equipment

3.1 The Vodafone Enterprise Broadband Service uses SOGEA, FTTP, ADSL and FTTC access technologies carried over the Vodafone Network and any third party network that Vodafone uses to offer the Service. The Service offers the Customer the choice to purchase broadband only Services or both broadband and fixed line Services (FTTC), (with or without voice calls).

3.2 The Service comprises required core Service Elements and may also include Optional Service Elements selected by Customer both of which shall be set out in the Commercial Terms and/or Order.

3.3 **Commencement:** Following the Agreement Start Date, Vodafone may complete any necessary preparatory works which may include reserving network capacity and components, entering into Third Party Provider contracts and ordering Equipment.

3.4 **Delivery:** Vodafone shall notify the Customer of Agreed Delivery Date in a written confirmation (the “**Committed Delivery Date Confirmation**”). The Parties agree that each Service component and each Connection at any Customer Site may have a different Agreed Delivery Date.

3.5 **Acceptance:** The Customer will be deemed to have accepted the Service on the Agreed Delivery Date unless it (i) cancels the Service before the Cancellation Deadline, or (ii) notifies Vodafone within five Working Days from the Agreed Delivery Date that the Service was not available on that date, in which case it will be deemed to have accepted the Service on the first date on which the Service is available.

Service Specific Terms

Vodafone Enterprise Broadband Service



- 3.6 **Delay:** If the delivery of the Services is delayed beyond the Agreed Delivery Date due to an act or omission of the Customer (including the Customer failing to provide complete information, accurate information, access or assistance or complete required Customer Site works necessary to receive the Service as reasonably required, and/or failure to procure any applicable consent, approval or access from any User or relevant third party), or if an Order is modified or cancelled by the Customer prior to the Agreed Delivery Date (but after the Cancellation Deadline), then Vodafone may start charging the Customer from the Agreed Delivery Date and/or claim reasonable costs (including third party provider costs) that result from the delay, modification or cancellation. If such delay extends beyond 60 Working Days from the date of original request, Vodafone may terminate the Order and apply a Recovery Charge.
- 3.7 **Equipment:**
- (a) The Commercial Terms and/or Order will identify which Fixed Equipment, if any, Vodafone will supply to the Customer and which of such Equipment will be purchased by Customer. Associated Charges shall be set out in the Commercial Terms and/or Order.
 - (b) **Third Party Equipment:** In its use of the Services, the Customer shall only use Equipment which has been supplied by Vodafone or by a Third Party Provider from an Openreach approved vendor. Customer Equipment should be provided that conforms to the latest published version of the relevant Openreach Suppliers' Information Note ("SIN") being SIN498 and 517 for FTTC and SOGEA and SIN506 for FTTP which can be viewed (as at the date of these Service Terms) at: <https://www.openreach.co.uk/orpg/home/helpandsupport/sins/sins.do>.
 - (c) **Warranty:** If Vodafone sells Equipment to the Customer as part of the Services it warrants that such Equipment (excluding any Software) will be materially free from inherent defects for 12 months (the "**Warranty Period**") following the date of the Order or such longer period as Vodafone may from time to time publish on its website. If such Equipment becomes faulty within the Warranty Period, the Customer shall notify Vodafone in writing and, if Vodafone requests it, return the Equipment at Vodafone's cost. Vodafone will repair or replace (at Vodafone's option) the Equipment within 28 days of notification of the fault (or, if the faulty router is returned, within 28 days of receipt). Vodafone's obligations in this clause do not apply if the Customer has damaged the Equipment or caused the Equipment to become faulty or if the Equipment becomes faulty outside the Warranty Period.
 - (d) For the avoidance of doubt, clause 3.7 (c) above shall not apply if the Customer has purchased a router from a Third Party Provider. Vodafone accepts no liability in relation to Third Party Provider Equipment.
 - (e) **Loss of Equipment:** If the Customer's Equipment is lost or stolen after delivery the Customer must inform Vodafone as soon as possible in order to limit misuse. The Customer must pay for all Charges incurred in respect of that Equipment until it has informed Vodafone and must continue to pay the Charges until the Agreement has been terminated in accordance with the General Terms.
- 3.8 **Customer's Right to Cancel:** Customer may cancel the Order or any part of it (subject to the payment of Vodafone's reasonable costs and expenses including of any Third Party Provider charges incurred by Vodafone as result of such cancellation) at any time before the Cancellation Deadline by providing written notice to Vodafone. The Customer must return any router(s) included in the cancelled Order unopened and in the original packaging to Vodafone at its own cost within 30 days of cancellation. The Customer will be liable to pay the full purchase price for any routers not returned in accordance with this clause 3.8.
- 3.9 **Termination of previous service providers:**
- (a) By entering into this Agreement, the Customer authorises Vodafone to terminate and migrate its existing broadband and, if fixed line PSTN Services are being purchased, fixed line service to Vodafone in respect of each Connection at each Customer Site subject to the Applicable Law.
 - (b) It is a condition of this Agreement that where the fulfilment of a Customer's Order requires Vodafone to terminate and migrate any existing broadband or fixed line PSTN agreements (whether such agreement is in the name of the Customer, any User or any other third party), the Customer:
 - (i) authorises Vodafone to terminate its own, Users' and/or any relevant third party's existing agreements;

Service Specific Terms

Vodafone Enterprise Broadband Service



- (ii) shall be solely responsible for providing all telephone numbers, addresses and other information which Vodafone requests in connection with any such termination and migration; and
 - (iii) shall, before the Agreed Delivery Date, procure that all Users and any third party whose existing broadband or fixed line agreements are to be terminated and migrated in connection with any Order authorise Vodafone to terminate their agreements with previous broadband service providers and previous fixed line service providers in respect of all relevant Connections and comply with all reasonable requirements in connection with such termination and migration (including providing access to any relevant Customer Site on the Agreed Delivery Date).
 - (c) Vodafone will not be liable for wrongful cancellation of any agreements between the Customer or any User or any third party and its previous provider of broadband or fixed line services or for any monies owing, termination fees or any other charges or claims levied by any such previous service provider, BT or any other third party in connection with the termination or migration of existing broadband or fixed line services. Without prejudice to any other provisions on Liability and Indemnity, the Customer shall indemnify Vodafone against any and all claims and losses of any nature arising out of or in connection with the termination or migration of any broadband or fixed line services agreements pursuant to this Agreement.
- 3.10 **Coverage:** Actual throughput speed (actual speed experienced at a particular time when connected to the internet) experienced may be lower than the estimated access line speed due to a number of factors including but not limited to (a) the nature of the Customer's line; (b) Vodafone's Network capacity; (c) the number of customers sharing the relevant network infrastructure; (d) number of customers accessing a particular website at any one time or time of day; (e) Vodafone's AUP; and (f) wiring within the premises and wi-fi connection.
- 3.11 **Broadband Speeds**
- (a) Subject to clause 3.10 above if following notification to Vodafone by the Customer it is determined that the Customer's access line speed (speed of data connection between the broadband Equipment or Customer Equipment and the local exchange or cable head end) in respect of any Connection is significantly lower than the estimated range of access line speeds detailed in the Order, for 3 consecutive days, Vodafone shall follow the process set out in clauses ~~3.11(b), 4.4(b)~~ to ~~3.11(d)(d)~~. For the purposes of this clause, "significantly below" shall mean the Customer's actual access line speed for a specific Connection 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 the Customer reporting its speed issues to Vodafone (the "**minimum guaranteed access line speed**" sometimes referred to as "**download speed**"). Vodafone's own speed checker shall be used for determining whether the Customer's access line speed falls below the minimum guaranteed access line speed.
 - (b) Where the cause of the lower speed is within Vodafone's control, Vodafone will attempt to remedy the issue. In the case of dependent Services provided by Vodafone and supported by the speed-impacted Service, any attempted remedy shall be provided within 30 Calendar days of the initial notification where reasonably practicable.
 - (c) 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 is unable to offset the speed issues to the Customer's satisfaction, subject to clause 3.11(d) below, Customer has the option of terminating the Service in relation to the affected Connections only (and any dependent Services which cannot be separated from the affected Service which Vodafone shall advise the Customer of) without payment of any Recovery Charge. For the avoidance of doubt this right to terminate the Service is limited to the Connection(s) which fail to meet the minimum guaranteed access line speed, not all Connections under the Agreement (if applicable) and shall not apply to any Services which can operate independently of the affected Service.
 - (d) If the Customer wishes to terminate the affected Connections as a result of broadband speeds failing to meet the minimum guaranteed access line speed, it must notify Vodafone within 30 days of Vodafone notifying the Customer that it has been unable to resolve the speed issues with the Customer's affected line. If Customer does not notify Vodafone that it wishes to terminate the affected Connections, Customer will be deemed to be willing to continue with their Service.

Service Specific Terms

Vodafone Enterprise Broadband Service



3.12 **Termination after the end of the Minimum Term or Renewal Term:** Either Party may terminate the Service or any part of it following the end of the Minimum Term or any Renewal Term on one month's written notice to the other Party, such notice period to terminate at the end of a complete Service month.

3.13 Cessation of Service

- (a) Following termination of the Service, Customer will be issued with a final bill, which will be calculated and sent out to the Customer once all outstanding Charges, including any Recovery Charges have been identified. This may take up to eight weeks.
- (b) It is not possible to terminate only the broadband or line rental or calls element of the Service provided in respect of any Connection. If the Customer is terminating the Service in respect of any Connection they should be aware that they will lose all service purchased under these Service Specific Terms in respect of that Connection unless they have made arrangements to have their service transferred to another service provider.

4. Service Specific Conditions of Use

4.1 **Availability:** The Service is available from within the UK only and only where Openreach provides the required access product. It is not available in (i) the City of Hull; (ii) the Isle of Man; (iii) the Channel islands; or (iv) the Republic of Ireland (Eire).

4.2 **Required Equipment and Facilities:** In order to receive the Service, the Customer must provision and maintain the required equipment and facilities set out in the Mandatory Accompanying Services and Technical Prerequisites. Where Vodafone determines that the Customer's Equipment and/or facilities do not meet the Required Equipment and/or the Required Facilities specification, Customer will, at its own cost, be responsible for providing the necessary Required Equipment and Required Facilities within the period specified by Vodafone. If the Customer fails to provide or maintain the Required Equipment and Required Facilities Vodafone may delay or suspend the provision of any Services and/or terminate any relevant Order, without having any liability to Customer, and/or may recover any costs incurred including any Recovery Charge. Vodafone shall not be responsible for any performance or non-performance issues with the Service caused by Customer failing to provide or maintain the Required Equipment or Required Facilities.

4.3 **IP Addresses and Domains:** Any IP or other network addresses allocated to the Customer by Vodafone are for use only in connection with the Service, all rights in such addresses belong to Vodafone and the Customer's right to use them shall revert to Vodafone upon termination of this Agreement.

4.4 **PSTN Connection:** The Customer shall not (and shall ensure that Users shall not) connect or seek to connect the Services to the public switched telecommunications network (PSTN) otherwise than in accordance with Applicable Law.

4.5 **Cost of Investigations:** The Customer shall be responsible for all costs and expenses incurred by Vodafone investigating and/or rectifying any issue with the Service where the issue has been caused by an Excluded Event or by the Customer's: (a) use of the Service contrary to Vodafone's instructions; (b) misuse; (c) neglect; or (d) alteration by Customer or its Users of the Service including any equipment.

4.6 **Installation by the Customer:** If the Customer installs the Equipment or Customer Equipment in connection with the Services it is wholly responsible for:

- (a) Connecting a suitable microfilter or pre-filtered master socket to the carrier's master socket (and any extension sockets) at the Customer Site where that is required;
- (b) Connecting a suitable router to the relevant port on the microfilter; and
- (c) If relevant, connecting a suitable modem for an ADSL or FTTC supplied DSL service to enable access to the Service.

Vodafone will have no liability whatsoever for any loss which the Customer or any third party suffers as a result of the Customer installing and/or setting up Equipment or Customer Equipment to receive the Service..

4.7 The Customer agrees to the terms of any relevant end-user Software licence agreement or such other agreement as may be applicable to govern the use of Equipment and shall be liable for any failure to do so.

Service Specific Terms

Vodafone Enterprise Broadband Service



- 4.8 The Customer shall not use the Service or any part of it in a way that in the reasonable opinion of Vodafone or BT could materially affect the quality of any telecommunications service including the Service provided by BT, as notified to the Customer by Vodafone.

5. Changes

- 5.1 In addition to those rights detailed in clause 12 of the General Term, Vodafone may make the following changes:

- (a) **Technology Update:** Without prejudice to its rights under clause 12 of the General Terms, Vodafone may, at its discretion, elect to enhance, modify or close elements of the underlying technology required to deliver the Service as part of its regular review of the networks, software and infrastructure at its own volition or as a result of a Third Party Provider change (a “Technology Update”).

In the event that the Customer’s Service is materially impacted by a Technology Update the Parties shall negotiate in good faith new or updated service terms and any associated changes to Charges to reflect the upgraded Service.

If the Parties cannot agree the new service terms or the replacement service is not suitable then Vodafone shall be entitled to make such a change by providing the Customer with not less than 3 months written notice. If Vodafone wishes to make a change to Charges as a result of a Technology Update the Parties shall negotiate in good faith new changes to Charges to reflect the upgraded Service. If the Parties cannot reach agreement for new Charges Vodafone shall have the right to terminate the Agreement on giving the Customer not less than three months’ written notice.

- (b) **Changes to the Customer’s Sites:** If during the Minimum Term the Customer notifies Vodafone that it wishes to change the locations of any of the Connections or the Customer’s Sites to which Vodafone supplies the Service, the Agreement will terminate automatically in respect of all relevant Connections (but not otherwise) with effect from the date on which the relevant Connection is relocated and any applicable Recovery Charge will apply. The provision of broadband services to any new location or Customer Site will be subject to a separate Order and Minimum Term.

Vodafone Enterprise Broadband Service

Service Specification



1. Broadband Technology

The Vodafone Enterprise Broadband Service is provided using, at Vodafone's option, SOGEA, FTTP, ADSL and FTTC broadband access technologies carried over the Vodafone Network and any third party network that Vodafone uses to offer the Service.

2. Baseline Service

The Enterprise Broadband Service offers the Customer the option to purchase either broadband only services or both broadband and fixed line phone services in accordance with the table below ("**Baseline Service**") where they continue to be available from Openreach

Baseline Service	Access Technologies	Elements
Broadband Only	FTTC and ADSL	Vodafone provides only the broadband connection, with no fixed line services. The Customer uses its existing provider for fixed line and voice calls, which must be a PSTN voice line provided over the BT cabling network. Vodafone will provide a router if that option is chosen in the Order (see options below).
	SOGEA and FTTP	Vodafone provides only the broadband connection, with no fixed line services. Vodafone will provide a router if that option is chosen in the Order (see options below).
Broadband plus fixed line services (with or without voice services)	FTTC and ADSL	Vodafone provides broadband connection and fixed line services and the Customer chooses whether or not to include voice calls. Customer pays monthly line rental for fixed line. If voice calls are not required a bar will be placed on the line to prevent voice calls from being made.

3. Features – Core and Optional Service Elements

Whichever Baseline Service is chosen, the Service will include core service features ("**Core Service Elements**"). The Services may also include additional service features ("**Optional Service Elements**") if those are selected as part of an Order. The Core Service Elements and the Optional Service Elements (as applicable) together comprise the Enterprise Broadband Service. The table below summarises the available Core Service Elements that are included in the price (marked with a tick) and the Optional Service Elements (marked with an "O") available for an extra charge. Features marked with a cross are not available.

Service Feature	Service Feature Detail	Baseline Service: Broadband only	Baseline Service: Broadband and Fixed Line
Single Account	Capability for a single Account (covering both residential and commercial sites) for multiple sites/connections with enterprise grade helpdesk to helpdesk support.	✓	✓
Broadband Package – ADSL and FTTC	Broadband package available in depending on the address with expected upstream/downstream speeds determined by an address availability check: ADSL FTTC 38 FTTC 52 FTTC 76	✓	✓

Vodafone Enterprise Broadband Service

Service Specification



Service Feature	Service Feature Detail	Baseline Service: Broadband only	Baseline Service: Broadband and Fixed Line
Broadband Package – SOGEA and FTTP	<p>Broadband package available in depending on the address with expected upstream/downstream speeds determined by an address availability check:</p> <p>SOGEA packages: Single Order Fibre Low Speed (<0.5Mbps) Single Order OGEA Fibre 36 Single Order OGEA Fibre 50 Single Order OGEA Fibre 76</p> <p>FTTP packages: Full Fibre Low Speed (<0.5Mbps) Full Fibre 36 Full Fibre 73 Full Fibre 100 Full Fibre 200 Full Fibre 500 Full Fibre 900</p>	✓	
Installation Type	<p>Broadband Self Install – Activation</p> <p>An order that is fulfilled without an engineer visit to the premises. Engineer appointments made for a self-install order will be used for street cabinet engineering work only.</p> <p>Broadband Engineer Install – Standard</p> <p>Suitable for simple installations and for most residential premises. Includes:</p> <ul style="list-style-type: none"> • Up to 10 metres length of internal wiring where needed • Installing the broadband socket within one metre of power socket • Connecting the router • Connecting one device <p>Broadband Engineer Install – Premium</p> <p>Suitable for more complex installations and for most business premises. Includes:</p> <ul style="list-style-type: none"> • Up to 30 metres length of internal wiring where needed • Installing the broadband socket within one metre of power socket • Connecting the router 	✓	X

Vodafone Enterprise Broadband Service

Service Specification



Service Feature	Service Feature Detail	Baseline Service: Broadband only	Baseline Service: Broadband and Fixed Line
	<ul style="list-style-type: none"> Connecting up to two devices 		
Fixed Line (PSTN)	<p>The physical connection to the Customer's site is via the OpenReach Fixed Line Copper Access network and will always need a fixed phone line. If the Customer selects Broadband and Phone as its baseline Service, it has the option of either ordering a new line from Vodafone or requesting a transfer of its existing line from its existing provider to Vodafone.</p> <p>If the Customer selects Broadband Only as its baseline Service the Customer will be responsible for providing its own fixed line to support the Broadband Service and Vodafone has no liability in respect of the fixed line.</p> <p>Where the Customer wishes to use the fixed line used to provide the Broadband Service to make and receive calls, a microfilter or pre-filtered master socket must be used to connect any router or voice equipment to the line.</p> <p>Not available for SOGEA or FTTP services.</p>	X	✓
Voice Services	<p>Calls will be charged at the ratecard associated with the voice service – see the Commercial Terms and/or Order. Voice services are not provided with SOGEA or FTTP services.</p>	X	✓
	<p>Standard Value add features – provided as standard with the fixed line service where calls are purchased</p> <ul style="list-style-type: none"> Last Calling Number Caller Display Number Conceal Present Withheld Number 	X	✓
	<p>Optional Value add features – provided on request (subject to a one off Installation Charge) with the fixed line service where calls are purchased</p> <p>Voicemail (1571) Smart Divert</p>	X	0
Vodafone-supplied Router	<p>Customers have the option of ordering a Vodafone-supplied router or can provide their own router as set out in clause 3.7 (b). The Vodafone router, which is pre-configured to a standard build, can be posted to the User either at the Customer Site where it is to be used or at a central address provided by the Customer. Where the Customer chooses to have the router delivered to a central address rather than directly to the User, it is the Customer's responsibility to ensure that the correct router is sent to the correct</p>	0	0

Vodafone Enterprise Broadband Service

Service Specification



Service Feature	Service Feature Detail	Baseline Service: Broadband only	Baseline Service: Broadband and Fixed Line
	Customer Site, so that any configuration is correctly deployed to the correct router on activation.		
Sure Rate Broadband Speed	<p>Subject to technical availability, Customers can opt to purchase assured broadband speeds for any Connection at one of the following levels:</p> <p>1Mbps 5Mbps 10Mbps 20Mbps</p> <p>These rates are for downstream data traffic only and will be provided by Vodafone using technology designed to achieve the chosen assured rate on the network even at the busiest time.</p>	0	0
IP Address	<p>Dynamic IP (default)</p> <p>The Service is offered with dynamic IP addressing as a Core Service feature.</p>	✓	✓
	<p>Single Static IP (at the Customer's request)</p> <p>Alternatively, a single static IP address can be offered to the Customer as a Core Service feature if requested.</p>	✓	✓
	<p>Multi Static IP Block of 8 or 16</p> <p>Where the Customer requires a block of IP for hosting or other purposes this can be purchased as Optional Service feature.</p>	0	0
Support Service	Standard Support – see Service Levels.	✓	✓
	Premier Support - See Service Levels – Customers may opt to purchase a support package to enable incident resolution within 8 hours.	0	0
Usage	<p>The Service includes unlimited broadband usage within the limits of Vodafone's AUP.</p> <p>https://www.vodafone.com/business/AcceptableUsePolicy</p>		

4. Lines

4.1 For ADSL and FTTC services, the services will use a connection to the Vodafone network via Openreach exchange lines that are installed or taken over by Vodafone and rented to the Customer as requested on the order form or which already exist when the line is taken over. The Customer may request that Vodafone:

- (a) takes over existing WLR lines, retaining the Customer's existing numbers and call and network features (where applicable);
- (b) takes over existing WLR lines, with new call and network features;
- (c) connects new lines with a full range of call and network features; or
- (d) moves, changes or remove lines or call and network features.

Vodafone Enterprise Broadband Service

Service Specification



5. Telephone Numbers

- 5.1 For ADSL and FTTC services, Vodafone will make reasonable efforts to retain the Customer's existing telephone number(s) when the Customer transfers to Vodafone but may: (i) allocate new telephone numbers to the Customer; (ii) reallocate or change such telephone numbers as a result of changes in Applicable Law or instructions from any NRA, but in doing so shall use all reasonable efforts to minimize disruption to the Customer; and (iii) withdraw such telephone numbers where the Customer or User fails to comply with this Agreement. If the Customer orders a fixed line and does not request transfer of its existing telephone number(s), Vodafone will allocate a new number to that fixed line.
- 5.2 No telephone numbers would be retained or offered as part of a SOGEA or FTTP broadband service. Customers for SOGEA or FTTP services may choose to retain an existing PSTN telephone number through a separate digital voice product provided by Vodafone.
- 5.3 Subject to the provisions of any Applicable Law, regulation or licence condition, telephone numbers allocated to the Customer and all rights in those numbers shall belong to Vodafone and the Customer shall not sell or transfer, or attempt to sell or transfer, any telephone number to a third party. The Customer shall have no trade name right in any telephone number that Vodafone allocates to it nor any trade name right that may develop in any telephone number allocated to it and Vodafone may withdraw such telephone number(s) where the Customer or User fails to comply with the Agreement.
- 5.4 Vodafone shall (where applicable) provide a facility for transferring or porting telephone numbers in accordance with Applicable Law and standard industry practice. Where fixed line telephone numbers are to be transferred to Vodafone, then the Customer will need to complete and send the porting authority letters to Vodafone using templates provided.

Vodafone Enterprise Broadband

Service Levels



1. Target Lead Times

The lead times below relate to each Connection ordered, are not guaranteed and are subject to site survey (where necessary), and, for new lines, plant availability.

1.1 Broadband only

Service Ordered	Target lead time (from the date on which Vodafone Sends the Customer the Order confirmation for the relevant Connection)
Delivery of Broadband only -	15 Working Days For FTTP orders there may be additional time added if the first 'KCI Assure' appointment identifies further work required

1.2 Broadband and fixed line service

The lead times below include the taking over of an existing WLR (wholesale line rental) line or installing a new fixed line:

Service Ordered	Target Lead Time (from the date on which Vodafone sends the customer the Order confirmation for the relevant Connection)
Delivery of Broadband plus fixed line service (either take over of existing WLR lines or installation of new lines)	23 Working Days

2. Incident Management

2.1 Incidents shall be deemed to: (i) commence when acknowledged by Vodafone; and (ii) end when Vodafone advises Incident resolution. The Customer will be deemed to have been advised if Vodafone has made reasonable attempts to contact the Customer.

2.2 It may be necessary for a temporary interruption to the Service from time to time for Vodafone to carry out essential maintenance or network upgrades to the Service and/or equipment (an “**Outage**” or “**Outages**”). Vodafone will use reasonable endeavours to minimise the number of Outages and any subsequent disruption to the Customer. The Customer is responsible for notifying its Users, customers or third party providers of any Outage.

3. Severity Levels of Incidents and Service Resolution Target

3.1 Vodafone aims to resolve Incidents within the Service Resolution Target (“**SLT**”) (see table below). Vodafone cannot confirm that this will be possible in all circumstances and consequently does not offer compensation or service credits if this target is not achieved.

3.2 Initially Vodafone will work remotely to resolve all Incidents. However, Vodafone may require an engineer to visit the affected Customer Site. In these instances Vodafone will confirm the Customer Site access availability with Customer and manage the Customer Site visit and Incident resolution according to such Customer Site access.

Vodafone Enterprise Broadband

Service Levels



3.3 The table below gives the SLT, depending on the severity of the Incident:

Severity Level	Description	SLT
Impact 1	Total loss of Service at any one Customer Site	By 23:59 on the next Working Day or within 8 hours for Customers who have purchased Premier Service support.
Impact 2	Partial loss of Service at any one Customer Site which has a significant detrimental effect on the Customer's use of the Service but which does not represent a total loss of the Service,	By 23:59 on the next Working Day or within 8 hours for Customers who have purchased Premier Service support.
Impact 3	Service quality issue (e.g. congestion or call quality)	72 hours
Impact 4	Minor issue (e.g. feature not working or intermittent fault)	Reasonable endeavours to resolve as promptly as practicable

- 3.4 Incident resolution times are given in elapsed hours and apply 24/7 except where an engineer is required to visit Customer Site. Resolution times for Incidents that require engineers to visit a Customer Site will depend on the availability of access to the site.
- 3.5 The target times for resolution of Incidents under this section will not apply to any Incidents that arise during a scheduled maintenance window or as a result of, or in connection with, an Excluded Event.
- 3.6 An aborted Customer Site visit charge may be payable if a Vodafone or Openreach engineer is requested to visit Customer Site and access is not possible or the Incident is found to be on non- Vodafone provided Equipment.

Vodafone Enterprise Broadband

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
For ADSL, FTTC orders: 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

Vodafone Enterprise Broadband

Technical Prerequisites



In order to receive the Service, 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/broadband socket.
The ability for an engineer to access the service location at a Customer Site for installation and repair purposes.

Vodafone Enterprise Broadband

Definitions



The following definitions are applicable to the Services:

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.
Cancellation Deadline	12 noon on the day which is two Working Days before the Agreed Delivery Date as set out in the Committed Delivery Date Confirmation.
Change Requests(s)	any change to the Service which the Customer may be entitled to request under these Service Specific Terms (whether or not chargeable) including any change listed in the Service Request Catalogue and any change to an Optional Service Feature set out in the Services Specification.
Committed Delivery Date Confirmation	the letter from Vodafone to the Customer confirming the Agreed Delivery Date.
Connection	the provision of any individual broadband connection which includes a SOGEA, FTTP, ADSL or FTTC broadband line. For ADSL or FTTC orders this may also include a PSTN line and fixed telephone calls, provided to a Customer Site pursuant to an Order.
Excluded Events	<p>any of the following:</p> <ul style="list-style-type: none"> (a) a fault or incident with any other Vodafone service purchased under separate Service Terms; (b) a fault or incident in, or any other problem associated with, non-Vodafone-supplied power, any Customer Equipment, non-maintained structured cabling or other systems or networks not operated or provided by Vodafone (including a fault or incident relating to consumption of services over the internet); (c) a fault or incident caused by the Customer's negligence, act or omission or that of any third-party not within Vodafone's direct control; (d) the Customer not performing or a delay in performing any of the Customer's obligations or conditions of use set out in the Agreement; (e) a fault, incident or delay that arises as a result of a request by the Customer for an expedited delivery of the Service; (f) the Customer requesting Vodafone to modify a Connection or Customer Site, or test one although no Incident has been detected or reported in accordance with these Service Specific Terms; (g) Service suspension or a Force Majeure event in accordance with the General Terms; (h) the inability or refusal by a third-party supplier to provide the access circuit at a Customer Site; (i) a Change Request in the process of implementation; (j) an Outage; (k) any degradation of performance that is caused by, or for any fault in, the access circuit that occurs as a result of, or in connection with, technical limitations beyond Vodafone's control; (l) a fault or incident caused by failure at any other Customer Site; (m) a fault or incident caused by any fault or failure of a router or modem (whether or not supplied by Vodafone);

Vodafone Enterprise Broadband

Definitions



	<p>(n) Vodafone being unable to access or being delayed in accessing the Customer Site (where a Customer Site visit is required) due to reasons outside its control, including, inclement weather or the Customer's or any third party's refusal to admit Vodafone; or</p> <p>(o) any other circumstances caused by events for which Vodafone is not liable in accordance with the terms of the Agreement.</p>
FTTC	Fibre to the Cabinet, a connectivity technology based on a combination of fibre optic cable and copper cable.
FTTP	Uses an access technology known as Fibre to the Premises (FTTP) that is the basis for the 'Full Fibre' service. FTTP services are carried over a fibre optic cable all the way to the Customer's premises. FTTP does not share the line with a PSTN line or offer the ability to make fixed telephone calls.
Incident	any fault, incident or problem which affects the Service provided to Customer, excluding any fault, incident or problem with any other Vodafone service purchased under separate Service Terms.
IP Address	the internet protocol address which Vodafone may issue in relation to Equipment or the Service.
KCI2 Assure delivery	FTTP orders where a two stage installation process is expected. Openreach would initially visit to complete the network build externally to the curtilage or outside wall. The second stage is a visit to complete the installation within the property.
Optional Service Elements	the elements of the Service which are optional as set out in the Service Specification.
Service Level(s)	the service levels which apply to the provision of the Service as set out in the Service Levels.
Service Request Catalogue	a type of catalogue made available to the Customer that identifies the different types of Change Requests available to the Customer in relation to the Service including, where applicable, details of any service cover periods, SLTs, charges or other important information.
Severity Level	a categorisation of the severity of an Incident as determined by Vodafone in Vodafone's discretion.
SOGEA	Uses an access technology known as Single Order Generic Ethernet Access (SOGEA) that is the basis for the 'Single Order' service. Single Order broadband is similar to FTTC except it does not share the line with a PSTN line with the ability to make fixed telephone calls.
SLT	a non-binding indicative service level target.
Trouble Ticket	a record of an Incident with a unique reference allocated to it which shall be used for all subsequent updates and communications.