

Service Specific Terms



Mobile Delivery Service

Vodafone Business Customers

1. The Service – Overview

- 1.1 The Vodafone mobile voice and data transition service (the “**Mobile Delivery Service**”) provides Customer with a Mobile Delivery Specialist to design, develop and deliver an Implementation Plan that best suits Customer’s business requirements. The term “**Service**” or “**Services**” in these Service Specific Terms means the Mobile Delivery Service.

2. Service Term Structure

- 2.1 These Service Specific Terms include the following documents, which 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 Mobility Service Terms as set out at www.vodafone.co.uk/terms;
 - (d) the Implementation Plan;
 - (e) the Order, which confirms the Service Tier selected by/for Customer; and
 - (f) any applicable policies and guidelines, as provided from time to time by Vodafone.

3. The Service and Equipment

- 3.1 The level of support features comprising the Service, and the limitations thereof, shall be provided in accordance with one of the following four tiers (each a “**Service Tier**”):
- (a) Level 1;
 - (b) Level 2;
 - (c) Service Assured; and
 - (d) DLM Off-Site Staging Project Manager.
- 3.2 The applicable Service Tier will be agreed by the Parties and documented in the Commercial Terms and/or the Order.
- 3.3 The following activities may be carried out by the Mobile Delivery Specialist and will vary according to the agreed Service Tier, local working practices and/or the requirements of Customer’s business, as detailed in the agreed Implementation Plan:
- (a) Level 1:
 - (i) create an Implementation Plan;
 - (ii) allocate, issue and record Customer’s mobile devices;
 - (iii) On-site Event Day support for Customer’s End Users (up to 6 minutes per User, per Event Day) but excluding the provision of Mobile Device Management and the Device Enrolment Programme;
 - (iv) on each Event Day, face-to-face training will be provided for the following number of Users (up to a maximum of 250 Users per Event Day):
 - (A) 50 Users for the Mobile Delivery Specialist; and
 - (B) for each additional Third Party Assistant required, an additional 50 Users (up to a maximum of 200 Users).
 - (v) a one-way User mass communication service (text service only);
 - (b) Level 2:
 - (i) create an Implementation Plan;
 - (ii) allocate, issue and record Customer’s mobile devices;

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- (iii) on each Event Day, face-to-face training will be provided for the following number of Users (up to a maximum of 150 Users per Event Day):
 - (A) 30 Users for the Mobile Delivery Specialist; and
 - (B) for each additional Third Party Assistant required, an additional 30 Users (up to a maximum of 120 Users).
 - (iv) a one-way User mass communication service (text service only);
 - (v) support and guidance to Customer for creating and issuing of internal communications;
 - (vi) Event Day support for Users – device and services training (up to 10 minutes per User, per Event Day) but excluding the provision of Mobile Device Management and the Device Enrolment Programme; and
 - (vii) Device Activation;
 - (c) Service Assured:
 - (i) create an Implementation Plan;
 - (ii) allocate, issue and record Customer's mobile devices;
 - (iii) on each Event Day, face-to-face training will be provided for the following number of Users (up to a maximum of 50 Users per Event Day):
 - (A) 10 Users for the Mobile Delivery Specialist; and
 - (B) for each additional Third Party Assistant required, an additional 10 Users (up to a maximum of 40 Users);
 - (iv) a one-way User mass communication service (text service only);
 - (v) support and guidance to Customer for creating and issuing of internal communications;
 - (vi) Event Day support for Users – device and services training (up to 30 minutes per User, per Event Day) and including the provision of Mobile Device Management, the Device Enrolment Programme and Staging; and
 - (vii) Device Activation;
 - (d) DLM Off-Site Staging Project Manager:
 - (i) review, understand and implement the details contained in the Gold Build;
 - (ii) create Bulk Volume Order form with Customer;
 - (iii) ensure all required staging Stock Keeping Units for devices and accessories are made available from terminals;
 - (iv) liaise with the staging team to obtain staging slots and onward delivery of devices to Customer;
 - (v) no on-site support; and
 - (vi) arrange connection of number / ports onto Vodafone's network.
- 3.4 When the Mobile Delivery Specialist is required to attend Customer's Site, Customer shall provide the required working area for the Mobile Delivery Specialist, including a connection to Wi-Fi that is fit for purpose and all necessary building access and security passes. Customer shall provide this free of charge.
- 3.5 The Mobile Delivery Specialist will lead and manage the implementation and the relevant internal functions responsible for delivering the Service. This will include on Event Days when the Mobile Delivery Specialist may be accompanied by one or more Third Party Assistants.

4. Service Specific Conditions of Use

4.1 Security Clearance of Mobile Delivery Specialist:

- (a) All Mobile Delivery Specialists shall be subject to Baseline Personnel Security Standard (BPSS) clearance.

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- (b) In the event Customer requires a higher level of clearance, Customer shall be responsible for arranging the same and bearing all related costs.
- 4.2 **Point of Contact:** During the provision of the Service, the main point of contact for Customer and Customer business unit's nominated representatives shall be the Mobile Delivery Specialist. After completion of the Service, the main point of contact for Customer and Customer business unit's nominated representatives shall be Vodafone Customer Services.
- 4.3 **Change the Service:** where the Customer would like to make any changes to the Service, the Changing the Terms provisions in the General Terms shall apply.
- 4.4 **Event Day Working Hours:** The normal Event Day Working Hours for the Mobile Delivery Specialist are between the hours of 10.00am and 16.00pm on Working Days including a one-hour lunch break. The start and finish times are for illustrative purposes only and the start and finish times shall be agreed between the parties upon entering into this Agreement.
- 4.5 **Absence Cover:**
 - (a) Vodafone shall not provide a Mobile Delivery Specialist on bank and other UK public holidays.
 - (b) Provided that Vodafone has had at least 2 days' notice of any scheduled sick leave and other scheduled absences, Vodafone shall arrange and provide a substitute Mobile Delivery Specialist at Customer's premises from the first day of absence.
 - (c) Where Vodafone is provided with less than 2 days' notice of any sick leave or other absence, where possible, Vodafone shall notify Customer and any Third Party Assistants, and shall use all reasonable endeavours to deploy a replacement Mobile Delivery Specialist to Customer's site.
 - (d) The substitute Mobile Delivery Specialist will have suitable training and knowledge to perform the same business duties as the Mobile Delivery Specialist that they are to replace.



Definitions

Business Customers

Unless the context otherwise requires, terms not defined in these Specific Service Terms and otherwise defined in another document forming part of the Agreement shall have the meaning set out in the definitions section of that document. The following definitions are also applicable to the Service:

Bulk Volume Order	orders of 25 devices or more.
Device Activation	the process of inserting a SIM into an applicable device and then carrying out the initial set-up.
Device Enrolment Programme	a type of software used by the Mobile Delivery Specialist to enrol and configure Apple devices.
Event Day	a day agreed between the parties where the Mobile Delivery Specialist will attend Customer's site and support the Users with the mobile service implementation.
Event Day Working Hours	as described in clause 4.4.
Gold Build	a prototype device, staged to Customer's requirements, that is tested and validated by Customer before mass production.
Mobile Device Management	a type of security software used by the Mobile Delivery Specialist to monitor, manage and secure Users' mobile devices.
Mobile Delivery Specialist	a Vodafone employee specialising in Mobile Delivery.
Stock Keeping Unit	a unique number given to a product so that it can be identified using warehouse software.
Third Party Assistant	a Vodafone-accredited, trained, contracted and approved third party assistant to assist with the delivery of on-site Event Day deliverables.
Implementation Plan	a Vodafone owned, working document between Vodafone and Customer which outlines the service and working practises undertaken by the Mobile Delivery Specialist.
Vodafone Customer Services	the Vodafone customer service call centre at Vodafone.