



These Service Terms apply to the Paknet 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 Paknet Service.

### 1. Definitions

1.1 The following definitions shall apply to the Agreement Paknet Services:

- (a) Direct Host - A computer system that is connected to the Paknet Bearer Service directly.
- (b) Indirect Host - A computer system that is connected to the Paknet Bearer Service indirectly via a third part.
- (c) Paknet - The Service as set out in these Service Specific Terms.
- (d) Radio Pad - A device that provides the ability to convert data to/from Customer's computer system and pass/receive such data via the Paknet Bearer Service.

### 2. Service features

2.1 The Paknet Service shall provide Customer with the ability to send and receive short bursts of data between any locations selected by Customer utilising a common radio Bearer Service known as the Paknet Bearer Service, and shall have the features as set out below:

- (a) Radio Pad - The ability to convert data to/from Customer's computer system and pass/receive such data via the Paknet Bearer Service.
- (b) Remote access - The ability for Radio Pads to be accessed remotely by the Vodafone Paknet helpdesk.
- (c) Vodafone Paknet helpdesk - The ability to access an experienced Customer service team who are available to provide technical support for the Paknet Service.
- (d) Direct check service - The ability to call an interactive telephone service to conduct a health check of Customers Radio Pad and receive updates on the Paknet Network coverage.

2.2 The detailed functionality and limitations of the Paknet Service shall be at the discretion of Vodafone.

### 3. Service options

3.1 Vodafone may supply an aerial installation if selected by Customer which shall be Charged after an on-site survey.

### 4. Prerequisites

4.1 Customer shall provide or procure a compatible aerial for use with the Paknet Service as advised by Vodafone.

### 5. Service specific forms

5.1 Customer shall use the applicable Order Form to order Paknet Services.

### 6. General

6.1 Customer may only contact the Vodafone Paknet helpdesk for the Paknet Service. The Vodafone Paknet helpdesk shall be available 8.00am to 6.00pm on any Business Day.

6.2 Customer may return faulty Radio Pads to Vodafone if required. Vodafone shall dispatch a replacement Radio Pad with 24 Working Hours. If the Radio Pad is within warranty Vodafone shall not Charge for such replacement. If the Radio Pad is outside of warranty Vodafone shall Charge its Standard List Price for such replacement. This clause overrides any repair or replacement section of the General Terms and Conditions.

6.3 Vodafone shall retain title of all Radio Pads rented to Customer under these Service Specific Terms