

# Service Specific Terms



## Virtual Fixed Link

Enterprise Customers

### 1. The Service – Overview

- 1.1 The Vodafone virtual fixed link service (the “**Virtual Fixed Link Service**”) provides Customer with connection between the Network and the Customer’s private telephone network. The term “**Service**” or “**Services**” in these Service Specific Terms means the Virtual Fixed Link Service.

### 2. Service Term Structure

- 2.1 These Service Specific Terms include:
- (a) the service levels which set out the standards that will be applied to the provision of the Service (the “**Service Levels**”)
- 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 applicable Price Plan Guide(s);
  - (c) the General Terms;
  - (d) the Mobility Service Terms;
  - (e) the Order, which confirms the Service Elements 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 Virtual Fixed Link Service provides the means for a Customer to achieve connectivity between its private telephone network and the Vodafone Network (without requiring a physical fixed link connection).
- 3.2 **Features:** The Service features set out below shall apply to the Virtual Fixed Link Service:
- (a) ‘on-VPN’ call charging – The ability to make telephone calls within a virtual private network, to benefit from ‘on-VPN’ call Charges. Customer’s existing private telephone exchange shall be configured to automatically dial as a prefix to the Vodafone mobile phone number as indirect access code to route such telephone calls via the PSTN.
  - (b) Short code dialling to mobiles – The ability to make calls from corporate fixed-line telephones to Vodafone Mobile Telephones within the same VPN by dialling a short code (a ‘mobile extension number’).
  - (c) Secondary subscriptions – The ability to order additional (secondary) subscriptions (maximum of 199) from the first (primary) Virtual Fixed Link subscription, for the purpose of intra-company cost-centre recharging of Virtual Fixed Link calls.
- 3.3 **Equipment:**
- (a) These Service Specific Terms, the Commercial Terms and/or Order will identify which 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) Other Customer Equipment required for use of the Service will be identified in the Commercial Terms and/or Order.

### 4. Service Specific Conditions of Use

- 4.1 **Pre-requisites:**
- (a) Customer shall procure BT exchange-lines for each of private telephone exchange over which Customer will make indirect access calls, as set out in (c) below. Customer shall pay all costs for the BT exchange-line rental.

# Service Specific Terms



## Virtual Fixed Link

Enterprise Customers

- (b) A Vodafone VPN with at least 25 Vodafone Mobile Telephones is a prerequisite for the Virtual Fixed Link Service.
- (c) The Virtual Fixed Link Service shall only function with specific telephone exchange-line types. Where Virtual Fixed Link calls are originated by fixed-line extensions only BT subscriber exchange-lines not subscribing to BT's light user scheme or BT's in contact scheme and BT subscriber exchange-lines not connected to a BT UXD5 telephone exchange can be used. Customer shall pay all costs for the provision and rental of these BT subscriber exchange-lines. For the avoidance of doubt, the Virtual Fixed Link Service functions with both analogue (PSTN) and digital (ISDN) subscriber exchange-lines and 'Featurenet 5000' subscriber exchange-lines provided directly or indirectly (through a 'Calls and Access Service Provider') by BT but the Virtual Fixed Link Service shall not function with BT payphone exchange-lines and all exchange-lines that are not provided by BT.
- (d) Vodafone shall only accept registration requests for UK geographic PSTN telephone numbers (commencing with the digits 01- or 02-). Customer shall pay all costs for the provision and rental of these PSTN telephone numbers. The Virtual Fixed Link Service functions with both individual telephone numbers and dual dialing inwards ("DDI") telephone number ranges provided by any UK public telecommunications operator but not international telephone numbers (commencing 00-) or other UK telephone numbers (including, without limitation, numbers commencing 05-, 07-, 08- and 09-).
- (e) Customer shall provide such evidence as Vodafone may reasonably require that the BT exchange-line numbers and the PSTN telephone numbers being registered as Virtual Fixed Link PSTN numbers belong to Customer. Customer shall initially provide a telephone bill addressed to Customer that lists the PSTN numbers being registered.
- (f) Customer shall (on receipt of an Order acceptance from Vodafone) procure, at its cost, that the maintainer of its private telephone exchange reprogram all of Customer's private telephone exchanges to insert the appropriate indirect access code as a prefix to the dialled number and to route such calls over the appropriate BT exchange-lines.
- (g) A primary subscription is a pre-requisite for secondary Virtual Fixed Links.

#### 4.2 Limitations, restrictions and availability:

- (a) Customer's VPN shall include no more than 30,000 members comprising Vodafone Mobile Telephone numbers, fixed links and Virtual Fixed Link PSTN numbers.
- (b) Customer shall be entitled to subscribe to only one primary Virtual Fixed Link subscription.
- (c) The Virtual Fixed Link Service shall be available to Customer from the date of the Order completion.

## 5. Definitions

5.1 The following definitions apply to the Virtual Fixed Link Service:

<b>PSTN</b>	the public switched telephone network. A telecommunications network that individually switches calls and is operated by a telecommunications operator.
<b>Service Level</b>	a performance standard as set out in these Service Specific Terms.
<b>Virtual Fixed Link</b>	a means for a Customer to achieve connectivity between its private telephone network and the Vodafone Network (without requiring a physical fixed link connection).
<b>Virtual Private Network or VPN</b>	a secure inter-network connection between two geographically separate local area networks ("LANs") provided by a public network, such as the internet. The Connection emulates a LAN connection, thus reducing or eliminating the need for a private wide area network ("WAN") link.
<b>Vodafone Mobile Telephone</b>	a device equipped with a Vodafone SIM with a +44 international dialling code.

# Virtual Fixed Link Service

## Service Levels

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### 1. Service Performance

1.1 The target availability for the Virtual Fixed Link service shall be:

Service features	Availability (average over 12 months)
Calls from Vodafone Mobile Telephones to Virtual Fixed Link PSTN telephones	99.95%
Calls from Virtual Fixed Link PSTN telephones to Vodafone Mobile Telephones	99.95%