

Service Specific Terms

Vodafone Enterprise Spend Manager Service



Enterprise Customers

1. The Service – Overview

- 1.1 The Vodafone Enterprise Spend Manager service (the “**Enterprise Spend Manager**” service) is a service that enables Customer to set a usage limit on each Connection to control out of bundle Charges each month (“**Usage Limit**”). Usage Limit(s) can be added, changed or removed at any time. The term “**Service**” or “**Services**” in these Service Specific Terms means the Enterprise Spend Manager Service.

2. Service Term Structure

- 2.1 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 (if applicable);
 - (b) the applicable Price Plan Guide(s) (if applicable);
 - (c) the General Terms;
 - (d) the Mobility Service Terms available at www.vodafone.co.uk/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

- 3.1 **Eligibility.** Vodafone Enterprise Spend Manager is available to Mobile enterprise customers on eligible price plans.
- 3.2 **Multiple Connections.** Customers with multiple Connections on eligible price plans will be able to set a Usage Limit on each eligible price plan. Customer’s account administrator or other authorised user will be the only person able to add, remove and/or make changes to the Usage Limit for each Connection.
- 3.3 **Adding and Changing a Usage Limit.**
- (a) Vodafone will apply a Usage Limit, or any changes to the level of a Usage Limit within a reasonable timeframe. The applicable Connection will receive a SMS when a Usage Limit is added or updated which will notify the User of the date when the Usage Limit will be effective – this may not be until the start of the following month. Any out of plan Charges incurred before the Usage Limit is effective will still be chargeable.
 - (b) If a Usage Limit is added or changed mid-month any out of plan Charges incurred before the Usage Limit is effective will still be chargeable.
- 3.4 **Data Caps.** Vodafone Enterprise Spend Manager does not replace any existing caps or limits, such as domestic data caps or the 50 EURO roaming data cap, and will work alongside each of these.
- 3.5 **Charges included in Vodafone Enterprise Spend Manager.** The following out-of-plan Charges will be covered by a Usage Limit:
- (a) subject to clause 4 in respect of Data Sharer plans, out-of-plan charges for data, minutes and texts;
 - (b) picture messages;
 - (c) video calls;
 - (d) premium rate calls and texts (including calls to “short code” numbers such as voting on TV shows and access to 118 or Directory Enquiries);
 - (e) roaming charges for usage outside of Vodafone Roam-free and Roam-further destinations, or Business Traveller destinations in accordance with the applicable Price Plan Guide; and
 - (f) Business Traveller or Global Traveller daily fee.
- 3.6 **Charges excluded from Vodafone Enterprise Spend Manager.** The following out-of-plan Charges will not be covered by a Usage Limit:

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- (a) fixed phone and broadband services;
- (b) Vodafone Insurance (including Vodafone Rapid);
- (c) charge to bill subscriptions and payments (such as Spotify Premium or app purchases);
- (d) charity donations (such as through JustTextGiving);
- (e) any RPI-based price plan increases;
- (f) recurring premium text messages;
- (g) Add-Ons; and
- (h) any fees and account-level charges (such as for paper billing or early termination).

3.7 **Reaching Usage Limit.** Subject to clause 4 in respect of Data Sharer plans, Vodafone will send a SMS to the applicable Connection when usage on that Connection is near the Usage Limit and another once the Usage Limit has been reached. Further use of out-of-plan services will be restricted until the Customer account administrator or authorised user either changes or turns off the Usage Limit for the remainder of that month. If a Usage Limit is:

- (a) changed, the updated Usage Limit will apply from the date notified to the Customer in accordance with clause 3.3(a); or
- (b) temporarily turned off in a month due to the Connection reaching the Usage Limit, the Usage Limit will reset at the start of the following month and continue to apply.

3.8 **Removal of Usage Limit.** If a Usage Limit is turned off any charges incurred for additional services (usually covered by Vodafone Enterprise Spend Manager) which are not included in the price plan will be charged in accordance with this Agreement.

4. Data Sharer Plans.

4.1 There are two types of Usage Limit available on Data Sharer plans; Individual and Group Data Sharer. The following out-of-plan Charges for minutes, text and data apply in addition to the services set out in clauses 3.5(b) – (f):

Usage Limit Type	Connection type Usage Limit is available	Usage Limit measurement	Out-of-plan services covered by Usage Limit
Individual	Lead Connection and each Member Connection	£ sterling	Minutes and texts and if: <u>Opted-out of Business Traveller:</u> data usage in Europe Zone 2, USA, Canada, Asia Pacific, Rest of the World 1 and Rest of the World 2 destinations; or <u>Opted-in to Business Traveller:</u> data usage in Rest of the World 1 and Rest of the World 2 destinations.
Group Data Sharer	Lead Connection	GB	<u>Opted-out of Business Traveller:</u> data usage in domestic and Europe Zone 1 destination.

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			<u>Opted-in to Business Traveller</u> .; data usage in domestic, Europe Zone 1, Europe Zone 2 and World Zone destinations.
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- 4.2 **Reaching Group Data Sharer Usage Limit.** Vodafone will send a SMS to the Lead Connection when out-of-plan data usage for the Group is near the Group Data Sharer Usage Limit and another once the Group Data Sharer Usage Limit has been reached. Further use of out-of-plan data services set out in the table above will be restricted for all Member Connections in the Group until the Lead Connection either changes or turns off the Group Data Sharer Usage Limit for the remainder of that month. If a Group Data Sharer Usage Limit is:
- (a) changed, the updated Group Data Sharer Usage Limit will apply from the date notified to the Customer in accordance with clause 3.3(a); or
 - (b) temporarily turned off in a month due to the Group reaching the Group Data Sharer Usage Limit, the Group Data Sharer Usage Limit will reset at the start of the following month and continue to apply.
- 4.3 If a Group Data Sharer Usage Limit is reached the Individual Usage Limit will continue to apply separately to the out-of-plan services set out in the table above and clause 3.7 will apply if an Individual Usage Limit is reached.

5. Vodafone Enterprise Spend Manager Definitions

Applicable to the Vodafone Enterprise Spend Manager Service and/or associated elements of the Commercial Terms and Price Plan Guide:

Group	the Lead Connection plus all linked Member Connections.
Lead	the account administrator connection on a Data Sharer price plan.
Member	each Connection linked under a Data Sharer price plan to a Lead Connection.