

Service Specific Terms



Vodafone Rapid

Enterprise Customers

1. The Service – Overview

- 1.1 The Vodafone rapid service (the **"Rapid Service"**) offers Customers with Vodafone Business Insurance and an eligible Vodafone tariff rapid replacement of their mobile device on each successful claim for accidental damage, mechanical breakdown, theft or loss. The term **"Service"** or **"Services"** in these Service Specific Terms means the Rapid Service.

2. Service Term Structure

- 2.1 In addition to these Service Specific Terms, the following documents 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 Vodafone Business Insurance terms;
 - (f) the Order, which confirms the Service Elements selected by/for Customer; and
 - (g) any applicable policies and guidelines, as provided from time to time by Vodafone.

3. The Service

- 3.1 The Rapid Service offers Vodafone Business Insurance Customers with an eligible Vodafone tariff rapid replacement of their mobile device on each successful claim for accidental damage, mechanical breakdown, theft or loss in accordance with its Vodafone Business Insurance terms and conditions.
- 3.2 A summary of the Rapid Service is detailed below:

Summary	Description								
A replacement mobile device within 4 hours of a claim being approved and confirmation of eligibility for the Rapid Service	<p>As soon as a claim is approved and Customer has been notified that it is eligible for Rapid Service, Vodafone will arrange the delivery of the replacement device and aim to get it to Customer within 4 hours (the "4 Hour Period") provided Customer's claim has been accepted before the "Daily Claim Cut Off Time" (see "Opening Times" and "Daily Claim Cut Off Times" below).</p> <p>The Rapid Service will aim to deliver to most UK mainland and Northern Ireland locations within the 4 Hour Period, but some exclusions apply. For deliveries to locations which are not eligible for the Rapid Service, Vodafone will make alternative arrangements with Customer using its standard service delivery options in accordance with the Vodafone Business Insurance terms and conditions. This may include next day or 48 hour deliveries to non-billing registered addresses subject to stock availability and proof of ID being provided.</p> <p>The mobile device will only be delivered to Customer or a nominated person. Further information on a nominated person can be found later in this section.</p>								
Rapid Service Opening Times and Daily Claim Cut Off Times	<p>As long as a claim has been approved by the "Daily Claim Cut Off Time" specified below Vodafone can deliver within the 4 Hour Period.</p> <table border="1"><thead><tr><th>Period</th><th>Service Desk Opening Hours</th><th>Delivery Times</th><th>Daily Claim Cut-Off Time</th></tr></thead><tbody><tr><td>Monday-Friday</td><td>8am - 8pm</td><td>8am-8pm</td><td>4pm</td></tr></tbody></table>	Period	Service Desk Opening Hours	Delivery Times	Daily Claim Cut-Off Time	Monday-Friday	8am - 8pm	8am-8pm	4pm
Period	Service Desk Opening Hours	Delivery Times	Daily Claim Cut-Off Time						
Monday-Friday	8am - 8pm	8am-8pm	4pm						

Service Specific Terms



Vodafone Rapid

Enterprise Customers

Summary	Description													
	Saturday	9am - 6pm	9am-6pm	2pm										
	Sunday	Not available	Not available	Not available										
	Christmas Day, Boxing day, Easter Sunday, New Year's Day	Not available	Not available	Not available										
	Other Bank Holidays	9am - 6pm	9am-6pm	2pm										
Late Delivery Service Credit promise	<p>If Vodafone is unable to get Customer a replacement mobile device within the 4 Hour Period, it will give Customer a credit of £10 for every full hour it is outside of the 4 Hour Period up to a maximum of £40.</p> <p>This credit may appear on Customer's next monthly bill depending upon its current monthly billing cycle date. If a credit has been agreed with Customer and does not appear on its bill 2 months after the event, contact the customer services number below who will arrange for this to be applied.</p> <table border="1"> <thead> <tr> <th>Time over the 4 Hour Period</th> <th>Service Credit</th> </tr> </thead> <tbody> <tr> <td>0 - 60 minutes</td> <td>£10</td> </tr> <tr> <td>61 - 120 minutes</td> <td>£20</td> </tr> <tr> <td>121 – 180 minutes</td> <td>£30</td> </tr> <tr> <td>181+ minutes</td> <td>£40</td> </tr> </tbody> </table> <p>It could take up to 48 hours to investigate late deliveries and confirm if Customer is eligible for a credit.</p>				Time over the 4 Hour Period	Service Credit	0 - 60 minutes	£10	61 - 120 minutes	£20	121 – 180 minutes	£30	181+ minutes	£40
Time over the 4 Hour Period	Service Credit													
0 - 60 minutes	£10													
61 - 120 minutes	£20													
121 – 180 minutes	£30													
181+ minutes	£40													
A new SIM card if Customer needs one	<p>In the event Customer's device has been lost or stolen, Vodafone will provide a replacement SIM card with the replacement mobile device so Customer can get reconnected quickly.</p>													
Delivery to a nominated person	<p>Customer can choose for the mobile device to be delivered to someone else on its behalf at the time its claim has been approved. It is Customer's responsibility to make sure that its nominated person is aware of the delivery details. Deliveries to a nominated person can only be made to Customer's registered billing address.</p> <p>Vodafone may ask for proof of identity to be provided, and further information can be found in the Service Specific Conditions of Use section of these Service Specific Terms on what will be required.</p>													
Damaged device replacement	<p>In the event that Customer's claim is for damage or breakdown of its device, then Vodafone will collect the insured device at the same time it delivers a replacement device to Customer. The Rapid Service covers out of warranty device failures only. The Service does not cover or deliver for warranty claims.</p>													

3.3 The Rapid Service is provided to Customer on behalf of Vodafone Limited by Lifestyle Services Group Limited. Registered in England No: 5114385. Registered Address: Assurant House, 6-12 Victoria Street, Windsor, Berkshire, SL4 1EN. Correspondence Address: Vodafone Fast Replacement Service, PO Box 98, Blyth NE24 9DL.

Service Specific Terms



Vodafone Rapid

Enterprise Customers

4. Service Specific Conditions of Use

4.1 **Eligibility:** Customer must have a valid Vodafone Business Insurance policy with an eligible Vodafone tariff to use the Rapid Service. Customer is entitled to the Rapid Service provided its claim has been accepted according to the terms and conditions of the Vodafone Business Insurance policy. The Rapid Service does not cover device warranty claims.

4.2 **Exceptions:** There are certain circumstances where Vodafone may be unable to provide the Rapid Service. These are:

(a) **Geographical Restrictions.** Vodafone is able to provide this service to UK mainland and Northern Ireland except for any locations which fall into any of the following postcodes:

GY1 - 10	HS1 - 9	IM1 - 9	JE2-3	KA27-28	KW15-17
PA20	PA41 - 49	PA60 - 78	PH42-44	PO30 - 41	TR21 - 25
ZE1 - 3					

(b) **Restricted building access.** In the event that Customer's chosen delivery location has restricted access and Vodafone's courier cannot access all areas of the building (for example, but not limited to, a place of work that has security access restrictions, army barracks, prisons, hospitals, venues that require ticket access such as theatres, sporting venues etc.), then in order to be able to use the Rapid Service Customer or the nominated person will need to make themselves available to an area where the general public can gain access when the courier arrives with Customer's device.

(c) **Collection of a damaged device.** Vodafone will not be able to provide the Rapid Service in the event Customer does not have the damaged device available for collection at the time the claim is approved.

(d) **Adverse weather conditions.** In the event of extreme weather conditions that cause disruption to rail, road or air transport, the 4 Hour Period will not apply.

(e) **Outdoor events and venues.** Vodafone can only deliver to a valid building address and is unable to provide the Rapid Service to any outdoor venues or events (for example, but not limited to, festivals, parks, outdoor sporting events etc.). In the event that the address to which Customer would like Vodafone to deliver is impacted by any of these events then Vodafone will not be able to provide the Rapid Service and Vodafone will advise Customer at the time its claim is accepted if this is the case.

(f) **Availability of replacement device.** As part of the insurance claims process Vodafone will aim to provide Customer with a replacement device in accordance with Customer's Business Insurance terms and conditions. In the event Vodafone does not have an exact make, colour, model or memory size in stock, or Customer's device is no longer available, Vodafone will offer an alternative device of a similar specification. Customer can then choose either the alternative device in order to benefit from the Rapid Service or chose to wait for an exact replacement where possible which will not be able to benefit from the Rapid Service. If Customer chooses not to accept the alternative device offered, then the Rapid Service and 4 Hour Period will not be made available. In such circumstances, Vodafone will aim to deliver to Customer a device that meets Customer's needs via Vodafone's standard next-day delivery service, however this is subject to stock availability and Customer's location.

(g) **Customer availability at the agreed time of delivery.** Once Vodafone has agreed Customer's eligibility for the Rapid Service and have arranged a time for delivery, either Customer or its nominated person must be available at the arranged time and place. Once Vodafone's courier arrives it will wait for a maximum of 10 minutes. After this time the delivery will fail and Customer will need to call 03300 416 515 to rearrange delivery. If Vodafone has to re-arrange a delivery due to Customer or its nominated person failing to be available to receive the replacement device, the late delivery service credit will not be applicable (unless the courier has exceeded the 4 Hour Period for delivery).

(h) **Major traffic incidents.** In the event there is a major traffic incident that involves total closure of a road which results in Vodafone being delayed, then Vodafone will not provide £10 per full hour up to a maximum of £40 credit to Customer's Vodafone account.

Service Specific Terms



Vodafone Rapid

Enterprise Customers

4.3 Proof of Identity:

- (a) Proof of identity will be requested in the event that:
 - (i) Customer has asked for the replacement device to be delivered to any other address other than the one detailed as its Vodafone billing address; or
 - (ii) the delivery is being accepted by a person Customer has nominated to receive the device on Customer's behalf.
- (b) Valid proof of identity that will be accepted are:
 - (i) an up to date driving license;
 - (ii) an up to date passport; or
 - (iii) a credit or debit card.

Frequently Asked Questions



Vodafone Rapid

Enterprise Customers

- (a) **Who can use the Rapid Service?** Customers with a valid Vodafone Business Insurance policy and an eligible Vodafone tariff. If unsure, Customer can check its Vodafone bill or contact the Vodafone customer services team by dialling 191 from a Vodafone mobile device to confirm if it has Rapid Service, or if Customer wants to add it to its Vodafone account.
- (b) **How to add Rapid Service to an Account?** Customer can add the Rapid Service to its account at any time provided it has a valid Vodafone Business Insurance policy. Vodafone does however reserve the right not to add the Rapid Service to Customer's account on the same day Customer is progressing an existing claim with Vodafone.
- (c) **How do to make a claim and get device delivered?** To make an insurance claim and get a device delivered with Rapid Service in accordance with Customer's Business Insurance terms and conditions, contact the Vodafone customer services team by dialling 191 from a Vodafone mobile device or 03300 416 515 from any other phone.
- (d) **What happens when a claim is approved?** When an insurance claim is approved before the Daily Claim Cut Off Time, the service desk agent will confirm the following details with Customer for the Rapid Service delivery:
 - (i) the address Customer wishes its replacement device to be delivered to and if this is an eligible location;
 - (ii) that Customer's device is in stock, or agreement with Customer an alternative device to be delivered;
 - (iii) the approximate time Customer can expect the device to be delivered; and
 - (iv) Customer's contact details should the courier or claims agent need to contact Customer.

If an insurance claim is approved after the Daily Claim Cut Off Time, Vodafone will schedule a delivery for the next service operating day according to the following opening times:

Monday - Friday - 8am to 8pm

Saturday - 9am to 6pm

Sunday - Closed

Christmas Day, Boxing Day, New Year's Day – Closed

Other Bank Holidays - 9am to 6pm,

provided that the 4 Hour Period will start from the next service desk Opening Time. If however, Customer does not want delivery within that next day period, the "Late Delivery Service Credit promise" outlined below will not be applicable.

- (e) **Delayed Delivery:** When Customer's claim is approved, Vodafone will endeavour to get a device to Customer within the 4 Hour Period. In the event that Vodafone is late due to circumstances beyond its control, the Vodafone service desk agent will keep Customer informed of progress and the estimated delivery time. If the delay is caused by a reason highlighted within the Exceptions clause of the Service Specific Conditions of Use of these Service Specific Terms, Vodafone will be unable to refund Customer the late delivery service credit of £10 for every full hour Vodafone is outside of the 4 Hour Period.
- (f) **Cancellation:**
 - (i) Customer has the right to cancel the Rapid Service within 30 days from the day it is informed that the Service was added to Customer's account.
 - (ii) If Customer wishes to cancel, it will need to contact Vodafone on 191 from a Vodafone mobile or 08700 700 191 from any other phone or write to: Vodafone Limited PO Box 549, Newbury, Berkshire, RG14 2DQ.

Frequently Asked Questions



Vodafone Rapid

Enterprise Customers

- (iii) After the initial 30 days, Customer or Vodafone may cancel Rapid Service by giving 30 days' notice to the other. Vodafone won't refund any service premium for the period the Rapid Service was valid prior to such cancellation.
- (g) **Enquiries or Complaints:**
 - (i) Vodafone endeavours to always be fair and reasonable. Should there ever be an occasion when Customer feel that Vodafone has not provided it with a satisfactory level of service, Vodafone would like Customer to inform it so that it can do its best to solve the problem.
 - (ii) Vodafone will do everything possible to ensure that each Customer query is dealt with promptly. The easiest way to contact Vodafone is to call our Customer Relations team is on 03300 416 515. Alternatively, Customer can email Vodafone.insurance@lifestylegroup.co.uk or write to Vodafone at the following address, quoting Customer's name, address and customer reference in all correspondence: Vodafone Rapid Replacement Service, Customer Relations, PO Box 98, Blyth NE24 9DL.
 - (iii) Vodafone will attempt to resolve queries immediately. If this is not possible, Vodafone will acknowledge a query within 5 Working Days of receiving it. In the unlikely event that a query has not been resolved within 4 weeks of Vodafone receiving it, Vodafone will write and let Customer know the reasons why, and what further action Vodafone will take. Once Vodafone has resolved a query, it will confirm its response in writing. If Customer is not satisfied with the decision, please contact the Customer Relations Manager at the above address.