

Service Specific Terms

Out of Hours Support Service

Enterprise Customers



1. The Service – Overview

- 1.1 The Vodafone out of hours support service (the “**Out of Hours Support Service**”) provides Customer with mobility support services during hours outside of Working Hours. The term “**Service**” or “**Services**” in these Service Specific Terms means the Out of Hours Support 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 General Terms;
 - (c) the Mobility Service Terms;
 - (d) the Order, which confirms the Service Elements selected by/for Customer; and
 - (e) any applicable policies and guidelines, as provided from time to time by Vodafone.

3. The Service

- 3.1 The Out of Hours Support Service provides enhanced and chargeable support for Customer’s Mobility Services outside of Working Hours.
- 3.2 Subject to clauses 3.3 and 4.2 below, the following general support services are available as standard to all Vodafone business customers of Mobility Services through Vodafone Customer Services during Working Hours:
 - (a) Lost / Stolen – Vodafone places a bar on the mobile number to stop any unauthorised usage.
 - (b) Voicemail PIN resets – Vodafone resets User’s pin for voicemail. A pin must be in place if a User wants to use this Service Element abroad.
 - (c) First Line Network Support – Customer may raise Network faults with Vodafone or receive updates from Vodafone on queries relating to existing Network faults.
 - (d) SIM Activation / SIM Swap – Vodafone activates or swaps SIM Cards for new Connections, when Customer upgrades Connections or when Customer has been advised by Vodafone to change SIM Card for another reason. Vodafone makes the SIM Card active so it can be used, or swaps Customer’s mobile number to a new SIM Card to enable it to be used with another device; for example, moving from a ‘micro’ SIM Card to a ‘nano’ SIM Card.
 - (e) Device Support – Vodafone responds to User queries relating to usage of Equipment.
 - (f) Personal Unlock Code (PUK) – Customer may request an unlock code if Customer has a pin number for its SIM Card which is not working.
 - (g) Porting Authority Code (PAC) – Customer may request a PAC if they are leaving Vodafone and wish to transfer or Port their mobile number.
 - (h) VCO Login Support - Until 10:30pm on Working Days, Vodafone responds to User queries relating to locked Vodafone Corporate Online (VCO) accounts.
 - (i) Lift International / Roaming / Premium Bars – Vodafone can remove or add bars to Connections which allows Equipment to make either international or premium rate calls, or allows certain Users to use the Equipment abroad.
 - (j) Unbarring Number – Vodafone can remove usage bars from a Connection in order to allow that Connection to use the Equipment.

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- (k) Recovery Call Back – Customer may request a Recovery Call Back if they have a fault with their mobility device. Vodafone will determine if there is a fault with Customer’s mobility device and if such as fault is found, arrange for a call back from Vodafone’s dedicated recovery team during the next Working Day.
- (l) Cancellation Request – Vodafone arranges the disconnection of Connections on the account in accordance with the Agreement.
- (m) Network Unlock Code (NUC) – Customer may request an unlock code using the IMEI (International Mobile Equipment Identity) to allow the use of other network operators SIM cards in the mobility device.
- (n) Change Diverts – Vodafone can add a call divert if User requires its calls to be routed to a different number.
- (o) Lift Content Control Bar – Vodafone can remove the bar which is set as standard to allow access to over 18 websites.
- (p) 1st Line Sure Signal Support - Where Customer has a Vodafone sure signal device, Vodafone answers queries in relation to a User’s sure signal device including providing set-up advice.
- (q) Chargeable Requests - Vodafone can effect chargeable changes to Customer’s account such as tariff amendments or addition of roaming bundles

(collectively, the “**Mobility Support Services**”), provided that, the detailed functionality and limitations of the Specialist Customer Service shall be at the discretion of Vodafone.

3.3 Certain Mobility Support Services are available during Working Hours only. Subject to the per Connection per month Access Fee detailed in the Commercial Terms and/or Order for Tier 1 Enhanced Support, Customer may select Authorised Users to receive certain Mobility Support Services during Out of Hours. In the table below ‘✓’ denotes the availability of the individual Mobility Support Service during Out of Hours (in addition to Working Hours), and ‘✗’ denotes that the individual Mobility Support Service is available during Working Hours only:

Service	Standard Mobility Support Service	Tier 1 Enhanced Support
Lost / Stolen	✓	✓
Voicemail PIN resets	✓	✓
First Line Network Support	✓	✓
SIM Activation / SIM Swap	✓	✓
Device Support	✓	✓
Personal Unlock Code (PUK)	✓	✓
Porting Authority Code(PAC)	✓	✓
VCO Login Support	✓	✓
Lift International / Roaming / Premium Bars	✗	✓
Unbarring Number	✗	✓
Recovery Call Back	✗	✓
Cancellation Request	✗	✓
Network Unlock Code(NUC)	✗	✓
Change Diverts	✗	✓
Lift Content Control Bar	✗	✓
1 st Line Sure Signal Support	✗	✓
Chargeable Requests	✗	✓

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Service	Standard Mobility Support Service	Tier 1 Enhanced Support
Applicable Charges	Included in the cost of the Mobility Services	£0.50 per Connection per month (minimum of six months) OR As set out in the Commercial Terms (which shall take precedence)

4. Service Specific Conditions of Use

- 4.1 **Authorised Users:** Customer shall provide Vodafone with all relevant information on those of its Connections who shall be Authorised Users of the Tier 1 Enhanced Support Service. Customer shall update Vodafone as soon as reasonably practicable of any changes in such Authorised User status.
- 4.2 **Additional Charges:** Some of the activities made pursuant to the Services listed in clause 3.2 may attract additional Charges; for example, additional SIM Cards, out of warranty recovery Charges or any roaming call Charges incurred by Customer when calling from abroad.

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Definitions

Enterprise Customers

The following definitions are applicable to the Service:

Authorised Users	Users who are granted by Customer with permission to access and raise support requests for Tier 1 Enhanced Support and have access to the Mobility Support Services during Out of Hours.
Mobility Support Service(s)	has the meaning given in clause 3.2 of these Service Specific Terms.
Out of Hours	hours which are not defined as Working Hours.
Standard Mobility Support Service	the Mobility Support Services which are provided during the hours designated in the second column of the table in clause 3.3 of these Service Specific Terms.
Tier 1 Enhanced Support	support available to the Authorised Users of Customer, for the chargeable events as set out clause 3.3 and who have access to the Mobility Support Services during Out of Hours.
Vodafone Customer Services	the Vodafone customer service call centre at Vodafone.
Working Hours	the hours between 8am and 6pm on Working Days and any measurement of Working Hours shall be calculated between these hours.