

Service Specific Terms



Vodafone Secure Device Manager Cloud

Business Customers

1. The Service – Overview

- 1.1 The Vodafone secure device manager Cloud service (the “**VSDM Cloud Service**” or the “**Vodafone Secure Device Manager Cloud Service**”) provides Customer with the ability to remotely configure, manage, maintain and support Approved Devices in the Cloud. The term “**Service**” or “**Services**” in these Service Specific Terms means the VSDM Cloud Service.

2. Service Term Structure

- 2.1 These Service Specific Terms include:
- (a) the service specification (available from Vodafone on request), which sets out a description of the Service, including optional Service Elements and complementary Services (where applicable), and may be updated from time to time (the “**Service Specification**”). The specific Service Elements selected by Customer will be set out in the Commercial Terms and/or Order; and
 - (b) 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 General Terms as set out at www.vodafone.co.uk/terms ;
 - (c) the Mobility Service Terms as set out at www.vodafone.co.uk/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.
- 2.3 Furthermore, in order for Customer to receive the Service, Customer must also agree to the VMware Terms of Service and VMware Product Guide, prior to the Service Commencement Date. The VMware Terms of Service shall be presented to Customer on its first use of the VSDM Cloud Software.

3. The Service

- 3.1 The VSDM Cloud Service provides the ability for Customer to remotely configure, manage, maintain and support Approved Devices in the Cloud and will comprise of the following core Service Elements and may also comprise of the following optional Service Elements, where selected by Customer in the Commercial Terms and/or Order:
- (a) Core Service Elements
 - (i) VSDM Cloud Software hosting in the Cloud;
 - (ii) the VSDM Cloud Software Licence(s) (licensed by VMware);
 - (iii) Set-up of the VSDM Cloud Software;
 - (iv) Managed Support for the Service;
 - (b) Optional Service Elements
 - (i) **VMware Unified Access Gateway (UAG)**: installation of an On Premise Component (which comprises Tunnel, Content Gateway and Secure Email Gateway) which enables Approved Devices to securely access corporate content; and
 - (ii) **Cloud Connector**: installation of an On Premise Component that enables integration with the Customer’s hosted infrastructure; and
 - (iii) **Workspace One Access Portal**: initial configuration and integration of Customer’s infrastructure and/or applications with the Workspace One Access Portal.

Service Specific Terms



Vodafone Secure Device Manager Cloud

Business Customers

- 3.2 **Automatic Renewal:** The VSDM Cloud Service will, at the end of the applicable Minimum Term or applicable Renewal Term, renew automatically for the same term as the Minimum Term unless either Party notifies the other in writing of its intent not to renew not more than 90 days and not less than 30 days prior to the expiry of the applicable Minimum Term or applicable Renewal Term.
- 3.3 **Renewal Term:** Vodafone reserves the right to charge for any Renewal Term of the VSDM Cloud Service in accordance with the Standard List Price.
- 3.4 Customer acknowledges that on each automatic renewal of the Service, the latest General Terms, Mobility Service Terms and the VSDM Cloud Service Terms, as set out at www.vodafone.co.uk/terms on the date of the automatic renewal, shall apply.
- 3.5 Customer warrants, represents and undertakes that it has more than 10 employees as at the date of this Agreement. Customer acknowledges and agrees that in order to be eligible for the Service, Customer must have more than 10 employees prior to the commencement of the Agreement and throughout the Minimum Term and any applicable Renewal Term.
- 3.6 Customer acknowledges that the VSDM Cloud Service does not include the provision of any airtime, data or professional services.
- 3.7 The detailed functionality and limitations of the VSDM Cloud Service are described in the Service Specification.
- 3.8 VMware licenses the VSDM Cloud Software to Customer and, in conjunction with Vodafone's support team, provides support for the VSDM Cloud Service. Vodafone shall endeavour to provide Customer access to VMware throughout the Minimum Term (subject to VMware's on-going agreement to such contact), however VMware is not a party to the Agreement and Customer acknowledges that Vodafone shall be its primary contact in respect of the Services.
- 3.9 With the exception of certain optional services, the VSDM Cloud Service shall be provided using a data service hosted by AWS in Germany. Managed Support Requests may be dealt with by Vodafone support teams in India and Egypt and on occasion escalated to VMware to support from the USA. Some of VMware's services (which may be optional depending on Customer's chosen bundle) including but not limited to the Workspace One Access Portal shall be provided using a data service/portal hosted in the USA.

4. Service Specific Conditions of Use

- 4.1 **Approved Devices:** Customer shall ensure the Services are used on Approved Devices only.
- 4.2 **VSDM Cloud Software:**
 - (a) Customer must accept the VMware Terms of Service and VMware Product Guide before using the VSDM Cloud Software, and Customer hereby acknowledges that, by downloading, installing, or using the VSDM Cloud Software, Customer and its Users shall be deemed to have read, understood, and agreed to all of the VMware Terms of Service and VMware Product Guide.
 - (b) Customer acknowledges that it is responsible for obtaining any other licences which may be needed to use the VSDM Cloud Service, including, without limitation, the Apple Enterprise Developer Certificate (which enables use of the Service on Apple iOS devices).
- 4.3 **On Premise Components:** Where Customer has selected any of the On Premise Components:
 - (a) Customer shall ensure that:
 - (i) its server, hardware and software meet the Technical Prerequisites (including configuration) as advised to Customer by Vodafone; and
 - (ii) it informs and updates Vodafone of any changes it has made (or intends to make) to its server, hardware and software which may impact the delivery of the VSDM Cloud Services. Any updates and/or changes to the Customer's service, hardware and/or software, which are carried out by Vodafone on behalf of Customer, shall be subject to additional charges.
 - (b) Customer must ensure that the hardware and software upon which the On Premise Components are installed meets the Technical Prerequisites (including configuration) as advised to Customer by

Service Specific Terms



Vodafone Secure Device Manager Cloud

Business Customers

Vodafone. If carried out by Vodafone on behalf of Customer, any such updates and/or changes to hardware or software that are required to ensure the Technical Prerequisites are achieved (including but not limited to updating the UAG, and/or the Cloud Connector, where applicable) shall be subject to additional charges.

- (c) Cloud Connector: Customer is solely responsible for patching its operating systems and all windows and security updates. Vodafone is only responsible for the application itself.
- 4.4 **Planned and Unplanned Outages:** The availability of the Service may be limited by maintenance work and technical defects in the Network. Vodafone shall use all reasonable efforts to inform Customer within 5 Working Days of any planned down time for maintenance purposes.
- 4.5 **Location Tracking:** If Customer opts to use location-based services, Customer shall first ensure that it has all necessary consents from each User in relation to whom the location-based services may be used, for Vodafone to provide Customer with geographical tracking information about that User. For the avoidance of doubt, the VSDM Cloud Service does not give Vodafone or VMware the ability to access any personal data stored on Approved Devices or on Customer's server.
- 4.6 **Termination:** In addition to the termination rights set out in the General Terms and/or Mobility Service Terms, Vodafone shall be entitled to terminate the VSDM Cloud Service upon 30 days written notice to Customer where Vodafone's agreement with VMware has terminated.
- 4.7 **Non-Perpetual Licence and post-termination obligations:** Upon termination of the VSDM Cloud Service, Customer shall:
 - (a) delete and dispose of all VSDM Cloud Software and materials provided to Customer by Vodafone or VMware as requested by Vodafone in order to prevent further use of the Services;
 - (b) unenroll its Approved Devices;
 - (c) delete organisation groups Customer has created in the VSDM Cloud Software; and
 - (d) permit Vodafone to perform the foregoing Customer obligations set out in this clause 4.7 as part of the offboarding process, if Customer fails to perform its obligations. Customer acknowledges and agrees that forced unenrolment of Customer's Approved Devices and deletion of organisation groups performed by Vodafone may result in Customer's Approved Devices being reset to factory settings and/or loss of data for which Vodafone will not be liable.
- 4.8 Customer shall not be permitted to add-on any Service features and/or functionalities that fall outside of the specific Monthly Licence bundles Customer has purchased, without placing a valid Order for any such Service features and/or functionalities with Vodafone. Customer acknowledges and agrees that some Optional Service Elements and/or add-ons may not be available with certain Monthly Licence types. Without prejudice to the generality of the foregoing, Customer acknowledges and agrees that it shall not be able to purchase any add-ons with the 30-day Mobile Essentials Monthly Licence.
- 4.9 Customer acknowledges and agrees that if it wishes to order more Monthly Licences, Optional Services and/or add-ons ("**Additional SKUs**") than initially set out in the Commercial Terms, Customer must place an Order with Vodafone in accordance with the terms of this Agreement. Customer acknowledges that Vodafone may require Customer to enter into an entirely new contract with Vodafone in respect of such Additional SKUs. In the event that Customer fails to place an Order with Vodafone for such Additional SKUs prior to commencing use of the Additional SKUs, Customer acknowledges and agrees that:
 - (a) The use of such Additional SKUs shall be subject to the terms of Customer's Agreement with Vodafone, including without limitation any applicable Minimum Term in such Agreement;
 - (b) Vodafone may:
 - (i) charge Customer for such Additional SKUs at the then prevailing rate; and/or
 - (ii) wipe the devices associated with the Additional SKUs immediately without notice to Customer; and/or

Service Specific Terms



Vodafone Secure Device Manager Cloud

Business Customers

- (iii) remove the devices associated with the Additional SKUs from the VSDM Cloud Software portal immediately without notice to Customer.

Without prejudice to the General Terms, Customer acknowledges and agrees that Vodafone shall not be responsible for any loss of data which results from Vodafone exercising its rights, as set out in clauses 4.9(b)(ii) and 4.9(b)(iii) above.

5. VSDM Cloud Software

- 5.1 Following the Service Commencement Date, Vodafone shall direct Customer to electronic links for the download and/or use of the VSDM Cloud Software (except for the Intelligent Hub which Customer must download and install themselves).
- 5.2 Each VSDM Cloud Software Licence shall be between Customer and VMware. In order to receive the VSDM Cloud Software, Customer must accept the applicable VSDM Cloud Software Licence on behalf of its Users and Customer must ensure that its Users are aware of the terms of the applicable VSDM Cloud Software Licence. Customer shall ensure that all Users perform the activation and registration process of the VSDM Cloud Software on each Approved Device that shall receive the VSDM Cloud Service.
- 5.3 Customer may receive updates to the VSDM Cloud Software during the Minimum Term as they become generally available. Vodafone shall not be responsible for installing any such updates or new releases of the VSDM Cloud Software. All updates and new releases shall be installed by VMware and Vodafone shall, where reasonably possible, inform Customer before any such installations are made.
- 5.4 Customer shall comply, and shall ensure its Users comply, with the applicable VSDM Cloud Software Licence. Customer acknowledges that the VSDM Cloud Software Licence contains certain restrictions around the functionality and use of the VSDM Cloud Software. In the event Customer breaches any terms and conditions of this Agreement or the VSDM Cloud Software Licence, Vodafone or VMware shall be entitled to terminate the VSDM Cloud Software Licence.
- 5.5 Customer is responsible for maintaining procedures external to the VSDM Cloud Software for reconstruction of lost or altered files, data, or programs to the extent it deems necessary, and for actually reconstructing any lost or altered files, data, or programs.
- 5.6 Customer shall provide and maintain all necessary hardware, software and the proper environment to operate the VSDM Cloud Software as specified in writing by Vodafone from time to time, including without limitation, acquiring and maintaining the necessary system configuration, hardware, software and licences necessary to utilize the various capabilities of the VSDM Cloud Software. Neither Vodafone nor VMware shall be responsible for any errors or defects in such hardware or software.
- 5.7 Vodafone or its licensor(s), as applicable, own all Intellectual Property Rights in and to the VSDM Cloud Software. Customer may not transfer, assign, sublicense, or otherwise distribute or enable a third party to use the VSDM Cloud Software or any part of it.
- 5.8 A Monthly Licence shall be required for each Approved Device provisioned by or for a User for access to the VSDM Cloud Software applicable to the Service.
- 5.9 All warranties and liabilities in relation to the supply of the VSDM Cloud Software are set out in the VSDM Cloud Software Licence and, except as set out in Clause 5.1 above, Vodafone shall not be liable with respect to the VSDM Cloud Software provided under this Agreement.
- 5.10 Vodafone shall have no obligations or responsibilities of any kind hereunder with respect to problems caused in the use or functioning of the VSDM Cloud Software by any hardware or software product (including but not limited to operating systems, networks, and third party software) not supplied by Vodafone.
- 5.11 The VSDM Cloud Software is supplied to customer "as is" and to the fullest extent permitted by Applicable Law, Vodafone disclaims and excludes all warranties, representations, conditions, to satisfactory quality and fitness for a particular purpose either express or implied or whether arising by statute, common law or otherwise and

Service Specific Terms



Vodafone Secure Device Manager Cloud

Business Customers

Vodafone and its licensors give no warranty that the software will be error-free or that any errors will be corrected or that use of the software will be accurate, uninterrupted or reliable.

6. Data Protection

6.1 Vodafone shall act as Data Controller save in respect of any User Personal Data Processed by Vodafone on behalf of the Customer as part of the VSDM Cloud Service (the “**Processor Services**”).

6.2 Vodafone shall act as Data Processor in respect of the Processor Services. The remainder of this clause 6 shall apply only in respect of the Processor Services.

6.3 Vodafone (and their subcontractors):

(a) may Process User Personal Data for: (i) provision and monitoring of the Service; or (ii) any other purpose agreed between the parties' subject to Customer's prior written consent. Additional instructions require prior written agreement and may be subject to Charges. Customer shall ensure that its instructions comply with Applicable Laws.

(b) may use User Personal Data to create statistical data and information about service usage and devices that does not identify a User.

(c) may engage another processor (a “**Sub-Processor**”) to carry out processing activities in the provision of the Services or to fulfil certain obligations of Vodafone under the Agreement. Vodafone shall inform the Customer of changes to Sub-Processors where Vodafone is required by Applicable Privacy Law by (i) providing at least ten (10) Working Days' prior notice, or (ii) listing the new or replacement Sub-Processor on www.vodafone.co.uk at least ten (10) Working Days before Vodafone authorises and permits the new or replacement Sub-Processor access to User Personal Data in order to give the Customer the opportunity to reasonably object to such changes. Vodafone will enter into a contract or other legal act with the Sub-Processor and will impose upon the Sub-Processor substantially the same legal obligations as under this clause 6 to the extent required by Applicable Privacy Law and that the Sub-Processor is carrying out the relevant processing activities. Vodafone shall remain liable to the Customer for the performance of that Sub-Processor's obligations.

(d) may retain the User Personal Data for as long as is required to deliver the Service and shall destroy or return (at Customer's option) User Personal Data in its possession upon termination of the Agreement, save where Customer opts for Vodafone to retain User Personal Data subject to a new hosting agreement.

(e) shall limit access to User Personal Data to those necessary to meet Vodafone's obligations in relation to the Service and take reasonable steps to ensure that they: (i) are under an appropriate statutory obligation of confidentiality; (ii) are trained in Vodafone's policies relating to handling User Personal Data; and (iii) do not process User Personal Data except in accordance with the Customer's instructions unless required to do so by Applicable Law.

(f) shall (i) provide appropriate technical and organizational measures for a level of security appropriate to the risks that are presented by Processing; and (ii) comply with the security requirements contained in the Vodafone information security policies based on ISO 27001.

(g) shall (i) provide Customer with such information, assistance and co-operation as Customer may reasonably require to establish compliance with Applicable Privacy Law including any personal data breach notification; (ii) without undue delay, notify Customer of any unauthorised access to User Personal Data of which Vodafone becomes aware, which results in loss, unauthorised disclosure or alteration to the User Personal Data; and (iii) where required by Applicable Privacy Law and requested by the Customer (prior to the processing), provide the Customer reasonable assistance to carry out a privacy impact assessment of the Services and any prior consultation of the relevant supervisory authority.

6.4 **Audit:** Customer shall with respect to any right of audit, including inspections, which they may have under Applicable Privacy Law relating to data protection, agree to exercise such right as follows: (i) no more than once per annum following the Agreement Start Date, request to meet (on a mutually acceptable date) with one or more senior representatives of Vodafone's security and/or audit department to review Vodafone's security organization and the best practice and industry standards which Vodafone meets or to which it aspires, including, without limitation, ISO 27001 (or equivalent), provided that such audit shall relate to the Services

Service Specific Terms



Vodafone Secure Device Manager Cloud

Business Customers

only. If the Transfer Contract Clauses apply (the model contract clauses set out in the European Commission's Decision of 5 February 2010 on standard contractual clauses for the transfer of User Personal Data to data-processors established in third countries, under the Directive 95/46/EC on the protection of individuals with regard to the processing of personal data and on the free movement of such data as may be amended or replaced by the European Commission from time to time), nothing in this clause 6.4 amends or varies those standard clauses nor affects any data subject or supervisory authority's rights under those clauses; and (ii) be responsible for reviewing the information made available by Vodafone and making an independent determination if the Services meet the Customer's requirements and legal obligations as well as its obligations under this clause 6.

- 6.5 **Transfer of User Personal Data out of the EEA:** Vodafone may transfer User Personal Data to countries outside the European Economic Area only to the extent that (i) User Personal Data is transferred on terms substantially in accordance with the Transfer Contract Clauses for the transfer of User Personal Data to processors established in third countries; (ii) that the transfer of User Personal Data does not put any member of Customer Group in breach of its obligations under Applicable Privacy Law; or (iii) it is required to do so by Union or Member State law to which it is subject; in such a case, Vodafone shall inform the Customer of that legal requirement before processing, unless that law prohibits such information.
- 6.6 **Law enforcement authorities:** Vodafone: (i) may receive legally binding demands from a law enforcement authority for the disclosure of, or other assistance in respect of, User Personal Data, or be required by Applicable Law to disclose User Personal Data to persons other than Customer; (ii) will not be in breach of its obligation to Customer in complying with such obligations to the extent legally bound; and (iii) shall notify Customer as soon as reasonably possible of any such demand unless otherwise prohibited.
- 6.7 **Enquiries from Users:** Vodafone shall, where the Customer is required under Applicable Privacy Law to respond to enquiries or communications (including subject access requests) from Users and taking into account the nature of the processing (i) without undue delay pass on to Customer any enquiries or communications (including subject access requests) that Vodafone receives from Users relating to their User Personal Data or its Processing; and (ii) assist the Customer by appropriate technical and organizational measures, insofar as this is possible in the Customer's fulfilment of those obligations under Applicable Privacy Law.



Vodafone Secure Device Manager Cloud

Business Customers

1. Managed Support

- 1.1 Vodafone warrants that it shall provide the Managed Support Helpdesk with reasonable skill and care.
- 1.2 The Managed Support Helpdesk shall be responsible for providing technical support for general VSDM Cloud platform issues only. For avoidance of doubt, the Managed Support Helpdesk shall not be responsible for any standard account, device, SIM connectivity, order or general query requests that are not related to the VSDM Cloud Service.
- 1.3 Customer must raise all Priority 1 and Priority 2 Incident Managed Support Requests to the Managed Support Helpdesk by telephone (contact details shall be provided to Customer by Vodafone).
- 1.4 Customer must raise all Priority 3 and Priority 4 Incident Managed Support Requests to the Managed Support Helpdesk via the Customer Self-Service Portal.
- 1.5 Only Customer's IT personnel (maximum of 10) may contact the Managed Support Helpdesk. Customer shall confirm the identities of those nominated IT personnel to Vodafone on request. Customer shall inform Vodafone of any changes to its nominated IT personnel. Vodafone reserves the right to reject Managed Support Requests from any other personnel.

2. Pre-requisites for Managed Support

- 2.1 In order to receive Managed Support from Vodafone and/or VMware, Customer shall:
 - (a) only use the VSDM Cloud Service with Approved Devices that are maintained in good working order;
 - (b) ensure it maintains the primary location group and group ID and shall ensure that the master location group enabled by Vodafone is not amended at any time; and
 - (c) ensure that the VSDM Cloud Software is loaded onto supported hardware configurations as defined by Vodafone and/or VMware.
- 2.2 Vodafone shall only provide Managed Support in relation to Customer's server if the VSDM Cloud Software was installed by Vodafone and/or VMware, or if Vodafone has health-checked the Customer's server and agreed to support it.
- 2.3 Vodafone shall be under no obligation to provide Managed Support for any Incidents caused by or related to any of the following:
 - (a) any issue which is not related to an Approved Device for which Customer has purchased a valid VSDM Cloud Software Licence;
 - (b) modification of any system or code or use of software or hardware not authorised or supplied by Vodafone;
 - (c) use of software or hardware (whether or not supplied by Vodafone or its authorised partners) that has been modified, altered or damaged by any person or entity other than Vodafone or its authorised partners;
 - (d) any Incident that Vodafone is unable to verify and reproduce after making reasonable efforts, including Incidents which can only be reproduced with appropriate User devices, SIM Cards, or special access rights;
 - (e) any Incident which could have been prevented by the Customer running the most up to date release and version of the VSDM Cloud Software (including any patches and fixes) made available by Vodafone and/or VMware;
 - (f) any failure of the operating systems and/or non-Vodafone supported component (software or hardware) used by Customer that is beyond Vodafone's control (e.g. at Customer's site), including but not limited to any component that is integrated with the supported VSDM Cloud Software;
 - (g) issues related to changes to the primary location group and group ID by the Customer; and/or

Service Levels



Vodafone Secure Device Manager Cloud

Business Customers

- (h) problems caused or contributed to by Customer's negligence, abuse, misuse or misapplication of the VSDM Cloud Software, or any other failure to comply with the terms of the Agreement and applicable VSDM Cloud Software Licence;
- 2.4 The Customer shall:
- (a) allow Vodafone reasonable access to its server in order for Vodafone to make any relevant VSDM Cloud Software upgrades to the server; and
 - (b) inform Vodafone of changes made to its server and systems which may impact delivery of the VSDM Cloud Service.
- 2.5 Customer shall be responsible for managing the configuration and application policies for all Approved Devices, via Vodafone's platform.

3. Severity Levels

- 3.1 Upon receipt of a Managed Support Request the Managed Support Helpdesk shall allocate an Incident number and classify the Managed Support Request into one of the four categories set out in the following table:

Priority Category	Definition
Priority 1 – Critical Service Affecting	A complete breakdown or outage or a critical performance degradation causing Service unavailability for a significant proportion of Users (business impact for the Company: Critical).
Priority 2 - Major Service Affecting	The functionality of the Service is affected to a large extent, a major performance degradation or loss of important function occurs, security is critically affected or a breach of an applicable law occurs (business impact for the Company: Major).
Priority 3 – Minor Service Affecting	A minimal limitation to the functionality of the Service (business impact for the Company: Minor).
Priority 4 – Non Service Affecting	No limitation to the functionality, e.g. faulty documentation, handling questions etc. (business impact for the Company: non Service affecting).

4. Service Levels

- 4.1 Upon the classification of a Managed Support Request by the Managed Support Helpdesk, Vodafone shall aim to (a) respond to the Managed Support Requests; and (b) provide Customer with updates on the Managed Support request, in accordance with the following table:

Metric	Channel	Service Level Target
Response to internal inbound contact	Telephone	90% in <30 seconds
	Customer Self-Service Portal	90% in 15mins
Update to requester	Telephone	P1 – once every 1 Hour
	Telephone	P2 – once every 2 Hours
	Customer Self-Service Portal	P3 – twice every 24 Hours
	Customer Self-Service Portal	P4 – once every 24 Hours

- 4.2 The Service Levels shall apply to all Managed Support Requests received during Managed Support Working Hours only. Where a Managed Support Request is received outside of Managed Support Working Hours, the service level shall begin at the start of the Managed Support Working Hours on the next Working Day. Vodafone shall use all reasonable efforts to resolve Managed Support Requests for Incidents allocated to Priority 1 or 2 outside of Managed Support Working Hours via the Vodafone technical customer support helpdesk.



Vodafone Secure Device Manager Cloud

Business Customers

- 4.3 Subject to clauses 3.1 and 4.1 of these Service Levels, Vodafone shall use reasonable efforts to respond to Managed Support Requests and provide the Customer with updates in line with the Targets. Vodafone shall work reasonably and diligently to resolve faults.
- 4.4 Customer shall fully co-operate with Vodafone and/or its suppliers at all times in a timely manner in order to fully close any Managed Support Requests. If Customer does not fully co-operate with Vodafone and/or Third Party Providers or otherwise is in breach of the Agreement, the Service Levels as set out in clauses 3.1 and 4.1 of these Service Levels shall not apply.
- 4.5 Where Vodafone is unable to close down a Managed Support Request due to reasons outside of Vodafone's control, Vodafone shall notify Customer with reasons for the lack of closure and shall suspend the Managed Support Request until the Parties agree that the affecting issue has been resolved and the Managed Support Request can re-commence.

5. Incident Management

- 5.1 When raising a Managed Support Request to the Managed Support Helpdesk Customer's IT Helpdesk shall provide (without limitation) the following information to Vodafone:
 - (a) confirmation of Customer's company name;
 - (b) contact details (name, email address and phone number);
 - (c) out of hours contact details (name, email address and phone number);
 - (d) Customer's reference details (where appropriate);
 - (e) full details of the Incident, including but not limited to:
 - (i) Incident onset date and time;
 - (ii) Incident description;
 - (iii) scope of Incident;
 - (iv) business impact (including scale and severity);
 - (v) details of Customer testing and fault diagnostics;
 - (vi) number of Users / Customer Sites affected;
 - (vii) which Customer Site(s) affected;
 - (viii) Device being used (including whether there is 3G, 4G or WiFi connectivity);
 - (ix) Device type/model/OS version;
 - (x) affected user details;
 - (xi) test credentials;
 - (xii) enrolment url;
 - (xiii) location group/LG ID;
 - (xiv) whether Customer has changed anything recently (for example, a password reset);
 - (xv) what, if any, troubleshooting steps Customer has taken;
 - (xvi) frequency of Incident (constant, intermittent, time of day related); and
 - (xvii) Customer availability for testing.
- 5.2 When raising an Incident to the Managed Support Helpdesk, Customer's IT Helpdesk shall carry out the following activities:
 - (a) diagnose and ensure external components such as firewall, Network connectivity, server hardware/software, email and database servers are fully operational;
 - (b) diagnose User accounts to ensure that they are enabled and correctly configured;
 - (c) confirm whether other Users within the organisations are encountering similar Incidents;

Service Levels



Vodafone Secure Device Manager Cloud

Business Customers

- (d) check device hardware is not faulty; including simple checks such as internet browser to confirm connectivity is available; and
 - (e) validate that the User is authorised by Customer to receive the VSDM Cloud Service.
- 5.3 Managed Support Requests shall only be closed by the agreement of the Customer contact nominated when the relevant Managed Support Request was made.
- 5.4 Where reasonably required to do so by Vodafone or as agreed between the Parties, Vodafone shall pass Managed Support Requests to VMware. If Vodafone has passed a request to VMware, VMware may communicate to the Customer via Vodafone, as it reasonably requires.
- 5.5 Customer may receive requests to supply server and client logs for the purpose of diagnostics and general support from Vodafone or VMware. Customer acknowledges that the provision of such information by it may be critical to allow Vodafone or VMware to provide effective support.
- 5.6 Customer shall fully co-operate with Vodafone and/or VMware (as applicable) at all times in order to close down any Managed Support Requests.
- 5.7 Vodafone shall be entitled to request Customer satisfaction surveys from time-to-time, based on the closure of Managed Support Requests. The results of the survey shall be used only for the improvement of the VSDM Cloud Service.

Definitions

Vodafone Secure Device Manager Cloud

Business Customers



The following definitions are applicable to the Service:

Approved Device(s)	Devices approved by VMware for use with the VSDM Cloud Software, as notified to Customer by Vodafone from time to time.
Cloud	The core Service Element detailed in the Commercial Terms and/or Order where VMware hosts the VSDM Cloud Software on a multi-tenancy platform in Germany.
Customer Self-Service Portal	The online support portal to which Customer shall be granted access and via which Customer's approved IT personnel shall raise Priority 3 and Priority 4 Managed Support Requests.
Incident	An unplanned interruption to or reduction in the quality of the Service, or a failure of a Service configuration item.
Incident Management	The end-to-end management of Incidents by Vodafone.
Intelligent Hub	End-User application that Customer must download from an applicable application store (such as the Google Play Store) and install on an Approved Device to enable the Service on that Approved Device.
IT Helpdesk	The Customer's IT Helpdesk and nominated employees or contractors who provide internal support for the Service.
Managed Support	The core support Service Element which forms part of the VSDM Cloud Service.
Managed Support Helpdesk	The support team operated by Vodafone to provide specific support for issues related to VSDM Cloud Service.
Managed Support Request	A request by Customer to the Managed Support Helpdesk for Managed Support in respect of the VSDM Cloud Service.
Managed Support Working Hours	The hours between 8.00 and 18.00 on any Working Day.
Monthly Licence	The temporary, monthly, per device, end user licence agreement for the licence of the VSDM Cloud Software between VMware and Customer (on behalf of its Users).
On Premise Components	The optional Service Element detailed in the Commercial Terms and/or Order which provides integration between the Service and the Customer's own infrastructure.
Service Specification	The summary of the VSDM Cloud Software features, set out in the document available from Vodafone upon request, as updated from time to time.
Set-up	The pre-service launch set-up fee of the core VSDM Cloud Service as selected in the Commercial Terms and/or Order. Any further set-up required by the Customer shall be deemed a professional service and subject to additional terms.
VMware	VMware International Unlimited Company, a company registered in Ireland with company number 402208 and whose registered office address is at 70 Sir John Rogerson's Quay, Dublin 2, Dublin D02 R296 Ireland and who for the purposes of this Agreement, is a Third Party Provider.
VMware Product Guide	The VMware product guide, as amended from time to time, and available at https://www.vmware.com/download/eula/product-guides.html .
VMware Terms of Service	The VMware terms of service for VSDM Cloud, which Customer must agree to when accessing the VSDM Cloud Software, as updated from time to time, and available at www.vmware.com/download/eula .
VSDM Cloud Software	The Software application, licensed to Customer by VMware, which is subject to the applicable VSDM Cloud Software Licence.

Definitions



Vodafone Secure Device Manager Cloud

Business Customers

VSDM Cloud Software Licence	The VMware Terms of Service entered into between VMware and Customer (on behalf of the User) which for the Service and optional Service Elements is a Monthly Licence as set out in the Commercial Terms and/or Order.
Workspace One Access Portal	The separate portal provided by VMWare for the management of Users' identities.