

Service Specific Terms

Vodafone Calls and Lines Service



Enterprise Customers

1. The Service - Overview

1.1 The Vodafone Calls and Lines service (the “**Vodafone Calls and Lines Service**”) is a solution that provides a connection to the Vodafone Network via Openreach exchange lines that are installed or taken over by Vodafone and rented to the Customer. The term “**Service**” or “**Services**” in these Service Specific Terms means the Vodafone Calls and Lines Service.

2. Service Term Structure

2.1 These Service Specific Terms include:

- (a) the service specification, which sets out a description of the Service, including optional Service Elements and which may be updated from time to time (the “**Service Specification**”); and
- (b) the service levels, which set out the standards that will be applied to the provision of the Service in addition to the standards set out in the Tiered Support Service Specific Terms (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 set out at www.vodafone.co.uk/terms;
- (c) the Fixed Service Terms set out at www.vodafone.co.uk/terms;
- (d) the Order, which confirms the Service Elements selected by/for Customer;
- (e) the Tiered Support Service Specific Terms set out at www.vodafone.co.uk/terms; and
- (f) any applicable policies and guidelines, as provided from time to time by Vodafone.

3. The Service and Equipment

3.1 The Vodafone Calls and Lines Service is a solution that offers Customers a complete package using a connection to the Network via Openreach exchange lines that are installed or taken over by Vodafone and rented to the Customer as requested on the Commercial Terms and/or Order or which already exist when the line is taken over.

3.2 No fixed Equipment will be provided to Customer by Vodafone in connection with this Service unless specifically expressed otherwise.

4. Service Specific Conditions of Use

4.1 **Customer Network:** Vodafone will provide Basic or Premium single line and multiline PSTN lines, ISDN2 or ISDN30 lines as requested and as defined by Openreach. The Customer shall ensure that for ISDN30 main power is within metres of the Network Termination Point (“NTP”). Additionally, Customer will provide extension wiring if the network termination is required elsewhere other than the existing position.

4.2 **Call Routing:**

- (a) Whereas Vodafone will place a CPS set-up order on the BT network, under this Service, the Customer is not able to rent lines from Vodafone and obtain a CPS service from any Third Party Provider. Routing via CPS involved programming of the BT local exchange to recognise the Customer’s CLI and route calls to the chosen network. The Customer will be required to provide a Customer Site address and billing information to enable Vodafone to install new or take over existing lines and place a CPS set-up order.
- (b) Outgoing calls are automatically routed to the Network.

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4.3 Telephone Numbers:

- (a) Subject to the provisions of any Applicable Law, regulation or licence condition, telephone numbers allocated to the Customer and all rights in those numbers shall belong to Vodafone and the Customer shall not sell or transfer, or attempt to sell or transfer, any telephone number to a third party. The Customer shall have no trade name right in any telephone number that Vodafone allocates to it nor any trade name right that may develop in any telephone number allocated to it and Vodafone may withdraw such telephone number(s) where the Customer or User fails to comply with the Agreement.
- (b) Vodafone shall (where applicable) provide a facility for transferring or porting telephone numbers in accordance with Applicable Law and standard industry practice. Where fixed line telephone numbers are to be transferred to Vodafone, then the Customer will need to complete and send the porting authority letters to Vodafone using templates provided.

4.4 Elective Cessation of Service:

- (a) Any request for cessation of the Service is subject to one month's notice and must be submitted in writing to Vodafone.
- (b) The Customer will be issued with a final bill, which will be calculated and sent out to the Customer once all outstanding usage charges, including any Recovery Charge, have been identified. This may take up to eight weeks.
- (c) It is not possible to cease only the calls element of the Service and retain the line rental element with Vodafone. If the Customer is ceasing the Service, they should be aware that they will lose service altogether unless they have made arrangements to have their service transferred to another service provider.

5. Changes

- 5.1 **Technology Update:** Vodafone may elect to enhance, modify, replace or close elements of the underlying technology required to deliver the Service. In the event that Customer is impacted by such a change, the Parties shall negotiate in good faith new or updated service terms and any associated changes to Charges. If the Parties cannot agree to the new service terms or the replacement service is not suitable, then Vodafone shall be entitled to make such a change by providing the Customer with no less than 3 months' written notice.

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Service Specification



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1. Service Types

- 1.1 The Vodafone Calls and Lines Service offers Customer the option to select from the following service types (with Charges to be confirmed in the Commercial Terms and/or Order):
- (a) Single Line Analogue PSTN Line which may be Basic or Premium. The difference is in the price and the default and optional service care levels;
 - (b) Multi-line analogue PSTN lines;
 - (c) ISDN2 Standard or System lines. ISDN2 standard always has 2 channels, ISDN2 System may have 2,4,6 or 8 channels;
 - (d) ISDN30e with a minimum of 8 channels. Vodafone can also take over existing ISDN30 DASS2 lines but cannot install new DASS2 lines.

2. Service Elements – Core and Optional

- 2.1 The table below provides a summary, for each service package:
- (a) Core Service Elements that are included in the base Charges (✓);
 - (b) Optional Service Elements available for an additional Charge (O);
 - (c) Services which are not available (X)

All Charges shall be at Vodafone’s Standard List Price set out within Customer’s Commercial Terms and/or Order.

Service Element	Features	Basic Single Line PSTN	Premium Single Line PSTN	Multi-Line PSTN	ISDN2	ISDN30
Level 1 Care	SLA for fault resolution as set out in the Vodafone Calls and Lines Service Specific Terms.	✓ Standard feature	X	X	X	X
Level 2 Care	SLA for fault resolution as set out in the Vodafone Calls and Lines Service Specific Terms.	O	✓ Standard feature			
Level 3 Care	SLA for fault resolution as set out in the Vodafone Calls and Lines Service Specific Terms.	O	O	O	O	O
Level 4 Care	SLA for fault resolution as set out in the Vodafone Calls and Lines Service Specific Terms.	O	O	O	O	O
Analogue Calling and Network features	Described in the Price List and section 4.1 below.	O	O	O	X	X
ISDN Calling and Network features	Described in the Price List and section 4.1 below.	X	X	X	O	O
Site Assurance option 1	Enables Users to have their ISDN30 calls re-routed to a pre-arranged single number if their normal Customer Site becomes unusable for any reason.	X	X	X	X	O

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Site Assurance Option 2	Provides a group of ISDN30 channels to Users standby site (disaster recovery site). These channels are enabled when required and taken out of service when not used.	X	X	X	X	O
Dual Parenting	Calls continue operating in the event of the local BT exchange failing by connecting the User ISDN30 to two separate exchanges; the local serving exchange and an alternative exchange. The alternative exchange could be Out Of Area ("OOA").		X	X	X	O
Alternative Routing	Alternative routing connects the ISDN30 circuits via 2 separate cables from the same BT local exchange to the User premises. If one cable fails, service is maintained on the second.		X	X	X	O
Diverse Routing	Diverse Routing is provided via two different cables from two different serving exchanges. In the event of a cable failure and a problem at the exchange, the chance of a complete loss of service is reduced.		X	X	X	O
Flexible Appointments	Vodafone will install lines and repair them as quickly as possible. When an engineer is required, Vodafone will assign the next available appointment slot. Vodafone can also offer a range of flexible appointments (e.g. late morning or early evening or weekends) as a chargeable option.		O	O	O	O

3. Core Service Elements

3.1 Calls Service:

- (a) **Minimum baseline position and technical capabilities:** Vodafone use Carrier Pre-Selection to route calls from the BT Local exchange to Vodafone's Next Generation IP-Based network.
- (b) **Service demarcation point:** Vodafone assumes that Customer's telephone apparatus (handset, PBX etc.) is in full working order and able to initiate calls. Vodafone's responsibility is to transport calls to any valid UK number or to any valid number in countries identified within Vodafone's price list. Incomplete calls (busy, no answer, congestion etc.) are not chargeable but calls that are answered by the called party or their equipment are always chargeable. Vodafone will investigate if Customer is unable to make calls to specific numbers or if there are Network-based call quality problems.
- (c) **Support Services:** Vodafone monitors its voice Network 24*7*365 and proactively reacts to any interconnect faults which prevent calls completing. Vodafone also has a sophisticated "abnormal usage" monitoring which can detect fraudulent behaviour and notify and work closely with Customer to help them resolve such incidents.

3.2 Line Rental Service:

- (a) **Minimum baseline position and technical capabilities:** Vodafone use industry standard regulated products to provide analogue or digital ISDN services, so quality and service are assured to a high standard. Wholesale Line Rental ("WLR") provides the line and all its associated features.
- (b) **Service demarcation point:** The NTP depends on the line type:-
 - (i) Line Jack Unit – for Single Line Analogue lines

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- (ii) Network Termination Point – for Multiline Analogue and Auxiliary Lines
 - (iii) RJ45 connector – for ISDN2 lines
 - (iv) RJ45 connector or BNC connector – for ISDN30 lines
- (c) **Support Services:** These are described in section 2 above and in the Tiered Support Service Specific Terms description.

4. Optional Service Elements

4.1 Calling and Network Features:

Feature Name	Function / Benefit
Outgoing Calls Barred (“OCB”)	Bars certain types of outbound calls. e.g. International, PRS, 118 or all calls.
Incoming Calls Barred (“ICB”)	Prevents incoming calls.
Remote call forwarding (RCF)	When a line is ceased or renumbered, RCF can be used to divert calls to an alternative number. The forwarded call is chargeable.
Call Minder	A premium voicemail feature.
Indirect Access Call Barring (“IACB”)	Prevents Users from dialling an indirect access code to force the call over an alternative network.
Choose to refuse	Allows Users to refuse incoming calls from user-defined calling numbers.
Call sign	Users are provided with a second number to their existing telephone number. When the call sign number is dialled, the telephone connected to the line will ring with a different cadence to the normal ring tone. This is available on Single Line PSTN Analogue lines only.
Call waiting	An alert during a call to notify the User that another call is waiting to be answered.
Reminder call	User can request an alarm call or reminder call at a specific time.
Anonymous call rejection (ACR)	ACR allows Users to block calls from people who have withheld their numbers.
Ring back	Allows callers to request a ‘Ring Back’ from a line that is busy. The request is chargeable.
Three Way Calling	Allows Users to speak to two called parties at the same time.
Call Diversion	Diverts calls to another number - anywhere in the UK, most overseas destinations or to a mobile phone. Can have User-controlled or Network-controlled versions. The diverted call is chargeable and the cost depends on the diverted-to number and the tariff.
Caller Redirect	Recorded announcement to let callers know Customer has changed number.
Caller Display	Displays the telephone number (calling line identity (CLI)) of the person calling, provided Customer has the right equipment and caller has not withheld their CLI.
Calling Line Identity Restriction	Blocks Customer’s CLI from being displayed when calling.

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Connected Line Presentation	Displays the number of which a call has been connected to (usually 'direct dial in' (DDI) on ISDN30 lines)
Connected Line Restriction	Prevents Customer's number being displayed to a caller.
Presentation Number	Sends a specific number on outbound calls that is different from Customer's real CLI. (e.g. call centres send out a free phone number for callers to call back on).
Temporary Call Divert	Calls can be diverted to an alternative number on a short term basis (e.g. while a faulty line is being repaired).

Note: Some supported features depend on the type of line and whether or not the Customer premise equipment is able to support the feature.

Service Levels



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1. Incident Management

- 1.1 Vodafone shall carry out Incident management as part of the Service which aims to restore service operation to within applicable agreed Service Levels and minimise the adverse impact of the Incident on the Customer's business operations.
- 1.2 The Customer shall appoint primary and secondary points of contact responsible for reporting and progressing Incidents.
- 1.3 The Customer may report an Incident through the Customer Service Centre operated by Vodafone on a 24/7 basis (or as otherwise agreed between the parties) by following Vodafone's Incident reporting process after having conducted appropriate investigations to establish its cause before reporting an Incident, including all initial troubleshooting activities previously specified by Vodafone.
 - (a) In such instance, the Customer shall: (i) provide Vodafone with Incident Information (as defined below); (ii) reimburse Vodafone for reasonable expenses associated with a Customer Site visit where the Incident is found by Vodafone to be unrelated to the Services; (iii) permit Vodafone to interrupt the Services at the Customer Site to resolve a severity level 1 Incident (as determined by Vodafone, acting reasonably, from time to time); and (iv) whenever possible, give Vodafone 10 calendar days' notice of any event (including, but not limited to, building work necessitating disconnection of power) that will or may disrupt the Service.
 - (b) Incident Information shall include: (i) Customer name and full contact details; (ii) the physical location(s) of the Incident; (iii) the Customer Sites affected by the Incident (if relevant); (iv) relevant identifiers such as telephone number(s) affected; (v) details of circuit reference numbers, Services provided at the Customer Site; and (vi) any other details that may be relevant to diagnosis of the Incident (including symptoms, events or actions leading up to the Incident, any tests carried out in attempting to isolate the problem, any environmental conditions that may be causing the Incident).
 - (c) The Customer shall procure such co-operation from the Users, end-users and from any of its third party providers as is reasonably requested by Vodafone to assist in the management of Incidents.
- 1.4 Vodafone shall: (i) raise a Trouble Ticket; (ii) track the Trouble Ticket through to closure; (iii) categorise the severity level of the Incident; (iv) keep a record of the Incident; (v) investigate and carry out diagnostic activities; and (vi) where possible, resolve the Incident.
- 1.5 Incidents shall be deemed to: (i) commence when Vodafone raises a Trouble Ticket; and (ii) end when Vodafone advises Incident resolution. The Customer will be deemed to have been advised if Vodafone has made reasonable attempts to contact the Customer.
- 1.6 It may be necessary for a temporary interruption in service from time to time for Vodafone to carry out essential maintenance or Network upgrades to the Service and/or equipment (an "Outage"). Vodafone will: (i) use reasonable endeavours to give the Customer as much notice as reasonably possible of any Outage, which will affect the availability of the Service; and (ii) use reasonable endeavours to minimise the number of Outages and any subsequent disruption to the Customer. Customer is responsible for notifying the Users, customers or third party providers of any Outage.

2. Service Levels

2.1 Lead Times:

- (a) The target lead times below cover the taking over of an existing WLR line or installing a new line. The activation or retention of CPS for call routing will be in parallel with these lead times.
- (b) The lead times below are not guaranteed and are subject to a site survey and, for new lines, plant availability:

Service Levels



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Order type	Lead Time (Working Days)
Take over existing WLR lines	Up to 22 days
Install new lines	5 – 22 days, subject to site survey
Cease lines	2 days
Implement moves and changes to lines, features or service levels	2 days
Change of address or external shift	5 days or subject to site survey
More than 200 CLIs/Lines/Channels	The lead time will be confirmed upon receipt of the Order and depends on order size and work in progress

- (c) There is an escalation process designed to expedite orders that are at risk of not meeting the expected agreed delivery date.
- (d) For the avoidance of doubt, there shall be no compensation or service credits available for missed appointments or late installation.

2.2 Availability:

- (a) The Service is available from within the UK only, and only on WLR lines with BT number ranges. It is not available in:
 - (i) The City of Hull;
 - (ii) The Isle of Man;
 - (iii) The Channel Islands; or
 - (iv) The Republic of Ireland (Eire has its own version of WLR using Eir lines).
- (b) The Service is considered to be available for use when Users can make and receive voice calls over the Network. The calculation of availability excludes any non-availability (loss of service) due to failure of equipment not maintained by Vodafone or by circumstances beyond Vodafone's control.
- (c) The Service is designed for the availability set out below but Vodafone is unable to guarantee that this will be possible in all circumstances (and is unable to offer compensation if this target is not achieved).

Service	Description	Target Service Availability (P)
Vodafone Calls and Lines	Availability at circuit level	99.97%
	Availability on the Network	99.999%
P	=	$[(A - B) \times 100\%]/A$
A	number of whole minutes in the relevant Annual Measurement Period.	

Service Levels



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Service	Description	Target Service Availability (P)
B	number of whole minutes during which the relevant Service is unavailable in the Annual Measurement Period, excluding time where the Service is unavailable due to an Excluded Event.	
The calculation of service availability is based on the Incidents logged by Vodafone within the Annual Measurement Period. Periods of unavailability caused by incidents which are not Incidents of the Service will not be included in the service availability calculation.		

2.3 Care:

- (a) The Customer will receive the following care levels, which will apply to the Service (individual lines may have different care levels).
- (b) The following table sets out the care levels available and their respective target fix time.

Care Level	Target Fix Time
Level 1 – Free of Charge on *Basic Lines	Next Working Day + 1 Day, Monday – Friday only
Level 2 – Free of Charge on *Premium, *Multi-line and ISDN lines. Chargeable on Basic Lines.	Next Working Day, Monday – Saturday (excl. Public Holidays)
Level 3 – Chargeable on all line types.	Same calendar day if reported before 1 pm, next calendar day if reported after 1pm Includes Sundays and Public Holidays
Level 4 – Chargeable on all line types	6-hour repair – 24/7 including Sundays and Public Holidays
*details of which are set out in the Standard List Price.	

Definitions



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The following definitions are applicable to the Vodafone Calls and Lines Service:

Annual Measurement Period	the period of 12 months from the Service Commencement Date or each anniversary of the Service Commencement Date thereafter (or a period of 12 months as otherwise agreed between the parties).
Basic	a category of line, details of which are set out in the Standard List Price.
CLI	a calling line identifier.
CPS	carrier pre-selection.
Customer Service Centre	Vodafone's dedicated service for managing Incidents. The contact details for the Customer Service Centre vary from service to service and from customer to customer; Vodafone will provide Customer with the Customer Service Centre contact details that are relevant to Customer's services.
Excluded Events	any of the following: <ul style="list-style-type: none">(a) a fault or incident with any other Vodafone service purchased under separate service specific terms;(b) a fault or incident in, or any other problem associated with, non-Vodafone-supplied power, any CPE, non-maintained structured cabling or other telecommunications systems not operated or provided by Vodafone;(c) a fault or incident caused by Customer's negligence, act or omission or that of any third-party not within Vodafone's direct control;(d) Customer not performing or a delay in performing any of the Customer obligations;(e) Customer requesting Vodafone to modify a Customer Site, or test one although no fault has been detected or reported in accordance with the Service Specific Terms;(f) service suspension or a Force Majeure event in accordance with the General Terms;(g) the inability or refusal by a third-party supplier to provide the access circuit at a Customer Site;(h) a configuration change in the process of implementation;(i) an Outage;(j) any degradation of performance that is caused by, or for any fault in, the access circuit that occurs as a result of, or in connection with, technical limitations beyond Vodafone's control;(k) where a service rebate is claimed for late repair, the unavailability period relevant to this claim, will be excluded from the cumulative annual Service Availability calculation;(l) a fault or incident caused by failure at any other Customer Site;

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	(m) a fault attributable to the BT network; or (n) any other circumstances caused by events for which Vodafone are not liable in accordance with the terms of the Agreement.
Incident	any fault, incident or problem which affects the Service provided to Customer, excluding any fault, incident or problem with any other Vodafone service purchased under separate service-specific terms.
ISDN	Integrated Services Digital Networks.
MPLS	multi-protocol label switching.
Openreach	BT (currently) Group company that manages connections between Customer Sites and BT exchanges. It provides services to UK communications providers on an equivalence basis.
Premium	a category of line, details of which are set out in the Standard List Price.
PSTN	the public switched telecommunications network.
Service Demarcation Point	the handoff between the Customer and Vodafone at the Customer Site and is the NTP.
Service Level(s)	the service levels which apply to the provision of the Service as set out in the Service Levels schedule.
Trouble Ticket	a record of an Incident with a unique reference allocated to it which shall be used for all subsequent updates and communications.
WLR	wholesale line rental; an industry-wide system of renting PSTN and ISDN lines on an equivalence basis.