

Service Specific Terms



Vodafone One Net Enterprise Cisco Service (VONE-C)

Vodafone Business Customers

1. The Service - Overview

- 1.1 The Vodafone One Net Enterprise Cisco service (the “**VONE-C Service**”) is a cloud based unified communications service with integrated mobile and fixed line communication that provides the Customer with features and functionality as described in the Service Specification. The term “**Service**” or “**Services**” in these Service Specific Terms means the VONE-C Service.

2. Service Specific Terms 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 complementary services, if applicable, and may be updated from time to time (the “**Service Specification**”);
- (b) the service levels, which sets 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**”);
- (c) the technical prerequisites, which sets out the minimum technical requirement the Customer must provision and maintain to receive the service (the “**Technical Prerequisites**”);
- (d) the extra service terms, which set out a description and the terms of the Optional Service Elements, and may be updated from time to time (the “**Extra Service Terms**”).

- 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. Where a document is not explicitly listed in the General Terms order of precedence, these documents fall within “any other document”:

- (a) the Commercial Terms;
- (b) the Fixed Service Terms available at www.vodafone.co.uk/terms;
- (c) the Mobility Service Terms available at www.vodafone.co.uk/terms;
- (d) any applicable Price Plan Guides, policies and guidelines, as provided from time to time by Vodafone.
- (e) the General Terms for Large Enterprise Customers available at www.vodafone.co.uk/terms;
- (f) the Order, which confirms the Service Elements selected by/for Customer;
- (g) the Vodafone Telecom Reporting Service Terms available at www.vodafone.co.uk/terms;
- (h) the Customer Specification Design (“CSD”), and if applicable Statement of Work (“SOW”);
- (i) the Tiered Support Service Model TSSM Terms (“TSSM Terms”) available at www.vodafone.co.uk/terms;

- 2.3 Furthermore the Customer must agree to the following:-

- (a) the third party provider’s user license terms, which sets out the Third Party license agreements, which the Customer must accept to receive the service (the “**Third Party Provider’s User License Terms**”).

3. The Service

- 3.1 **Service Elements:** The Service shall comprise:

- (a) Core Service Elements; and
- (b) Optional Service Elements, where selected.

- 3.2 **Optional Service Elements:** In connection with the VONE-C Service, Customer may also purchase any of the following optional service elements (“Optional Service Elements”), all as described in the Service Terms and/or Extra Service Terms and/or set out in the Commercial Terms and/or Order;

- (a) Google G-Suite Connector;
- (b) VONE-C Voice Recording;
- (c) UC Reporting & Analytics;

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- (d) VONE-C Red Tariff Plan
- (e) PPM Tariff

4. Equipment

- 4.1 The Commercial Terms and/or Order will identify which Equipment, if any, Vodafone will supply to the Customer, and, which of such Equipment the Customer will purchase. Associated Charges are set out in the Commercial Terms and/or Order, and any applicable terms will be set out in the Service Specification, General Terms, and Fixed Service Terms.
- 4.2 Other Customer Equipment required for use of the Service will be set out in the CSD.

5. Service Specific Conditions of Use

- 5.1 **IP-VPN:** This Service can only be used in conjunction with a Vodafone provided IP-VPN.
- 5.2 **PSTN Connection:** Customer shall not (and shall ensure that its Users shall not) connect or seek to connect the Services to the PSTN otherwise than in accordance with Applicable Law.
- 5.3 **Third Party Provider:**
 - (a) Vodafone will provide the Service through a Third Party Supplier.
 - (b) If Customer requires third party software or services for the Service, then use of such software or service may be subject to Customer accepting additional terms and conditions as advised by Vodafone and/or the third party. Failure to accept such terms and conditions may mean that Customer is unable to access the Service.
- 5.4 **Misuse:** Customer shall not use the Services, except where expressly approved by Vodafone in this Agreement: (i) to make a computer permanently available as a server; (ii) to set up connections where the caller receives payments from third parties, based on the call or the duration of the call; (iii) for commercial relaying of connections or interconnection services; (iv) for automated machine-to-machine data exchange; (v) to use automated means to make calls, texts or send data, including via a GSM Gateway, or (vi) to include SIMs in fixed GSM adapters.
- 5.5 **Call Recording:** Customer is aware that there may be Applicable Laws regarding the duty to inform individuals and/or procure their consent to the recording of communication. Customer shall ensure and warrant:
 - (a) compliance with Applicable Laws;
 - (b) that individuals are made aware that communication will be recorded;
 - (c) that Customer has procured any consent required regarding the use of the Service and the collection, storage and processing of any data or information carried out in connection with the Service;
 - (d) that Customer updates its internal employee policy and internal privacy policy and its customer facing terms as necessary for compliance; and
 - (e) Customer acknowledges that Vodafone makes no claims or representations that the Service will comply with the Applicable Laws to which Customer is subject.
- 5.6 **UK Emergency Services:**
 - (a) The Service is designed to be fully compliant with the Ofcom regulations regarding caller location information for 999 and 112 calls to the UK emergency services. Users consuming the central PSTN breakout outside of the UK will not have access to make Emergency calls. Users should be provided with an alternative means to make emergency calls.
 - (b) **Customer obligations:** Customer shall:
 - (i) provide Vodafone with complete and accurate Customer Site address information to which Vodafone will allocate local geographic telephone numbers that Vodafone will store in the handsets located at each of those Customer Sites. Vodafone will then pass this information to the emergency services operator to enable them to determine the location of the caller in the event that an emergency services call is made from a Customer Site using one of those handsets; and give

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Vodafone at least 30 days' written notice of any change to the location of any handsets or relevant Customer Site address information.

- (ii) Customer acknowledges that any failure to provide the information required may render emergency services unable to identify Users location or being dispatched to the wrong location with potentially serious consequences.
- (c) If Customer has Users that are accessing the Services via a soft client, Customer shall:
 - (i) make Users accessing the Service via a soft client aware that Vodafone may be unable to automatically determine their location if they make an emergency services call using the Service;
 - (ii) make Users aware that they will be designated as "nomadic" callers by the emergency services operator and will be required to answer questions from the emergency services operator to enable their location to be identified when they make a call to the UK emergency services; and
 - (iii) ensure that such Users provide their location details in the event that they make an emergency services call using the Services.
- 5.7 **Payment Card Industry ("PCI") Compliance:** Where applicable, it is Customer's responsibility to ensure that Customer and its use of the Service is compliant with the latest version of the PCI data security standard and complies with all Applicable Laws.
- 5.8 **Third Party Provider within Vodafone Group:** Where required by Applicable Law, the Services may be provided in a given country by a company within the Vodafone Group, which has the necessary authority to provide the Services, rather than by Vodafone.
- 5.9 **Export:** Customer warrants that they will not export any controlled technical data, software or hardware acquired from Vodafone under this Agreement in breach of export control laws. For the avoidance of doubt this includes both physical and electronic export of technical data, software or hardware.
- 5.10 **EU Roaming Regulation:** Customer hereby opts out of any roaming and domestic use spend cap provisions and any warning notifications as set out in the EU Roaming Regulation and in local Applicable Laws in relation to the Services. "EU Roaming Regulation" means EU Regulation No 531/2012 on roaming on public mobile communications networks within the Union, as amended.
- 5.11 **Call recording and call logging.** Customer is solely responsible for compliance with all Applicable Laws in relation to the recording of communications. Customer warrants it will inform individuals and procure their consent to the recording of communication and/or logging of User activity as required by Applicable Law.

6. Service Change Request Procedure

- 6.1 **Customer Changes:** If Customer wishes to make any bespoke change to any part of the Service, other than Configurations, then Customer may order professional services from Vodafone. Vodafone and Customer will agree the terms applicable, and the cost will be set out in the Commercial Terms and/or Order. If Customer wishes to carry out such change itself or to use a third party to do so then the following terms shall apply in respect of such changes ("**Customer Changes**"):
 - (a) no Customer Changes may be used in a live environment without Vodafone's prior written consent, which is not to be unreasonably withheld or delayed;
 - (b) Customer Changes must be developed and tested in a test and development environment provided by Vodafone at the Customer's cost;
 - (c) all Customer Changes must be developed in accordance with the methodology and standards as Vodafone may reasonably notify the Customer from time to time; and
 - (d) Customer shall pay Vodafone at the rates for professional services as set out in the Commercial Terms and/or Order and/or as advised by Vodafone to Customer for the time spent by Vodafone and as agreed between the Parties in advance in the relevant Order.
- 6.2 Customer and third parties shall be entitled to carry out Configurations, and if Vodafone does not carry out such Configurations then:
 - (a) Vodafone shall not be liable for any errors, faults or adverse effects on the Service as a result of such Configurations, including in relation to the performance and/or availability of any Service ("**Adverse Effects**"):

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- (b) Vodafone may charge for any time spent in relation to any Adverse Effects at the rates for professional services as set out in the Commercial Terms and/or Order.

6.3 Vodafone and its Licensors shall have the right to examine, from time to time, the use to which Customer and its Users put the Services and the nature of the data/information that Customer and its Users are transmitting or receiving via the Services provided that such examination is necessary:

- (a) to protect/safeguard the integrity, operation and functionality of Vodafone and/or its Licensor's (and its and their neighbouring) networks, in which case such right of examination shall on no account relate to the content of any such hosted data, but only to the technicalities of any such transmission or receipt; and/or
- (b) to comply with legal or regulatory orders, notices, directives or requests, provided Vodafone or its Licensors first informs Customer in writing which orders, notices, directives or requests apply in relation to any such examination and any such examination is confined solely to such Hosted Data that is the subject of any such orders, notices, directives or requests, and where such examination is likely to have a material impact on the performance or availability of the Services it shall not be carried out without Customer's prior written consent which shall not be unreasonably withheld or delayed.

7. Changes

7.1 In addition to the terms set out in the Agreement:

- (a) where Vodafone's licensors change the terms on which it does business with Vodafone, Vodafone may alter the Services and this Agreement to reflect this substitution and/or change and may also need to temporarily suspend and re set-up the Service. Vodafone will give as much notice as possible of any such alteration, suspension or re set-up, and any such alteration, suspension or re set-up shall be agreed between the Parties, both acting reasonably, in advance in writing. Any alteration, suspension or re set-up will be limited to what is reasonably required in the circumstances.
- (b) Any amendment of the CSD by either of the Parties to this agreement, shall be in accordance with the change procedure detailed in the General Terms.

8. Data Protection

8.1 Vodafone shall act as Data Controller save where Vodafone is hosting recordings on behalf of Customer or in the situations described in clause 8.1(b), where Vodafone shall act as Data Processor for those recordings and situations only and the following clauses shall apply:

- (a) Vodafone (and their subcontractors):
 - (i) 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.
 - (ii) may use User Personal Data to create statistical data and information about service usage and devices that does not identify a User.
 - (iii) 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 (a) providing at least ten (10) Working Days' prior notice, or (b) 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 8 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.
 - (iv) 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

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Agreement, save where Customer opts for Vodafone to retain User Personal Data subject to a new hosting agreement.

- (v) 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.
 - (vi) 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;
 - (vii) 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 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.
- (b) Vodafone shall act as a Data Processor in the following situations relating to the Cisco Collaboration Flex Plan Service Element:
- (i) Chat functionality, which is intrinsic to the messaging service including Customer generated content, such as documents shared;
 - (ii) Recordings of the Cisco WebEx Teams meeting including audio, and screen sharing; and
 - (iii) Users IP geographic information, where enabled as part of the Cisco WebEx Teams service.
- 8.2 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: (a) 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 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 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 8.2 amends or varies those standard clauses nor affects any data subject or supervisory authority's rights under those clauses; and (b) 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 8.
- 8.3 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 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.
- 8.4 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 to do so 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.
- 8.5 Enquiries from Users:** Vodafone shall, where the Customer is required by 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

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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.

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1. Overview

1.1 VONE-C Service includes the following Core Service Elements:

- (a) fully hosted and managed Cisco IP-PBX capability provided as a cloud service;
- (b) integration framework between the VONE-C Platform and Vodafone's mobile network;
- (c) central PSTN integration point for incoming and outgoing calls;
- (d) fixed and mobile convergence – Dial Plan, single number reach, single CLI delivery, call move, simultaneous ringing, single voicemail and desktop integration;
- (e) management tools for administration and reporting including centralised service management, spend analysis, inventory management and self-care/ self-service tools;
- (f) Vodafone Telecom Reporting Service; and
- (g) VONE-C requires the appropriate Hosted Voice entitlement, which is purchased through the Cisco Collaboration Flex Plan.

2. VONE-C – Optional Service Elements

2.1 The Commercial Terms and/or Order will specify whether the VONE-C Services include any of the following:

- (a) Professional Services including but not limited to resources required to facilitate, document and discover, analysis and design workshops; and to compose low level design documentation and other PID as required;
- (b) project management, infrastructure and associated resources and services required to implement any mutually agreed low level design documentation;
- (c) services required to perform system testing and services reasonably required to assist the Customer with User acceptance testing, User commissioning and User roll-out;
- (d) post acceptance management, administration, support, training and maintenance of the VONE-C Services and associated infrastructure including a second-line helpdesk to helpdesk service;
- (e) access to the VONE-C call usage tariff Red 2.0 or PPM providing free 'on-net' calls to VONE-C Users only;
- (f) access to Google G-Suite Connector;
- (g) access to VONE-C Voice Recording;
- (h) UC Reporting & Analytics and /or
- (i) access to Webex Teams and Webex Meetings, procured through the Cisco Collaboration Flex Plan.

2.2 Unless explicitly agreed otherwise in the CSD or SOW, the Services do not include the following components and it is the Customer's responsibility to provide these in order to ensure successful and timely completion of the VONE-C deployment:

- (a) dedicated and Qualified project management personnel and project support infrastructure;
- (b) resources to perform any required User acceptance testing;
- (c) resources to perform roll-out activities and User training;
- (d) local area network and wide area network capacity up to the specified integration point(s) on Vodafone's wide area network as set out in the CSD; and

3. Implementation

3.1 **Overview:** Vodafone will provide the Services required to design, build, test and commission the VONE-C Services, the "Implementation" stage.

3.2 Engagement Model

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- (a) Customer will be required to ensure it, its' employees, contractors and agents engage with Vodafone in a reasonable and professional manner in order to ensure the success of the Implementation, and enabling the VONE-C Service to transition into production without unnecessary or unreasonable delay.
 - (b) If Vodafone reasonably and in good faith believes that Customer's inability to discharge its obligations places it in danger of (i) major cost over-run, (ii) significant delay in transition to production, or (iii) reputational damage then, subject to Vodafone issuing notice of such deficiency and Customer's failure to cure any such deficiency to Vodafone's reasonable satisfaction within any defined timeframe, Vodafone reserves the right to immediately:
 - (i) appoint at its own cost a third party observer to provide an independent contemporaneous record of the implementation including all correspondence and communication, and Customer will grant access to all documentation and correspondence between the Parties; and
 - (ii) appoint at Customer's cost an individual that will act to assist Customer in identifying, selecting and applying Customer's resources with maximum efficacy, a "Customer Project Liaison Officer".
- 3.3 Mobilisation:** Following the placing of an Order, Vodafone and the Customer agree to meet to discuss the configuration and project timescales, which will be detailed in the design documentation, to deliver the VONE-C Services.
- 3.4 Training:** The Training provided by Vodafone as part of the implementation of the Service shall be set out in the Commercial Terms and/or Order, and may include:
- (a) User fixed phone and Jabber handset training will be provided through a web based portal.
 - (b) Administrator training is provided by workshops for up to 6 Users.
 - (c) Operator Console training will be provided through 'train the trainer' sessions and dedicated webinars prior to migration. The amount of training resource Vodafone shall provide as part of the implementation shall be provided in the Order.

4. Mobility Services

- 4.1** In addition to the terms set out in the General Terms and Mobility Service Terms:
- (a) The Mobility Services component of the VONE-C Services provides the capability for mobile handsets with specific SIMs, as defined by Customer, to access Vodafone's mobile Network and authenticate with the VONE-C Platform in order to enable access to the VONE-C Services.
 - (b) In addition to Connections, SIMs may be enabled for access to the Vodafone data Network using either the Vodafone public access point name ("APN") and/or, where specified in the Service Specific Terms, a private APN. The parameters for such data add-ons shall be set out in the Commercial Terms and/or Order.
 - (c) Customer may use the Equipment and/or Mobility Services to access the internet and services not provided under this Agreement however Vodafone accepts no responsibility for these services, it is Customer's responsibility to back up data and otherwise protect against loss of data and keep secret any passwords.

5. Fixed Services

- 5.1** The Fixed Services component of the VONE-C Service deliver a managed private voice network that is carried over an IP network and switched / routed using a central, hosted IP-PBX enabling switched voice and data traffic to be transported, via the VONE-C Platform, between (i) all the Customer Sites; and (ii) between the Customer Sites and the PSTN ("Fixed Services").
- 5.2** The Fixed Services component of the VONE-C Services is a switched telephony service providing access to the PSTN using a number of connection mechanisms as set out in the CSD and may include primary rate ISDN lines, analogue exchange lines and SIP interconnection.
- 5.3** The Fixed Services component of the VONE-C Service will provide the capability to place and receive calls to other Users of the VONE-C Service and the PSTN, as set out in the CSD.

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- 5.4 Vodafone shall design, build, configure, test and commission the Fixed Services component of the VONE-C Services as set out in the CSD and the Commercial Terms and/or Order. As part of this process Vodafone shall review any existing Dial Plans and propose changes or a re-design in order to meet any requirements or parameters of the VONE-C Services. It may not be possible to replicate Customer's pre-existing Dial Plans within the VONE-C Services.
- 5.5 End-points for the Fixed Services shall include a variety of interface options that may include:
- (a) Fixed IP-Telephony handsets;
 - (b) Teleconference handsets;
 - (c) Soft-phone handsets; and/or
 - (d) Enhanced / console handsets
- 5.6 If any firmware, operating system, application of other software is required to enable functionality of the handset, a software license may be required. Customer understands that access to such functionality requires acceptance of any terms of the license associated with the software in a form that is dictated by the Licensor and that Vodafone has no control over the licensing model or terms adopted by Licensors.
- 5.7 Customers are required to source any required licences required by Applicable Law if consuming services outside of the UK.

6. Equipment

- 6.1 There are three scenarios applicable to Equipment:
- (a) Vodafone provides Fixed Equipment for Customer's use and the obligation set out at clause 3.1 of the Fixed Service Terms apply. Equipment must remain in the country to which it has been shipped.
 - (b) Customer will use Customer Equipment with the Service and in addition to the obligations set out at clause 3.2 of the Fixed Service Terms the following will apply:
 - (i) promptly replace or correct any Customer Equipment that Vodafone determines is incompatible with the Service or is likely to interfere with the Service or Network, and reimburse Vodafone for any additional costs Vodafone incurs as a result; and
 - (ii) dispose of Customer Equipment in accordance with Applicable Law.
 - (c) Customer purchases OEM Equipment from Vodafone and the obligations set out in the General Terms apply.
 - (i) Once title to the OEM Equipment is transferred to Customer, Customer may resell, distribute, provide or sub-license the Equipment to any third party as long as Customer complies with its obligations for Customer Equipment under the Service Agreement and the OEM licence terms.
 - (ii) If Customer wishes to return OEM Equipment after delivery it must follow the OEM's return process and pay return shipping charges. Vodafone does not accept any Equipment returns.
 - (iii) Vodafone does not assign any of its rights or appoint Customer to act on Vodafone's behalf. If the OEM Equipment fails to meet OEM specifications for reasons unconnected with Customer's or any User's acts, omissions or misuse (including failure to follow the OEM's guidelines) within the OEM Equipment warranty period, Customer may notify the OEM. As stated in the relevant OEM's warranty, the OEM may either repair or replace the faulty OEM Equipment at its discretion. This clause states Customer's sole remedy for faulty OEM Equipment.
 - (iv) Vodafone does not own the Intellectual Property Rights ("IPR") in the OEM Equipment. Vodafone grants no license to use any IPR in the OEM Equipment, nor will Vodafone defend or indemnify Customer for any infringement claims connected to the OEM Equipment. Vodafone and the OEM's aggregate liability under or in connection with a claim for OEM Equipment (whether in contract, tort (including negligence), breach of statutory duty, indemnity or otherwise) will not exceed the amount of the Charges paid or payable in respect of the OEM Equipment that is the subject of the liability. This liability cap does not apply to non-payment of Charges.

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- 6.2 The use, export, and/or import of certain Equipment are subject to Applicable Laws (“Regulated Items”). Customer must only deploy, export, import, and/or disclose Regulated Items in strict compliance with all Applicable Laws, and specifically Applicable Laws regarding encryption. If Applicable Law prohibits the export, re-export, import, and/or use of a Regulated Item in certain jurisdictions, that prohibition may preclude the use of the Service in those jurisdictions.
- 6.3 Customer will comply with any license agreement provided with the Equipment, including but not limited to those provided in this Agreement, in shrink-wrap, click-through and open source licenses agreements.
- 6.4 Vodafone’s liability to Customer for third party claims for infringement of IPR in the Equipment will not exceed the liability of the OEM or reseller to Vodafone.

Service Levels



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1. Service Operating Model

- 1.1 The TSSM Terms will set out the standard of support available for VONE-C, and the Commercial Terms and/or Order will detail the Tier purchased.
- 1.2 Where WebEx Teams and/or WebEx Meetings is made available to the Customer, the following amendments to the TSSM Terms apply to the Tiered Support Service for WebEx Teams and/or WebEx Meetings:-
 - (a) Clause 3.1 shall be replaced by the following: The Tiered Support Services are divided into five Tiered Support Service “families”, aligned to ITIL standards.
 - (b) Clause 3.2 shall be replaced by the following: The five Tiered Support Service “families” are: (a) Request Fulfilment Support Services (clause 7); (b) Incident Management Support Services (clause 8); (c) Problem Management Support Services (clause 9); (e) Service Level Management (clause 11); and (f) Financial Management (Billing) Support Services (clause 12).
 - (c) Clause 4.3 shall be replaced by the following: The tier that Customer has chosen for each Tiered Support Service “family” will apply across the Services delivered, except Change Management Support Services, which is not available, throughout the Minimum Term relevant to each Service.
 - (d) Clause 10 shall be deleted in its entirety.
- 1.3 Vodafone’s service operating model will apply to the VONE-C Service in-life post the relevant Service Commencement Date. If there are any inconsistencies between these Service Terms and the TSSM Terms in relation to the Service Operating Model, the TSSM Terms shall prevail.
- 1.4 Save where explicitly provided otherwise in this Service Operating Model, timing of the performance of the Service shall be reasonable in the context of the specific obligation and the circumstances.
- 1.5 Vodafone’s obligations in relation to the Service shall not extend beyond the Service demarcation points unless otherwise agreed between the Parties in writing.
- 1.6 Vodafone shall not be liable for any failure of the Service to meet the specified Service Levels or any delay in performing any of its obligations under this Agreement to the extent that such failure or delay arises out of, or in connections with, an Excluded Event.

2. Vodafone Service Desk

- 2.1 All Faults should be reported to the Vodafone Service Desk. The Vodafone Service Desk is:
 - (a) available 24 hours a day, 365/366 days per annum;
 - (b) provides a single interface and end-to-end Service view;
- 2.2 The Vodafone Service Desk is not a first-line end-user helpdesk and will not take calls directly from Users. It is the Customer’s responsibility to provide a facility for the handling, investigation and allocation of first-line calls from Users. Vodafone can provide this service at an additional Charge.

3. Fault Management

- 3.1 Vodafone shall carry out Fault management which aims to restore service operation to within any agreed Service Levels and minimize the adverse impact of the Fault on the Customer’s business operations.
- 3.2 The Fault Management process is as follows:
 - (a) Prior to reporting a suspected Fault the Customer shall use all reasonable endeavours to ensure that the Fault has not arisen as a result of any matter that is not the responsibility of Vodafone.
 - (b) If, after due investigations, the Customer has reason to suspect that there is a Fault with the Services, the Customer should report the Fault to Vodafone using phone, email or portal;
 - (c) When the Customer reports the Fault to Vodafone it should provide adequate information to enable Vodafone to diagnose and resolve the suspected Fault. This information will include:
 - (i) Customer name;

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- (ii) The name, telephone number and email address of the person reporting the Fault;
 - (iii) The physical location of the Fault;
 - (iv) The number of Sites affected by the Fault (if relevant);
 - (v) Identification of the Service or Service component the Fault is being reported against, such as web site, an IP address, a hardware reference or similar identifiers; and
 - (vi) Any other details that may be relevant to diagnosis of the fault (including symptoms, events or actions leading up to the Fault, any tests carried out in attempting to isolate the problem, any environmental conditions that may be causing the Fault)
- (d) A Trouble Ticket will be generated using the Vodafone remedy system and a unique reference will be assigned to the Fault. At this point the Fault will be deemed to have commenced.
- (e) The Vodafone Service Desk will categorise a Fault in accordance with the following table:

Severity Level	Service Level Target	Impact Analysis
Critical [1]	4 Hours Full service will be restored within the target for 95% of Faults	Total loss of service or severe degradation of quality rendering the service unusable to entire customer or business critical site locations e.g. contact centres.
Major [2]	8 Hours Full service will be restored within the target for 95% of Faults	Serious degradation of quality of service or loss of service to non-business critical site or function. Partial loss of service to business critical site.
Significant [3]	2 Working Days Full service will be restored within the target for 90% of Faults	Partial loss of service / degradation of quality for multiple users (users have either fixed or mobile working properly but not both) or single User with total loss of service.
Minor [4]	10 Working Days* Full service will be restored within the target for 90% of Faults (*dependent on Product)	Partial loss of service or loss of functionality for a single user.

- (f) The Vodafone Service Desk will retain ownership of the Fault until the Fault has been resolved.
- (g) A Fault will be deemed to be resolved at the time that Vodafone advises the Customer. The Customer will be deemed to have been advised if Vodafone has unsuccessfully tried to contact the Customer.
- (h) The Customer agrees to reimburse Vodafone if the Customer reports a suspected Fault which leads to a Customer Site visit and the Fault is determined by Vodafone to be unrelated to the VONE-C Service.
- (i) To resolve a Critical or Major Fault the Customer agrees to permit Vodafone to interrupt the VONE-C Service, at any time, at the impacted Customer Site(s) as necessary. If the Customer does not permit Vodafone to interrupt the VONE-C Service, the Fault shall be downgraded to Significant.

3.3 Where Equipment Maintenance has been selected, the following will apply:

- (a) "Network Endpoints", which is an internet capable computer hardware device, and "Voice Gateways", which is a gateway for voice over IP (VoIP) calls: In the event of a device failure, a replacement device will be delivered, and an engineer sent to site within 4 hours of the request being raised by Customer to the Vodafone Service Desk.
- (b) Analogue adaptor failure: In the event of a device failure, a replacement device will be delivered, and an engineer sent to site within one business day, following a request being raised by the Vodafone helpdesk.

3.4 The guidelines for Major Incident Management are as follows:

- (a) A Major Incident (MI) is an event that has significantly impacted, or has the potential to impact, multiple customers either directly or indirectly.

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- (b) Less frequently and on a case by case basis Vodafone can call an MI for an individual customer.
- (c) Vodafone has established a separate Major Incident Team as part of this process.
- (d) Major Incident Report is created and released within 5 Working Days and feeds into Vodafone Problem Management Process.

4. Problem Management

- 4.1 Vodafone proactively monitors the core VONE-C Platform through its Networks Operations Centre (“NOC”) to ensure that the VONE-C Services are always available and operating within their defined Service Levels. Any Faults are logged, managed and resolved by taking the necessary corrective action.
- 4.2 Vodafone will also look for any recurring or clustered Faults which may be the result of an underlying problem, and seek to resolve them through the Problem Management process.
- 4.3 For clarity, Problem Management is carried out only as a core platform performance management function and not at a specific customer level.

5. Operational Change Management

- 5.1 Vodafone has processes in place to ensure that any necessary services and operational changes are controlled and approved in order to provide customers with an early awareness of an impending change and minimise any risk of disruption to their Services.
 - 5.2 The guidelines for Operational Change Management are as follows:
 - (a) There are two types of Change: Customer Change and Network Change.
 - (i) Customer Changes are broken down into three categories:
 - (A) Standard Change Request (pre-approved)
 - (B) Normal Change Request
 - (C) Emergency Change Request
 - (ii) Network Changes are made by Vodafone and can impact multiple Vodafone Customer. Vodafone operates a notification policy and not an approval policy for such changes but Vodafone will, wherever possible, schedule such changes outside of Working Hours.
 - (A) Planned maintenance change – 5 Working Days’ notice
 - (B) Essential works change – all reasonable notice available
 - (C) Fault change – none
 - 5.3 Customer will have access to complete simple service fulfilment request (“SFR”) as described in clause 6 below via the administrator self-serve portal. Additionally the Customer may request Vodafone to complete up to 10 simple SFR’s per month at no additional cost. Any request above the inclusive allowance will be a separate charge and set out in the Commercial Terms and/or Order.
 - 5.4 Charges for change requests shall be determined on a time and materials basis, and if applicable will be set out in the Commercial Terms and/or Order.
- ### 6. Service Fulfilment Request Management
- 6.1 Subject to the correct training and adherence to any mutually agreed procedural documentation, Customer will be provided with the capability to perform a number of administration tasks using Customer’s own resources. Additional information is available through a VONE-C product specific support, and Parties shall mutually agree specific variations to the detail in the Customer’s run-book and service catalogue, which will be provided to the Customer at the time of ordering.
 - 6.2 Service Fulfilment Requests (also known as move add change delete or MACD’s) are the means by which the Customer can submit requests for service amendments, configuration changes, new sites, new services or feature changes to existing services. As part of the VONE-C Service the following MACD’s apply:-

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- (a) Customer will receive 10 simple MACD's implemented by Vodafone for the Customer and as specified in the Service Catalogue;
- (b) Charges for complex MACDs shall be determined at the time of the request, and based on a time and materials basis.

7. Service Quality for VONE-C

Performance Monitoring and Reporting

- (a) The Availability of the VONE-C Platform in any full calendar month shall be as follows:

VONE-C Platform Availability	99.997%
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Speech Quality

- (b) The baseline metrics for speech quality are as follows:

Element	Metric	Measure
Speech Quality	The quality of the speech shall be maintained at a minimum of 3.8 MOS for 98% of calls delivered across core network (excludes mobile calls and calls made by soft clients).	The speech quality will be measured on a 12 monthly rolling basis. A standard reporting period will be a calendar month. The measurements will be taken across those elements of the estate under Vodafone management

8. Incident Management Support Service for Webex Teams

- 8.1 **Summary:** Cisco shall manage the lifecycle of Incidents with the aim, where possible of resolving each incident as follows:-

Severity 1	<ul style="list-style-type: none">• Production network down• Critical impact to business operations• 24-hour Cisco, Partner and Customer commitment• No workaround available
Severity 2	<ul style="list-style-type: none">• Network severely degraded• Significant impact to business operations• Cisco, Partner and Customer committed during business hours• No workaround available
Severity 3	<ul style="list-style-type: none">• Network functionality degraded• Business operations noticeably impaired• Cisco, Partner and Customer in frequent contact
Severity 4	<ul style="list-style-type: none">• General assistance• Installation, upgrade, or configuration assistance• General product information

- 8.2 Customer Obligation – Customer shall carry out an initial analysis of any Incident reported, to establish whether the Incident should be referred to Vodafone. Customer shall ensure it provides Vodafone with a key site list of all Customer Sites that require customer major incidents on or before the Service Commencement Date and shall further ensure that it notifies Vodafone of any updates or amendments to the key site list during the relevant Minimum Term. The Customer is required to ensure that the first key site list and any updates or amendments to the key site list are notified by email to the appointed service manager at Vodafone.

Technical Prerequisites

Vodafone One Net Enterprise Cisco Service (VONE-C)



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1. Connectivity Prerequisites for WAN and LAN

A suitable WAN must be established between the Vodafone data centres and Customer Sites which is capable of carrying all required SIP signalling and voice/video traffic. The following requirements apply:

WAN

Parameter	Requirement
Bandwidth	The bandwidth for voice / video should be based on realistic values and sufficient overhead for RTP/UDP/Ethernet headers. Guidelines per channel are: <ul style="list-style-type: none">G.711 Voice Calls: 96 kbpsH.261, H.263, H.263+ or H.264 Video Calls: 384 kbps – 1.5 Mbps
Logical Layer	IEE 802.1p standards for traffic prioritization. 802.1q trunking standards for virtual LANs (“VLANs”) Multiple VLANs per access port – where Customer also uses the same connection for inter-site data traffic, separate VLANs to logically segregate IP voice/video from other data traffic should be provided Support for multiple Classes of Service Quality of service (“QoS”)-enabled throughout, with all voice traffic marked as class ‘EF’ (DSCP value 46), and SIP signalling traffic marked as class ‘AF31’ (DSCP value 26). Video traffic be marked AF41 (DSCP value 34).
Network Performance	Packet delay of < 200ms round trip Packet jitter of < 10ms Average recommended to provide MOS >3.8, <30ms average supported but Vodafone can't guarantee MOS.

LAN

The local LAN at each Customer Site links all of the User devices, clients and any Customer Equipment with the CE router, via Ethernet.

The following requirements apply:

Parameter	Requirements
Cabling	Cat5 or 5e Minimum
Capacity	100 Mbps Minimum.
Power	802.11af power over Ethernet – switch to have sufficient capacity for all devices – or local power block for each device.
Logical Layer	<ul style="list-style-type: none">IEE 802.1p standards for traffic prioritization.802.1q trunking standards for VLANsMultiple VLANs per access portAbility to separate voice and other traffic by means of a VLAN
DNS	The local LAN must have primary and secondary DNS addresses configured for auto-provisioning.
DHCP	DHCP server accessible over the LAN to assign IP addresses to the User devices.
Wireless LAN	The use of Wireless LAN for real-time UC service support necessitates a full design and architecture covering security, access point density, capacity

Technical Prerequisites



Vodafone One Net Enterprise Cisco Service (VONE-C)

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Parameter	Requirements
	management, QoS, etc. Vodafone can provide consultancy in this respect in some countries.

2. Operator Console PC – minimum requirements

- 2.1 Customer must have either the most current version, or the version immediately preceding the current version of Windows.

3. Jabber Clients – minimum requirements

Customer must have the minimum hardware and operating system requirements as detailed at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/11_8/cjab_b_planning-guide-jabber-118.html as updated from time to time.

4. CUCI – minimum requirements

Customer must have the minimum hardware and operating system requirements as detailed at <https://www.cisco.com/c/en/us/products/collateral/unified-communications/uc-integration-tm-microsoft-lync/datasheet-c78-734103.html> as updated from time to time.

5. ICT multi-cluster sizing guidelines

- 5.1 Customer specific requirements will determine the applicable number of CUCM, IM&P and Cisco Unity clusters, and the supported configurations including features and locations that can be implemented in an ICT scenario. Indicative limits can be provided on request.
- 5.2 For integrations with non VONE-C CUCM clusters, the following are the network requirements on the Inter-Cluster-Trunks
 - (a) Delay – 80ms Round Trip Time,
 - (b) Jitter – IP Precedence 3 ICCS traffic should be minimized using CBWFQ,
 - (c) Error Rate – No packet loss if possible as it will impact performance of the clusters.

6. Hunt Group Call Queuing – design considerations/limitations

- 6.1 A single Unified CM Cluster supports a maximum of 15,000 hunt list devices.
- 6.2 A single Unified CM Subscriber supports a maximum of 100 hunt pilots with call queuing enabled per node.
- 6.3 Hunt list devices may be a combination of 1500 hunt lists with ten IP phones in each hunt list, 750 hunt lists with twenty IP phones in each hunt list, or similar combinations.

VONE-C Cisco Collaboration Flex Plan

Vodafone One Net Enterprise Cisco Service (VONE-C)



Vodafone Business Customers

1. Overview

- 1.1 The Cisco Collaboration Flex Plan Service (the “**Service**”) consists of public cloud collaboration tools, enabling Customer’s Users to meet, share, call and message through a range of devices including IP desk phones, desktop video devices, soft-clients, and smart phones. The Hosted Calling entitlement can be used as the licence component of VONE-C. As part of the Service Vodafone will provide the Cisco WebEx Teams software subject to applicable Charges.

2. The Service and Equipment

- 2.1 The Service comprises required Core Service Elements and may also include Optional Service Elements selected by Customer both of which shall be set out in the Commercial Terms and/or Order. Each Service Element may have a different Service Commencement Date, Minimal Term and Renewal Term as detailed in the relevant Commercial Terms and/or Order.
- 2.2 The Commercial Terms and/or Order will identify which Equipment, if any, Vodafone will supply to the Customer, and which of such Equipment will be purchased by Customer. Associated Charges shall be set out in the Commercial Terms and/or Order.
- 2.3 **Core Service Elements:** The Service includes the following Core Service Elements:-
- (a) set up of the Cisco WebEx Teams Control Hub for nominated Users,
 - (b) training material,
 - (c) Hosted Calling License.
- 2.4 **Optional Service Elements:** The Customer may purchase one or more of the following Optional Service Elements:
- (a) subscriptions for Cisco WebEx Teams cloud meeting, or Cisco Meeting Server on premise;
 - (b) customer premise equipment, and
 - (c) professional services, including configuration of Cisco WebEx Teams hybrid services, and adoption packs.

3. Technical Prerequisites

- 3.1 In order to receive the Cisco Collaboration Flex Plan Service, Customer must have, and maintain throughout the Term, the minimum requirements as set out below.
- 3.2 Vodafone is not responsible for any performance or non-performance issues with the Cisco Collaboration Flex Plan Service caused by the Customer failing to comply with the Technical Prerequisites. If Customer fails to provision or maintain the Technical Prerequisites, Vodafone may terminate the Cisco Collaboration Flex Plan Service and apply a Recovery Charge.
- (a) Network
 - (i) Customer must ensure Users and Equipment (e.g. physical devices, PC, laptop, mobile or tablet based soft clients) have access to the internet and that its network capabilities conform to the WebEx Teams network requirements as set out on Cisco’s online collaboration help site: <https://collaborationhelp.cisco.com/article/en-us/WBX000028782> as updated from time to time.
 - (b) Smart Account
 - (i) Customer must create a Cisco Smart Account, which provides an online repository for compatible Cisco products and enables Customer to manage Cisco licenses and subscriptions.
 - (c) Hardware
 - (i) Customer must ensure that any device running the WebEx Teams Service conforms to the minimum hardware specification for each application as set out at <https://www.ciscospark.com/downloads.html> as updated from time to time.
 - (d) Equipment

VONE-C Cisco Collaboration Flex Plan

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- (i) Customer must ensure that they have the required compatible equipment as set out at <https://www.cisco.com/c/en/us/products/collaboration-endpoints/product-listing.html> as updated from time to time.

4. Service Specific Conditions of Use

- 4.1 Cisco Services in Scope: Customer acknowledges that these terms relate exclusively to Vodafone's supply of the Cisco Collaboration Flex Plan service and accompanying support and that it may not order other Cisco software-as-a-service products under this Agreement without Vodafone's express consent. Customer may only order the Cisco Collaboration Flex Plan Service directly from Vodafone, therefore any terms in Cisco documentation relating to ordering directly from Cisco and any payment obligations to Cisco are not relevant to the provision of the Service under these Extra Service Terms.
- 4.2 Public Voice Service.
 - (a) The Customer acknowledges that the Service does not include the provision of the Public Voice Service. Customer acknowledges that the regulatory obligations associated with the Public Voice Service are the responsibility of the provider of the Public Voice Service (the "Public Voice Service Provider"). Public Voice Service will be sold under separate terms and conditions between Customer and the Public Voice Service Provider.
 - (b) Where the Customer, or Vodafone upon instruction from the Customer, connects the Service to the Customer's Public Voice Service, the Customer warrants that neither it nor its Users shall use the Service in a manner that would prevent the Public Voice Service Provider from complying with its regulatory obligations. Customer agrees to cooperate with Vodafone and/or the Public Voice Service Provider to the extent required to comply with Applicable Law.
 - (c) Emergency Calls. If Customer does not purchase Public Voice Service from Vodafone, Customer is responsible for ensuring that its Public Voice Service Provider can support network Calling Line Identity ("CLI") and emergency call services in accordance with Applicable Law. Vodafone may request evidence of this from Customer before connecting the Service to a third party Public Voice Service.
- 4.3 WebEx Meetings. The Cisco WebEx Meetings includes a set of PSTN access numbers that can be used to join conferences. Customer accepts that neither Customer, nor its Users, owns the number(s) provided by the Service; therefore, Customer has no right to sell or to agree to transfer the number(s) made available for use with the Service.
- 4.4 WebEx Meetings – Restrictions. The Customer agrees not to use, or to permit the use of, the Cisco WebEx Meetings service PSTN access numbers in the following countries: China, Pakistan, and Saudi Arabia.
- 4.5 WebEx Meetings – Amendments. Vodafone reserves the right to change, cancel, restrict the use of or move the number(s) if required to ensure compliance with Applicable Law or on instruction from a Third Party Provider.
- 4.6 Security Obligations: In addition to the security obligations detailed in the Agreement, Customer will:
 - (a) design, implement, manage, and archive configuration of internal IP protocols, LAN information, and access lists;
 - (b) provide reasonable security on, including secure storage of, the Equipment and Customer's private networks to limit misuse of or threat to the Service, Equipment, or Network; and
 - (c) address any misuse or threat identified by Vodafone through the implementation of appropriate security or user controls.
- 4.7 Limiting Access: In addition to the General Terms Vodafone may limit access to, or suspend the provision of the Service or any part of the Service without incurring any liability or obligation to Customer if Vodafone or a Third Party Provider suspends or interrupts the provision of Service in order to comply with any Applicable Law.

Third Party Provider Terms



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1. Third Party Provider:

1.1 If a Third Party Provider terminates Customer's right to use the Service, Vodafone may terminate the Service to Customer, and Vodafone will be excused from liability related to failure to deliver the Service. Vodafone will use a Third Party Provider or Vodafone Group company that has the necessary authority to provide a Service where required by Applicable Law. Vodafone may novate any Service agreement as required in accordance with Applicable Law.

2. Cisco Hosted Collaboration Suite ("HCS") Client Software:

- (a) Customer may install HCS Client Software on Customer devices solely for use with the Service. The maximum quantity of devices on which Customer may install the HCS Client Software provided by Vodafone shall not exceed the maximum number of devices permitted by the HCS Client Software license purchased. Installation of HCS Client Software does not constitute the resale, transfer, or sub-license of such HCS Client Software.
- (b) Customer may associate a User with more than one device that is capable of running the HCS Client Software, provided each such device is associated with only one User at any given time.
- (c) Customer's right to use the HCS Client Software shall terminate when Customer's right to use the Service terminates or expires. Upon such termination or expiration, Customer shall:
 - (i) terminate use of the HCS Client Software unless Customer obtains a valid license from the Third Party Provider; and
 - (ii) delete, return or destroy any copies of HCS Client Software.
- (d) HCS Client Software shall not be:
 - (i) resold;
 - (ii) assigned or transferred to any affiliate;
 - (iii) used on a stand-alone basis;
 - (iv) used by Customer for any purpose other than for its internal business purpose or to access the Service; or
 - (v) used by any third party other than Vodafone to provide the Service.

3. Additional Cisco Hosted services

3.1 Where the Customer wishes to purchase additional Cisco cloud hosted services (such as Cisco Web-Ex Meetings), such services will be subject to the change control procedure set out in the General Terms and the Cisco Universal Cloud Agreement which must be accepted by the Customer via Cisco's click through process prior to initially accessing the service.

3.2 If the Customer fails to accept Cisco's terms in accordance with section [3.1] above, the Customer will not be able to access the affected service elements and Vodafone is excused from liability for failure to deliver such services. When requesting a Change to add in such additional Cisco services in accordance with the Change Control Procedure, the Customer may request Vodafone act as its agent for the purposes of managing such a Cisco licensed service, including for placing orders, reporting faults, incidents or problems, receiving invoices from, and making payments to Cisco.

3.3 Such terms, if applicable, shall include the Cisco Universal Cloud Agreement: https://www.cisco.com/c/dam/en_us/about/doing_business/legal/docs/universal-cloud-agreement.pdf which incorporates:

- (a) a Cisco End User License Agreement: https://www.cisco.com/c/en/us/about/legal/cloud-and-software/end_user_license_agreement.html; and
- (b) the Collaboration Flex Offer Description: https://www.cisco.com/c/dam/en_us/about/doing_business/legal/OfferDescriptions/cisco_collaboration_flex_plan_061218.pdf.

Definitions



Vodafone One Net Enterprise Cisco Service (VONE-C)

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The following definitions are applicable to the Services:

Active User	a payment obligation model that is based on the number of Knowledge Workers that access the Cisco software and cloud services and that host at least one meeting.
Add-Ons	means a price plan that is added to a Connection with an existing price plan associated with it (e.g. an email or data price plan added to a voice price plan).
Attendant Console	the attendant console provides features for handling calls through Customer's reception desk (a) ARC Server Infrastructure is a mandatory base element for Attendant Console and can support up to 100 concurrent attendant consoles (b) Per Console is charged based per concurrent attendant logged in to the ARC attendant console client.
Authorised User	means any director, officer, employee or sub-contractor of Customer that receives a username and password in order to gain access to one or more of the services.
Availability	the measure of availability of the VONE-C Platform during business hours (8am to 6pm Monday to Friday on normal Working Days) in each calendar month is calculated in accordance with the following formula: $x = (y - z) / y * 100\%$ where "x" is the availability of the VONE-C Platform during a month during business hours and "y" is the total number of business hours in such month minus the number of hours during such month the VONE-C Platform is unavailable in business hours due to Tolerances. "z" is the number of business hours in such month during which the VONE-C Platform is unavailable (other than for reasons set out in the definition of "y" above).
Calling Licence	Cisco Collaboration Flex Plan Service functionality that enables a set of devices to make calls.
Cisco	Cisco Systems, Inc. or its affiliates.
Cisco WebEx Teams Control Hub	Cisco's web-based, intuitive, single-pane-of-glass service that enables Customer to provision, administer, and manage Cisco WebEx services.
Cisco WebEx Teams/WebEx	is a software-based enterprise conferencing product supplied by Cisco that integrates audio, video and web conferencing.
Classes of Service	the classes of service used to prioritise network traffic.
Committed Call Back	participants can join a WebEx meeting by having the WebEx session call them at the number they specify once they have joined the meeting via the committed web minute rate.
Connectors	any additional features and connectors that Customer is ordering as detailed in the pricing tables.
Configuration(s)	any change to the Service made through the end - user or administrator self-serve portals and which does not involve the implementation of any code.
Configuration Change	is a systems engineering process for establishing and maintaining consistency of a product's performance, functional, and physical attributes with its requirements, design, and operational information throughout its life.
Core Service Element	are service elements which form part of the standard VONE-C Service.
CSD	a Customer Solution Design document prepared specifically for Customer by Vodafone that contains details of the Service the Customer is taking, including an implementation plan.
Dial Plan	a collection of inbound, outbound and internal number ranges agreed in the CSD.
Enterprise Agreement	a payment obligation model that is based on the customer's entire enterprise-wide Knowledge Worker count.
Excluded Event	any of the following: (a) a fault in, or any other problem associated with non-Vodafone supplied power, any Customer Equipment, non-maintained cabling or other telecommunications systems not operated or provided by Vodafone; (b) the fault or negligence of Customer or of any third party not within the direct control of Vodafone; (c) Customer not performing or a delay in performing any Customer obligations or conditions of use set out in the Agreement;

Definitions

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	<p>(d) Customer requesting Vodafone to modify a Customer Site, or test one although no fault has been detected or reported to us in accordance with these Service Levels;</p> <p>(e) Service suspension or a Force Majeure event in accordance with the General Terms;</p> <p>(f) the inability or refusal of a Third Party Provider to provide input products at a Customer Site which are required to provide the VONE-C Services.</p> <p>(g) a Configuration in the process of implementation;</p> <p>(h) an outage resulting from the actions or omissions of Customer or a third party on behalf of Customer;</p> <p>(i) a Network change made by Vodafone that can impact multiple Vodafone Customers;</p> <p>(j) an Incident with another Vodafone service purchased under a separate Service Agreement;</p> <p>(k) an Incident or delay resulting from a request by Customer for expedited delivery of the Service;</p> <p>(l) an Incident caused by service failure at any other Customer Site or</p> <p>(m) any other circumstances caused by events for which Vodafone is not liable in accordance with the terms of the Agreement.</p>
Fault	means any fault or problem which affects the Service as provided to Customer by Vodafone.
HCS Client Software	any software provided with the Service that is manufactured by Cisco, such as Cisco Jabber.
Incident	an unplanned interruption to an IT service or reduction in the quality of an IT service. Failure of a configuration item that has not yet affected Service is also an Incident.
Incident Management	the end-to-end management of Incidents by Vodafone.
IP	internet protocol, being the address and layering topography of conventional data networking including the public internet.
ISDN	integrated services for digital network.
ITIL	the information technology infrastructure library, a standards body joint venture between HM Cabinet Office and Capita Plc.
Knowledge Workers	employees and contractors that use computing or communications devices capable of running Cisco WebEx Teams, Cisco Unified Communications Manager, or Cisco Meeting Server as part of their job duties performed on the customer's behalf.
Legal Hold	means a hold on any Recorded Data which is stored on Vodafone Storage Equipment pursuant to a legal requirement, court order or as otherwise required by a national regulation authority.
Licensors	Cisco, and the licensors of Software to Vodafone or its suppliers used for the provision of the Service and other suppliers of services to Vodafone and its suppliers for the provision of the Service.
MACD	means move add change or delete, and as further described in paragraph 6 of the Service Level Agreement.
Meeting License	Cisco WebEx Teams functionality that enables a Knowledge Worker to host a meeting on Cisco's Collaboration Cloud.
Named User	a payment obligation model that is based on the number of specifically named Knowledge Workers in the customer's order, regardless of usage.
OEM	means a third party Equipment manufacturer or service provider.
OEM Equipment	means the hardware and related software Customer must have to use this Service provided by an OEM.
Operator Console	telephony service that provides control for many call management features such as answering and routing incoming calls.
Optional Service Elements	are service elements that are supplementary to the Core Elements, and do not form part of the standard Service.

Definitions



Vodafone One Net Enterprise Cisco Service (VONE-C)

Vodafone Business Customers

Overuse	means Use that is in excess of Customer's license entitlements or any other unauthorized Use.
Participants	Participants means any person who makes, receives, or participates in a call with a Recorded VONE-C User.
PBX	private branch exchange equipment.
PID	a project initiation document, which is part of the PRINCE2 project management methodology as set out at www.axelos.com/prince2 , and may include (among other things) functional specifications, statements of work, high level designs, high- and low-level designs, technical architectures, integration frameworks and data models.
Professional Services	additional services as required by Customer as set out in the Commercial Terms and/or Order.
PSTN	public switched telecommunications network.
Public Voice Service	a PSTN and SIP services.
Qualified	properly resourced, qualified and experienced and capable of providing timely responses to requests for approvals, information and access.
Recorded Data	means the voice recorded from Registered Numbers as part of the Voice Recording Service and which is stored by Vodafone or Vodafone's supplier as applicable.
Recorded VONE-C User	means a defined person who uses or operates the Voice Recording Service being provided by Vodafone to the customer.
Registered Numbers	means a mobile or a fixed number which has been accepted by Vodafone to receive the Voice Recording Services at the request of Customer.
Service Demarcation Point(s)	means any demarcation point(s) specified in the Terms of Reference where the VONE-C Platform interfaces with non VONE-C Platform infrastructure.
Service Levels	means the service levels which apply to the provision of the VONE-C Service and Service Elements, as set out in the Agreement.
Statement of Work or SOW	the statement of work which is prepared for Customer by Vodafone that contains further detail of the Service.
Storage Period	means the storage period for the Recorded Data as set out in the Commercial Terms
Storage Services	means the storage of the Recorded Data for the Storage Period chosen by Customer
Teams Collaboration / Messaging	An application for continuous teamwork. A digitally secure work space where Knowledge Workers can collaborate with messaging, file sharing, white boarding, video meetings, calling, and more.
Tolerances	<p>(1) periods of unavailability of the VONE-C Platform, as agreed with Customer, which are necessary to improve or maintain the VONE-C Service. If such interruptions are required, Vodafone will endeavour to schedule interruptions so as to minimise impact on the VONE-C Service;</p> <p>(2) instances of interruption to the provision of the VONE-C Services outside of the limits and obligations set out in the Agreement which are to be disregarded when establishing whether a breach has occurred including but not limited to (a) availability of Vodafone's fixed or mobile voice or data Networks; (b) interruptions to the flow of data to or from the VONE-C Platform and other portions of the internet outside of Vodafone's reasonable control, (c) changes to the VONE-C Platform and other housekeeping tasks made during any pre-agreed maintenance window (d) Customer's actions or omissions or those of any third parties provided however that such actions and omissions of third parties are outside of Vodafone's reasonable control, (e) failure in any way of Customer Equipment and/or any equipment which is not under the exclusive control of Vodafone.</p> <p>Tolerances will not be a factor when calculating breaches of the Service Levels for any purpose.</p>
Trouble Ticket	means a record of a Fault with a unique reference allocated to it which shall be used for all subsequent updates and communications.

Definitions



Vodafone One Net Enterprise Cisco Service (VONE-C)

Vodafone Business Customers

UC Reporting & Analytics	<p>This is an Optional Service Element, which provides Customers with an insight into the calling behaviour of their business. The related software and all Customer data will be hosted in a Third Party Provider's UK based data centres, on a dedicated per-Customer instance.</p> <p>This Optional Service is not designed to offer spend analytics and will not contain any rated information about the cost of either individual calls or a total across all calls. Total call durations and volumes reported using this tool may be different from billing information due to differences in the way each platform reports usage (e.g., different methods of rounding/summing data; attribution of 'on net' and inbound call treatment).</p>
Uncommitted Call Back	Participants can join a WebEx meeting by having the WebEx session call them at the number they specify once they have joined the meeting via the uncommitted web minute rate.
Use	means Customer's installations, deployment, access of or provision of access to, or use of each Google G-Suite Connector.
Vodafone Storage Equipment	means the storage equipment being used by Vodafone to provide the Storage Services.
Vodafone Telecom Reporting Service	is a web-based solution that provides access to historical information and mobile spend analysis reporting by interacting with billing and usage information through a graphical interface.
VONE-C Platform	the infrastructure used to provide the VONE-C Service described in these Service Specific Terms.
WAN	the wide area network.

VONE-C Voice Recording – Extra Service Terms



Vodafone One Net Enterprise Cisco Service (VONE-C)

Vodafone Business Customers

Where Customer has purchased VONE-C Voice Recording the following shall apply:

1. Overview

- 1.1 The voice recording service (“Voice Recording Service”) is a solution that can capture, store and perform analytics of voice calls made and received by a Recorded VONE-C User who has been registered for the Voice Recording Service. The Voice Recording Service will support Recorded VONE-C Users that use a fixed IP phone, mobile or SIP Client to make and receive voice calls.

2. Service Elements

- 2.1 **Advanced Voice Recording Reporting:** Advanced reporting capabilities to be able to generate and email bespoke reports pertaining to Recorded Data.
- 2.2 **Enhanced Voice Recording Storage** (up to 7 years): Available if Customer needs to retain Recorded Data beyond the 6 month standard retention period. Recording will be retained for up to 7 years with the enhanced storage option. This also includes Legal Hold where Customer has selected 7 years storage whereby calls can be marked as protected if required.
- 2.3 **Fixed Voice Recording:** Inbound & Outbound voice recording for one VONE-C fixed IP handset or SIP Client and voicemail for a Recorded VONE-C User. Recorded Data will be retained for 6 months only after which point the Recorded Data will be deleted unless Customer has selected enhanced voice recording storage (“Enhanced Voice Recording Storage”). Portal access is for designated Customer administrator only. Basic portal features allow for basic search and audio streaming. Fixed Voice Recording does not include Mobile Recording which is a separate feature, Customer will need to select Mobile Recording as a feature.
- 2.4 **Mobile and Fixed Recording (FMC):** Inbound & Outbound call recording for up to 10 VONE-C fixed IP handsets or SIP Clients, or FMC mobile device and voicemail. Recorded Data will be retained for 6 months only after which point the Recorded Data will be deleted unless Customer has selected Enhanced Voice Recording Storage. Portal access is for designated Customer administrator only. Basic portal features allow for (basic search and audio streaming).
- 2.5 **Mobile Recording:** Inbound & Outbound call recording for one VONE-C mobile device and voicemail. Recorded Data will be retained for 6 months only after which point the Recorded Data will be deleted unless Customer has selected Enhanced Voice Recording Storage. Portal access is for designated Customer administrator only. Basic portal features allow for basic search and audio streaming. Mobile Recording does not include Fixed Voice Recording, which is a separate feature. Customer will need to select Fixed Voice Recording as a feature.
- 2.6 **Storage Services:** Storage of the Recorded Data for the Storage Period chosen by Customer for the duration of the Storage Period.
- 2.7 **Voice Recording Speech Analytics:** This allows the Recorded VONE-C User to be able to perform enhanced searches and retrieval on Recorded Data based on key words. The heuristic analytics engine will return a match % rating based on the accuracy.
- 2.8 **Voice Recording Streaming Share:** Ability to share specific Recorded Data securely with other people via a link sent by email for a defined period of time. Recipients will receive an email with a link to the Recorded Data and an authentication code for access to the Recorded Data will be sent via SMS. The recipient will only be able to stream recordings.

3. Service Specific Terms

- 3.1 The Voice Recording Service cannot be used to record internal calls between Recorded VONE-C Users.
- 3.2 Due to constraints of radio and electronic communications and other external factors, Vodafone cannot guarantee;
- (i) complete, fault free or uninterrupted access to receive the Voice Recording Service; or
 - (ii) that communications will be completely secure.

VONE-C Voice Recording – Extra Service Terms



Vodafone One Net Enterprise Cisco Service (VONE-C)

Vodafone Business Customers

- 3.3 Vodafone and Customer acknowledge that any disruption or failure of the Voice Recording Service may potentially affect the Recorded VONE-C Users ability to make or receive calls and Customer agrees to put in place adequate contingency plans should any interruption, failure or other faults occur.
- 3.4 Vodafone shall not be liable if Recorded VONE-C Users are unable to make or receive calls.
- 3.5 The Voice Recording Service will only be provided to VONE-C Users who have been registered to receive the Voice Recording Service and become Recorded VONE-C Users.
- 3.6 Vodafone makes no claims or representations that the Voice Recording Service will comply with any Applicable Law or regulations (including without limitation regulations of the relevant financial conduct authority) imposed on Customer regarding the recording of mobile and fixed calls; it is Customer's sole responsible for evaluating the suitability and fitness for purpose of the Voice Recording Service.

4. Register and De-Register Users

- 4.1 Customer may increase the number of Registered Numbers receiving the Voice Recording Service by placing an Order with Vodafone.
- 4.2 In order to register a Recorded VONE-C User to receive the Voice Recording Service, Customer shall provide Vodafone with the Recorded VONE-C User's name, email, address and state the type of device which requires the Voice Recording Service (e.g. mobile / fixed / FMC or SIP Client). Customer must also confirm the associated telephone number in any additional optional feature (such as Voice Recording Speech Analytics) when Customer places an Order with Vodafone.
- 4.3 Customer may de-register a Registered Number on no less than 30 days' prior written notice to Vodafone ("De-registration Notice Period"). Such de-registration shall take effect on the date of the first invoice issued by Vodafone following the end of the relevant De-registration Notice Period.

5. Legal Hold of Recorded Data

- 5.1 Where Recorded Data stored by Vodafone is subject to Legal Hold, then such Recorded Data shall be held by Vodafone for the duration of the investigation, and the conclusion of which shall be notified by Customer to Vodafone in writing. If such period extends beyond the Storage Period, Customer shall pay for the Voice Recording Storage Charge for such further period.

6. Storage Services

- 6.1 Where Vodafone stores the Recorded Data, Vodafone shall provide Customer's Authorised Users with a user name and password to access the Service and Customer shall make sure that such details are kept secure and used only in accordance with this Service Agreement. Vodafone accepts no liability for any unauthorised or improper use of any password, or for any unauthorised disclosure of user names and passwords to third parties. Customer shall be liable for all acts and omissions conducted using the username and password up until the time that it informs Vodafone that such details are being used without authority.
- 6.2 Where Vodafone suspends the provision of the Recording Services, Vodafone shall continue to provide the Storage for the duration of the Storage Period subject to Customer paying the Voice Recording Storage Charge.

7. Customer Obligations

- 7.1 Customer is responsible for making all Recorded VONE-C Users and Participants aware that the Voice Recording Service will record all mobile and fixed line calls to and from Registered Numbers.
- 7.2 Customer warrants that it has or will procure any consent required from Recorded VONE-C Users and Participants regarding the use of the Voice Recording Service including the collection, storage and processing of any data or information carried out in connection with the Voice Recording Service prior to requesting Vodafone to make the Voice Recording Service available to such Users.

VONE-C Voice Recording – Extra Service Terms



Vodafone One Net Enterprise Cisco Service (VONE-C)

Vodafone Business Customers

8. Data Protection

8.1 The Service Specific Terms, General Terms and the terms in this clause 8 shall apply to the Recorded Data.

- (a) Customer acknowledges that in order to provide the Voice Recording Services, Vodafone will use a Sub-Processor to assist and that, in turn, that Sub-Processor has contracted with a sub-contractor to provide Vodafone's hosting facility for Recorded Data.
- (b) Vodafone shall be responsible for the acts and omissions of any sub-contractor or other third party, which processes Recorded Data on its behalf in connection with the Agreement.
- (c) The sub-contractor used by Vodafone's sub-processor for storing Recorded Data is Amazon Web Services who will store the Recorded Data in its data centres in Ireland and for these purposes, the privacy and security policies and processes set out here: <http://aws.amazon.com/security/> (the "AWS Terms") will apply.

9. Service Management

9.1 Performance Monitoring and Reporting

- (a) **Voice Recording Platform Availability** means the percentage of time the Voice Recording Service is available for use in a monthly measurement period and is calculated as: $[(A - B)/A] \times 100$. "A" equals the number of whole minutes in the monthly measurement period. "B" equals the number of whole minutes when the Voice Recording Service is unavailable in the monthly measurement period.
- (b) In addition to the VONE-C service management the Voice Recording Platform Availability in any full calendar month shall be as follows:

VONE-C Recording Platform Availability	99.99%
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10. Termination

- 10.1 Without prejudice to any other termination rights, Vodafone may terminate the Service Agreement on no less than 30 days' prior written notice to Customer where the number of Recorded VONE-C Users in any calendar month falls below 25% of the amount of Initial VONE-C registered Users set out in the Commercial Terms.
- 10.2 On termination of the Voice Recording Services, the use of and access to receive the Voice Recording Services by all Recorded VONE-C Users shall cease; all outstanding Orders for Equipment and/or Services shall be cancelled.
- 10.3 If Customer elects to de-register an individual Recorded VONE-C User, Vodafone shall cease to provide the Voice Recording Services to such identified Recorded VONE-C User from the end of the applicable De-registration Notice Period.
- 10.4 Vodafone will continue to provide the Storage Services in respect of all Recorded Data stored in connection with such de-registered Recorded VONE-C User for the remainder of the Storage Period and Customer shall continue to pay for the Voice Recording Storage Charge in respect of such de-Registered numbers.
- 10.5 Notwithstanding the termination of the Service Agreement, if Vodafone provides Storage Services, Vodafone shall continue to store all Recorded Data stored on the Vodafone Storage Equipment at the date of termination of the Service Agreement until the end of the Storage Period.
- 10.6 Upon the termination or expiration of the Service Agreement, the Parties will discuss in good faith the migration of Recorded Data to Customer or its nominated service provider. Vodafone shall use its reasonable endeavours to make available Recorded Data in an agreed format provided that Customer pays for any costs reasonably incurred by Vodafone for the migration or making the Recorded Data available past termination.

VONE-C RED 2.0 Tariff Plan



Vodafone One Net Enterprise Cisco Service (VONE-C)

Vodafone Business Customers

Where Customer has selected the VONE-C RED 2.0 Tariff Plan the following shall apply:

1. VONE-C RED 2.0 Tariff Plan:

- 1.1 Overview: Customer will pay the Charges for voice and data connectivity Services in accordance with the provisions of this Tariff Plan.
- 1.2 All Charges are invoiced monthly in arrears.
- 1.3 The VONE-C RED 2.0 Tariff Plan is offered as a whole and is not divisible into constituent parts. Any changes must be agreed by the Parties in writing.
- 1.4 There are two types of Vone-C Red 2.0 Users:
 - (a) Fixed only ("Fixed") including IP Phone or Soft-Phone; or
 - (b) Fixed mobile convergence ("FMC"), which includes both Fixed and mobile users, including soft clients.

2. Fixed:

- (a) The monthly charge is a flat monthly rate applied on a per user basis.
- (b) Vodafone reserves the right to review this flat rate periodically in light of any abuse or significant volume increase. Price adjustments will be made when the average usage per User increases by more than 30%.

Type of Vone-C Red 2.0	Monthly Charge	Includes
Fixed Only (IP Phone or Soft-Phone User)	£4.00	Unlimited: <ul style="list-style-type: none"> ➤ UK geographic calls (01, 02, 03 numbers) ➤ UK mobile calls ➤ Calls to 0845 & 0870 numbers ➤ International calls to EU countries in Zone 1

3. FMC:

- (a) The monthly charge is a flat monthly rate applied on a per User basis.
- (b) Data usage is charged per User in arrears based on the amount of data usage within the billing period across all their registered SIM enabled devices.
- (c) Users can have more than one SIM enabled device (e.g. tablet), and there is no charge for including additional SIM's in the data usage calculation.

Type of Vone-C Red 2.0	Monthly charge	Includes
FMC	£10.00	Up to 50 KB data usage
	£12.50	50 kB to 0.5 GB
	£15.00	0.5 GB to 1 GB
	£19.00	1 GB to 2 GB
	£24.20	2 Gb to 4 GB
	£29.40	4 Gb to 6 GB
	£34.60	6 GB to 8 GB
	£39.80	8 GB to 10 GB
		Unlimited: <ul style="list-style-type: none"> ➤ UK geographic calls (01, 02, 03 numbers) ➤ UK mobile calls ➤ Calls to 0845 & 0870 numbers ➤ International calls to EU countries ➤ UK text messages ➤ UK MMS messages

VONE-C RED 2.0 Tariff Plan

Vodafone One Net Enterprise Cisco Service (VONE-C)



Vodafone Business Customers

	£5.20	Each additional 2 GB	➤ Roaming calls & text messages within International calls to EU countries in Zone 1
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4. International Calls:

- (a) Calls to Zone 1: Europe international calls are included within the Fixed and FMC monthly charge.
- (b) Calls to other Zones are charged as follows:

International calls for both Fixed & FMC users

Zone	Price
Calls to countries in Zone 2	10 pence/minute
Calls to countries in Zone 3	10 pence/minute
Calls to countries in Zone 4	50 pence/minute

5. Roaming Fees

- (a) Voice roaming: Per minute/MMS/SMS rates apply as set out below in addition to the Fixed and FMC monthly charge.
- (b) Data roaming: The daily fee is applied to each User based on the Total Roaming Data Usage of each User during the daily charging period. "Total Roaming Data Usage" is the sum of all roaming data usage in Zone 4: Rest of World from all Connected Devices.
- (c) Multiple Zone Roaming: When there is roaming usage from multiple Connected Devices in different zones within the same billing period, the User is charged the relevant roaming charge for each of the zones as set out below.

Zone Usage	Voice/Calls Charge	SMS/MMS Charge	Data Charge	Daily Roaming Charge
Countries in Zone 1	included within Fixed and FMC monthly charge			£0
Countries in Zone 2	10 pence/minute	included with data roaming charge		£5
Countries in Zone 3				£5
Countries in Zone 4	115 pence/min for calls within the same country & back to UK	35 pence per text	£5 per 25 MB	
	145 pence/min for calls to other countries	55 pence per MMS		
	90 pence/min to receive calls			

5.2 Customer accepts that when roaming on the VONE-C Red 2.0 Tariff, Vodafone will send you a text requesting you to moderate your usage of the Service if 50% or more of the days you have used the Service has occurred within any 4 month rolling period. If your roaming usage continues to exceed 50% (as described above) over a 2-week period following our notification, Vodafone may bar your roaming Services. Vodafone will always notify you before we do this.

VONE-C RED 2.0 Tariff Plan



Vodafone One Net Enterprise Cisco Service (VONE-C)

Vodafone Business Customers

5.3 Premium and Premium Non-Geographic (NGN) Calls: Premium voice calls or premium SMS/MMS are not included within the VONE-C Red 2.0 Tariff Plan and are charged in accordance with the Standard Price Plan applicable in the relevant country. Charges for Premium and Non Geographic numbers could change during the contract period due to requirements of Applicable Law.

6. International and Roaming Zones:

International and Roaming Zones	Countries
Zone 1: Europe	Albania, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, United Kingdom inc. Channel Islands & Isle of Man
Zone 2: Vodafone Global Network	Australia, Democratic Republic of Congo, Egypt, Fiji, Ghana, India, Lesotho, Mozambique, New Zealand, Qatar, South Africa, Tanzania, United States of America
Zone 3: Global Network	Anguilla, Antigua, Argentina, Aruba, Azerbaijan, Barbados, Bermuda, Bosnia & Herzegovina, Brazil, British Virgin Islands, Canada, Cayman Islands, Chile, China, Colombia, Costa Rica, Curacao, Dominica, Dominican Republic, Ecuador, El Salvador, French Guiana, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Hong Kong, Indonesia, Israel, Jamaica, Japan, Kenya, Macau, Macedonia, Mexico, Montenegro, Morocco, Nauru, Nicaragua, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Republic Of Suriname, Russia, Samoa Western, Serbia, Singapore, St Kitts And Nevis, St Vincent & Grenadines, St. Lucia, Taiwan, Thailand, Tonga, Trinidad & Tobago, Turks & Caicos Islands, US Virgin Islands, United Arab Emirates, Uruguay, Vanuatu
Zone 4: Rest of World	All other Roaming Destinations

7. Definitions

7.1 The following definitions are applicable to the Cisco Collaboration Flex Plan Extra Service Terms:

Connected Device(s)	means a Mobility Device or Fixed Device.
Domestic Calls	means voice calls originating and terminating in the User's home subscription country, to a landline, mobile device, voicemail, 0845 or 0870 prefix.
Fixed Device	Fixed Device means Equipment or software that can access the voice network and that is not a Mobility Device (e.g. IP-Phone, conference phone, software phone client and other analogue devices like fax machines and DECT phones). It must be subscribed to the VONE-C Red 2.0 Tariff Plan
Mobility Device	Mobility Device means Equipment with a unique mobile connection that is subscribed to VONE-C Red 2.0 Tariff Plan.
On Network Calls	means calls made between VONE-C End Users – either calls traversing the IP network only, or calls that are between End Users on a VONE-C Red 2.0 Tariff Plan.
Voice Mobility Device	means a Mobility Device that is capable of accessing voice Service over the Network and includes all voice-enabled Devices (e.g. voice only Device and Smartphones.)

VONE-C RED 2.0 Tariff Plan

Vodafone One Net Enterprise Cisco Service (VONE-C)



Vodafone Business Customers

Zone 1: Europe Zone 2: Vodafone Global Network Zone 3: Global Network Zone: 4 Rest of World	mean the applicable zones as set out in Table 3 of the Red 2.0 Tariff Plan.
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