

# Service Specific Terms



## Vodafone One Net Enterprise featuring Microsoft Teams Direct Routing

Vodafone Business Customers

### 1. The Service – Overview

- 1.1 Vodafone One Net Enterprise featuring Microsoft Teams Direct Routing (“**Microsoft Teams Direct Routing**”) (the “**Service**”) is the voice enablement of Microsoft’s cloud based unified communications and collaboration service with Office 365 and Microsoft 365, enabled by the integration with fixed line communications.

### 2. Service Term Structure

- 2.1 These Service Specific Terms include:

- (a) the service specification, which sets out a description of the Service, including optional Service Elements and complementary Services (if applicable) and may be updated from time to time (the “**Service Specification**”);
- (b) the service levels which set out the standards that will be applied to the provision of the Service (in addition to the standards set out in the Tiered Support Service Specific Terms) (the “**Service Levels**”);
- (c) the Mandatory Accompanying Services and Customer Prerequisites

- 2.2 The following documents further govern Vodafone’s supply of the Service and form part of the Agreement, applying in the order of precedence set out in the General Terms:

- (a) the Commercial Terms;
- (b) the General Terms;
- (c) the Fixed Service Terms available at [www.vodafone.co.uk/terms](http://www.vodafone.co.uk/terms);
- (d) the Mobility Service Terms available at [www.vodafone.co.uk/terms](http://www.vodafone.co.uk/terms);
- (e) the Order, which confirms the Service Elements selected by/for Customer;
- (f) the Statement of Work
- (g) the Tiered Support Service Specific Terms available at [www.vodafone.co.uk/terms](http://www.vodafone.co.uk/terms); and
- (h) any applicable policies and guidelines, as provided from time to time by Vodafone.

### 3. The Service and Equipment

- 3.1 The Commercial Terms and/or Order will identify which Equipment and Associated Charges, if any, Vodafone will supply to the Customer and which of such Equipment will be purchased by Customer. Other Customer Equipment required for use of the Service will be identified in the Commercial Terms and/or Order.
- 3.2 Customer must have Equipment that meets Vodafone’s specifications on the Customer Site to use the Service. Customer may purchase Equipment from Vodafone or from its own suppliers.

### 4. Service Specific Conditions of Use

- 4.1 **Public Voice Service:**

- (a) Customer acknowledges that the Service is not a Public Voice Service. Customer and its Users shall not connect or seek to connect the Service to any public voice service, including the public switched telecommunications network (“PSTN”) or other voice or video services (e.g. voice over IP / SIP) unless Customer is permitted to connect the Service to the Public Voice Service in accordance with its agreement with its Public Voice Service provider.
- (b) The Customer confirms that it shall not connect the Service to a Public Voice Service in a manner that would prevent the Public Voice Service provider from complying with its obligations under Applicable Law.

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- 4.2 **Mandatory Accompanying Services and Technical Prerequisites:** In order to receive the Service, Customer must provision and maintain the Mandatory Accompanying Services and/or Technical Prerequisites set out in these Service Specific Terms and which may be specified in the Statement of Work and/or Service Specification.
- 4.3 **Third Party Provider:**
- (a) Customer shall be aware that Vodafone will provide the Service through the use of a third party supplier. Customer agrees to the Third Party Provider's User License Terms.
  - (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 manufacturer. Failure to accept such terms and conditions may mean that Customer is unable to access the Service.
  - (c) Teams Application will be provided by a Third Party Provider. If the Third Party Provider terminates Customer's right to use the Service Element, Vodafone will be excused from liability related to failure to deliver the relevant Service.
  - (d) Vodafone may use a Third Party Provider or Vodafone Group Company that has the necessary authority to provide a Service Element where required by Applicable Law.
  - (e) Vodafone may novate any Customer Agreements as required in order to comply with Applicable Law.
  - (f) The Licensors shall have the benefit of any provisions in these Service Terms which confer a right or benefit on the Licensor and each Licensor shall be entitled to enforce each such provision subject to and in accordance with the terms of the Order. Except as set out in this clause and the Customer Agreement, a third party that is not a party to the Order has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Order.
  - (g) 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 a Licensor suspends or interrupts the provision of Service or a Third Party Provider has to suspend the Service in order to comply with any Applicable Law, regulation or code of practice or any order, instruction or request of a competent governmental, regulatory or other authority or of a Licensor.
- 4.4 **Emergency Calls.**
- (a) Emergency calls will be provided via the associated mandatory public voice service. Where this is provided by Vodafone, the following provisions apply.
  - (b) **Availability.** Customer acknowledges that the Service, the quality, performance and available features of the Service and any Equipment or Customer Equipment may be affected by: (i) the quality and speed of the internet connection; and (ii) other usage on the internet connection; and the Service will not function in the event of a power failure.
  - (c) **User Location.** Vodafone will register Customer's Site address(es) provided by Customer during the Order on-boarding as the location where the Service will be used. Customer warrants that the Site addresses provided to Vodafone are accurate. These physical Customer Site location(s) will be used to notify the emergency services of the Users'/devices' location. When calling emergency services, the User should always state their location promptly and clearly as emergency operators may not have this information and the call may not be automatically routed to the nearest emergency services operator. Customer acknowledges that the Service may not be reliable to ensure that emergency services have Users' accurate location and agrees that an alternative method should be available for contacting the emergency services.
  - (d) **Changes to Location.** Customer must give Vodafone at least 15 days' notice via the Service Desk of any change to the location of any User/device from which Services are accessed and/or who has been allocated a Number and of any change to the relevant Customer Site address information. If the address for any Number is not accurate it may not be possible for emergency operators and authorities to automatically identify the location of the User of the Service.

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- (e) **Calling Line Identification (“CLI”).** As Customer configures Numbering capability on the Service independently of Vodafone, Customer will ensure that Customer Equipment transmits CLI that matches the geographic location of the endpoint / User, or is otherwise compliant with Applicable Law. The CLI must be configured so that the Public Safety Answering Point (‘PSAP’) can call back to the calling User in the correct location. If Customer Equipment is not configured properly, the Customer acknowledges that the PSAP may not be able to automatically identify the location of the User of the Service.
  - (f) **Equipment.** Customer acknowledges that it will not be possible to call emergency services using Equipment or Customer Equipment that: (a) is faulty or has been decommissioned or (b) the Customer has configured the equipment so that there is a Number bar or block applied to it.
  - (g) **Cross-Border use.** Customer acknowledges that it will only be possible to access the UK emergency services. Customer acknowledges that Vodafone is not providing termination services to emergency services cross-border. Further, Customer acknowledges that the geographic origination of a Number and/or Customer’s PBX will determine the routing of a call to the emergency services and a User may not be able to access domestic emergency services if accessing the Service in another country.
  - (h) **Suspension.** Customer acknowledges that the emergency services may not be available if the Service is suspended or is terminated pursuant to the terms of the Customer Agreement. Customer should endeavour to provide alternative means to support calls to emergency services in the event that the Service is unavailable.
  - (i) **Notifying Users.** Customer agrees to ensure all Users and potential Users acknowledge and agree to the limitations of calling the emergency services using the Service and are advised of alternatives.
  - (j) Notwithstanding anything included in the General Terms, Customer shall indemnify Vodafone from any losses incurred by Vodafone as a result of Customer’s failure to comply with this clause regarding Emergency Calling. For clarity, this clause shall apply in the event of any act or omission by Customer in violation of the terms of this clause or Vodafone provided guidance, that prevents or otherwise limits effective Emergency Calling for any User.
- 4.5 Voice Traffic and Number Management:** Customer may use the Service to send voice traffic from the Teams Application to the Public Voice Service.
- (a) The Customer shall not be allocated numbers through this Service. The Customer shall be allocated numbers through the mandatory Public Voice Service, and may point these numbers to the Customer’s Teams Application, and present these numbers as the CLI for calls originated on the Customer’s Teams Application.
  - (b) The Customer shall only configure CLI for outbound calls that have been provisioned to the Customer by their Public Voice Service provider for use with the Service and the Customer’s Teams Application.
  - (c) The Customer will not at any time manipulate or otherwise change or mask the network CLI of outbound calls. The Customer will always match the numbers provisioned through the Public Voice Service. To the extent the Customer wishes to use a Customer provided presentation number for outbound calls from the Teams Application, this must be agreed with Vodafone in advance.
  - (d) To the extent the Customer configures CLI for outbound calls from the Teams Application, the Customer shall comply with all Applicable Law associated with the use of those numbers, including respecting any geographic restrictions that may apply to the use of those numbers.
  - (e) If the Customer does not comply with these conditions, Vodafone or the Public Voice Service provider may block any voice traffic originating from the Teams Application.
- 4.6 User’s Content:** Customer: (a) is responsible for anyone Customer allows to use the Services, including payment obligations, whether to Vodafone, Vodafone Group Companies, or to third parties (such as providers of content, goods, or services); (b) shall not, and shall not permit Users to, use the Service to share content (including, but not limited to, graphics, text, voice, sound, data, documents and other media) that is contrary to Applicable Law in each country where such content is shared; and (c) may not resell, distribute, provide, or sub-licence the Services

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to any third party. Unless provided by Vodafone as part of the Service, Vodafone is not responsible for any content, goods, or services that are accessed, downloaded, or transmitted by Customer through use of the Services.

- 4.7 **Usage Obligations:** Customer will not modify, redistribute, or copy the Service, nor allow any third party to do so; or use or permit the use of the Service for the benefit of any third party, including on a “service bureau” basis (and if it becomes aware of any such event Customer must inform Vodafone immediately).
- 4.8 **Customer Changes:** If Customer wishes to make any bespoke change to the Service (other than configurations) (“**Customer Changes**”), then Customer may order professional services from Vodafone upon terms agreed in the Order. Alternatively, Customer may carry out such change itself or use a third party subject to the following terms: (i) no Customer Changes may be used in a live environment without Vodafone’s prior written consent, not to be unreasonably withheld or delayed; (ii) Customer Changes must be developed and tested in a test and development environment provided by Vodafone at Customer’s cost; and (iii) all Customer Changes must be developed in accordance with Microsoft software development kit (SDK) or such other methodology and standards as Vodafone may reasonably notify to Customer from time to time.
- 4.9 **Software Use:** Customer will not: (i) except to the extent that Applicable Law requires a provider to give Customer permission to do so, directly or indirectly, reverse engineer, decompile or disassemble the Software in any manner; (ii) copy, rent, lease, distribute, pledge, assign or otherwise transfer or encumber rights to the Software to any third party; or (iii) remove any proprietary notices or labels from the Software. All Intellectual Property Rights in the Software, programming tools, methodology, reports, designs, drawings, diagrams, images and any other Materials provided by Vodafone and/or its Licensors remain the exclusive property of Vodafone and/or its Licensors. Customer will not use the Service to engage in the manufacture, use, distribution or transfer of counterfeit, pirated or illegal software. In the event that Customer becomes aware that any of its employees or agents have used the Service for any such activities (whether in the course of their duties or otherwise), Customer will inform Vodafone immediately to the extent that Customer may do so in accordance with Applicable Law. Customer must (i) at all times take reasonable precautions to protect any apparatus, equipment and/or hardware on which Software is loaded from unauthorised use; (ii) not, and must not try to, avoid, defeat, bypass, remove or deactivate any security measures included in the Software, including those that restrict its functions; (iii) not use the Service or Software in hazardous environments requiring fail-safe performance in which failure could lead to death, personal injury or severe physical, property or environmental damage; and (iv) not separate the components of the Software by installing them on different servers, or by upgrading or downloading them at different times.
- 4.10 **Microsoft Software Licences:** Customer must obtain directly from Microsoft (or a suitable licenced reseller) the necessary Microsoft software licences as specified in Customer specific design documentation. Vodafone will not be responsible for any performance issues with the Service caused by Customer not having the necessary Microsoft software licences. Customer must advise Vodafone prior to any Order being placed for the Service that it has a sufficient number of relevant Microsoft software licences to receive the service.
- 4.11 Vodafone shall, in addition to any other rights and remedies of Vodafone, be entitled to terminate these Service Specific Terms and/or any Order for the Service in whole or on part with immediate effect by giving written notice of such termination to Customer if:
- (a) any agreement between Vodafone and a Licensor which relates to the Service is terminated; and
  - (b) any agreement between Vodafone and a Licensor is varied in a manner that means Vodafone can no longer comply with any material provision of this Agreement.

## 5. Data Protection

- 5.1 Vodafone shall act as Data Controller save:
- (a) where Vodafone Processes any User Personal Data in respect of the SBC Service; (the “Processor Services”).
- 5.2 Vodafone shall act as Data Processors in respect of the Processor Services, The remainder of this clause 5 shall apply only in respect of the Processor Services.
- 5.3 Vodafone (and their subcontractors):

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- (a) may Process User Personal Data for: (i) provision and monitoring of the Service; or (ii) any other purpose agreed between the parties subject to Customer's prior written consent. Additional instructions require prior written agreement and may be subject to Charges. Customer shall ensure that its instructions comply with Applicable Laws.
  - (b) may use User Personal Data to create statistical data and information about service usage and devices that does not identify a User.
  - (c) may engage another processor (a "Sub-Processor") to carry out processing activities in the provision of the Services or to fulfil certain obligations of Vodafone under the Agreement. Vodafone shall inform the Customer of changes to Sub-Processors where Vodafone is required by Applicable Privacy Law by (i) providing at least ten (10) Working Days' prior notice, or (ii) listing the new or replacement Sub-Processor on [www.vodafone.co.uk](http://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 5 to the extent required by Applicable Privacy Law and that the Sub-Processor is carrying out the relevant processing activities. Vodafone shall remain liable to the Customer for the performance of that Sub-Processor's obligations.
  - (d) may retain the User Personal Data for as long as is required to deliver the Service and shall destroy or return (at Customer's option) User Personal Data in its possession upon termination of the Agreement, save where Customer opts for Vodafone to retain User Personal Data subject to a new hosting agreement.
  - (e) shall limit access to User Personal Data to those necessary to meet Vodafone's obligations in relation to the Service and take reasonable steps to ensure that they: (i) are under an appropriate statutory obligation of confidentiality; (ii) are trained in Vodafone's policies relating to handling User Personal Data; and (iii) do not process User Personal Data except in accordance with the Customer's instructions unless required to do so by Applicable Law.
  - (f) shall (i) provide appropriate technical and organizational measures for a level of security appropriate to the risks that are presented by Processing; and (ii) comply with the security requirements contained in the Vodafone information security policies based on ISO 27001;
  - (g) shall (i) provide Customer with such information, assistance and co-operation as Customer may reasonably require to establish compliance with Applicable Privacy Law including any personal data breach notification; (ii) without undue delay, notify Customer of any unauthorised access to User Personal Data of which Vodafone becomes aware, which results in loss, unauthorised disclosure or alteration to the User Personal Data; and (iii) where required by Applicable Privacy Law and requested by the Customer (prior to the processing), provide the Customer reasonable assistance to carry out a privacy impact assessment of the Services and any prior consultation of the relevant supervisory authority.
- 5.4 Audit:** Customer shall with respect to any right of audit, including inspections, which they may have under Applicable Privacy Law relating to data protection, agree to exercise such right as follows: (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 5.4 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 5.

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

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## Service Specification

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**[AVAILABLE ON REQUEST]**

# Vodafone One Net Enterprise featuring Microsoft Teams Direct Routing Service



## Service Levels

Enterprise Customers

### 1. Support Service

- 1.1 Support Service: Vodafone will provide Customer with Support Service for the Service Elements ordered by Customer.
- 1.2 Support Parameters: Support Service is available in English only. Support Service is available as shown below:

Support Service	Service Cover Period
Incident Management for Priority 1 (including access to emergency service), & 2 Incidents,	24/7
Incident Management for Priority 3 & 4 Incidents	Working Hours
Service Request Fulfilment	Working Hours

Incidents may be reported at any time during the Service Cover Period; however, Incident Resolution will only occur during Working Hours for Priority Level 3 and 4 Incidents.

- 1.3 **Contact:** Customer must appoint primary and secondary points of contact responsible for accessing the Support Service and communicating with Vodafone during the relevant Service Cover Period. Customer will inform Vodafone, and keep Vodafone up-to-date with the appointed individuals' identity and level of access.
- 1.4 **Conditions:** Customer will: (a) reimburse Vodafone for reasonable expenses associated with a Customer Site visit or for other actions taken when Customer has reported an Incident caused by an Excluded Event; and (b) permit Vodafone to interrupt the Service at the Customer Site to resolve a Priority Level 1 or 2 Incident (or the Incident will be downgraded to a Priority Level 3 Incident).
- 1.5 **Planned Works:** Vodafone may temporarily interrupt the Service to carry out Planned Works. Vodafone will notify Customer in advance of any Planned Works. "Planned Works" means planned Vodafone-initiated changes to the Service or Equipment (for example, to carry out essential maintenance or upgrades).

### 2. Service Level Objectives

- 2.1 **Applicability:** Service Level Objectives apply from the Service Commencement Date depending on the Service Level measure, unless stated otherwise.
- 2.2 **Excluded Events:** Vodafone is not responsible for failure to meet Service Level if the Service Level is affected by an Excluded Event.

### 3. Service Availability

- 3.1 **Calculation:** Percentage Availability is calculated as:  $(A - B)/A \times 100$ . "A" equals the number of whole minutes in the Annual Measurement Period. "B" equals the number of whole minutes when the Service is Unavailable in the Annual Measurement Period.
- 3.2 **Service Levels:** The following Availability Service Level Objective applies:

Service Type	Service Availability (Percentage or P)
Availability of the Service, Availability of connectivity to the core Vodafone PSTN Network is included, but calls to any specific destination(s) are excluded.	99.9%



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## Service Levels

Enterprise Customers

### 4. Priority Incidents

4.1 The following Priority Level definitions apply to the Service:

Priority Level	Priority Level definitions
1	Total loss of service (SBC platform or network connectivity) impacting a Customer meaning: <b>a)</b> complete service failure, i.e. all of the Service ; <b>b)</b> complete failure of supplier provided any service component <b>c)</b> any failure that compromises access to emergency services
2	a) Partial loss of a Service or degradation of a Service Element to a Customer but which does not represent a total loss of the Service including but not limited to: b) partial failure of the Service (i.e. Service unavailable for 50% or more of a Customer's users); c) loss of capacity >25% of Service to Customer's users
3	a) Degradation of Service component's performance, including: <ul style="list-style-type: none"> <li>Partial loss of Service</li> <li>Loss of capacity 5-25%</li> <li>Minor performance degradation; or</li> </ul> b) Degradation of Service components impacting <10% of Customer's user base; or c) High / medium risk events identified (with potential to cause Priority 1 or 2 Incidents if proactive work not undertaken to resolve/fix) but currently non-impacting to Customer.
4	a) Degradation of a Service component's performance for Customer, including: <ul style="list-style-type: none"> <li>Minor loss of capacity &lt;5%;</li> <li>Not directly impacting the Service or exceeding the Service Levels; or</li> </ul> b) Low risk event/s identified (with potential to cause Priority 3 Incidents if proactive work not undertaken to resolve/fix) but currently non-impacting to Customer.

### 5. Incident Resolution Times

5.1 For Priority Level 1 and 2 Incidents, the Incident Resolution Time is calculated as the number of whole hours between the time Vodafone issues a Trouble Ticket and the time Vodafone confirms to Customer that the Incident is resolved.

Priority Level	First Response	Incremental Updates	Incident Resolution Time
1	30 minutes	60 minutes	4 hours
2	60 minutes	2 hours	8 hours
3	2 Working Hours	24 Working Hours	24 Working Hours
4	24 Working Hours	72 Working Hours	7 calendar days

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## Mandatory Accompanying Services and Customer Prerequisites

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### 1. Mandatory Accompanying Services

1.1 In order to receive the Service, Customer must:

- (a) have purchased, or purchase from Vodafone under a separate agreement either Vodafone Evolved Hybrid Voice, or other Vodafone approved PSTN or Public Voice Service; and
- (b) purchase under a separate agreement and maintain the required level of licensing including
  - (i) Office 365 Tenant (Exchange Online, SharePoint Online, Teams); and
  - (ii) Microsoft Teams with Phone System licensing.

1.2 If Customer fails to purchase or maintain the Mandatory Accompanying Services, Vodafone may terminate the Service and charge Customer any applicable Recovery Charge.

### 2. Customer Prerequisites

2.1 Customer must provision and maintain Customer network, technology systems, services and/or products as set out below (“**Customer Prerequisites**”) to receive Service. Vodafone is not responsible for any performance or non-performance issues with the Service caused by the Customer Prerequisites or Customer failing to comply with the Customer Prerequisites. If Customer fails to provision or maintain the Customer Prerequisites, Vodafone may terminate the Service and apply a Recovery Charge.

- (a) Internet Access: As the Microsoft Teams Direct Routing service is a public cloud based application, the customer must establish and maintain a suitable internet connection as follows:

Parameter	Requirement
Bandwidth	Total bandwidth required by a Customer Site varies based on the number of Users, concurrent voice/video/IM sessions, conferencing, codecs and several other parameters such as other customer generated internet traffic outside of this Service. Vodafone will advise Customer on total bandwidth requirements for the Service.
Network Performance	Vodafone requires following values for optimum voice/video quality over WAN: <ul style="list-style-type: none"><li>• One-Way delay &lt; 150 ms</li><li>• Packet Loss &lt; 1%</li><li>• Jitter &lt; 10 ms</li></ul> Above parameters assume 160 Bytes (20 ms packetisation) packet size

- (b) Microsoft Teams Direct Routing should be no further than 3500km from the SBC. The latency of light in a fibre optic cable is around 4.9 microseconds per kilometer .Working on a 3500km example, the Round-Trip Time at best is 34.3 milliseconds. The media traffic must pass through a Microsoft Teams Direct Routing Media Processor or Transport Relay before getting to the Microsoft Teams Direct Routing SBC. Microsoft recommend latency should be <60ms from the customers network perimeter to the Microsoft Teams Direct Routing service and <100ms from a client endpoint.
- (c) Customer must provide Vodafone with access to Customer’s Microsoft Teams tenant for Vodafone to run an automated billing feed. Customer will enable this access by providing Vodafone and its Third Party Supplier with an Office 365 Admin account with the Teams Communications Support Specialist role that has two factor authentication disabled on the account. Vodafone will then schedule a PowerShell script

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## Commercial Teams

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The following definitions are applicable to the Services:

<b>Acknowledged</b>	a confirmation given to Customer that a particular service request or Incident being raised is valid and the provision to Customer of a unique reference for it.
<b>Annual Measurement Period</b>	the period of twelve months from the Service Commencement Date or each anniversary of the Service Commencement Date thereafter (or a period of twelve months as otherwise agreed between the Parties).
<b>Authority</b>	means those governments, agencies, courts of law, and professional and regulatory authorities including National Regulatory Authorities (“NRAs”) that supervise, regulate, investigate, or enforce Applicable Law.
<b>Availability</b>	the percentage of time the Service is available at each Customer Site for use in an Annual Measurement Period calculated as set out the Service Availability Service Level.
<b>CLI</b>	means calling line identification
<b>Configuration(s)</b>	any change to the Service made through the User or administration self-serve portals and which does not involve the implementation of any code.
<b>CSD</b>	a Customer Solution Design document prepared specifically for Customer by Vodafone that contains details of the Service Customer is taking, including an implementation plan.
<b>Excluded Event</b>	<p>any of the following:</p> <ul style="list-style-type: none"> <li>(a) a fault or incident with any Vodafone service other than the Service purchased under these Service Specific Terms;</li> <li>(b) a fault or incident in, or any other problem associated with, non-Vodafone-supplied power, any Customer Equipment, non-maintained structured cabling or other systems or networks not operated or provided by Vodafone;</li> <li>(c) a fault or incident caused by Customer’s negligence, act or omission or that of any third-party not within Vodafone’s direct control;</li> <li>(d) Customer not performing or a delay in performing any of Customer obligations or conditions of use set out in the Agreement;</li> <li>(e) a fault, incident or delay that arises as a result of a request by Customer for an expedited delivery of the Service;</li> <li>(f) Customer requesting Vodafone to modify a Customer Site, or test one although no Incident has been detected or reported in accordance with these Service Specific Terms;</li> <li>(g) Service suspension or a Force Majeure event in accordance with the General Terms;</li> <li>(h) the inability or refusal by a Third Party Provider to provide the access circuit at a Customer Site;</li> <li>(i) a Configuration change in the process of implementation;</li> <li>(j) an Outage;</li> </ul>

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	<p>(k) any degradation of performance that is caused by, or for any fault in, the access circuit that occurs as a result of, or in connection with, technical limitations beyond Vodafone's control;</p> <p>(l) where a service rebate is claimed for late repair, the unavailability period relevant to this claim, will be excluded from the cumulative annual Service Availability calculation;</p> <p>(m) a fault or incident caused by failure at any other Customer Site;</p> <p>(n) Vodafone being unable to access or being delayed in accessing the Customer Site (where a Customer Site visit is required) due to reasons outside its control, including, inclement weather or Customer's refusal to admit Vodafone; or</p> <p>(o) any other circumstances caused by events for which Vodafone is not liable in accordance with the terms of the Agreement.</p>
<b>Incident</b>	any fault, incident or problem which affects the Service provided to Customer, excluding any fault, incident or problem with any other Vodafone service purchased under separate service specific terms, and reported to Vodafone.
<b>Incident Management</b>	means the end-to-end management of Incidents by Vodafone.
<b>Licensors</b>	Microsoft, 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.
<b>Materials</b>	materials, data, software, equipment, brands, logos, trademarks, any graphics, text, sound, data and work and includes other materials belonging to a party.
<b>Media Processor</b>	is a public facing component that handles media in non-bypass cases and handles media for voice applications. Media Processors are always in the path for end user non-bypassed calls, but never in the path for bypassed calls. Media Processors are always in the path for all voice applications.
<b>Outage</b>	as described in the Service Levels.
<b>Professional Services</b>	additional services as required by Customer as set out in the Commercial Terms and/or Order.
<b>Public Voice Service</b>	means public switched telephony network (PSTN) service and SIP services, that are capable of originating and terminating voice calls to and from public telephone numbers.
<b>Resolve or Resolution</b>	the exercise by Vodafone of its reasonable endeavours to repair the root cause of an Incident, or to implement a workaround.
<b>Round-trip Delay (RTD) or Round-trip Time (RTT)</b>	is the length of time it takes for a signal to be sent plus the length of time it takes for an acknowledgement of that signal to be received.
<b>Session Border Controllers (SBC)</b>	means devices regularly deployed in VoIP networks to exert control over the signalling and usually also the media streams involved in setting up, conducting and tearing down voice or video sessions or other interactive media communications. In this Service the Session Border Controller is configured to

# Vodafone One Net Enterprise featuring Microsoft Teams Direct Routing



## Commercial Teams

Vodafone Business Customers

	provide Direct Routing functionality between a customer's Microsoft Teams Direct Routing environment and a PSTN access product.
<b>Service Level(s)</b>	the service levels which apply to the provision of the Service as set out in the Service Levels schedule.
<b>Service Level Objective or SLO</b>	means the performance Vodafone expects to provide, without associated Service Levels
<b>Statement of Work or SOW</b>	the statement of work which is prepared for Customer by Vodafone that contains further detail of the Service.
<b>Teams Application</b>	refers to the software that resides on a piece of user equipment such as the desktop application, the web application on a users computer or the mobile app installed on a smartphone.
<b>Transport Relay</b>	is used to connect to the closest Transport Service to send real time traffic. Transport Relays might or might not be in the path for bypassed calls--originating from or destined to end users--depending on where the user is and how the network is configured.
<b>Trouble Ticket</b>	means a record of an Incident with a unique reference allocated to it that is used for all subsequent updates and communications.
<b>Unavailable or Unavailability</b>	means Customer's inability to access the Service types as set out in these terms for reasons other than an Excluded Event.