

Service Specific Terms

Small Business (SMB) Prime Contact Service

Enterprise Customers



1. The Service – Overview

- 1.1 The Vodafone prime contact service (the “**Prime Contact Service**”) provides Customer with a Prime Contact to service the Customer’s account. The term “**Service**” or “**Services**” in these Service Specific Terms means the Prime Contact Service.

2. Service Term Structure

- 2.1 In addition to these Service Specific Terms, the following documents govern Vodafone’s supply of the Service and form part of the Agreement, applying in the order of precedence set out in the General Terms:
- (a) the Commercial Terms;
 - (b) applicable Price Plan Guide(s);
 - (c) the General Terms;
 - (d) the Mobility Service Terms as set out at www.vodafone.co.uk/terms;
 - (e) the Order, which confirms the Service Elements selected by/for Customer; and
 - (f) any applicable policies and guidelines, as provided from time to time by Vodafone.

3. The Service

- 3.1 Vodafone shall assign a Prime Contact to service Customer’s account as set out in these Service Specific Terms. All calls and web chats made from Customer’s Users and technical team to the Prime Contact Services Team shall be routed to the Prime Contact or their deputy (as applicable).
- 3.2 The Prime Contact Services Team shall be responsible for the following general activities during Working Hours:
- (a) support for general account and billing queries, including tariffs, data add-ons, international /roaming, changes of User ownership, address changes, credits, and Network connectivity issues;
 - (b) support following notification of lost and/or stolen Equipment including suspension of numbers; and
 - (c) cancellations, where agreed,
- 3.3 The detailed functionality and limitations of the Prime Contact Service shall be at the discretion of Vodafone.

4. Service Specific Conditions of Use

4.1 Access to the Prime Contact Services Team:

- (a) The Prime Contact Services Team may be accessed and utilised only by approved persons of the Customer.
- (b) Customer acknowledges and agrees that Vodafone shall not be required to undertake additional verification to confirm whether any individual has authority from Customer to utilise the Prime Contact Services Team.

4.2 Customer Contact Management:

- (a) The Prime Contact Services Team shall provide the Prime Contact Services during Working Hours in accordance with the table below. Outside of Working Hours, Customer’s calls shall be automatically re-routed to the main Vodafone Customer Management Centre.
- (b) Users will receive a reference number when making a request, and can use this to track activity.
- (c) Customer shall only contact the relevant helpdesks via the numbers set out in the ‘Contact Number’ column in the table below:

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Working Hours	Helpdesk / Platform	Prime Contact Services Available	Contact Number
Monday to Friday 8:00am – 8:00pm Saturday to Sunday 9:00am – 6:00pm (excluding Bank Holidays)	Prime Contact Services Team or Prime Contact	All Customer care services. General enquiries including lost/stolen phones. Technical support for Mobility Service and Bearer Services incidents and queries.	Customer's telecommunications managers and administrators - dedicated support team number (provided at on boarding) Users shall call 191 from mobile (free call) or 03333 043 333 from a landline or 07836 191191 from abroad.
At all other times not set out above	Vodafone Customer Management Centre	Reporting lost/stolen phones (including barring of service), Bearer Services incidents and Mobility Service incidents.	191 from mobile (free call) or 03333 043 333 from a landline and 07836 191191 from abroad.

4.3 Applicability of Service:

- (a) The Prime Contact Service will apply to Customer's account only to mobile voice numbers that take the Prime Contact Service on Customer's account whether through Customer's Price Plan or purchased as an optional add-on.
- (b) If Customer's account mobile voice number does not take the Prime Contact Service, these shall be managed by the Vodafone Customer Management Centre.
- (c) Where Customer's account mobile voice numbers are provisioned with the Prime Contact Service, Customer's mobile broadband Connections will also be included.
- (d) Should a Customer's mobile voice number enabled for Prime Contact Service make contact with the Prime Contact Services Team on behalf of a User who is not enabled for the Service, they may be transferred to the Vodafone Customer Management Centre for resolution.
- (e) For mobile voice numbers that are enabled for the Prime Contact Service as an add-on to Customer's services, the Service will be contracted for a minimum of 3 months and thereafter on a 30 day rolling basis.
- (f) Where the Prime Contact Service is an inclusive part of a Customer's Price Plan and not as an optional add-on, it may not be removed.

4.4 Customer Obligations: Customer shall:

- (a) deliver appropriate information to all Users using the Prime Contact Service setting out the scope of the Service; and
- (b) create and utilise budget codes relating to the Service.

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Definitions



The following definitions are applicable to the Service:

Prime Contact	The advisor in the Prime Contact Services Team assigned to Customer's account.
Prime Contact Services Team	A UK-based service desk dedicated to supporting the Customer as set out in these Service Specific Terms.
Vodafone Customer Management Centre	The call-centre available for certain customer services outside of Working Hours.
Working Hours	Between 8am and 8pm, Monday to Friday, and between 9am to 6pm, Saturdays to Sunday, excluding any public holiday in England. Any measurement of Working Hours shall be calculated between these hours.