

Service Specific Terms



Tiered Support Services

Enterprise Customers

[NOTE: Tiered Support Service Services are available as at 31 March 2018 for: VONE-C, IPVPN, LAN/WiFi, Ethernet - Dedicated, Ethernet - Wireline, Ethernet - VPN, SIP - Converged Evolved Voice, VONE-M, Dedicated Internet Access (DIA), SIP Converged Hybrid Voice, WAN Anywhere, Vodafone Enterprise Broadband (VEB), Indirect Voice Calls and Lines, PSN Connect.]

1. The Service - Overview

1.1 The Vodafone tiered support services (the “**Tiered Support Services**”) are made available to Customer by Vodafone in respect of certain Services.

2. Service Term Structure

2.1 These Service Specific Terms set out the standards of support available in respect of the Services to which these Tiered Support Services apply.

3. The Tiered Support Services

3.1 The Tiered Support Services are divided into six Tiered Support Service “families”, aligned to ITIL standards.

3.2 The six 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);
- (d) Change Management Support Services (clause 10);
- (e) Service Level Management (clause 11); and
- (f) Financial Management (Billing) Support Services (clause 12).

3.3 Unless otherwise specified in the Commercial Terms or an Order, the Tiered Support Services are delivered in the English language.

4. Support Services Tiers

4.1 Within each Tiered Support Service “family” there are three tiers of support: Foundation, Enhanced and Premium. The Foundation tier forms part of the standard Service provided by Vodafone. Enhanced and Premium tiers offer additional Customer benefits.

4.2 Request Fulfilment and Incident Management Support Services form an essential part of the Service offered by Vodafone and both must have the same tier of Support Services. Problem Management, Service Level Management, Change Management and Financial Management (Billing) Support Services may have different tiers.

4.3 The tier that Customer has chosen for each Tiered Support Service “family” will apply across the Services delivered under this Agreement, throughout the Minimum Term relevant to each Service.

4.4 Any change to the tier during the Minimum Term relevant to each Service may be made in accordance with the table below:

Tier at Service Commencement Date	Request for change to Tier during the Minimum Term	Permitted	Customer to give Vodafone 30 days' written notice	New Order required to set out associated changes to Charges
Foundation	to Premium or Enhanced	Y	Y	Y
Enhanced	to Foundation	N	N/A	N/A

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Tier at Service Commencement Date	Request for change to Tier during the Minimum Term	Permitted	Customer to give Vodafone 30 days' written notice	New Order required to set out associated changes to Charges
	to Premium	Y	Y	Y
Premium	to Foundation	N	N/A	N/A
	to Enhanced	Y	Y	Y

5. Service Request Catalogues

- 5.1 Vodafone may make one or more "Service Request Catalogues" available to Customer through its online portal at OnePortal ("**Portal**"). Service Request Catalogues contain information about the Tiered Support Services and Service Requests, including those Service Requests that will be self-serviced by Customer and those that will be serviced by Vodafone, broken down by Service. In addition, the Service Request Catalogues may contain details, such as service cover periods and SLTs, which are specific to individual products.
- 5.2 Any Service Request Catalogue information made available to Customer is provided for guidance only; it is not binding on Vodafone does not form part of this Agreement.
- 5.3 Without prejudice to the General Terms, Vodafone may change the information contained in the Service Request Catalogue at its discretion, via a catalogue update, provided that the changes do not materially affect the nature of the Tiered Support Services delivered to Customer. Changes may include (but shall not be limited to) the addition or removal of communication channels indicated in a Service Request and/or changes to the country or location from which Tiered Support Services are delivered. Such changes shall not be deemed to be of detriment to Customer.

6. Service Specific Conditions of Use

- 6.1 Customer's Service Desk is the service desk provided by Customer that will be the initial point of contact between Vodafone and Customer, in relation to the Tiered Support Services.
- 6.2 Customer shall nominate, and notify Vodafone of, one or more points of contact that shall be the primary management interface between Customer and Vodafone and who shall have the authority contractually to bind Customer for the purpose of enabling Vodafone to deliver the Tiered Support Services.
- 6.3 If Vodafone's performance of its obligations in relation to the Tiered Support Services is prevented or delayed by any act or omission of Customer, its agents, subcontractors, consultants or employees, Vodafone shall not be liable for any costs, charges or losses sustained or incurred by Customer that arise directly or indirectly from such prevention or delay.

7. Service Request Fulfilment Support Services

- 7.1 **Support Services Summary:** Vodafone shall manage the lifecycle of a Service Request for a Service to which these Tiered Support Services apply.

7.2 Support Services Deliverables:

(a) **Service Request Acknowledgement: Response and Acknowledgement**

Deliverable	Contact method	Foundation SLT	Enhanced SLT	Premium SLT
Vodafone Initial Response	Email	Service available not	Near Instant	Near Instant

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Vodafone Service Request Acknowledgment	Email	Refer to the appropriate Service Request Catalogue	Refer to the appropriate Service Request Catalogue	Refer to the appropriate Service Request Catalogue
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(b) **Service Request Fulfilment: Standard and Extended**

Deliverable	Foundation SLT	Enhanced SLT	Premium SLT
Fulfilment of the Service Request by Vodafone – standard	Refer to the appropriate Service Request Catalogue	Refer to the appropriate Service Request Catalogue	Refer to the appropriate Service Request Catalogue
Fulfilment of the Service Request by Vodafone – extended	Service not available	Refer to the appropriate Service Request Catalogue	Refer to the appropriate Service Request Catalogue

8. Incident Management Support Services

8.1 **Summary:** Vodafone shall manage the lifecycle of Incidents with the aim, where possible of resolving each Incident.

8.2 **Support Services Deliverables**

(a) **Incident Management Response and Acknowledgement:**

Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
Vodafone will provide the means to report an Incident and provide an Initial Response by the same means.	Telephone	90% of calls answered <20 seconds	90% of calls answered <20 seconds	90% of calls answered <20 seconds
Vodafone will validate the request for an Incident Record. If the request is valid Vodafone will create an Incident Record and provide an Acknowledgment.	Telephone	No SLT	No SLT	No SLT

(b) **Incident Management Diagnosis**

Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
<p>Following an Initial Response and as part of initial diagnosis, Vodafone will:</p> <ul style="list-style-type: none"> (a) determine the Infrastructure Service or Supported System on which the incident has occurred; and (b) determine the perceived impact and urgency of the incident including assessment against the criteria for a Major Incident <p>Vodafone will route the Incident Record to the appropriate support</p>	Telephone	<30 minutes	<30 minutes	<30 minutes

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Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
function for expert diagnosis and subsequent management.				
Vodafone will provide incident updates for each Impact 1 Incident	Telephone	Service not available	No SLT	Initial update within 1 hour. Thereafter minimum of hourly or as agreed
Vodafone will provide incident updates for each Impact 2 Incident	Telephone	Service not available	No SLT	Initial update within 1 hour. Thereafter minimum of hourly or as agreed
Vodafone will contact the party raising the incident to confirm Resolution and closure.	Telephone	<24 hours from Resolution	<24 hours from Resolution	<24 hours from Resolution

8.3 Customer Major Incident Management

Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
Vodafone will attend a conference call on request for a CMI that is in progress	Telephone	Service available not	Service available not	15 minutes from receipt of request (subject to the Customer Site being included in the key site list).
Vodafone will provide enhanced structured Incident updates for Major Incidents	Telephone	Service available not	Service available not	Initial update ≤1 hour, minimum of every 30 minutes thereafter or as agreed
Vodafone will provide a Major Incident High-Level executive summary, after the Incident is resolved	Telephone	Service available not	Service available not	2 Working Days
Vodafone will provide a full Major Incident Report, after RCA of the Incident has been resolved	Telephone	Service available not	Service available not	5 Working Days

8.4 Customer Obligations

Customer shall carry out an initial analysis of any Incident reported to its Customer's Service Desk, 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 CMI 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

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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.

9. Problem Management Support Services

9.1 **Summary:** Vodafone shall manage the lifecycle of a Problem with the aim of reaching Resolution so as to minimise the impact of Incidents.

9.2 Vodafone does not offer customer specific Problem Management Support Services at the Foundation tier.

9.3 Support Services Deliverables

(a) Initial Response, Acknowledgement and Routing

Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
Vodafone will provide the means to report a Problem and provide an Initial Response by the same means.	Email	Service not available	Near Instant	Near Instant
Vodafone will validate the request for a Problem Record. If the request is valid create a Problem Record and provide an Acknowledgment.	Email	Service not available	95% <1 Working Day from receipt	95% <4 Working Hours from receipt
Vodafone ensure all Problems are routed to the appropriate technical or problem management team for Resolution	N/A	Service not available	No SLT	No SLT

(b) Problem Root Cause Analysis ("RCA") Requests

Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
Vodafone will carry out RCA on All Impact 1 Customer Incidents	N/A	Service not available	Service not available	95% <20 Working Days
Vodafone will carry out Customer specific basic trend analysis of closed Incidents	N/A	Service not available	No SLT	Service not available
Vodafone will carry out Customer specific in-depth trend analysis of closed Incidents	N/A	Service not available	Service not available	No SLT
Vodafone will coordinate RCA investigation of CMLs	N/A	Service not available	Service not available	90% <10 Working Days

(c) Problem and Incident Trend Analysis Reporting and Review

Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
On request Vodafone will provide an initial problem analysis report for those Impact 1 incidents that have repeated 3 times in any 28 day period.	Email	Service not available	5 Working Days	5 Working Days

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Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
On request Vodafone will provide an Incident RCA report which includes either the root cause found or an action plan to determine the root cause where reasonably possible for Impact 1 incidents.	Email	Service not available	10 Working Days	5 Working Days
As part of the "enhanced problem management reports pack" Vodafone will provide a high level trend analysis report.	Email	Service not available	Monthly	Service not available
As part of the "premium problem management reports pack" Vodafone will provide a low level trend analysis report.	Email	Service not available	Service not available	Monthly
As part of the "enhanced problem management reports pack" Vodafone will provide a Problem Record status report.	Email	Service not available	Monthly	Service not available
As part of the "premium problem management reports pack" Vodafone will provide a Problem Record status report.	Email	Service not available	Service not available	Weekly

(d) **Problem Management reviews: Problem and Incident Trend Analysis and Reporting**

Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
Vodafone will provide Problem Record status report review meetings.	Email	Service not available	Service not available	Weekly

10. Operational Change Management Support Services

- 10.1 **Summary:** For those Incidents and Service Requests that shall be managed under these Tiered Support Services, Vodafone shall ensure that changes to Services are recorded, evaluated, authorised, prioritised, planned, tested, implemented documented and reviewed in a controlled manner. This service is not available for Vodafone Enterprise Broadband and Indirect Voice – Calls and Lines Services.
- 10.2 At Foundation tier, a Vodafone-designated "Change Manager" will be responsible for changes and the change management process established by Vodafone from time to time. The Change Manager may be from Vodafone, Customer or a third party, dependent upon where Vodafone (acting reasonably) determines that responsibility for change governance resides.
- 10.3 Enhanced tier and Premium tier Operational Change Management Support Services are available for Vodafone hosted Core-Platform and Core-Backbone products only (for example (without limitation) IPVPN, Vone-C).

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10.4 Support Services Deliverables:

(a) Notification of Planned and Essential Operational Changes

Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
Vodafone will provide notification of a Planned Outage	Email	10 Working Days	10 Working Days	10 Working Days
Vodafone will notify Customer in advance, where reasonably possible, of the scheduling of an Essential Outage	Email	>48 hours	>48 hours	>48 hours

(b) Change Schedule Provision

Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
Vodafone will provide and maintain a Change Schedule	Email	Service not available	Weekly	Daily

(c) Change evaluation and Support

Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
Vodafone will ensure that all normal operational changes proposed by Customer, to be delivered by Vodafone are evaluated against the Service referred to in the request by the Customer and not against multiple Services (unless expressly requested by the Customer), as provided by Vodafone under these Tiered Support Service Specific Terms to ensure risks have been managed.	Telephone and email	No SLT	No SLT	No SLT
When reasonably requested by Customer, Vodafone will provide a reasonable measure of representation to Customer's change advisory board as defined in the change management process.	Telephone and email	Service not available	Service not available	No SLT
Vodafone will provide a reasonable measure of support and guidance for third parties appointed by Customer to support Customer's infrastructure, for the evaluation of the proposed operational changes to be delivered by Vodafone.	Telephone and email	Service not available	Service not available	No SLT

(d) Change evaluation and Support for Customer's Third Parties

Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
Vodafone will provide a reasonable measure of support and guidance for	Telephone and email	Service not available	Service not available	No SLT

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third parties appointed by Customer to deliver configuration changes that can impact the Availability of the Functional Services provided by Vodafone under the Agreement.				
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10.5 Customer Obligations

Customer shall provide Vodafone with an email address for correspondence and shall be responsible for keeping Vodafone updated of any change.

11. Service Level Management

11.1 **Summary:** Vodafone will seek to define, measure, report and review the performance levels of the Infrastructure Services and Tiered Support Services provided under these Tiered Support Service Specific Terms and provide and, so far reasonably practicable, monitor and improve Customer satisfaction with the quality of services delivered.

11.2 Vodafone does not offer customer specific Service Level Management Services at the Foundation tier.

11.3 Support Services Deliverables

(a) Performance Reports

Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
Vodafone will create Mid-Level reports detailing the report's format, content and SLT performance for publication of those reports for each Service that Vodafone provides	Portal/Email	Service not available	No SLT	Service not available
Vodafone will create In-Depth Reports detailing the report's format, content and SLT performance for publication of those reports for each Service that Vodafone provides	Portal/Email	Service not available	Service not available	No SLT

(b) Vodafone Service Level Management Team

Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
Vodafone will provide analysis of performance reports to identify trends, and areas for improvement in the Infrastructure Services and Tiered Support Services being provided and reported on.	N/A	Service not available	10 Working Days after Reporting Period	10 Working Days after Reporting Period
Appropriate findings resulting from analysis will be addressed in a service development plan.	N/A	Service not available	Service not available	Quarterly
Vodafone will provide performance review meetings with Vodafone service management resource.	Telephone	Service not available	Monthly	Service not available
	In person	Service not available	Service not available	Monthly

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Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
Vodafone will either itself or via an independent third party continually measure Customer satisfaction with interactions from a sample of all customers	Telephone (third party to Customer)	Service not available	Quarterly	Service not available
	Telephone	Service not available	Service not available	Quarterly
Vodafone will provide service improvement plans as are reasonably required to facilitate improvement where it is needed (at Vodafone's discretion, acting reasonably).	N/A	Service not available	No SLT	No SLT
Vodafone will maintain and update a customer support services handbook as it deems required.	N/A	Service not available	Bi Annually	Quarterly
Vodafone will work with Customer to produce and maintain a service development plan.	N/A	Service not available	Service not available	Quarterly

(c) **Business Relationship Management**

Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
Vodafone will provision regular sector review meetings with a senior manager and Customer's account manager	In person	Service not available	Service not available	Quarterly
Vodafone will provision regular futures review meetings with its nominated subject matter expert(s), senior operational manager(s) and Customer's account manager	In person	Service not available	Service not available	Bi-annually
Vodafone will provision and maintain a risk register relating to Services provided by Vodafone under these Tiered Support Service Specific Terms and conduct regular reviews and analysis of the risk register with Customer	In person	Service not available	Service not available	Bi-annually

12. Financial Management (Billing) Support Services

12.1 **Summary:** Vodafone shall produce invoices in accordance with the General Terms.

12.2 **Support Services Deliverables:**

(a) **Billing Queries**

Deliverable	Contact Method	Foundation SLT	Enhanced SLT	Premium SLT
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Vodafone will provide the means to raise billing queries and provide an Initial Response via email	Email	Near Instant	Near Instant	Near Instant
Vodafone will ensure that all billing queries received via email are Acknowledged	Email	<24 hours	<24 hours	<24 hours
Vodafone will provide the means to raise billing queries and provide an Initial Response via telephone	Telephone	90% <20 seconds	90% <20 seconds	90% < 20 seconds
Vodafone will ensure that all billing queries received via telephone are Acknowledged.	Telephone	Near Instant	Near Instant	Near Instant
Vodafone will ensure that billing queries are routed to appropriate support function	N/A	No SLT	No SLT	No SLT
Vodafone will use its reasonable endeavours to resolve billing queries	N/A	Refer to appropriate billing query in Service Request Catalogue	Refer to appropriate billing query in Service Request Catalogue	Refer to appropriate billing query in Service Request Catalogue

(b) **Performance Reports**

Deliverable	Foundation SLT	Enhanced SLT	Premium SLT
Vodafone will provide scheduled account billing reviews.	Service not available	Quarterly	Monthly
Vodafone will provide scheduled service reviews.	Service not available	Service not available	Quarterly
Vodafone will provide analysis to identify trends, and areas for improvement in the billing service being provided	Service not available	Service not available	Monthly
Vodafone will address appropriate findings, resulting from analysis, in an account billing review.	Service not available	Service not available	Monthly

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Definitions



The following definitions are applicable to the Services:

Acknowledgement	a confirmation given to Customer that a particular request or Incident raised is valid and the provision to Customer of a unique reference for it. "Acknowledge" shall be construed accordingly.
Available or Availability	sufficient features and/or functionality of a Supported System, Functional Service or connectivity service accessible to all of its users, or an agreed minimum proportion of its users, to meet or exceed requirements of Customer as agreed with Vodafone from time to time.
Change Schedule	a document that lists all approved Changes and their planned implementation dates. A Change Schedule is sometimes called a "forward schedule of change".
CMI	a "Customer major incident", being the highest category of Impact for an Incident resulting in significant disruption to the business of Customer.
Core-Backbone Product	a product incorporating core connectivity services to which multiple Vodafone customers can connect via an access network (for example Vone-C and IP-VPN services, but not LAN services)
Core-Platform Product	a product where the core systems are hosted within a third party's data centre environment, usually forming "cloud based" Functional Services or applications.
Essential Outage	an Outage that is not a Planned Outage including, but not limited to, Outages caused by a force majeure event or an act or omission of any third party which is beyond Vodafone's reasonable control.
Functional Service(s)	the application layer of a solution which provides the features and functionality that Customer requires for its users or user communities.
High-Level	a basic level of detail, to provide an overview.
Impact	a measure of the effect of an incident, problem or change on business processes. impact is often based on how service levels will be affected. Impact and urgency are used to assign priority.
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 Record	a record containing the details and lifecycle of an Incident.

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In-Depth	containing a high level of detail.
Infrastructure Service	an IT service that is not directly used by Customer's business, but is required for the provision of other IT services (for example either a Functional Service, connectivity service, hosting service or any combination thereof).
Initial Response	a first response from Vodafone to an individual raising a request or Incident, such as answering the telephone or replying to an email.
Major Incident	the highest category of Impact for an Incident. A Major Incident results in significant disruption to the business of Customer.
Mid-Level	more detail than High-Level but less detail than low-level.
Outage	the temporary unavailability of an Infrastructure Service from time to time for Vodafone to carry out maintenance or upgrades to an Infrastructure Service and/or equipment.
Planned Outage	the scheduled unavailability of an Infrastructure Service.
Problem	a cause of one or more Incidents. The cause is not usually known at the time a problem record is created, and the problem management process is responsible for further investigation
Problem Record	a record containing the details and lifecycle of a Problem.
RCA	"root cause analysis"; the activity undertaken to determine, where reasonably possible, the underlying cause of an Incident(s) or Problem.
Reporting Period	the period of time for which the Performance Report applies.
Resolution	the exercise by Vodafone of its reasonable endeavours to repair the root cause of an Incident or Problem, or to implement a workaround.
Service Request	a request from a user for information, or advice, or for a Standard Change or for Access to an IT service made in accordance with the requirements of the relevant Service Request Catalogue.
Service Request Catalogue	a type of catalogue that identifies the different types of Service Requests available to Customer for a particular Product(s). Each Service Request type will normally have its own sub-catalogue that details the

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Definitions



	Service Requests available of that type and where applicable, details of any service cover periods, SLTs, charges, or other important information.
SLT	a non-binding, indicative service level target.
Standard Change	a pre-approved Change that is low risk, relatively common and follows a procedure or work instruction. The types of Standard Changes available are listed in a Service Request Catalogue.
Supported System(s)	hardware and/or software to which the Tiered Support Services apply as set out in these Tiered Support Service Specific Terms.