

RM3808 Network Services 2

Lot 6 – Mobile Voice and Data Services



Vodafone Inclusive Value Mobile Price Plans

Public Sector

Email Message Types	Description
Group Email Notification Daily	Sends previous day's summary of SMS notifications sent for Group
Group Email Notify Per Message	Sends each notification summary of SMS notifications sent for Group
User Email Notification Daily	Sends previous day's summary of SMS notifications for individual user
User Email Notify Per Message	Sends each notification summary of SMS notifications for individual user

8.2 Technology, Equipment and Solutions Options

The following Technology, Equipment and Solutions are available to the Buyer, and where applicable at an additional charge:-

Apple Device Enrolment (Apple DEP)

Is available free of charge. Apple DEP is designed to ease Enterprise Buyers' deployment and management of large numbers of iOS (iPhone and iPad) devices. It provides streamlined set up, over the air configuration plus automated and enforced Mobile Device Management (MDM) profile deployment, please view the RM3808 Apple DEP Service Offer under Lot 6.

Samsung Knox Mobile Enrolment (Samsung KME)

Is available free of charge. Samsung KME is a zero-touch deployment service that allows Buyers to quickly enrol a large number of Samsung devices (phones and tablets) into their chosen Mobile Device Management (MDM) solution for corporate use. Once the Buyer's IT admin registers a device with the service, the device user simply has to turn it on and connect to Wi-Fi or 4G during the initial device setup process. please view the RM3808 Samsung Knox Service Offer under Lot 6.

Devices

Vodafone shall provide or offer for purchase to the Buyer a choice of mobile devices and applicable charges for connection to the Services. The choice of devices shall regularly be updated and published in the Public Sector Monthly Device Price List. Mobile devices provided to the Buyer shall be unlocked at no additional charge at least thirty (30) Working Days prior to the expiry or termination of the Call-Off Contract.

8.3 Off-Site Advisor

In-Life Service resource	Charge
Off-Site Advisor	██████████

Refer to the relevant Service Offer (Vodafone Onsite-Offsite Advisor Price Plan RM3808-Lot 6- Vodafone Ltd- #034) concerning Services of a Specialist Advisor, an On-Site Advisor or and Off-Site Advisor for further details and as confirmed by the Call-Off Order Form.

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9. Definitions

The following definitions are applicable to this Service Offer;

Access Fee	A monthly or other periodic charge (as set out in this Service Offer and/or the Call Off Terms) payable by the Buyer for use of the Services.
Actual Spend	means the aggregate amount of Charges (less any fees for Equipment paid for by Equipment credit, Equipment airtime credit or cash bonus and less any credits or rebates applied to the account) incurred and paid by the Buyer in respect of the Services to which the Minimum Spend relates in the relevant Call-Off Initial Period.
Additional Service Recipients	a Buyer Group entity which is not a direct party to the Call-Off Contract, but which is named in the Call-Off Contract as a beneficiary of the Services or otherwise approved to receive the Services, and subject to Call-Off Schedule 12 (Clustering).
Add-on	Functionality that is added to a Connection with an existing price plan associated with it (e.g. an Email price plan added to a Voice price plan).
AUP	Vodafone's acceptable use policy available on request.
Buyer	The entity identified as the Buyer in the Call-Off Contract
Buyer Equipment	hardware, Software or any other tangible material not supplied by Vodafone that is used with or to access the Service. Any Equipment Buyer purchases from Vodafone shall be considered to be Buyer Equipment once title has passed to the Buyer.
Buyer Group	Buyer and any company in which Buyer has the beneficial ownership of more than 50% of the issued share capital, or the legal power to direct the general management of the company in question, either at or after the date of the Call-off Contract.
Buyer Site	as the context permits a Buyer's premises (either owned by Buyer or a third party) which Vodafone needs to access in order to deliver or install Equipment and/or to provide the Services or the location where the Services are to be provided, as set out in the Call-Off Contract.
Call-Off Contract	means the Call-Off Order Form including the requisite Service Offer(s).
Call-Off Initial Period	The initial period of the Call-Off Contract as specified in the Call-Off Order Form.
Call-Off Order Form	The completed order form used to create the Call-Off Contract.
Connection	A UK Vodafone SIM card that has been configured to attach to the Vodafone UK network, with a voice price plan and/or data plan associated with it.
Data	a data only price plan typically added to a Connection for use on a mobile broadband device, tablet, or other such device that is limited to data use only.
Device Price List	means the document produced, maintained and issued from time to time by Vodafone detailing the devices and corresponding prices then currently available for Buyers to procure from Vodafone.
Directory Enquiries	Calls to Vodafone directory enquiries numbers (118 881), calls to directory enquiry numbers (118), for internal directory enquiries (118661). These numbering codes may be updated from time to time by the regulator.
Email	a data price plan typically added to a Connection with an existing voice price plan, and sometimes called an 'Add-On'.
End Of Life	where Vodafone or a manufacturer of Equipment declares that the type of Equipment is end-of-life (or otherwise stops marketing, selling or supporting it).
Equipment	hardware, Vodafone Software, and any other tangible equipment (other than SIMs) supplied by, or on behalf of, Vodafone to Buyer for use in receiving the Services. Equipment excludes Buyer Equipment.
Fair Usage	the usage control applied by Vodafone to certain Data price plans.
GSM Gateway	any equipment containing a SIM card which enables the routing of calls from fixed apparatus to mobile equipment by establishing a mobile to mobile call.
International Calls	Calls or texts to other countries from the UK.
Migrated Connection	a mobile number already connected to the Vodafone network (not including via mobile virtual network operators) but managed by a different supplier and that is transferred to Vodafone under the Call-Off Contract.
Minimum Spend	is the sum of money set out in the Call-Off Order Form and is the minimum amount the Buyer shall pay in connection with Charges

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	during the Call Off Initial Period for Services provided by Vodafone in accordance with the Call-Off Order Form.
Off-Site Advisor	Dedicated Customer Service Advisor as detailed by the relevant Service Offer (Vodafone Onsite-Offsite Advisor Price Plan RM3808-Lot 6-Vodafone Ltd- #034), to support the Buyer with the in-life service during the Call-Off Term.
Network	the communications network together with the equipment and premises that are connected to such network and which are used by Vodafone to perform the Services.
Public Sector Traveller	enables a Buyer's organisation to work abroad worry free. Buyers can take their standard UK calls, texts and data abroad knowing how much they will be charged beforehand. 4G roaming is also now available in 150 destinations. Included in all price plans.
Premium Rate Calls	Mean non-geographic numbers, charity numbers, radio-paging services, personal numbering services, call forwarding services, premium rate services, voice short codes, directory enquiry numbers. These numbering codes may be updated from time to time by the regulator.
Roaming	The ability to make calls to other countries whilst outside of the UK
Roaming Calls	Calls or texts made and/or received within a country other than the UK.
Services	the Vodafone product(s) detailed in this Service Offer.
Service Commencement Date	the date of completion of Vodafone's testing when the Service is ready for use.
Standard List Price(s)	Vodafone's standard unsubsidised charges for equipment and services as: (1) set out on any Vodafone website; and/or (2) advised to Buyers by Vodafone; and/or (3) as are available on request from Vodafone, as amended by Vodafone from time to time.
Subsidy	any Equipment Credit provided by Vodafone to the Buyer pursuant to this Service Offer
Supplier	where used in this Service Offer or Call-Off Contract means Vodafone.
Target Spend	the amount of money specified in the Call-Off Contract for a particular Service (where applicable).
Term and Spend Commitment	As detailed in Section 2.2 Conditions of the Buyer, paragraph (o) (i) – (vii) and comprises the following terms as detailed in the Service Offer: (A) Call-Off Initial Period and (B) Minimum Spend
User	an individual end user of the Services who is approved by Buyer and who must be a permanent or temporary employee or sub-contractor of Buyer or an Additional Service Recipient unless otherwise specified in the Call-Off Contract.
User Details	a user name, password, or other access information used by a User to access the Service and/or Equipment.
VCO	Vodafone Corporate Online, the online portal provided by Vodafone used by the Buyer to place orders for additional Services and / or changes to existing Services.
Vodafone	Vodafone Limited, registered number 01471587, and registered office Vodafone House, The Connection, Newbury, Berkshire RG14 2FN.
Vodafone Software	any Software supplied by Vodafone or its licensors to Buyer (including Software embedded in any Equipment).
Voice	a price plan with circuit switch call functionality and texting.
Wi-Fi Calling	an integrated service that allows Buyer to make and receive voice calls over a wireless internet connection such as home broadband, office broadband or public Wi-Fi.

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Appendix 1 – Roaming Zones

Countries	Public Sector Traveller	Opted out of Public Sector Traveller
Austria	Europe Zone 1	Europe Zone 1
Azores	Europe Zone 1	Europe Zone 1
Belgium	Europe Zone 1	Europe Zone 1
Bulgaria	Europe Zone 1	Europe Zone 1
Canary Islands	Europe Zone 1	Europe Zone 1
Croatia	Europe Zone 1	Europe Zone 1
Cyprus	Europe Zone 1	Europe Zone 1
Czech Republic	Europe Zone 1	Europe Zone 1
Denmark	Europe Zone 1	Europe Zone 1
Estonia	Europe Zone 1	Europe Zone 1
Finland	Europe Zone 1	Europe Zone 1
France (Incl. Corsica)	Europe Zone 1	Europe Zone 1
French Guiana	Europe Zone 1	Europe Zone 1
Germany	Europe Zone 1	Europe Zone 1
Gibraltar	Europe Zone 1	Europe Zone 1
Greece	Europe Zone 1	Europe Zone 1
Guadeloupe	Europe Zone 1	Europe Zone 1
Hungary	Europe Zone 1	Europe Zone 1
Iceland	Europe Zone 1	Europe Zone 1
Ireland	Europe Zone 1	Europe Zone 1
Italy (Incl. Vatican City)	Europe Zone 1	Europe Zone 1
Latvia	Europe Zone 1	Europe Zone 1
Liechtenstein	Europe Zone 1	Europe Zone 1
Lithuania	Europe Zone 1	Europe Zone 1
Luxembourg	Europe Zone 1	Europe Zone 1
Madeira	Europe Zone 1	Europe Zone 1
Malta	Europe Zone 1	Europe Zone 1
Martinique	Europe Zone 1	Europe Zone 1
Mayotte	Europe Zone 1	Europe Zone 1
Monaco	Europe Zone 1	Europe Zone 1
Netherlands	Europe Zone 1	Europe Zone 1
Norway	Europe Zone 1	Europe Zone 1
Poland	Europe Zone 1	Europe Zone 1
Portugal	Europe Zone 1	Europe Zone 1
Romania	Europe Zone 1	Europe Zone 1
Reunion	Europe Zone 1	Europe Zone 1
Saint Martin	Europe Zone 1	Europe Zone 1
Slovakia	Europe Zone 1	Europe Zone 1
Slovenia	Europe Zone 1	Europe Zone 1
Spain (Incl. Balearic Islands)	Europe Zone 1	Europe Zone 1
Sweden	Europe Zone 1	Europe Zone 1
Albania	World Zone	Rest Of World 1
Bosnia and Herzegovina	World Zone	Rest Of World 1
Faroe Islands	Europe Zone 2	Europe Zone 2
Guernsey	Europe Zone 2	Europe Zone 2

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Countries	Public Sector Traveller	Opted out of Public Sector Traveller
Isle of Man	Europe Zone 2	Europe Zone 2
Jersey	Europe Zone 2	Europe Zone 2
San Marino	Europe Zone 2	Europe Zone 2
Switzerland	Europe Zone 2	Europe Zone 2
Turkey	Europe Zone 2	Europe Zone 2
Canada	World Zone	USA & Canada
United States	World Zone	USA & Canada
Australia	World Zone	Asia Pacific
New Zealand	World Zone	Asia Pacific
Singapore	World Zone	Asia Pacific
South Africa	World Zone	Asia Pacific
Thailand	World Zone	Asia Pacific
Anguilla	World Zone	Rest Of World 1
Antigua and Barbuda	World Zone	Rest Of World 1
Argentina	World Zone	Rest Of World 1
Aruba	World Zone	Rest Of World 1
Barbados	World Zone	Rest Of World 1
Bermuda	World Zone	Rest Of World 1
Bonaire	World Zone	Rest Of World 1
Brazil	World Zone	Rest Of World 1
British Virgin Islands	World Zone	Rest Of World 1
Cayman Islands	World Zone	Rest Of World 1
Chile	World Zone	Rest Of World 1
China	World Zone	Rest Of World 1
Colombia	World Zone	Rest Of World 1
Democratic Republic of the Congo	World Zone	Rest Of World 1
Costa Rica	World Zone	Rest Of World 1
Curacao	World Zone	Rest Of World 1
Dominica	World Zone	Rest Of World 1
Dominican Republic	World Zone	Rest Of World 1
Ecuador	World Zone	Rest Of World 1
Egypt	World Zone	Rest Of World 1
El Salvador	World Zone	Rest Of World 1
Ghana	World Zone	Rest Of World 1
Grenada	World Zone	Rest Of World 1
Guatemala	World Zone	Rest Of World 1
Guyana	World Zone	Rest Of World 1
Haiti	World Zone	Rest Of World 1
Hong Kong	World Zone	Rest Of World 1
India	World Zone	Rest Of World 1
Indonesia	World Zone	Rest Of World 1
Israel	World Zone	Rest Of World 1
Jamaica	World Zone	Rest Of World 1
Japan	World Zone	Rest Of World 1
Kenya	World Zone	Rest Of World 1
Lesotho	World Zone	Rest Of World 1

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Countries	Public Sector Traveller	Opted out of Public Sector Traveller
Mexico	World Zone	Rest Of World 1
Mozambique	World Zone	Rest Of World 1
Panama	World Zone	Rest Of World 1
Peru	World Zone	Rest Of World 1
Puerto Rico	World Zone	Rest Of World 1
Qatar	World Zone	Rest Of World 1
Russia	World Zone	Rest Of World 1
Saba	World Zone	Rest Of World 1
Serbia	World Zone	Rest Of World 1
Sint Eustatius	World Zone	Rest Of World 1
St Kitts and Nevis	World Zone	Rest Of World 1
St Lucia	World Zone	Rest Of World 1
Sint Maarten	World Zone	Rest Of World 1
St Vincent and Grenadines	World Zone	Rest Of World 1
Suriname	World Zone	Rest Of World 1
Trinidad and Tobago	World Zone	Rest Of World 1
Turks and Caicos Islands	World Zone	Rest Of World 1
Uruguay	World Zone	Rest Of World 1
US Virgin Islands	World Zone	Rest Of World 1
Taiwan	World Zone	Asia Pacific
Afghanistan	World Zone	Rest Of World 1
Algeria	Not included	Rest Of World 1
Angola	Not included	Rest Of World 1
Armenia	World Zone	Rest Of World 1
Azerbaijan	Not included	Rest Of World 1
Bahamas	Not included	Rest Of World 1
Bahrain	World Zone	Rest Of World 1
Bangladesh	World Zone	Rest Of World 1
Belarus	Not included	Rest Of World 1
Benin	Not included	Rest Of World 1
Bolivia	Not included	Rest Of World 1
Botswana	Not included	Rest Of World 1
Brunei Darussalam	Not included	Rest Of World 1
Burkina Faso	Not included	Rest Of World 1
Cambodia	World Zone	Rest Of World 1
Cameroon	Not included	Rest Of World 1
Cape Verde	Not included	Rest Of World 1
Central African Republic	Not included	Rest Of World 1
Chad	Not included	Rest Of World 1
East Timor	Not included	Rest Of World 1
Eritrea	Not included	Currently No Roaming Service Available
Falkland Islands	Not included	Rest Of World 1
Fiji	World Zone	Rest Of World 1
Gabon	Not included	Rest Of World 1
Gambia	Not included	Rest Of World 1
Georgia	World Zone	Rest Of World 1
Guam	Not included	Rest Of World 1

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Countries	Public Sector Traveller	Opted out of Public Sector Traveller
Guinea	Not included	Rest Of World 1
Guinea-Bissau	Not included	Rest Of World 1
Honduras	World Zone	Rest Of World 1
Iran	Not included	Rest Of World 1
Iraq	Not included	Rest Of World 1
Ivory Coast	Not included	Rest Of World 1
Jordan	World Zone	Rest Of World 1
Kazakhstan	World Zone	Rest Of World 1
Kiribati	Not included	Currently No Roaming Service Available
Korea	World Zone	Rest Of World 1
Kosovo	Not included	Rest Of World 1
Kuwait	World Zone	Rest Of World 1
Kyrgyzstan	Not included	Rest Of World 1
Liberia	Not included	Rest Of World 1
Macau	World Zone	Rest Of World 1
Macedonia	World Zone	Rest Of World 1
Malawi	Not included	Rest Of World 1
Malaysia	World Zone	Rest Of World 1
Mali	Not included	Rest Of World 1
Mauritania	Not included	Rest Of World 1
Mauritius	Not included	Rest Of World 1
Micronesia	Not included	Currently No Roaming Service Available
Moldova	World Zone	Rest Of World 1
Mongolia	World Zone	Rest Of World 1
Montenegro	World Zone	Rest Of World 1
Montserrat	World Zone	Rest Of World 1
Morocco	World Zone	Rest Of World 1
Myanmar	World Zone	Rest Of World 1
Namibia	Not included	Rest Of World 1
Nepal	Not included	Rest Of World 1
New Caledonia	Not included	Rest Of World 1
Nicaragua	World Zone	Rest Of World 1
Niger	Not included	Rest Of World 1
Nigeria	Not included	Rest Of World 1
Northern Mariana	Not included	Currently No Roaming Service Available
Oman	World Zone	Rest Of World 1
Pakistan	World Zone	Rest Of World 1
Palestinian Territory	Not included	Rest Of World 1
Papua New Guinea	World Zone	Rest Of World 1
Paraguay	World Zone	Rest Of World 1
Philippines	World Zone	Rest Of World 1
Republic of the Congo	Not included	Rest Of World 1
Rwanda	Not included	Rest Of World 1
Saint Helena	Not included	Rest Of World 1
Samoa	World Zone	Rest Of World 1
Saudi Arabia	World Zone	Rest Of World 1
Senegal	Not included	Rest Of World 1

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Countries	Public Sector Traveller	Opted out of Public Sector Traveller
Seychelles	Not included	Rest Of World 1
Sierra Leone	Not included	Rest Of World 1
Somalia	Not included	Currently No Roaming Service Available
Sri Lanka	World Zone	Rest Of World 1
Sudan	World Zone	Rest Of World 1
St Pierre and Miquelon	Not included	Currently No Roaming Service Available
Swaziland	World Zone	Rest Of World 1
Syria	Not included	Currently No Roaming Service Available
Tajikistan	Not included	Rest Of World 1
Tahiti	Not included	Rest Of World 1
Tanzania	World Zone	Rest Of World 1
Togo	Not included	Rest Of World 1
Tonga	World Zone	Rest Of World 1
Tunisia	Not included	Rest Of World 1
Uganda	Not included	Rest Of World 1
Ukraine	World Zone	Rest Of World 1
United Arab Emirates	World Zone	Rest Of World 1
Vanuatu	World Zone	Rest Of World 1
Venezuela	Not included	Rest Of World 1
Vietnam	World Zone	Rest Of World 1
Yemen	Not included	Rest Of World 1
Zambia	Not included	Rest Of World 1
Zimbabwe	Not included	Rest Of World 1
Andorra	World Zone	Rest Of World 2
Belize	Not included	Rest Of World 2
Bhutan	Not included	Rest Of World 2
Burundi	Not included	Rest Of World 2
Comoros	Not included	Rest Of World 2
Cook Islands	Not included	Rest Of World 2
Cuba	Not included	Rest Of World 2
Djibouti	Not included	Rest Of World 2
Equatorial Guinea	Not included	Rest Of World 2
Ethiopia	Not included	Rest Of World 2
Greenland	Not included	Rest Of World 2
Laos	World Zone	Rest Of World 2
Lebanon	Not included	Rest Of World 2
Libya	Not included	Rest Of World 2
Madagascar	Not included	Rest Of World 2
Maldives	Not included	Rest Of World 2
Sao Tome and Principe	Not included	Rest Of World 2
Solomon Islands	Not included	Rest Of World 2
Turkmenistan	Not included	Currently No Roaming Service Available
Uzbekistan	World Zone	Rest Of World 2

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Service Advisor
Public Sector

Service Offer Reference No: RM3808-Lot6-Vodafone Ltd#67

Lot(s): 6

Effective Date: 12/10/2021

Expiry Date: 12/11/2021

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Service Advisor Public Sector

1. The Service – Overview and why Vodafone

- 1.1 This Service Offer facilitates the purchase of additional levels of service support when purchased in conjunction with a Vodafone Inclusive Value price Plan under Lot6 of RM3808. The Buyer may purchase the services of a Specialist Advisor, an On-Site Advisor or and Off-Site Advisor. The features of each option are described in section 8.1 of this Service Offer.
- 1.2 Mobile voice and data Primary Services shall be delivered through Vodafone's mobile network. In November 2018, the Vodafone Network delivered 99.90% UK-wide outdoor 2G coverage, with 4G covering currently 98.90% of the UK population. The network provides a high degree of overlap and uses increased signal levels, where required, to penetrate buildings and improve service coverage In November, our customers voted us the UK's Best Mobile Network at the Trusted Reviews Awards 2018. Using named service management support will provide the Buyer with greater efficiency in making the most of their network and reduce dependency on their Account Manager.

2. Conditions on the Buyer

- 2.1 In the event of a conflict between the terms and conditions included within this Service Offer and the RM3808 Framework or Call-Off Contract, then the Framework or Call-Off Contract will take precedence.

This Service Offer is available to Buyers that meet and agree to the following criteria:

2.2 General Conditions on the Buyer

- (a) At the start of the Call-Off Initial Term and subject to Service Offer RM3808-Lot6-VodafoneLtd-#068, the Buyer must purchase a minimum of 27,000 Vodafone Inclusive Value Mobile Price Plans, which must include a minimum of 19,000 Inclusive value voice and data 2GB Sharer plans and a minimum of 8,000 Public Sector Mobile Broadband 1GB Sharer plans.
- (b) In accordance with Joint Schedule 7 (Financial Difficulties) paragraph 2.2, Joint Schedule 7 (Financial Difficulties) shall not apply to any Call-Off Contract entered into incorporating this Service Offer.
- (c) **Authorised Users:** Access by Buyer to the Services and Equipment is limited to authorised Users. If Vodafone provides each authorised User with User Details, Buyer is responsible for: (a) the security of the User Details; and (b) providing Vodafone with the identity of the authorised Users and keeping that information current. Vodafone accepts no liability for any unauthorised or improper use or disclosure of any User Details. Buyer is liable for all acts and omissions conducted using the User Details up until the time that it informs Vodafone that they are being used without authority or may be compromised.
- (d) **Additional Service Recipient:** Subject to Call-Off Schedule 12 (Clustering), in the event the Buyer wishes to add Additional Service Recipients and/or Cluster Members, then Buyer shall: (a) provide the full corporate details of the Additional Service Recipient; (b) seek approval in writing from Vodafone; (c) inform the Additional Service Recipient and/or Cluster Members of the contractual arrangements; and (d) agree to pay such additional charges as Vodafone may reasonably request in relation to the approval of such requests, subject to an in accordance with the requisite Service Offer(s).
- (e) Save as expressly permitted under the Call-Off Contract, Buyer shall not resell, distribute, provide or sublicense the Services or Equipment (except Buyer Equipment) to any Third Party.
- (f) Buyer shall take appropriate measures to back up data and otherwise protect against loss of data under the Call-Off Contract.
- (g) **Terms of use:** Buyer shall not (a) make unauthorised modifications to the Services (b) use the Services as a means to establish permanent servers, relay connections or interconnection services or any similar commercial activities, (c) do anything that causes the Network to be impaired; (d) use automated means to make calls, texts or send data (including via a GSM Gateway), unless expressly authorised in the Call-Off Contract or (e) use the Services in a way that may reasonably be considered to be a nuisance, defamatory, offensive, abusive, obscene or in violation of any person's rights or is illegal, fraudulent or contrary to good faith commercial practice to Vodafone's detriment. Buyer shall comply with the AUP in using the Services. Buyer shall notify Vodafone immediately of any breach of security or unauthorised use of the Services.

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- (h) **Service Monitoring:** Buyer gives express consent for Vodafone to monitor Buyer's use of the Service (and disclose and otherwise use the information obtained) only to: (a) the extent allowed by applicable Law; (b) comply with applicable Law; (c) protect the Network from misuse; (d) protect the integrity of the public internet and/or Vodafone's systems and Networks; (e) the extent necessary to determine if Buyer has breached any conditions or restrictions on use of the Service; (f) provide the Service; and/or (g) take other actions agreed or requested by Buyer.
- (i) **Security:** Buyer shall take reasonable steps in line with commercial good practice with entities it controls to limit misuse of or threat to the Service or Network; and address any misuse or threat identified by Vodafone through the implementation of appropriate security or user controls. Buyer must seek prior approval from Vodafone before running any security tests, vulnerability scans or penetration tests on Vodafone Equipment or Services.
- (j) Buyer acknowledges that Buyer Equipment not authorised for use on the Network or any unauthorised attempt to repair or tamper with the Equipment may result in an impaired User experience and/or invalidate the manufacturer's warranty.
- (k) Buyer must maintain, install, update or follow Vodafone's reasonable recommendations regarding Equipment maintenance or upgrades.
- (l) Equipment that is (i) out of manufacturer's warranty; or (ii) End Of Life is used at the Buyer's risk unless expressly agreed otherwise by Vodafone.
- (m) Buyer shall:
 - (i) appropriately configure its equipment to enable consumption of the Service.
 - (ii) maintain Buyers Equipment.
 - (iii) provide details to facilitate the delivery, provisioning and billing of the Services requested by Vodafone at the time of ordering.
 - (iv) Secure and keep in place, or assist Vodafone to obtain (at the Buyer's cost), all relevant Third Party consents and approvals necessary for the purposes of providing, and preparing for the provision of, the Service. Such consents and approvals include obtaining any necessary wayleave on Vodafone's requirements.
- (n) Subject to the Framework Special Term 6, (which serves to amend Core Terms Clause 10.3.2), where the Buyer terminates the Call-Off Contract during the Initial Period, the Buyer agrees to pay Vodafone's reasonable and proven unavoidable losses resulting from the termination of the Call-Off Contract.

2.3 Mobility Services Conditions on the Buyer

- (a) **Security of communications:** Vodafone shall exercise reasonable efforts to ensure the security of Buyer's and Users' communications. However, for reasons beyond Vodafone's control, it does not promise or guarantee that communications will be completely secure.
- (b) **Network interruptions:** Buyer acknowledges that, due to the nature of mobile technology, it is impossible to provide a fault-free Service and the Network does not have guaranteed uninterrupted service availability. For example, the Services may be affected by local terrain (e.g., trees, hills and buildings), weather, electromagnetic interference, arrangement of and number of users accessing a base station, and compatibility and availability of any equipment, systems and third-party services used by Buyer.
- (c) **Network coverage:** Buyer acknowledges it is their responsibility to request an estimate of the signal strength the Buyer may experience when in the UK. Please speak to Buyer's Vodafone account manager (where applicable), or email [REDACTED]
- (d) **Network Sunset:** Buyer hereby acknowledges and accepts that (i) certain Network technologies used to provide the Service on Vodafone Equipment or Buyer Equipment may retire prior to the expiry of the contract; (ii) current Networks may be replaced by further advanced Network technologies during the term of the contract. As a result, Buyer agrees that maintaining compatibility of its devices with the available Networks from time to time shall be its responsibility.

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- (e) **Emergency Services:** Buyer may use the Services to contact the emergency services provided Buyer is in range of a base station forming part of Vodafone's Network. If Buyer is not within range of one of Vodafone's base stations, or if Vodafone's base station is not transmitting for any reason, the Equipment may try to use another mobile network to connect Buyer's call to the emergency services. Depending on the Equipment Buyer uses, Users approximate location (using Network, global positioning satellite network information and Wi-Fi data) may be provided to the emergency services via functionality built into the Equipment.

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Service Advisor Public Sector

2.4 Specialist Advisor Conditions on Buyer

- (a) Access to the Specialist Buyer Services Team:
- (i) The Specialist Buyer Services Team may be accessed and utilised by approved persons of the Buyer.
 - (ii) Buyer acknowledges and agrees that Vodafone shall be required to undertake additional verification to confirm whether any individual has authority from Buyer to utilise the Specialist Buyer Services Team.
 - (iii) Buyer and Vodafone agree that Vodafone shall not have any liability for accepting orders via the Specialist Buyer Services Team where the order is placed without Buyer's consent, and Buyer accepts ownership of any such orders.
 - (iv) Buyer agrees that any devices ordered via the Specialist Buyer Services Team shall be accepted and paid for by Buyer. Vodafone shall not be obliged to disregard or cease processing unauthorised orders.
 - (v) Buyer acknowledges that where the Specialist Advisor's contract termination date is the same as the Minimum Term, Vodafone would require the Buyer to renew their Call-Off Contract to enable Vodafone to assign a Specialist Advisor to the Buyer. In the event the Buyer does not renew Vodafone will only provide Specialist Advisor support for 30 Working Days after the end of the Minimum Term.
 - (vi) In order to remove a Specialist Advisor, or downgrade to foundation Buyer services, Buyer must provide 30 Working Days' written notice.
- (b) Buyer Contact Management:
- (i) The Specialist Buyer Services Team shall provide the Specialist Buyer Services during Working Hours on Working Days in accordance with the table below. Outside of working hours, Buyer's calls shall be automatically re-routed to the main Vodafone Customer Management Centre.
 - (ii) Buyer shall only contact the relevant helpdesks via the numbers set out in the 'Contact Number' column. Buyer may also use VCO to receive the relevant Specialist Buyer Services during the operating hours, as set out in the table below:

Operating Hours	Helpdesk / Platform	Specialist Buyer Services Available	Contact Number
8:00am – 6:00pm on Working Days	Specialist Buyer Services Team or Specialist Buyer Service Advisor	All corporate Buyer care services. General enquiries including lost/stolen phones. Technical support for Mobility Service and Bearer Services incidents and queries.	Buyer's telecommunications managers and administrators - dedicated support team number (provided at on boarding) [REDACTED]
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.	[REDACTED]
7:30am – 10:30pm Monday – Friday	Vodafone Corporate Online (VCO)	Orders Recoveries Installation Requests Barring Change of user details	N/A

- (iii) Users will receive a reference number when making a request via email or VCO and can use this to track activity.

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- (c) Escalations:
 - (i) Where the Specialist Buyer Services Team cannot resolve Buyer's problem or query (raised in accordance with and covered by these Service Specific Terms) by standard processes, Buyer may escalate the service affecting issue in accordance with the escalation level table below.
 - (ii) The persons nominated in the escalation procedures shall each have sufficient authority to provide an effective means of escalation to the next level. Escalation routes shall be provided at the on-boarding stage.
 - (iii) Escalation levels shall be as follows:

Escalation level	Vodafone escalation point	Acknowledgement time during Working Hours
1	Vodafone Specialist Buyer Services Advisor	At the time of upon notification (only for calls to the Specialist Buyer Services Team)
2	Vodafone Specialist Buyer Services Team Leader	2 Working Hours
3	Vodafone Specialist Buyer Services Operations Manager	4 Working Hours

- (iv) Vodafone shall appoint an Account Manager to act as Buyer's contact in relation to the overall management of Buyer's relationship with Vodafone. The identity of the Account Manager may change from time to time, and Vodafone shall promptly advise Buyer of any such changes. If Buyer escalation procedure set out in clause (c)(iii) has been exhausted and the Buyer is dissatisfied, Buyer may escalate the issue to its Account Manager.
- (v) The Specialist Buyer Services Team shall be responsible for all communications between the Parties. Vodafone may facilitate direct contact between Buyer and a Vodafone engineer in the event Vodafone deems such contact necessary to the resolution or understanding of an incident.
- (d) Buyer acknowledges that, in accordance with the Call-Off Contract, Buyer retains liability for Charges and all loss suffered by Buyer or User as a result of unauthorised use of SIM Cards, up to the time as Buyer or User has notified Vodafone that such SIM Card is being used without Buyer's authorisation.

2.5 Off-Site Advisor/On-Site Advisor Conditions on Buyer

- (a) Buyer shall provide the required working space for the On-Site Advisor, including a worktable with appropriate chair, access to normal electrical supply outlets as well as BT-style telephone sockets, and connectivity such as Asymmetric Digital Subscriber Line or Wi-Fi fit for purpose where available; lockable storage facilities, a Buyer desktop to enable the On-Site Advisor to access Buyer intranet, phonebook, email and any other Buyer-owned databases or applications, and all necessary building access and security passes. All these facilities shall be free of charge and, where applicable, shall conform to all applicable Health and Safety Regulations in force at the time.
- (b) Vodafone shall provide Equipment for use by the On-Site/Off-Site Advisor(s) that Vodafone deems necessary to allow the On-Site Advisor to fulfil its obligations under these Service Specific Terms, including a computer able to access Vodafone systems and a mobile telephone.
- (c) If the Buyer requires a change to Buyer's Site location the Buyer must provide Vodafone with 3 months' notice in writing.
 - (i) where a change to the Buyer's Site location results in Vodafone being required to terminate the employment of the On-Site/Off-Site Advisor by reason of redundancy, the Buyer shall pay the Redundancy Costs to Vodafone within 30 Working Days' of receipt of an invoice.
 - (ii) where necessary, Vodafone shall take steps to appoint a replacement On-Site Advisor at the new Buyer's Site. The On-Boarding of the replacement On-Site /Off-Site Advisor may take up to 16 weeks and the Vodafone Buyer Services Team shall use reasonable endeavours to provide On-Site Advisor support to the Buyer from a Vodafone premises in the interim.

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- (d) Review of Resource Requirements:
 - (i) In the event that any other factors arise that may have a bearing on the increase the level of resource required to fulfil the Service, Buyer and Vodafone shall review the current Service and determine if a change in the Service Manual (where applicable) and/or support model is required, and determine any associated implementation plan, and Charges.
 - (ii) In any event, where reasonably practicable, the workload and resource requirements shall be reviewed quarterly by the On-Site Team Manager.
- (e) The Parties agree to meet when reasonably required to review these Service Specific Terms and the requirements contained herein and review status of operations to ensure Buyer satisfaction is maintained.
- (f) **Non Solicitation:** Neither Party shall (except with the prior written consent of the other) during the term of the Call-Off Contract and for a period of 1 year thereafter, solicit the services of any staff of the other Party who have been engaged in the performance or management of that Party's obligations under these Service Specific Terms or any significant part thereof either as principal, agent, employee, independent contractor or any other form of employment or engagement, other than by means of a national advertising campaign open to all-comers and not specifically targeted at such staff of the other Party.
- (g) Absence Cover:
 - (i) The On-Site Advisor shall be required to:
 - (A) attend internal Vodafone meetings from time to time; and
 - (B) attend a monthly off-site two-hour review meeting; and
 - (C) utilise two days off to attend a Vodafone planned conference each year.
 - (ii) Vodafone shall not provide absence cover for the circumstances that arise under clause (i)(A) and (i)(B).
- (h) Vodafone shall provide 7 calendar days' notice of the Off-Site/On-Site Advisor's absence detailed in clause (g)(i)(C) above. During the Off-Site/On-Site Advisor's absence as detailed in clause (g)(i)(C), Vodafone Buyer Services shall use reasonable efforts to provide a substitute Buyer Service Advisor based remotely at Vodafone's premises, or Buyer premises depending on the Off-Site / On-Site Advisor service detailed in the Buyers Call-Off Contract.
- (i) Planned Absence Cover:
 - (i) Vodafone shall not provide an Off-Site/On-Site Advisor on bank and other public holidays.
 - (ii) For scheduled sick leave and other scheduled absences, Vodafone shall arrange and provide a substitute Buyer Service Advisor based at Vodafone premises from the first day of absence where reasonably practicable.
 - (iii) The substitute Buyer Service Advisor will have suitable training, and knowledge to perform the same business duties as the Off-Site /On-Site Advisor that he/she is to replace.
- (j) Unplanned Absence Cover:
 - (i) Should there be non-attendance at work for any reason and that absence has not previously been notified to Buyer, Buyer shall be informed of this absence and the reasons for it by 10.00am on the first day of absence with an indication of how long the absence is expected.
 - (ii) In the event of any unplanned absence by the Off-Site/On-Site Advisor, Vodafone shall provide cover with a Buyer Service Advisor based at Vodafone premises from the third Working Day of continuous absence, day one being the first day of unplanned absence.
- (k) Supervision of On-Site Advisor:
 - (i) On a daily basis, the Off-Site /On-Site Advisor will report through normal Vodafone line management channels.

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- (i) The Off-Site/On-Site Advisor will be instructed by the Off-Site / On-Site Team Manager as to any particular key activities that are required to be undertaken by the On-Site Advisor, as well as any particular activities that need to be dealt with as a matter of priority.
 - (ii) A nominated Buyer representative, whose details shall be provided to Vodafone in writing, may highlight any priorities or concerns to the Off-Site/On-Site Advisor who in turn will discuss such concerns with the On-Site Team Manager.
 - (iii) In the event that the Vodafone Buyer contact is unavailable to provide an immediate decision on a particular matter of priority, the Off-Site/On-Site Advisor can act on the authority and instruction of the nominated Buyer representative to the extent that it is reasonably practicable to do so; otherwise, the Off-Site / On-Site Advisor shall escalate the matter within Vodafone for resolution.
 - (iv) The Off-Site / On-Site Advisor will be responsible for scheduling and managing their activities as set out in these Service Specific Terms and shall do so in accordance with guidelines provided by the Off-Site / On-Site Team Manager.
- (v) Performance and Conduct Issues:
- (i) In the event that Buyer reasonably believes that the performance or conduct of the Off-Site / On-Site Advisor is less than satisfactory, Buyer shall notify the Off-Site /On-Site Team Manager in writing accordingly.
 - (ii) Each Party shall provide to the other the contact details for relevant personnel within their respective organisations for escalation purposes and shall notify each other in the event that such contact details change during the term of the Call-Off Contract.
 - (iii) in the event that as part of the escalation procedure a reasonable remedy is agreed by Vodafone to assign a new Off-Site/On-Site Advisor to the Buyer, the On-Boarding of the new advisor may take up to 16 weeks and the Vodafone Buyer Services Team shall use reasonable endeavours to provide Off-Site / On-Site Advisor support to the Buyer from a Vodafone premises in the interim.

3. Outline Implementation Plan

- 3.1 Vodafone provides you with a comprehensive service, moving you from the Service Commencement Date per the Call-Off Contract to your first bill. Vodafone's outline Implementation Plan is detailed below, and this will be updated to become the draft Implementation Plan once the Order Form has been received by Vodafone:
- 3.2 On boarding of Specialist Advisor
- (a) If at the Service Commencement Date of the Call-Off Contract there is no Specialist Advisor assigned to Buyer, Vodafone shall initiate the recruitment and on-boarding of a Specialist Advisor and shall provide all necessary training for the Specialist Advisor ("the On-Boarding Process"). Buyer acknowledges that the On-Site Advisor shall not be available during the On-Boarding Process, which may be for up to a period of 12 weeks from the Service Commencement Date of the Call-Off Contract.
 - (b) All Specialist Advisors shall be subject to Baseline Personnel Security Standard (BPSS) clearance. In the event Buyer requires a higher level of clearance, Buyer shall notify Vodafone of this requirement prior to the On-Barding Process commencing and will be responsible for arranging the same and bearing all related costs.
 - (c) In the event that the Specialist Advisor leaves his/her position with Vodafone and/or secures an alternative role within Vodafone, Vodafone will begin the On-Boarding Process to source a replacement Specialist Advisor (the "Replacement Specialist Advisor") for Buyer. Buyer acknowledges that the Replacement Specialist Advisor shall not be available during the On-Boarding Process, for a period of up to 12 weeks from the date on which the Specialist Advisor informed Vodafone of his/her intention to leave his/her position.

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3.3 On boarding of Off-Site /On-Site Advisor:

- (a) If at the Service Commencement Date of the Call-Off Contract there is no On-Site Advisor assigned to Buyer, Vodafone shall initiate the recruitment and on-boarding of an On-Site Advisor and shall provide all necessary training for the On-Site Advisor (“the On-Boarding Process”). Buyer acknowledges that the On-Site Advisor shall not be available during the On-Boarding Process, which may be for up to a period of 16 weeks from the Service Commencement Date of the Call-Off Contract.
- (b) All On-Site Advisors shall be subject to Baseline Personnel Security Standard (BPSS) clearance. In the event Buyer requires a higher level of clearance, Buyer shall notify Vodafone of this requirement prior to the On-Boarding Process commencing and will be responsible for arranging the same and bearing all related costs.
- (c) In the event that the On-Site Advisor leaves his/her position with Vodafone and/or secures an alternative role within Vodafone, Vodafone will begin the On-Boarding Process to source a replacement On-Site Advisor (the “Replacement On-Site Advisor”) for Buyer. Buyer acknowledges that the Replacement On-Site Advisor shall not be available during the On-Boarding Process, for a period of up to 16 weeks from the date on which the On-Site Advisor informed Vodafone of his/her intention to leave his/her position. Vodafone shall use reasonable efforts to provide a temporary advisor who may be based on or off-site, during the On-Boarding Process of the Replacement Advisor where practicable.

4. Exit Management Plan

4.1 Whether the Buyer would like to cease or move their Services to a new provider entirely, Vodafone's Exit Management plan is outlined below;

- (a) The Buyer will notify Vodafone of its plan to cease or migrate away from any Service within the minimum termination period agreed within the Call Off-Contract.
- (b) Vodafone will extract a contract end date report which will detail the current account set up and any applicable termination fees subject to Framework Special Term 6, (which serves to amend Core Terms Clause 10.3.2) that will apply to the Buyers final invoice.
- (c) the Buyer may request the Supplier's Off-Site Advisor to produce Mobile voice and data reports that provide additional updates concerning numbers of connections by plan type, user descriptions, phone numbers, usage, cost centres, Call-Off Start and End Dates, and any other data the Supplier can reasonably access for the Buyer.
- (d) The Off-Site Advisor/On-Site Advisor Conditions on the Buyer as set out in Section 2.5 above shall continue to apply during the Exit Management period.

5. Service Level Agreement

5.1 For the purposes of this Service Offer:

- (a) The provisions of this Service Level Agreement are compliant with the Service Maintenance Level 1 as set out in Schedule 14 of the Call-Off Terms.
- (b) **Specialist Advisor**
 - (i) Ordering & Dispatch:
 - (A) Buyers shall place orders via VCO or email at their discretion. Orders placed via VCO are visible online and are therefore deemed to be accepted at time of entry.
 - (B) orders received after 4 pm shall be deemed to have been received on the next Working Day.
 - (C) In the event that Buyer orders more than 100 items in a single Working Day, then Vodafone shall be entitled to extend the despatch times.
 - (ii) Orders Placed via VCO: Vodafone shall dispatch 100% of Equipment ordered via VCO, on the day of order confirmation.

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- (iii) Orders Placed via Email: Vodafone shall despatch 95% of Equipment ordered via email, within 4 Working Hours from the day of order confirmation
- (iv) Installations:
 - (A) Buyer shall arrange for Vehicle installations either via VCO, directly with the Vodafone installation team, or through the Specialist Buyer Service Team. In all cases the Service Level set out below shall apply.
 - (B) Vodafone shall commit to a date for a Vehicle installation that falls within 5 Working Days of Buyer's requested date for 98% of such Buyer requests.
 - (C) Installations in places other than Vehicles are not covered by these Service Specific Terms and shall be subject to separate agreement.
- (c) **Off-Site /On-Site Advisor**
 - (i) Order Dispatch:
 - (A) 95% of orders received via email before 12pm shall be despatched within 24 Working Hours subject to a maximum of 25 orders per Working Day. Where there is an Unplanned Absence 95% of orders received via email before 12pm shall be despatched within 72 Working Hours subject to a maximum of 25 orders per Working Day.
 - (B) In the event that Buyer orders more than 25 items via the Off-Site / On-Site advisor in a single Working Day, then Vodafone shall be entitled to extend the despatch times with the agreement of Buyer.
 - (C) The Off-Site/On-Site Advisor shall process hand delivered orders as soon as reasonably practicable, but Buyer agrees that the Service Levels shall not apply to hand delivered orders.
 - (ii) Hand-Portable Equipment Recovery:
 - (A) In the event that a device becomes faulty, Vodafone shall provide one of the two standards of device recovery set out below, namely gold or standard. Buyer shall provide the following minimum information at time of request: name; address; company name; mobile number; IMEI number; model number and device fault.
 - (B) On receipt of this information Vodafone shall advise the appropriate recovery partner, who shall affect the recovery in accordance with the following Service Levels:

Gold recovery: Vodafone shall exchange a faulty mobile device within 8 Working Hours from the end of Working Hours on the Working Day of request in 98% of such requests; and

Standard recovery: 98% of faulty mobile devices shall be recovered from the User, replaced or repaired at Vodafone's discretion, and delivered back to the User within 32 Working Hours from the end of Working Hours on the Working Day of notification of the fault,

provided that, in each case, recovery requests received after 12 noon shall be deemed to have been received on the next Working Day.
 - (C) Vodafone shall exercise all reasonable efforts to provide the gold recovery service during the manufacturer's warranty period for a device. Where it is not possible to provide the gold recovery service due to non-availability of stock, a standard recovery service shall be provided.
 - (D) Vodafone shall provide a free-of-charge recovery service during the manufacturer's warranty period. Recovery provided outside the manufacturer's warranty period or in respect of Equipment not supplied to Buyer by Vodafone shall be charged at Vodafone's Standard List Price.

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6. Optional Schedules

This Service Offer assumes that the Buyer is not electing to take any of the following Optional Schedules:

- 6.1 Call-Off Schedule 3 of the Call-Off Contract shall not apply.
- 6.2 Call-Off Schedule 4 of the Call-Off Contract shall not apply.
- 6.3 Call-Off Schedule 7 of the Call-Off Contract shall not apply.
- 6.4 Call-Off Schedule 10 of the Call-Off Contract shall not apply.
- 6.5 Call-Off Schedule 13 of the Call-Off Contract shall not apply.
- 6.6 Call-Off Schedule 15 of the Call-Off Contract shall not apply.
- 6.7 Call-Off Schedule 16 of the Call-Off Contract shall not apply.
- 6.8 Call-Off Schedule 17 of the Call-Off Contract shall not apply.
- 6.9 Call-Off Schedule 18 of the Call-Off Contract shall not apply.
- 6.10 Call-Off Schedule 22 of the Call-Off Contract shall not apply.
- 6.11 Joint Schedule 9 of the Call-Off Contract shall not apply.
- 6.12 Joint Schedule 12 of the Call-Off Contract shall not apply.

Should the Buyer wish to take any of the above schedules, then these may be subject to additional charges. Please contact your Vodafone account manager, or [REDACTED] who will clarify your requirements, and where needed publish a new Service Offer containing the selected Optional Schedules.

7. Mandatory Schedules

- 7.1 In accordance with the Supplier's obligations under any Call-Off Contract, Vodafone has developed and will maintain the following reports and plans, which are available to view, download, print or save, on Vodafone's Public Sector Portal. By entering into a Call-Off Contract Buyer confirms that it accepts the following reports and plans as is, with no alteration:
 - (a) Call-Off Schedule 1 (Transparency Reports) - Transparency Report in accordance with Call-Off Schedule 1.
 - (b) Call-Off Schedule 8 (Business Continuity and Disaster Recovery) – Business Continuity and Disaster recovery Plan in accordance with Call-Off Schedule 8.
 - (c) Call-Off Schedule 9 (Security) - Security Management Plan in accordance with Call-Off Schedule 9.

The Security Management Plan for any Deliverables purchased under this Service Offer shall be the Supplier's Security Management Plan published on Vodafone's Public Sector Portal. By entering into a Call-Off Contract the Buyer acknowledges and agrees:

- (a) the Supplier has prepared and delivered the Security Management Plan (published as set out above) to the Buyer; and
- (b) the Buyer has approved the Security Management Plan, in accordance with Call-Off Schedule 9 (Security) Part A: Short Form Security Requirements.

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8. Service Description and Price Card

8.1 Primary Services

Additional Services Support Model

The purpose of the Additional Service Support Model is to;

- Deliver industry leading Buyer Service
- Offer enhanced SLA's and higher grades of service
- Enable Buyers to reduce their operational costs
- Give named service contacts to Buyers
- Reduce Buyer dependency on Account Managers

Today, over 300 Corporate, Public Sector & Global Enterprise Buyers receive service via the Tiered Service Support Model. There are a variety of options that Buyers can chose from;

	Foundation Service	Specialist Advisor	Off-Site Advisor	On-Site Advisor
Web Chat functionality	✓	✓	✓	✓
Access to Self-serve Portal	✓	✓	✓	✓
Self-Serve Reporting	✓	✓	✓	✓
Buyer will be provided with a named Advisor	X	✓	✓	✓
Dedicated Email Address	X	✓	✓	✓
Dedicated direct telephone number	X	✓	✓	✓
Enhanced service model – Including Incident Management support	X	✓	✓	✓
Pro Active Reporting	X	✓	✓	✓
Propensity / SLA Reporting if required	X	✓	✓	✓
24 hour Email SLA	X	X	✓	✓
4 hour Email SLA – Standard emails resolved	X	✓	X	X
Access to Buyer specific systems	X	X	X	✓
Build and own an account manual	X	✓	✓	✓
Point of liaison for Customer's other Vodafone Mobility accounts	X	X	✓	✓

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8.2 Specialist Advisor

The Specialist Advisor shall route Buyer's calls to the Specialist Buyer Services Team and Buyer's emails to the assigned Specialist Buyer Services Advisor. If the Specialist Advisor is unavailable, Vodafone shall route calls and/or emails within the Specialist Buyer Services Team.

The Specialist Buyer Services Team shall be responsible for the following general activities during Working Hours on Working Days:

- i. receiving and placing orders for handsets, SIM Cards and replacement devices, and providing an online order template for Users and order tracking;
- ii. arranging installations;
- iii. supporting general account and billing queries, including tariffs, data add-ons, international /roaming, changes of User ownership, address changes, credits, and Network connectivity issues;
- iv. lost/stolen claims – suspension of numbers;
- v. cancellations, where agreed,
- vi. provided that, the detailed functionality and limitations of the Specialist Buyer Service shall be at the discretion of Vodafone.

8.3 Off-Site Advisor

Off-Site Advisor Working Hours: Where Buyer has selected Off-Site Advisor, they will have one dedicated advisor for 37.5 hours a week between the hours of 8am and 5pm Monday to Friday excluding a daily 30 minute lunch break ("Working Hours").

8.4 On-Site Advisor

The Buyer will have the option to purchase either the:

- (i) On-site Advisor with remote cover, where the cover advisor is based on Vodafone premises, or
- (ii) On-site Advisor with On-Site cover where the cover advisor is based on the Buyer premises.

On-Site Advisor Hours: Working hours for the On-Site Advisor shall be 7.5 hours per day starting at 9.00am (with one-hour flexibility either side of the start time) Monday to Friday with a one-hour lunch break ("Working Hours").

8.5 Off-Site & On-Site Advisor activities

The activities of the Off-Site/On-Site Advisor may vary according to the Service Manual (where applicable) and/or requirements of Buyer's business, but will not go beyond the following activities:

- (i) billing advice;
- (ii) correspondence / general queries;
- (iii) arranging handset recoveries;
- (iv) inventory management;
- (v) general Network advice;
- (vi) processing of Orders;
- (vii) first line support to the nominated representatives of Buyer and Buyer's business units in respect of queries and Service affecting events; and
- (viii) any other reasonable ad-hoc mobile-related activities as required by Buyer and agreed in advance in writing by the Off-Site / On-Site Team Manager.

Point of Contact: The main point of contact for Buyer and Buyer business unit's nominated representatives shall be the Off-Site/On-Site Advisor. The main point of contact for Users shall be Vodafone Buyer Services.

After-Hours Service: Any enquiry made outside the Off-Site/On-Site Advisor normal Working Hours shall be routed to Vodafone Buyer Services, and the following services will be available:

- (i) reporting lost/stolen phones;
- (ii) barring of Network service
- (iii) voicemail pin reset;
- (iv) Network Service faults;

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- (v) general device support;
- (vi) requesting personal unlock code (PUC);

8.6 Price Card

Foundation Service	
Service Offering included as standard on Vodafone Mobile Services under the Lot 6 Service Offer, Vodafone Inclusive Value Price Plans.	
Specialist Advisor - Chargeable Service (depending on number of CTN's)	
On-Site/Off-Site Advisor - Chargeable Service	

9. Key Sub-Contractors

None.

10. Definitions

The following definitions are applicable to this Service Offer:

Account Manager	The Vodafone employee responsible for managing Buyer's relationship with Vodafone.
Additional Service Recipients	a Buyer Group entity which is not a direct party to the Call-Off Contract, but which is named in the Call-Off Contract as a beneficiary of the Services or otherwise approved to receive the Services, and subject to Call-Off Schedule 12 (Clustering).
Add-on	functionality that is added to a Connection with an existing price plan associated with it (e.g. an Email price plan added to a Voice price plan).
Call-Off Contract	means the Call-Off Order Form and the requisite Service Offer(s).
AUP	Vodafone's acceptable use policy available on request.
Bearer Services	the method of transport used to carry communication information over the Network and the provision of access for external communications to the Network. Speeds may vary significantly and are dependent on coverage.
Buyer Equipment	hardware, Software or any other tangible material not supplied by Vodafone that is used with or to access the Service. Any Equipment Buyer purchases from Vodafone shall be considered to be Buyer Equipment once title has passed to the Buyer.
Buyer Group	Buyer and any company in which Buyer has the beneficial ownership of more than 50% of the issued share capital, or the legal power to direct the general management of the company in question, either at or after the date of the Call-off Contract.
Buyer Service Advisor	a Vodafone employee, based at Vodafone premises.
Buyer's Service Desk	is the service desk provided by Buyer which will be the initial point of contact between Vodafone and Buyer.
Buyer Site	as the context permits a Buyer's premises (either owned by Buyer or a Third Party) which Vodafone needs to access in order to deliver or install Equipment and/or to provide the

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	Services or the location where the Services are to be provided, as set out in the Call-Off Contract.
Data	a data only price plan typically added to a Connection for use on a mobile broadband device or tablet.
Email	a data price plan typically added to a Connection with an existing voice price plan, and sometimes called an 'Add-On'.
End Of Life	where Vodafone or a manufacturer of Equipment declares that the type of Equipment is end-of-life (or otherwise stops marketing, selling or supporting it).
Enterprise Device Price List	The document issued by Vodafone every month detailing the current list price of Equipment and available on request.
Equipment	hardware, Vodafone Software, and any other tangible equipment (other than SIMs) supplied by, or on behalf of, Vodafone to Buyer for use in receiving the Services. Equipment excludes Buyer Equipment.
Fair Usage	the usage control applied by Vodafone to certain Data price plans.
Fixed Equipment	hardware, Vodafone Software, BPE and any other tangible equipment (other than SIMs and mobility equipment) supplied by or on behalf of, Vodafone to Buyer for use in receiving the Services.
Forms	The standard template forms supplied by Vodafone for use by Buyer in submitting orders, recovery requests and general requests via the Specialist Buyer Services team.
GSM Gateway	any equipment containing a SIM card which enables the routing of calls from fixed apparatus to mobile equipment by establishing a mobile to mobile call.
Helpdesk(s)	the Buyer Services Helpdesk
Migrated Connection	a mobile number already connected to the Vodafone network (not including via mobile virtual network operators) but managed by a different supplier and that is transferred to Vodafone under the Call-Off Contract.
Minimum Term	Means the minimum term to which Buyer commits to receive a Service during the Call-Off Initial Period (as applicable to a Service, Service Element, or on a per Connection basis), and which shall commence on the Call-Off Start Date. For the purposes of this Service Offer Minimum Term is 12 months.
Network	the communications network together with the equipment and premises that are connected to such network and which are used by Vodafone to perform the Services.
Off-Site Advisor	a Vodafone employee, based at Vodafone's Site.
Off-Site Team Manager	the line manager of the Off-Site Advisor.
On-Site Advisor	a Vodafone employee, based predominantly at Buyer's Site.
On-Site Team Manager	the line manager of the On-Site Advisor.
Redundancy Costs	means any statutory redundancy payment, enhanced redundancy fee and notice payment payable (contractual or statutory whichever the higher) on the termination of employment on the ground of redundancy of any of On-Site Advisor subject to a maximum of the On-Site Advisor's annual salary.
Services	the Vodafone product(s) detailed in this Service Offer.
Service Commencement Date	the date of completion of Vodafone's testing when the Service is ready for use.
Service Manual	a Vodafone owned, working document between Vodafone and Buyer which outlines the working practises undertaken by the On -Site Advisor.
Specialist Advisor	The advisor in the Specialist Buyer Services Team assigned to Buyer's account.
Specialist Buyer Services Team	A service desk dedicated to supporting the Buyer as set out in these Service Specific Terms.
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.
Supplier	where used in this Service Offer or Call-Off Contract means Vodafone
Termination Costs	means any statutory redundancy payment, enhanced redundancy fee, notice payment payable (contractual or statutory whichever the higher), any other contractual or statutory payment paid to be paid on termination of the On-Site Advisor's contract, or any reasonable

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	settlement fee as compensation for the termination of employment for any reason subject to a maximum of the On-Site Advisor's annual salary.
Third Party	a Key Subcontractor or Third Party contracted by Vodafone or Buyer that provides a Service, or that provides a service that connects to a Service.
User	an individual end user of the Services who is approved by Buyer and who must be a permanent or temporary employee or sub-contractor of Buyer or an Additional Service Recipient unless otherwise specified in the Call-Off Contract.
User Details	a user name, password, or other access information used by a User to access the Service and/or Equipment.
Vehicle	A car, van or truck.
VCO (Vodafone Corporate Online)	The online account management system available to certain Buyers.
Vodafone Customer Management Centre	The call-centre available for certain specialist Buyer services outside of Working Hours.
Vodafone Buyer Services	the Vodafone Buyer service call centre at Vodafone.
Vodafone Software	any Software supplied by Vodafone or its licensors to Buyer (including Software embedded in any Equipment).
Voice	a price plan with circuit switch call functionality and texting.
Wi-Fi Calling	an integrated service that allows Buyer to make and receive voice calls over a wireless internet connection such as home broadband, office broadband or public Wi-Fi.
Working Days	Monday to Friday inclusive, other than public holidays in the UK.
Working Hours	the hours between 8.00am and 6.00pm on each Working Day.

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Public Sector

Service Offer Reference No: RM3808-Lot6-VodafoneLtd-#046

Lot(s): 6

Effective Date: 01/04/2021

Expiry Date: 16/08/2022

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1. The Service – Overview and why Vodafone

- 1.1 Vodafone provides you with the ability to make and receive telephone calls and/or send and receive data from a compatible hand held mobile device outside of a building (the “Service”).
- 1.2 All Buyers who have a data bundle will have access to Vodafone’s 4G Network, and all Buyers who have opted for 5GB or more data bundle or unlimited plans will have access to Vodafone’s 5G Network
- 1.3 Mobile voice and data primary Services shall be delivered through Vodafone’s mobile network. In November 2018, the Vodafone Network delivered 99.90% UK-wide outdoor 2G coverage, with 4G covering currently 98.90% of the UK population. The network provides a high degree of overlap and uses increased signal levels, where required, to penetrate buildings and improve service coverage.

2. Conditions on the Buyer

- 2.1 In the event of a conflict between the terms and conditions included within this Service Offer and the RM3808 Framework or Call-Off terms, then the Framework or Call-Off terms will take precedence.

This Service Offer is available to Buyers that meet and agree to the following criteria:

2.2 General Conditions on the Buyer

- (a) In accordance with Joint Schedule 7 (Financial Difficulties) paragraph 2.2, Joint Schedule 7 (Financial Difficulties) shall not apply to any Call-Off Contract entered into incorporating this Service Offer.
- (b) **Authorised Users:** Access by Buyer to the Services and Equipment is limited to authorised Users. If Vodafone provides each authorised User with User Details, Buyer is responsible for: (a) the security of the User Details; and (b) providing Vodafone with the identity of the authorised Users and keeping that information current. Vodafone accepts no liability for any unauthorised or improper use or disclosure of any User Details. Buyer is liable for all acts and omissions conducted using the User Details up until the time that it informs Vodafone that they are being used without authority or may be compromised.
- (c) **Additional Service Recipient:** If Buyer wishes to add Additional Service Recipients, then Buyer shall: (a) provide the full corporate details of the Additional Service Recipient; (b) seek approval in writing from Vodafone; (c) inform the Additional Service Recipient of the contractual arrangements; and (d) agree to pay such additional charges as Vodafone may reasonably request in relation to the approval of such requests
- (d) Save as expressly permitted under this Agreement, Buyer shall not resell, distribute, provide or sub-licence the Services or Equipment (except Buyer Equipment) to any third party.
- (e) Buyer shall take appropriate measures to back up data and otherwise protect against loss of data under this Agreement.
- (f) **Terms of use:** Buyer shall not (a) make unauthorised modifications to the Services (b) use the Services as a means to establish permanent servers, relay connections or interconnection services or any similar commercial activities, (c) do anything that causes the Network to be impaired; (d) use automated means to make calls, texts or send data (including via a GSM Gateway), unless expressly authorised in this Agreement or (e) use the Services in a way that may reasonably be considered to be a nuisance, defamatory, offensive, abusive, obscene or in violation of any person’s rights or is illegal, fraudulent or contrary to good faith commercial practice to Vodafone’s detriment. Buyer shall comply with the AUP in using the Services. Buyer shall notify Vodafone immediately of any breach of security or unauthorised use of the Services.
- (g) **Service Monitoring:** Buyer gives express consent for Vodafone to monitor Buyer’s use of the Service (and disclose and otherwise use the information obtained) only to: (a) the extent allowed by applicable law; (b) comply with applicable law; (c) protect the Network from misuse; (d) protect the integrity of the public internet and/or Vodafone’s systems and Networks; (e) the extent necessary to determine if Buyer has breached any conditions or restrictions on use of the Service; (f) provide the Service; and/or (g) take other actions agreed or requested by Buyer.
- (h) **Security:** Buyer shall take reasonable steps in line with commercial good practice with entities it controls to limit misuse of or threat to the Service or Network; and address any misuse or threat identified by Vodafone



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- through the implementation of appropriate security or user controls. Buyer must seek prior approval from Vodafone before running any security tests, vulnerability scans or penetration tests on Equipment or Services.
- (i) Buyer acknowledges that Buyer Equipment not authorised for use on the Network or any unauthorised attempt to repair or tamper with the Equipment may result in an impaired User experience and/or invalidate the manufacturer's warranty.
 - (ii) Buyer must maintain, install, update or follow Vodafone's reasonable recommendations regarding Equipment maintenance or upgrades.
 - (iii) Equipment that is (i) out of manufacturer's warranty; or (ii) End Of Life is used at the Buyer's risk unless expressly agreed otherwise by Vodafone.
 - (iv) Buyer shall:
 - (i) appropriately configure its equipment to enable consumption of the Service.
 - (ii) maintain Buyers Equipment.
 - (iii) provide details to facilitate the delivery, provisioning and billing of the Services requested by Vodafone at the time of ordering.
 - (iv) Secure and keep in place, or assist Vodafone to obtain (at the Buyer's cost), all relevant third party consents and approvals necessary for the purposes of providing, and preparing for the provision of, the Service. Such consents and approvals include obtaining any necessary wayleave on Vodafone's standard terms.
 - (v) Where Buyer terminates the Call-Off Contract during the Initial Period, the Buyer agrees to pay Vodafone's reasonable and proven losses resulting from the termination of the Call-Off Contract.

2.3 Mobility Services Conditions on the Buyer

- (a) **Security of communications:** Vodafone shall exercise reasonable efforts to ensure the security of Buyer's and Users' communications. However, for reasons beyond Vodafone's control, it does not promise or guarantee that communications will be completely secure.
- (b) **Network interruptions:** Buyer acknowledges that, due to the nature of mobile technology, it is impossible to provide a fault-free Service and the Network does not have guaranteed uninterrupted service availability. For example, the Services may be affected by local terrain (e.g., trees, hills and buildings), weather, electromagnetic interference, arrangement of and number of users accessing a base station, and compatibility and availability of any equipment, systems and third-party services used by Buyer.
- (c) **Network coverage:** Buyer acknowledges it is their responsibility to request an estimate of the signal strength the Buyer may experience when in the UK. Please speak to Buyer's Vodafone account manager (where applicable), or email [REDACTED]
- (d) **Network Sunset:** Buyer hereby acknowledges and accepts that (i) certain Network technologies used to provide the Service on Equipment or Buyer Equipment may retire prior to the expiry of the contract; (ii) current Networks may be replaced by further advanced Network technologies during the term of the contract. As a result, Buyer agrees that maintaining compatibility of its devices with the available Networks from time to time shall be its responsibility.



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- (e) **Emergency Services:** Buyer may use the Services to contact the emergency services provided Buyer is in range of a base station forming part of Vodafone's Network. If Buyer is not within range of one of Vodafone's base stations, or if Vodafone's base station is not transmitting for any reason, the Equipment may try to use another mobile network to connect Buyer's call to the emergency services. Depending on the Equipment Buyer uses, Users approximate location (using Network, global positioning satellite network information and Wi-Fi data) may be provided to the emergency services via functionality built into the Equipment.
- (f) **General Sim Terms**
- (i) **Authorised Use:** Buyer shall only use the SIMs to access the Network and receive the benefit of the Services. Buyer shall use reasonable endeavours to ensure that SIMs are only used with Buyer's authorisation and shall inform Vodafone as soon as is reasonably practicable after Buyer becomes aware that a SIM is lost, stolen or damaged. Buyer will be liable for any loss or damage suffered by Buyer as a result of unauthorised use of SIMs (including due to loss or theft) up to the time that Buyer has notified Vodafone that such SIM is being used without Buyer's authorisation.
- (ii) **Dynamic Updates:** Buyer accepts that where a User does not accept an update or upgrade to the SIM sent by Vodafone, Vodafone may suspend or deactivate their SIM.
- (iii) **Title:** Vodafone shall retain title to SIMs at all times, however Vodafone grants Buyer a licence to use the SIMs (including any software they contain) to the extent necessary to use the Services. Buyer may disconnect SIMs by providing Vodafone 30 days' notice.
- (g) **Vodafone Wi-Fi Calling Requirements**
- (i) To use Wi-Fi Calling, Buyer must have:
- (A) a compatible price plan;
 - (B) a compatible mobile device; and
 - (C) good access to a wireless internet connection.
- (ii) **Allowances:** Voice calls made with Wi-Fi Calling will use Buyer's usual UK plan allowances. If Buyer exceeds its UK allowances, voice calls over Wi-Fi will be charged at standard UK call rates detailed in this Service Offer.
- (iii) **Data Usage:** Voice calls over Wi-Fi use a wireless internet connection, so in addition to the standard call charges above, each User will also use data of the wireless network they are connected to. Vodafone shall not be liable for any data charges incurred for this usage.
- (iv) **Roaming:** Buyer shall not use Wi-Fi Calling whilst roaming outside of the UK. In the event Buyer makes or receives Wi-Fi calls whilst abroad, additional charges shall apply.
- (v) **Deactivation:** Each User can deactivate the Wi-Fi Calling option under Settings on their mobile device. If Buyer wishes to remove Wi-Fi Calling across Buyer's entire account or any number of devices on Buyer's account, Buyer shall notify Vodafone.
- (vi) **Call Quality:** Vodafone cannot guarantee specific levels of performance and the call quality will depend on the number of other devices connected to the wireless internet connection. Buyer acknowledges that calls made over Wi-Fi will be disconnected if the Wi-Fi signal is no longer available and the User will have to redial to continue with the call through Vodafone's mobile network (this includes calls made to emergency services).
- (vii) **Network Dependency:** Vodafone's ability to provide Wi-Fi Calling is dependent upon the Wi-Fi network accessed by Buyer, as well as the general availability of the public telecommunications network. Buyer acknowledges that there are factors outside of Vodafone's control which will limit Vodafone's ability to provide Wi-Fi Calling.
- (viii) **Emergency Services:** Buyer acknowledges that if a User makes a 999 call when using Wi-Fi Calling, the device will attempt to make that call using a normal mobile network. If there is no mobile network available, the call will be routed over Wi-Fi and the emergency services will not be able to identify the User's location automatically.



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- (h) **Roaming:** Vodafone shall use reasonable endeavours to give Buyer access to networks outside the UK as part of roaming Services; however, because overseas networks are not controlled by Vodafone, Vodafone is not responsible for their performance or functionality.
 - (i) **Price Plans:**
 - (i) **Voice and Data Price Plans:** Data price plans are not designed for use in voice-enabled Equipment. Any voice usage on a Data price plan shall be charged at the rate detailed in this Service Offer.
 - (ii) **Data and Email Price Plans:** The following terms apply to the Data and Email price plans in the Call-Off Contract:
 - (A) All Data limits include both downloaded and uploaded Data.
 - (B) If Buyer takes a price plan with Fair Usage, and a Connection exceeds the Fair Usage limit in any month, Vodafone shall notify Buyer to change that Connection's usage to come within the Fair Usage limit. If the Connection's usage still exceeds the Fair Usage limit after 30 days from notification, or more than 45% of the total Connections on the Data price plan exceeds the Fair Usage at any time, Vodafone may charge Buyer its Standard List Price for the excess usage.
 - (C) Vodafone measures Data usage in kilobyte (KB) and offers Data in megabyte (MB or 1024KB).and gigabyte (GB, 1024 MBs) units.
 - (D) Buyer's inclusive Data allowance and additional Data services will define the amount of data Buyer can use without an additional charge.
 - (E) Vodafone calculates Buyer's Data usage based on the amount of Data that travels over the Network, which may differ from the Data Buyer's device consumes. Buyer's Data usage may include Data packages which are resent over the Network, for example if Buyer's Connection drops off or if a webpage is refreshed. Certain Data services (websites and other packets) may be usage free and will not be taken from Buyer's data allowance, whilst others can consume Buyer's data allowance.
 - (F) Vodafone measures Data usage the same way over networks including but not limited to 2G, 4G etc.
 - (j) **Subsidy:** Where Vodafone offers the Buyer a Subsidy the following terms apply
 - (i) **Restrictions on Subsidy:** Vodafone shall not provide additional Subsidy: (a) for Connections that are disconnected and then re-connected; or (b) where an existing Connection has been transferred to another User. Vodafone may reclaim from Buyer any per Connection Subsidy paid for Connection(s) which disconnect within three months of receiving a Connection Subsidy.
 - (ii) **Migrated Connections:** The Subsidy shall not apply to Migrated Connections unless stated in the Subsidy table.
 - (k) If the Buyer's excessive usage damages or impairs (or risks damaging or impairing) the performance of Vodafone's Network, Vodafone reserves the right to limit the download speed of, or suspend, the Buyer's Service. If the Buyer's Service is limited or suspended Vodafone and the Buyer shall discuss and implement appropriate controls on the end user's usage (taking into account, the circumstances).
- 2.4 **Enterprise Spend Manager Conditions on the Buyer**
- (a) **Enterprise Spend Manager:** New or renewing Buyers on eligible plans will have the option to set and manage a monthly usage limit to control out-of-plan charges on each Connection. This limit will apply to charges and Services (for example, any calls, messaging, data usage, picture messages, app purchases and roaming in certain countries) that aren't included in Buyers plan. Buyer must inform Vodafone when requested what the monthly usage limit should be.
 - (b) **Multiple Connections.** Buyers with multiple Connections on eligible price plans will be able to set a Usage Limit on each eligible price plan. Buyer's account administrator or other authorised user will be the only person able to add, remove and/or make changes to the Usage Limit for each Connection.



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- (c) **Adding and Changing a Usage Limit:**
- (i) Vodafone will apply a Usage Limit, or any changes to the level of a Usage Limit within a reasonable timeframe. The applicable Connection will receive a SMS when a Usage Limit is added or updated which will notify the User of the date when the Usage Limit will be effective – this may not be until the start of the following month. Any out of plan charges incurred before the Usage Limit is effective will still be chargeable.
 - (ii) If a Usage Limit is added or changed mid-month any out of plan charges incurred before the Usage Limit is effective will still be chargeable.
- (d) **Data Caps:** Vodafone Enterprise Spend Manager does not replace any existing caps or limits, such as domestic data caps or the [REDACTED] as at June 2020) roaming data cap, and will work alongside each of these.
- (e) **Charges included in Vodafone Enterprise Spend Manager.** The following out-of-plan charges will be covered by a Usage Limit:
- (i) subject to clause 4 in respect of Data Sharer plans, out-of-plan charges for data, minutes and texts;
 - (A) picture messages;
 - (B) video calls;
 - (C) Premium Rate Calls and texts (including calls to “short code” numbers such as voting on TV shows and access to 118 or Directory Enquiries);
 - (D) roaming charges for usage outside of Vodafone Roam-free and Roam-further destinations, or Business Traveller destinations in accordance with the applicable price plan; and
 - (E) Business Traveller or Global Traveller daily fee.
- (f) **Charges excluded from Vodafone Enterprise Spend Manager:** The following out-of-plan charges will not be covered by a Usage Limit:
- (i) fixed phone and broadband services;
 - (ii) charge to bill subscriptions and payments (such as Spotify Premium or app purchases);
 - (iii) charity donations (such as through JustTextGiving);
 - (iv) recurring premium text messages;
 - (v) Add-ons; and
 - (vi) any fees and account-level charges (such as for paper billing or early termination).
- (g) **Reaching Usage Limit:** In respect of Data Sharer plans, Vodafone will send a SMS to the applicable Connection when usage on that Connection is near the Usage Limit and another once the Usage Limit has been reached. Further use of out-of-plan services will be restricted until the Buyer account administrator or authorised user either changes or turns off the Usage Limit for the remainder of that month. If a Usage Limit is:
- (i) changed, the updated Usage Limit will apply from the date notified to the Buyer; or
 - (ii) temporarily turned off in a month due to the Connection reaching the Usage Limit, the Usage Limit will reset at the start of the following month and continue to apply.
- (h) **Removal of Usage Limit:** If a Usage Limit is turned off any charges incurred for additional services (usually covered by Vodafone Enterprise Spend Manager) which are not included in the price plan will be charged in accordance with this Agreement.
- (i) **Data Sharer Plans.**
- (i) There are two types of Usage Limit available on Data Sharer plans; Individual and Group Data Sharer. The following out-of-plan charges for minutes, text and data apply:



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Usage Limit Type	Connection type Usage Limit is available	Usage Limit measurement	Out-of-plan services covered by Usage Limit
Individual	Lead Connection and each Member Connection	£ sterling	Minutes and texts and if: <u>Opted-out of Business Traveller:</u> data usage in Europe Zone 2, USA, Canada, Asia Pacific, Rest of the World 1 and Rest of the World 2 destinations; or <u>Opted-in to Business Traveller:</u> data usage in Rest of the World 1 and Rest of the World 2 destinations.
Group Data Sharer	Lead Connection	£ sterling	<u>Opted-out of Business Traveller:</u> data usage in domestic and Europe Zone 1 destination. <u>Opted-in to Business Traveller:</u> data usage in domestic, Europe Zone 1, Europe Zone 2 and World Zone destinations.

Reaching Group Data Sharer Usage Limit: Vodafone will send a SMS to the Lead Connection when out-of-plan data usage for the Group is near the Group Data Sharer Usage Limit and another once the Group Data Sharer Usage Limit has been reached. Further use of out-of-plan data services set out in the table above will be restricted for all Member Connections in the Group until the Lead Connection either changes or turns off the Group Data Sharer Usage Limit for the remainder of that month. If a Group Data Sharer Usage Limit is:

- (A) changed, the updated Group Data Sharer Usage Limit will apply from the date notified to the Buyer in accordance with clause; or
- (B) temporarily turned off in a month due to the Group reaching the Group Data Sharer Usage Limit, the Group Data Sharer Usage Limit will reset at the start of the following month and continue to apply.

If a Group Data Sharer Usage Limit is reached the Individual Usage Limit will continue to apply separately to the out-of-plan services set out in the table above.

2.5 Vodafone Public Sector Traveller Conditions on the Buyer

Service Details and Opting In

- Vodafone Public Sector Traveller is available to Public Sector Buyers buying any price plan from within this Service Offer, only. It cannot be used with any other price plans.
- Public Sector Traveller is included as default. Buyer may opt out of Public Sector Traveller at account level only.
- Public Sector Traveller may take up to 24 hours to be applied to or removed from Buyer's account.

Using Public Sector Traveller

- Once opted in Buyer's voice-enabled Connections will be able to use Buyer's applicable UK price plan (minutes, texts and data):
 - (A) in the Europe Zones (see Appendix 1) for standard calls and texts to any Europe Zone destination and back to the UK only; and



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- (B) in the World Zone (see Appendix 1) for standard calls and texts to the destination the Connection is roaming in and back to the UK only.
- (ii) The Europe Zones and the World Zone constitute the 'Public Sector Traveller Zone' (see table below price plan).
 - (iii) A daily per Connection Charge of [REDACTED] (ex VAT) for the Europe Zone 2 (unless stated otherwise in the price plan for your plan) and [REDACTED] (excluding VAT) for the World Zone will be applied automatically to Buyer's bill each day a Connection uses its phone within the relevant Public Sector Traveller Zone (both for calls and texts to numbers within and outside the Public Sector Traveller Zone and for data). There is no daily fee in Europe Zone 1. Please note that the per Connection Charge is in addition to Buyer's per minute, per text and data charges as set out in Buyer's applicable UK price plan.
 - (iv) For the Europe Zone, calls or texts to destinations outside of the UK and the Europe Zone will be charged at Vodafone's international rates as set out in Buyer's price plan and the daily Charge will still apply (in Europe Zone 2 only). For the World Zone, calls or texts to countries outside of the UK and the country the Connection is roaming in will be charged at Vodafone's international rates as set out in the Buyer's price plan and the daily Charge will still apply.
 - (v) When Buyer is travelling within the Public Sector Traveller Zone, Buyer's allowance shall renew as usual each month.
 - (vi) Where a Public Sector Traveller Zone destination is a country which has more than one-time zone, Vodafone will count a day as 00:00 to 23:59 local time of the capital city of the local country (as set out below). Please note that where Buyer travels to the Canary Islands, Vodafone will count a day as GMT+1. If a Connection travels to another destination in the Public Sector Traveller Zone on the same day, the daily Charge shall apply once for the day on which that Connection uses its device, provided that the Connection does not cross into another charging day based on the local time of the capital city of the local country. Please note that Public Sector Traveller applies to the whole of each Public Sector Traveller Zone destination, the local time of the capital city of the local country is for calculation of the daily Charge only.
- (c) **Please be aware:**
- (i) Buyer accepts that by opting in to Public Sector Traveller it will be opting out of the [REDACTED] Rest of World monthly mobile data spend cap and any associated notifications whilst in the Public Sector Traveller Zone. In the event that Buyer subsequently opts out of Public Sector Traveller, Buyer will automatically be opted back into the [REDACTED] Rest of World monthly mobile data spend cap and any associated notifications whilst in the Public Sector Traveller Zone.
 - (ii) Please note that any extras for voice-enabled Connections (apart from standard UK email price plans and international Add-ons) are not available with Public Sector Traveller.
 - (iii) The following number, text and call types are not included in the Public Sector Traveller price plan: premium rate, non-geographic and revenue share numbers, picture and video messages and calls made through a virtual private network (VPN) which are all charged at Vodafone's standard roaming rates.
 - (iv) Buyer acknowledges that opting into Public Sector Traveller will automatically opt Buyer out of any other Rest of World roaming offers or roaming bundles within the Public Sector Traveller Zone including Vodafone Data Traveller. If Buyer opts out of Public Sector Traveller later the Rest of World roaming offers will resume.
 - (v) For Public Sector Traveller price plans, the first 50kb of data use per day (measured 00:00 to 23:59 local time of the capital city the call is made from) [REDACTED], provided that the daily Charge has not already been incurred by making a call or sending a text.

2.6 Equipment Fund Conditions on the Buyer

- (a) A [REDACTED] equipment credit per connection ("Equipment Credit") may be provided to the Buyer.
- (b) The amount of credit awarded depends on the price plan selected by the Buyer. The amounts are outlined within the price plan.



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- (c) If the applicable Equipment Credits are not used at the time of ordering, they are put into a fund for the Buyer to use throughout the duration of the Call Off Contract (“Subsidy”).
- (d) Buyers may not use the Subsidy towards airtime credit or any other purpose other than as specifically set out in this Service Offer, the Call-Off Contract or as may otherwise be agreed in writing by Vodafone at its sole discretion.
- (e) Unless otherwise agreed in writing by Vodafone at its sole discretion, the Subsidy shall only be available for use by the Buyer during the term of the Call Off Contract and any unused Subsidy at the expiry or termination of the Call Off Contract will be forfeited.
 - (i) When the Buyer enters into a new Call Off Contract term, the existing Subsidy is forfeited, and a new Subsidy is applied based on the new contract.
 - (ii) The Buyers cannot use the Subsidy towards termination or cancellation fees.
 - (iii) The Buyer should contact its account manager to check the value of its Subsidy
- (f) The Equipment Credit may be used to purchase eligible devices from the Device Price List up to the total value of such Equipment Credit element of the Subsidy. By way of an example if the Buyer has accrued Equipment Credits to the value of [REDACTED] it may purchase any number of devices from the Device Price List. If the total value of the devices purchased exceeds the then current accrued Equipment Credit value, the Buyer shall pay the balance of the charges. If the total value of the devices purchased is less than the then current accrued Equipment Credit value, the balance of the accrued Equipment Credit shall remain available to the Buyer.
 - (i) Buyer does not qualify for Equipment discounts previously awarded on older tariffs and framework agreements.

2.7 Roaming terms conditions on the Buyer

- (a) The charges for Roaming Calls relate to texts and calls made or received outside of the UK.
- (b) The Roaming charges exclude satellite and Premium Rate Calls.
- (c) Charges for Premium Rate Calls and satellite calls will vary according to the cost charged by the foreign network operator and exchange rate fluctuations and include minimum charges. A network-handling fee will be applied to these calls.
- (d) The list of countries in each Zone may be subject to change from time to time.
- (e) Eligible calls made by the Buyer are charged in 1 second increments with a minimum call charge equivalent to 30 seconds in the Europe Zone and in 30 second increments with a minimum call charge of one minute in the Asia Pacific Zone and the Rest of World Zone (excluding North America). For the North American Zone, the call is charged in 60 second increments with a minimum call charge of one minute. Eligible calls received by the Buyer are charged per second, with a minimum call charge equivalent to the minimum call charge in your standard price plan.
- (f) Vodafone cannot guarantee access to or coverage within any foreign country.
- (g) If a call made to a Connection whilst abroad is diverted, the Buyer will be charged for receiving and making a call.



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2.8 Call Charges Condition on the Buyer

- (a) Calls are rounded up to the nearest whole second. Call charges are then rounded up to the nearest 1/10th of a penny.
- (b) Invoicing – All call charges are then aggregated per call type and the total charge for each call type is rounded down to the nearest whole penny.
- (c) VAT – is calculated for each call to 4 decimal places of a penny, aggregated and then rounded down to the nearest whole penny.
- (d) All call charges are set out in pence per minute and all text charges in pence per standard text except where specifically set out otherwise.
- (e) Vodafone shall issue invoices for Access Fees monthly in advance, One Off Fees in advance and all other charges monthly in arrears unless stated otherwise.
- (f) Access to International Calls and texts are unbarred unless the Buyer notifies Vodafone otherwise.
- (g) Charges to calls made to Premium Rate numbers, Personal numbers, Road watch and Directory Enquiries numbers are subject to change from time to time.
- (h) The Buyer is not permitted to connect to more than one voice price plan, unless Vodafone agrees otherwise.
- (i) For an estimate of the speeds Buyer may experience, or to discuss any issues regarding Services or any redress in respect of the Services, please speak to Vodafone's Buyer Services or Buyer's account manager (where applicable).

2.9 Vodafone inclusive minutes and texts fair usage policy

- (a) The following usage controls shall apply to the call and text usage included in the price of the Buyer's Access Fees ('Inclusive Call Types') for the Inclusive price plan.
- (b) The Buyer's monthly average usage to the Inclusive Call Types ('Agreed Average Usage') and Buyer's percentage split between the different voice and text call types ('Call Profile') shall be set agreed in writing between the Buyer and Vodafone's account manager following signature of the Call-Off Contract.
- (c) Vodafone shall monitor the Buyer's actual usage and call profile on a quarterly basis against the Agreed Average Usage and Call Profile, and the following provisions shall apply:
- (d) If the Buyer's monthly usage of the Inclusive Call Types (averaged over a quarter) is more than 20% of the Agreed Average Usage, Vodafone shall notify the Buyer and request that the Buyer modifies its usage to ensure that subsequent monthly usage is within the 20% threshold.
- (e) If Buyer's monthly call profile (averaged over a quarter) varies by more than 20% of the Call Profile, Vodafone shall notify the Buyer and request that the Buyer modify its usage to ensure that the monthly call profile is within the 20% threshold.
- (f) If Buyer's monthly usage and/or call profile does not fall below the 20% threshold for each of the Agreed Average Usage and/or Call Profile (as the case may be) within 3 months of Vodafone's first notification to the Buyer, Vodafone shall be entitled to migrate the Buyer's Connections to an alternative price plan and apply the corresponding charges as set out in the appropriate Service Offer

3. Outline Implementation Plan

- 3.1 Vodafone provides you with a comprehensive service, moving you from the Service Commencement Date per the Call-Off Contract to your first bill. Vodafone's outline Implementation Plan is detailed below, and this will be updated to become the draft Implementation Plan once the Call-Off Contract has been received by Vodafone:
- (a) With the Buyer's Vodafone account manager, we agree on a scope document containing an outline of the changes being implemented under the new Call-Off Contract.
 - (b) With a representative from the Buyer's organization, Vodafone will have a call to discuss next steps.



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- (c) Following the call, and Vodafone's analysis of the Buyer's existing services Vodafone will formulate a draft Implementation Plan for the Buyer's agreement.
- (d) Vodafone and the Buyer will agree a target migration or implementation date and manage all the intermediate activities supporting it.
- (e) Vodafone and the Buyer will ensure that the Buyer's online access (via the Vodafone Corporate Online ("VCO") portal) is working as the Buyer goes live.

4. Exit Management Plan

- 4.1 Whether the Buyer would like to cease or move their services to a new provider entirely, Vodafone's Exit Management plan is outlined below;
- (a) The Buyer will notify Vodafone of its plan to cease or migrate away from any service with a minimum of 30 days' notice.
 - (b) Vodafone will extract a contract end date report which will detail the current account set up and any applicable termination fees that will apply to the Buyers final invoice.
 - (c) Upon formal request from the Buyer, Vodafone, where applicable, will generate Port Authorisation Codes (PAC). The PAC codes will be generated within the regulatory time period provided by Ofcom.
 - (d) The Buyer will manage their relationship and migration plan with their new supplier and provide the PAC code, if applicable, provided by Vodafone to their new supplier.

5. Service Level Agreement

- 5.1 For the purposes of this Service Offer:
- (a) The provisions of this Service Level Agreement are compliant with the Service Maintenance Level 1 as set out in Schedule 14 of the Call-Off Terms.
- 5.2 Dispatch
- (a) Subject to stock availability, for orders of 100 items or less in a single Working Day Vodafone shall dispatch:
 - (i) 100% of Equipment ordered via VPC on the day of order confirmation.
 - (ii) 95% of Equipment ordered via email, within 24 Working Hours from the time of order confirmation.
 - (iii) 100% of SIM cards ordered via Buyers dedicated Buyer services team if ordered by 4pm on day of order.
 - (b) In the event that the Buyer places orders for more than 100 items in a single Working Day, then Vodafone shall be entitled to extend the dispatch times set out above

6. Optional Schedules

This Service Offer assumes that the Buyer is not electing to take any of the following Optional Schedules;

- 6.1 Call-Off Schedule 3 of the Call-Off Contract shall not apply.
- 6.2 Call-Off Schedule 4 of the Call-Off Contract shall not apply.
- 6.3 Call-Off Schedule 7 of the Call-Off Contract shall not apply.
- 6.4 Call-Off Schedule 10 of the Call-Off Contract shall not apply.
- 6.5 Call-Off Schedule 13 of the Call-Off Contract shall not apply.
- 6.6 Call-Off Schedule 15 of the Call-Off Contract shall not apply.
- 6.7 Call-Off Schedule 16 of the Call-Off Contract shall not apply.



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- 6.8 Call-Off Schedule 17 of the Call-Off Contract shall not apply.
- 6.9 Call-Off Schedule 18 of the Call-Off Contract shall not apply.
- 6.10 Call-Off Schedule 20 of the Call-Off Contract shall not apply.
- 6.11 Call-Off Schedule 22 of the Call-Off Contract shall not apply.
- 6.12 Joint Schedule 9 of the Call-Off Contract shall not apply.
- 6.13 Joint Schedule 12 of the Call-Off Contract shall not apply.

Should the Buyer wish to take any of the above schedules, then these may be subject to additional charges. Please contact your Vodafone account manager, or [REDACTED] who will clarify your requirements, and where needed publish a new Service Offer containing the selected Optional Schedules.

7. Mandatory Schedules

7.1 In accordance with the Supplier's obligations under any Call-Off Contract, Vodafone has developed and will maintain the following reports and plans, which are available to view, download, print or save, on Vodafone's Public Sector Portal. By entering into a Call-Off Contract Buyer confirms that it accepts the following reports and plans as is, with no alteration:

- (a) Call-Off Schedule 1 (Transparency Reports) - Transparency Report in accordance with Call-Off Schedule 1.
- (b) Call-Off Schedule 8 (Business Continuity and Disaster Recovery) – Business Continuity and Disaster recovery Plan in accordance with Call-Off Schedule 8.
- (c) Call-Off Schedule 9 (Security) - Security Management Plan in accordance with Call-Off Schedule 9.

The Security Management Plan for any Deliverables purchased under this Service Offer shall be the Supplier's Security Management Plan published on Vodafone's Public Sector Portal. By entering into a Call-Off Contract the Buyer acknowledges and agrees:

- the Supplier has prepared and delivered the Security Management Plan (published as set out above) to the Buyer; and
- the Buyer has approved the Security Management Plan, in accordance with Call-Off Schedule 9 (Security) Part A: Short Form Security Requirements.

8. Service Description and Price Card

8.1 Primary Services

The below tables outline the available price plans and their applicable minimum Term Per Connection commitment. There are four types of price plan to choose from;

- Price Plan Option 1: Vodafone Public Sector Inclusive
- Price Plan Option 2: Vodafone Public Sector Standby
- Price Plan Option 3: Vodafone Public Sector Mobile Broadband
- Price plan Option 4: Smart Funding

Each price plan includes the following optional extras at no extra cost;

- **UK Data Capping** - Is available free of charge to add on to all price plans which include data, putting you in control of your organisation's spend. UK Data capping ensures that your users cannot exceed their allocated data allowance and if more data is required, a data bundle can be purchased or user moved to a price plan with more data.



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- **Wi-Fi Calling** -Is an opt-in service that will only be enabled once the Buyer has contacted their account manager or service manager and requested that the service is added.
 - Please note: calls made while using Wi-Fi Calling will be billed according to the Buyer's price plan (at the same rate as calls made on the Vodafone network) and will not be identified as originating from a Wi-Fi connection.
 - The price plans sold under this Service Offer that are compatible with Wi-Fi Calling are: Vodafone Public Sector Inclusive that include UK Data and Vodafone Public Sector Standby that include UK Data.
 - Please contact Buyer's account manager for a list of compatible devices.
- **Vodafone Enterprise Spend Manager** Buyers will have the free of charge option to set and manage a monthly usage limit to control out of bundle charges on each Connection. This limit will apply to charges and Services (for example any calls, messaging, data usage, picture messages, app purchases and roaming in certain countries) that aren't included in Buyers plan.

Price Plan Option 1: Vodafone Public Sector Inclusive Plans

The below price card will highlight the features and pricing for each.

Inclusive Value Price Plans

Included features are as follows:

5G

Available on plans including more than 5GB and Unlimited price plans of UK data

UK Calls and Texts

Calls to standard UK Landlines (starting 01, 02, 03), mobiles and standard UK text messages made or sent (as applicable) from and to the UK are included as part of the price plan (*subject to Fair Usage, as set out in Conditions on Buyer*).

All other call types on the Inclusive price plan shall be charged at the out of bundle rate set out in this price card.

Investment

24 and 36 month variants benefit from Equipment Credit, which is awarded upon ordering the new phone for new connections or out of contract upgrades. The Buyer can choose to spend this on this order towards the cost of the device, or spend it later, as long as it is used within that connection's term. The amount of Equipment Credit that is awarded depends on the tariff chosen.

UK Data Capping

UK Data Capping is available across all price plans that include either a single or shared data allowance. Further detail is available in the price card.

Public Sector Sharer

For another [REDACTED] per connection, Buyers can share their individual data allowance with others in the same account (who are also sharing). Further detail is available in the price card.



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Vodafone Inclusive Value Mobile Price Plans

Public Sector

Public Sector Unlimited

24 Month and SIMO variants benefit from unlimited data allowance in the UK.

For Unlimited data plans, data usage when roaming has to be capped at 25GB per billing month in Europe Zone 1 and Public Sector Traveller destinations. Buyers will be notified as they approach this limit. If Buyer reaches this limit, they will need to purchase an additional roaming data bundle to continue using data in Europe Zone 1 and Public Sector Traveller destinations until their monthly allowance renews. If a Buyer is opted out of Public Sector Traveller, the 25GB limit will apply in Europe Zone 1 Only. Any unused data on additional data bundles that have been purchased will expire at the end of the billing period.. There is Further detail is available in the price card.

Note: Public Sector Unlimited plans are exclusive plans for the whole Buyer account; mixing of unlimited plans with any other plans will not be allowed.

Public Sector Traveller

Included in all price plans, Buyers will be able to benefit from their UK Calls, Texts and Data bundles, as well as their home out of bundle rates whilst in Vodafone's Europe zone 2 and World Zone for a simple daily fee. Further detail is available in the price card.

Vodafone Public Sector Inclusive Value 24 Month Price Plans

The following Inclusive Value price plans are subject to a minimum 24-month Term Per Connection commitment.

Vodafone Public Sector Inclusive Value 24 Month						Unlimited 24 Month Voice Only	Unlimited 24 Month
Monthly Access Fee (Per connection)	[REDACTED]						
Minimum term	24 Month					24 Month	
Inclusive UK data	0GB (Barred from data)	250MB	2GB	5GB	10GB	0GB (Barred from Data)	Unlimited#
UK Min & Texts	Included (Subject to Fair Usage)					Included (Subject to Fair Usage)	
Equipment Credit	[REDACTED]						
UK Data capping	No	Yes – Opt in				No	No (Unlimited in UK)
Roaming	Vodafone Public Sector Traveller Included*					Vodafone Public Sector Traveller Included*	
Public Sector Sharer	No	[REDACTED]				No	No

*Subject to a daily charge in section below "Travelling and using devices abroad, Vodafone Public Sector Traveller" for more detail

For Unlimited data plans, data usage when roaming has to be capped at 25GB per billing month in Europe Zone 1 and Public Sector Traveller destinations.



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Vodafone Inclusive Value Mobile Price Plans

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Vodafone Public Sector Inclusive Value 36 Month Price Plans

The following Inclusive Value price plans are subject to a minimum 36-month Term Per Connection commitment.

Vodafone Public Sector Inclusive Value 36 Month					
Monthly Access Fee (Per connection)	[REDACTED]				
Minimum term	36 Month				
Inclusive UK data	0GB (Barred from data)	375MB	3GB	7,5GB	15GB
UK Min & Texts	Included (Subject to Fair Usage)				
Equipment Credit	[REDACTED]				
UK Data capping	No	Yes – Opt in			
Roaming	Vodafone Public Sector Traveller Included*				
Public Sector Sharer	No	[REDACTED]			

*Subject to a daily charge in section below "Travelling and using devices abroad, Vodafone Public Sector Traveller" for more detail

Vodafone Public Sector Inclusive Value 30 Day Price Plans

The following SIM Only Inclusive Value price plans are subject to a 30-day rolling Term Per Connection commitment**:

Vodafone Public Sector Inclusive Value 30 Day						Unlimited 30 Day Voice Only	Unlimited 30 Day
Monthly Access Fee (Per connection)	[REDACTED]						
Minimum term	30 Day Rolling**					30 Day Rolling**	
Inclusive UK data	0GB (Barred from Data)	250MB	2GB	5GB	10GB	0GB (Barred from Data)	Unlimited#
UK Min & Texts	Included (Subject to Fair Usage)					Included (Subject to Fair Usage)	
Equipment Credit	[REDACTED]						
UK Data capping	No	Yes – Opt in				No	No (Unlimited in UK)
Roaming	Vodafone Public Sector Traveller Included*					Vodafone Public Sector Traveller Included*	
Public Sector Sharer	No	[REDACTED]				No	No

*Subject to a daily charge in section below "Travelling and using devices abroad, Vodafone Public Sector Traveller" for more detail For Unlimited data plans, data usage when roaming has to be capped at 25GB per billing month in Europe Zone 1 and Public Sector Traveller destinations.

**Please Note: This SIM Only Inclusive Value price plan is provided on a 30-day term basis, and may be continued by the Buyer at the end of each 30-day period, unless the Buyer terminates this plan on 30 days' written notice to Vodafone. If this SIM Only Inclusive Value price plan is ordered by the Buyer, in addition to a different price plan with a longer Minimum Term set out in this Service Offer, then, for the avoidance of any doubt, the Initial Period for each separate price plan shall apply.



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Lot 6 – Mobile Voice and Data Services

Vodafone Inclusive Value Mobile Price Plans

Public Sector

Price Plan Option 2: Vodafone Public Sector Standby Plans

The below price card will highlight the features and pricing for each.

Standby Value price plan

Included features are as follows:

5G

Available on plans including more than 5Gb of UK data

UK Calls and Texts

All Calls and Texts are not included within the Standby price plans and Buyers will pay the rate appropriate for the call being made. Call and texts shall be charged at the rates set in this price card.

Investment

Vodafone do not provide Equipment Credit on Standby price plans.

UK Data Capping

UK Data Capping is available across all price plans that include either a single or shared data allowance. Further detail is available later in the price card.

Public Sector Sharer

For a simple [REDACTED], Buyers can share their individual data allowance with others in the same account (who are also sharing). Further detail is available later in the price card.

Public Sector Traveller

Included in all price plans, Buyers will be able to benefit from their UK Calls, Texts and Data bundles, as well as their home out of bundle rates whilst in Vodafone's Europe zone 2 and World Zone for a simple daily fee. Further detail is available later in the price card.

The following price plans are subject to a 30-day rolling Term Per Connection commitment**:

Vodafone Public Sector Standby Value				
Monthly Access Fee (Per connection)	[REDACTED]			
Minimum term	30 Day Rolling**			
Inclusive UK data	0GB (Barred from data)	2GB	5GB	10GB
UK Min & Texts	Charged per minute (See Rate Card for specific rates)			
Equipment Credit	[REDACTED]			
UK Data Capping	No	Yes – Opt in		
Roaming	Vodafone Public Sector Traveller Included*			
Public Sector Sharer	No	[REDACTED]		

*Subject to a daily charge in section below "Travelling and using devices abroad, Vodafone Public Sector Traveller" for more detail

**Please Note: This SIM Only Inclusive Value price plan is provided on a 30-day term basis, and may be continued by the Buyer at the end of each 30-day period, unless the Buyer terminates this plan on 30 days' written notice to Vodafone. If this SIM Only Inclusive Value price plan is ordered by the Buyer, in addition to a different price plan with a longer Initial Period set out in this Service Offer, then, for the avoidance of any doubt, the Initial Period for each separate price plan shall apply.



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Price Plan Option 3: Vodafone Public Sector Mobile Broadband Price Plans

The below price card will highlight the features and pricing for each.

Mobile Broadband Value price plan

Included features are as follows:

5G

Available on plans including more than 5GB and Unlimited price plans of UK data

Investment

24 and 36 month variants benefit from Equipment Credit, which is awarded upon ordering the new phone for new connections or out of contract upgrades. The Buyer can choose to spend this on this order towards the cost of the device, or spend it later, as long as it is used within that connection's term. The amount of Equipment Credit that is awarded depends on the tariff chosen.

UK Data Capping

UK Data Capping is available across all price plans that include either a single or shared data allowance. Further detail is available later in the price card.

Public Sector Sharer

For a [REDACTED], Buyer can share their individual data allowance with others in the same account who are also sharing. Further detail is available in the price card.

Public Sector Unlimited

24 Month and SIMO variants benefit from unlimited data allowance in the UK.

For Unlimited data plans, data usage when roaming has to be capped at 25GB per billing month in Europe Zone 1 and Public Sector Traveller destinations. Buyers will be notified as they approach this limit. If Buyer reaches this limit, they will need to purchase an additional roaming data bundle to continue using data in Europe Zone 1 and Public Sector Traveller destinations until their monthly allowance renews. If a Buyer is opted out of Public Sector Traveller, the 25GB limit will apply in Europe Zone 1 Only. Any unused data on additional data bundles that have been purchased will expire at the end of the billing period. There is Further detail is available in the price card.

Note: Public Sector Unlimited plans are exclusive plans for the whole Buyer account; mixing of unlimited plans with any other plans will not be allowed.

Public Sector Traveller

Included in all price plans, Buyer will be able to benefit from their Data bundles and rates whilst in Vodafone's Europe zone 2 and World Zone for a simple daily fee. Further detail is available later in the price card.



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Vodafone Public Sector Mobile Broadband Value 24 Month Price Plans

The following price plans are subject to a minimum 24-Month Term Per Connection commitment:

Mobile Broadband Value 24 Month								Unlimited 24 Month
Monthly Access Fee (Per connection)	[REDACTED]							
Minimum term	24 Month							24 Month
Inclusive UK data	1GB	5GB	10GB	20GB	30GB	50GB	60GB	Unlimited#
Equipment Credit	[REDACTED]							
UK Data Capping	Yes – Opt in							No (Unlimited in UK)
Roaming	Vodafone Public Sector Traveller Included*							Vodafone Public Sector Traveller Included*
Public Sector Sharer	[REDACTED]							No

For Unlimited data plans, data usage when roaming has to be capped at 25GB per billing month in Europe Zone 1 and Public Sector Traveller destinations. *Subject to a daily charge in section below "Travelling and using devices abroad, Vodafone Public Sector Traveller" for more detail

Vodafone Public Sector Mobile Broadband Value 36 Month Price Plans

The following price plans are subject to a minimum 36-Month Term Per Connection commitment:

Mobile Broadband Value 36 Month								
Monthly Access Fee (Per connection)	[REDACTED]							
Minimum term	36 Month							
Inclusive UK data	1.5GB	7.5GB	15GB	30GB	45GB	75GB	90GB	
Equipment Credit	[REDACTED]							
UK Data Capping	Yes – Opt in							
Roaming	Vodafone Public Sector Traveller Included*							
Public Sector Sharer	[REDACTED]							



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Vodafone Public Sector Mobile Broadband Value 30 Day Price Plans

The following SIM Only Mobile Broadband Value price plans are subject to a 30-day rolling Term Per Connection Commitment**:

	Mobile Broadband Value 30 Day							Unlimited 30 Day
Monthly Access Fee (Per connection)	[REDACTED]							[REDACTED]
Minimum term	30 Day Rolling**							30 Day Rolling**
Inclusive UK data	1GB	5GB	10GB	20GB	30GB	50GB	60GB	Unlimited#
Equipment Credit	[REDACTED]							[REDACTED]
UK Data Capping	Yes – Opt in							No (Unlimited in UK)
Roaming	Vodafone Public Sector Traveller Included*							Vodafone Public Sector Traveller Included*
Public Sector Sharer	[REDACTED]							No

For Unlimited data plans, data usage when roaming has to be capped at 25GB per billing month in Europe Zone 1 and Public Sector Traveller destinations.

*Subject to a daily charge in section below "Travelling and using devices abroad, Vodafone Public Sector Traveller" for more detail

**Please Note: This SIM Only Mobile Broadband Value price plan is provided on a 30-day term basis, and may be continued by the Buyer at the end of each 30-day period, unless the Buyer terminates this plan on 30 days' written notice to Vodafone. If this SIM Only Mobile Broadband Value price plan is ordered by the Buyer, in addition to a different price plan with a longer Minimum Term set out in this Service Offer then, for the avoidance of any doubt, the Initial Period for each separate price plan shall apply.



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Price Plan Option 4: Smart Funding

Smart Funding Price Plans

The Smart Funding proposition enables Public Sector Buyers to purchase tablet devices and split the cost over a period of 24 months. The price of the device will be incorporated in the line rental and the Buyer will pay no/ small upfront charge for the device, compared to the Standard List Price.

Devices are arranged in Bands according to cost. Band 1 is for the highest cost devices through to Band 3 for the least costly. For a list of current devices and Smart Funding bands please refer to the Vodafone Public Sector Device Catalogue.

Smart Funding Value Price Plans

The Smart Funding Value Price plans retain all features found in Public Sector Value Mobile Broadband plans.

The following price plans are subject to a minimum 24-Month Term Per Connection commitment:

Smart Funding Value Band 1						
Monthly Access Fee (Per connection)	█	█	█	█	█	█
Minimum term	24 Months					
Inclusive UK data	5GB	10GB	20GB	30GB	50GB	60GB
Inclusive Device	Band 1	Band 1	Band 1	Band 1	Band 1	Band 1
UK Data Capping	Yes – Opt in					
Roaming	Vodafone Public Sector Traveller Included*					
Public Sector Sharer	█					
Smart Funding Value Band 2						
Monthly Access Fee (Per connection)	█					
Minimum term	24 Months					
Inclusive UK data	5GB	10GB	20GB	30GB	50GB	60GB
Inclusive Device	Band 2	Band 2	Band 2	Band 2	Band 2	Band 2
UK Data Capping	Yes – Opt in					
Roaming	Vodafone Public Sector Traveller Included*					
Public Sector Sharer	█					
Smart Funding Value Band 3						
Monthly Access Fee (Per connection)	█					
Minimum term	24 Months					
Inclusive UK data	5GB	10GB	20GB	30GB	50GB	60GB
Inclusive Device	Band 3	Band 3	Band 3	Band 3	Band 3	Band 3
UK Data Capping	Yes – Opt in					
Roaming	Vodafone Public Sector Traveller Included*					
Public Sector Sharer	█					

For a list of current devices and Smart Funding bands please refer to the Vodafone Public Sector Device Catalogue.



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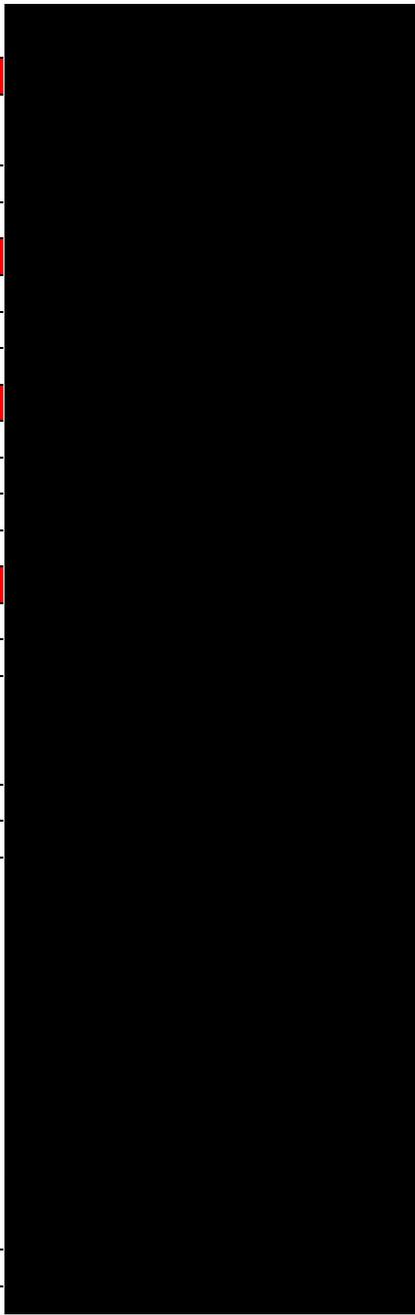
Vodafone Inclusive Value Mobile Price Plans

Public Sector

Rates for Inclusive Value Price Plan's

Voice calls and messaging from the UK only.

Standard UK call charges
Calls to any Vodafone UK mobile or standard UK landline (starting 01, 02 or 03) within the UK
Calls to other UK mobile networks within the UK
Calls to UK voicemail
Standard UK call charges (1 minute minimum call charge)
Video calling to any Vodafone UK mobile within the UK
Video calling to other UK mobile networks within the UK
Video calling to international mobile networks within the UK
Standard UK text charges
Standard UK text message
Standard UK picture message
Standard UK long text
Standard UK video message
Non-geographic call charges (1 minute minimum call charge)
Non-geographic numbers starting 0500
Non-geographic numbers starting 0800, 0808
Non-geographic numbers starting 0870, 0871, 0872, 0843, 0844, 0845
Charity numbers starting 0800 or 0808
Radio-paging services (starting 076)
Personal numbering services (starting 070)
Call forwarding services (e.g. 07744, 07755)



* These calls are subject to Fair Usage, for more detail, see the terms Fair Usage as described in the Conditions on the Buyer.
 ** A service charge also applies for calls to numbers starting 084, 087, 09 or 118, as advertised by the organisation offering the service (such as your bank or travel agent).

Premium rate charges	Charges
Premium rate services (starting 09)	[Redacted]



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Voice short codes. These are usually 5-7 numbers long and used for TV or radio shows, competition lines and information services. The service provider will let Buyer know the cost of the call.

Directory Enquiries call charges (1 minute minimum call charge)

Calls to Vodafone's preferred directory enquiry number (118 881)

Calls to directory enquiries numbers (118)

** A service charge also applies for calls to numbers starting 084, 087, 09 or 118, as advertised by the organisation offering the service (such as your bank or travel agent).

Rates for Standby Value Price Plans

Standard UK call charges (1 minute minimum call charge)

Calls to any Vodafone UK mobile or standard UK landline (starting 01, 02 or 03) within the UK

Calls to other UK mobile networks within the UK

Calls to UK voicemail

Standard UK call charges (1 minute minimum call charge)

Video calling to any Vodafone UK mobile within the UK

Video calling to other UK mobile networks within the UK

Video calling to international mobile networks within the UK

Standard UK text charges

Standard UK text message

Standard UK picture message

Standard UK long text

Standard UK video message

Non-geographic call charges (1 minute minimum call charge)

Non-geographic numbers starting 0500

Non-geographic numbers starting 0800, 0808

Non-geographic numbers starting 0870, 0871, 0872, 0843, 0844, 0845

Charity numbers starting 0800 or 0808

Radio-paging services (starting 076)

Personal numbering services (starting 070)



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Call forwarding services (e.g. 07744,07755)

* A service charge also applies for calls to numbers starting 084, 087, 09 or 118, as advertised by the organisation offering the service (such as your bank or travel agent).

Premium rate charges

Premium rate services (starting 09)

Voice short codes. These are usually 5-7 numbers long and used for TV or radio shows, competition lines and information services. The service provider will let Buyer know the cost of the call.

Directory Enquiries call charges (1 minute minimum call charge)

Calls to Vodafone's preferred directory enquiry number (118 881)

Calls to directory enquiries numbers (118)

* A service charge also applies for calls to numbers starting 084, 087, 09 or 118, as advertised by the organisation offering the service (such as your bank or travel agent).

Rates applicable for Standby Value and Inclusive Value Price Plans

International Calls, texts and video calls from the UK

Buyer's charges for International Calls (call from the UK to an abroad destination) are set out below. These rates are applicable for both Inclusive and Standby price plans.

International Calls (one minute minimum call charge)

Calls to any Channel Islands and Isle of Man mobile and landline (starting 01481, 01534, 01624)

Calls to Europe Zones

Calls to USA and Canada

Calls to any other worldwide destination

Text messages (per message)

Texts to Channel Islands or Isle of Man numbers

Worldwide (up to 160 characters) per text

Video calls (1 minute minimum call charge)

Worldwide

All charges are stated in pence per minute or pence per text as applicable. International Calls to Europe are charged in one 60-second increment and thereafter measured in 1-second increments. Calls to International Bands USA and Canada and other Worldwide destinations are measured in 60-second increments.

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Rates for Mobile Broadband including Smart Funding Price Plans

Standard UK call charges (1 minute minimum call charge, then charged per second)	
Calls to any Vodafone UK mobile or standard UK landline (starting 01,02 or 03) within the UK	
Calls to other UK mobile networks within the UK	
Calls to UK voicemail	
Standard UK text charges	
Standard UK text message	

Travelling and using devices abroad

Public Sector Traveller

Buyer will be automatically opted in to Public Sector Traveller. Public Sector Traveller allows you to take your UK minutes, texts and data bundle and rates abroad for [REDACTED] a day per connection in our Europe Zone 2 and [REDACTED] a day per connection in our World Zone. For the Standby price plan, the cost to make a call will be as per the UK other network rate.

Buyer may opt out of Public Sector Traveller at any time, and may choose not to opt in if Buyer prefers and return to Vodafone Standard List roaming rates.

Please Note: By opting in to Public Sector Traveller, the Buyer will automatically opt out of the [REDACTED] monthly spend limit for data in Europe zone 2 and the World Zone because Buyer will be using its UK Data allowance

Public Sector Unlimited

24 Month and SIMO variants benefit from unlimited data allowance in the UK.

For Unlimited data plans, data usage when roaming has to be capped at 25GB per billing month in Europe Zone 1 and Public Sector Traveller destinations. Buyers will be notified as they approach this limit. If Buyer reaches this limit, they will need to purchase an additional roaming data bundle to continue using data in Europe Zone 1 and Public Sector Traveller destinations until their monthly allowance renews. If a Buyer is opted out of Public Sector Traveller, the 25GB limit will apply in Europe Zone 1 Only. Any unused data on additional data bundles that have been purchased will expire at the end of the billing period.. There is further detail available in the price card.

Note: Public Sector Unlimited plans are exclusive plans for the whole Buyer account; mixing of unlimited plans with any other plans will not be allowed.

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Lot 6 – Mobile Voice and Data Services



Vodafone Inclusive Value Mobile Price Plans
Public Sector

Roaming Rates for Inclusive & Standby Price Plans

Zone	Making calls in Europe and Back to the UK		Making Calls From Europe to USA and Rest of World	Receiving calls and texts In Europe (No Daily Fee will apply)	Sending texts		Using the internet
	Inclusive Price Plan	Standby Price Plan			Inclusive Price Plan	Standby Price Plan	

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Zone	Making calls in Country and back to the UK		Making Calls to other Country	Receiving calls and texts In Country (No Daily Fee will apply)*	Sending texts		Using the internet
	Inclusive Price Plan	Standby Price Plan			Inclusive Price Plan	Standby Price Plan	

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Lot 6 – Mobile Voice and Data Services

Vodafone Inclusive Value Mobile Price Plans

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[Redacted]

All charges are stated in pence per minute or pence per text as applicable. Calls made in Public Traveller countries/destinations have a minimum call Charge of 1 minute then charged per second charging. Group data bundle can be used while roaming if opted in Public Traveller, this will only apply to countries in Vodafone Public Sector Traveller

List of countries by Zone are detailed within Appendix 1 of the terms of this Service Offer.

Roaming Rates for Mobile Broadband Price Plans (Including Smart Funding)

Zone	Receiving calls and texts In Europe (No Daily Fee will apply)	Sending texts	Using The Internet
[Redacted]			
Zone	Receiving calls and texts In Country (No Daily Fee will apply)*	Sending texts	Using The Internet
[Redacted]			

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Standard List Price for Calls, texts and data outside the UK not covered by Vodafone Public Sector Traveller

Where the Buyer opts out of Public Sector Traveller or where Buyer roams outside of Public Sector Traveller zones the following rates apply.

Zone	Receiving calls;				Sending picture messages	Making Calls & Sending SMS from Europe Zone 1 to any other Zone
	Making calls & Sending texts within Europe Zone1 and Back to the UK;					
Using the internet						
Europe Zone 1	Domestic (†)				Domestic (†)	International (*)
Zone	Making calls in Europe and Back to the UK	Making Calls From Europe Zone 2 to USA/Canada and Rest of the World	Receiving calls	Sending texts	Sending picture messages	Using the internet
Europe Zone 2	[Redacted]					
Zone	Making calls in Country and back to the UK	Making Calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
Asia Pacific	[Redacted]					
USA & Canada	[Redacted]					
Rest of World Zone 1	[Redacted]					
Rest of World Zone 2	[Redacted]					

(†) Buyers are charged standard UK charges and standard UK out-of-bundle charges. Calls to non-standard UK numbers (premium rate, directory enquiry, non-geographical, etc.) are charged [Redacted] per min. Calls to Free Phone numbers (0800, 0808) are free of charge. UK Non-geographic minutes bundles can't be used in Europe Zone 1.

(*) Cross-zone calls & texts are charged as International Calls and texts. Any applicable International Add-ons and/or inclusive International minutes apply. (See 'International calls, texts and video calls from the UK' for the Intl. rates and Add-ons)

In Europe Zone 2, Vodafone will charge Buyer for calls Buyer makes in 1 second increments with a 30 second minimum call charge. All calls Buyer receives are charged per second.

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In Asia Pacific, USA & Canada, Rest of World 1 and Rest of World Zone 2, Vodafone will charge Buyer for the calls Buyer makes and receives in 1 minute increments with a 1 minute minimum call Charge.

Premium Rate Calls and satellite calls are excluded and additional charges (including network handling fees) may apply. If Vodafone is charged an admin fee from a foreign network operator for Buyer to receive a text, Vodafone will pass this Charge to Buyer.

Buyer may use roaming services from other providers, but Buyer acknowledges that any such use is outside this Agreement and shall not contribute to any Target Spend (where applicable).

Video Telephony calls made whilst abroad are charged at the standard Vodafone World video calling rates as set out below:

Zone	Making a call (MO)				Receiving a call (MT)		
	To UK & Zone 1, 2 (ppm)	To any other country (ppm)	Unit duration (secs)	First period (secs)	Pence per minute	Unit duration (secs)	First period charge
Europe Zone 1							
Europe Zone 2							
Asia Pacific							
USA & Canada							
Rest of the World 1							
Rest of World 2							

Roaming Data Bundles

Where Buyer has selected a handheld and voice Inclusive, or Standby data plan, Buyer has the option of choosing a 1GB or 2GB Roaming Data Bundle. Where Buyer is opted in to both Public Sector Traveller and a Roaming Data Bundle, Public Sector Traveller will apply in the Public Sector Traveller countries/destinations instead of the Roaming Data Bundle.

Note: Roaming Data Bundle is not shared with the group on sharer connections and will apply only to the individual connection

Description	Monthly Access Fee	What's included
1GB Roaming Data	██████	1GB allowances to all countries except Rest of World 2 and Europe Zone 1. If used with Public Sector Traveller, the Public Sector Traveller rates will apply in the Public Sector Traveller countries/destinations and the 1GB allowance will be used in Rest of World countries not included in Public Sector Traveller.
2GB Roaming Data	██████	2GB allowances to all countries except Rest of World 2 and Europe Zone 1. If used with Public Sector Traveller, the Public Sector Traveller rates will apply in the Public Sector Traveller countries/destinations and the 2GB allowance will be used in Rest of World countries not included in Public Sector Traveller.
Description	One Time Access Fee	What's included

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<p>1GB Roaming Data (For unlimited plans only)</p>		<p>For Unlimited Data plans, a usage cap of 25GB is applied in Europe Zone 1 and Public Sector Traveller zones. Buyers then have options to buy additional data bundles Any unused data on additional data bundles that have been purchased will expire at the end of the billing period.</p>
<p>5GB Roaming Data (For unlimited plans only)</p>		<p>For Unlimited Data plans, a usage cap of 25GB is applied in Europe Zone 1 and Public Sector Traveller zones. Buyers then have options to buy additional data bundles Any unused data on additional data bundles that have been purchased will expire at the end of the billing period.</p>

Roaming Data Caps

Where Buyer has selected a handheld and voice Inclusive, or Standby data plan Buyer has the option of choosing a roaming data cap. When added will override standard roaming cap of and give a new cap in Europe Zone 2 and Rest of World Zones. Notification sent at 80% of usage, then capped at 100% of usage. When used with Public Sector Traveller will not take into account Public Sector Traveller countries.

Description	Recurring Charge	Value notification sent at 80% Usage	Value Cap applied at 100% Usage

Inclusive European Roaming Fair Usage Policy (FUP)

Inclusive European Roaming services are intended for use during periodic travel and not for Buyers roaming across foreign networks on a semi-permanent or permanent basis.

If Buyers use their mobile in the inclusive European roaming zone for more than 50% of the time in any 4 month rolling period, they will receive a text requesting more moderate use of our roaming services.

If Buyers' usage in the inclusive European roaming zones continues to exceed 50% as described above, over the 2-week period following the first notification, Buyers may be charged for further use or we may bar them from using our roaming services. Buyers will be notified before we do this.

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Using Data in the UK

Opt in Options for Using Data in the UK

Additional Data Bundles for Non-Sharers

Data bundles can be added together (e.g. 1GB and 3GB added together will give a data bundle of 4GB). Buyer cannot add two of the same bundles together (e.g. 1GB and 1GB). The data bundles can be used while roaming if opted in Public Sector Traveller, this will only apply to countries/destinations in Public Sector Traveller.

Optional internet pack	Monthly Charge
1GB of UK internet usage	
2GB of UK internet usage	
3GB of UK internet usage	
5GB of UK internet usage	

Additional Data Bundles for Public Sector Sharers

Buyer can choose to share their data allowance with the rest of their organisation for [REDACTED] per connection. All connections who have chosen to opt in will share their UK data allowances, plus any Opt in Options internet packs, in a pool ("Data Pool"). Connections on a 'voice only' price plan (without an allocation of data) will not be able to opt in. Buyer must have a ("Lead Connection") among its ("Member Connections") on the Vodafone Public Sector Sharer. The Lead Connection, Deputy Connection and the Member Connections on the Vodafone Public Sector Sharer are called the 'Group'.

The Lead Connection:

- will incur all charges incurred by the Group;
- cannot have a content bar applied because out of bundle charges will be recorded as content purchases; and
- Must be a 'smartphone'.

If the Lead Connection is disconnected: (a) the last voice-enabled Member Connection in the Group will be assigned 'Lead Connection' status.

The Deputy Connection:

- is optional

Buyer must purchase at least 1GB UK data for the Lead Connection which will be available for the Group to share and each connection within the Group must average at least 1GB per connection (with a data allowance) at all times e.g. if there are 4 connections with a data allowance in the Group, at least 4GB of UK data must be purchased.

Optional internet pack	Monthly Charge
1GB of UK internet usage	
2GB of UK internet usage	
3GB of UK internet usage	
5GB of UK internet usage	
10GB of UK internet usage	
20GB of UK internet usage	
50GB of UK internet usage	
100GB of UK internet usage	
250GB of UK internet usage	
500GB of UK internet usage	
750GB of UK internet usage	
1000GB of UK internet usage	
1250GB of UK internet usage	
1500GB of UK internet usage	
1750GB of UK internet usage	
2000GB of UK internet usage	
5000GB of UK internet usage	
10000GB of UK internet usage	



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Out of Bundle Data charges in UK

The following charges will apply once Buyer exceeds its included allowance, or where Buyer's allowance does not include any of the services listed above (out of bundle rates).

Non Sharer

Single User Out of Bundle Charge	Charge
Charge once Single Data allowance has been used	

Public Sector Sharer

Public Sector Sharer Out of Bundle Charge	Charge
Charge once the Group's Data Pool has been used	

Public Sector Unlimited

Public Sector Unlimited Out of Bundle Charge	Charge
Charge for Domestic Data allowance.	

For Unlimited data plans, data usage when roaming has to be capped at 25GB per billing month in Europe Zone 1 and Public Sector Traveller destinations.

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Data Threshold and Capping Notifications

Buyers can request for Single Users on a connection basis to opt in to a data usage cap. The Data Usage cap will result in the user being barred once their UK Data allowance has been fully consumed.

If more data is required, Buyer can either;

- Remove the cap and be charged standard out of bundle rate as outlined in “Out of Bundle Data charges in UK” section
- Move up to a price plan which includes more data
- Purchase a Data Add-on

Buyers can request for Sharer users, to receive data threshold notifications.

Data Notifications

Below are the available notifications sent by Vodafone

- Out of bundle charging for the group will be charged to the Lead Connection
- Lead and Deputies can't opt out of receiving SMS notifications.

Message Description	Lead/Deputy connection	Message Description	Lead/Deputy connection when Member has capping
Data pool usage text - Sent to Buyer at 80% and 100% of its data pool usage. Deputy connection membership is optional.	√	Data pool usage text - Sent to Buyer at 80% and 100% of its data pool usage. Deputy connection membership is optional.	√
Out of Bundle Step text - Sent to Buyer at 80% and 100% of its out of bundle usage in the pool. Out of bundle charges are calculated in steps of 1GB.	√	Out of Bundle Step text - Sent to Buyer at 80% and 100% of its out of bundle usage in the pool. Out of bundle charges are calculated in steps of 1GB.	√
Pool usage query - Text 'INTERNETBALANCE' to ██████	√	Pool usage query - Text 'INTERNETBALANCE' to ██████	√
Pool update text - When optional internet packs or Member connections are added.	√	Pool update text - When optional internet packs or Member connections are added.	√
Lead administrator change text - The Lead Connection can be changed by calling Buyer services. A message is sent to the old Lead Connection and current Deputy connection notifying them of any change.	√	Lead administrator change text - The Lead Connection can be changed by calling Buyer services. A message is sent to the old Lead Connection and current Deputy connection notifying them of any change.	√
Threshold notification and bar text - When data usage has reached 100% of the Member connection's data threshold limit, a text notification is sent to the Lead Connection. The Lead Connection can respond to this message by texting 'BAR INTERNET' to ██████ to bar data usage to that Member connection for the rest of the billing month only. The Member connection's threshold limit must be applied for this feature to operate which can be applied during initial set up of Buyer's account.	√	Capping notification and bar text - When data usage has reached 100% of the Member connection's data capping limit, a text notification is sent to the Lead Connection to inform them that the member connection has had a data bar applied. The Lead Connection can contact the account administrator to remove the data bar. Note the Member connection the data bar applies is for the rest of the billing month only. The Member connection's threshold limit must be applied for this feature to operate which can be applied during initial set up of Buyer's account.	√

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Message Description	Lead/Deputy connection	Message Description	Lead/Deputy connection when Member has capping
Member UNBAR text - The Lead Connection can text "UNBAR INTERNET" to ██████ to allow the Member connection to use data if a bar was applied. A text is also sent to the Member connection (where enabled) to advise of the removal.	✓	Member UNBAR text - The Lead Connection can text "REMOVE DATA CAP" to ██████ to allow the Member connection to use data if a bar was applied. A text is also sent to the Member connection (where enabled) to advise of the removal. To remove their cap send **I REMOVE DATA CAP to ██████	✓
STOP Messages - If Buyer opts out of the 'Data pool usage text', 'Additional Data text', or the 'Out of Bundle Step text' by texting STOP to ██████, this will opt Buyer out of all of these texts and any texts about roaming usage.	✓	STOP Messages - If Buyer opts out of the 'Data pool usage text', 'Additional Data text', or the 'Out of Bundle Step text' by texting STOP to ██████, this will opt Buyer out of all of these texts and any texts about roaming usage.	✓

Member SMS Notifications

Below are the available notifications sent by Vodafone:

Message Description	Member connection	Message Description	Member connection with capping
Member's Threshold Limit text - Sent when data usage has reached 80% and 100% of a Member connection's data threshold limit. The Member connection's data threshold limit must be applied for this feature to operate which can be set during initial set up of Buyer's account.	✓	Member's Cap Limit text - Sent when data usage has reached 80% and 100% of a Member connection's data cap limit. The Member connection's data Capping limit must be applied for this feature to operate which can be set during initial set up of Buyer's account.	✓

The following data threshold/capping notifications are available for the Lead Connection and / or the Deputy connection (where applicable) to receive for Member connections:

Connection can either add a data threshold notification or a data capping threshold but not both. A Buyer's account can have a mixture of data thresholds notifications and data capping thresholds i.e. 10 connections with 1GB data threshold notifications and 20 connections with 20GB data capping notifications.

Data Threshold/Capping Allowance			
250MB	4GB	50GB	150GB
500MB	5GB	75GB	
1GB	8GB	100GB	
2GB	10GB	125GB	

Email notifications

The Buyer will be able to opt in to receive email notifications which provide copies of SMS notifications received. The Buyer must be opted in to receive SMS notifications on the connection. The email address allocated by the Buyer could be the connection's email address or could be an administrator's group email address. The following email types are available.

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Email Message Types	Description
Group Email Notification Daily	Sends previous day's summary of SMS notifications sent for Group
Group Email Notify Per Message	Sends each notification summary of SMS notifications sent for Group
User Email Notification Daily	Sends previous day's summary of SMS notifications for individual user
User Email Notify Per Message	Sends each notification summary of SMS notifications for individual user

8.2 Technology, Equipment and Solutions Options

The following Technology, Equipment and Solutions are available to the Buyer, and where applicable at an additional charge

Blackberry

Vodafone offer a range of Blackberry bolt-on services – please view the RM3808 Blackberry User Endpoint Management Service Offer under Lot 6.

Apple Device Enrolment (Apple DEP)

Is available free of charge. Apple DEP is designed to ease Enterprise Buyers' deployment and management of large numbers of iOS (iPhone and iPad) devices. It provides streamlined set up, over the air configuration plus automated and enforced Mobile Device Management (MDM) profile deployment, please view the RM3808 Apple DEP Service Offer under Lot 6

Samsung Knox Mobile Enrolment (Samsung KME)

Is available free of charge. Samsung KME is a zero-touch deployment service that allows Buyers to quickly enrol a large number of Samsung devices (phones and tablets) into their chosen Mobile Device Management (MDM) solution for corporate use. Once the Buyer's IT admin registers a device with the service, the device user simply has to turn it on and connect to Wi-Fi or 4G during the initial device setup process. please view the RM3808 Samsung Knox Service Offer under Lot 6

Devices

Vodafone shall provide or offer for purchase to the Buyer a choice of mobile devices and applicable charges for connection to the Services. The choice of devices shall regularly be updated and published in the Public Sector Monthly Device Price List. Mobile devices provided to the Buyer shall be unlocked at no additional charge at least thirty (30) days prior to the expiry or termination of the Call-Off Agreement.

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9. Definitions

The following definitions are applicable to this Service Offer;

Access Fee	A monthly or other periodic charge (as set out in this Service Offer and/or the Call Off Terms) payable by the Buyer for use of the Services.
Additional Service Recipients	a Buyer Group entity which is not a direct party to this Agreement, but which is named in this Agreement as a beneficiary of the Services or otherwise approved to receive the Services
Add-on	Functionality that is added to a Connection with an existing price plan associated with it (e.g. an Email price plan added to a Voice price plan).
Agreement	means the Call-Off Contract and Service Offer.
AUP	Vodafone's acceptable use policy available on request.
Buyer	The entity identified as the Buyer in the Call-Off Contract
Buyer Equipment	hardware, Software or any other tangible material not supplied by Vodafone that is used with or to access the Service. Any Equipment Buyer purchases from Vodafone shall be considered to be Buyer Equipment once title has passed to the Buyer.
Buyer Group	Buyer and any company in which Buyer has the beneficial ownership of more than 50% of the issued share capital, or the legal power to direct the general management of the company in question, either at or after the date of the Call-off Contract.
Buyer Site	as the context permits a Buyer's premises (either owned by Buyer or a third party) which Vodafone needs to access in order to deliver or install Equipment and/or to provide the Services or the location where the Services are to be provided, as set out in the Call-Off Contract.
Connection	A UK Vodafone SIM card that has been configured to attach to the Vodafone UK network, with a voice price plan and/or data plan associated with it.
Data	a data only price plan typically added to a Connection for use on a mobile broadband device, tablet, or other such device that is limited to data use only.
Device Price List	means the document produced, maintained and issued from time to time by Vodafone detailing the devices and corresponding prices then currently available for Buyers to procure from Vodafone.
Directory Enquiries	Calls to Vodafone directory enquiries numbers [REDACTED] calls to directory enquiry numbers [REDACTED] for internal directory enquiries [REDACTED]. These numbering codes may be updated from time to time by the regulator.
Email	a data price plan typically added to a Connection with an existing voice price plan, and sometimes called an 'Add-On'.
End Of Life	where Vodafone or a manufacturer of Equipment declares that the type of Equipment is end-of-life (or otherwise stops marketing, selling or supporting it).
Equipment	hardware, Vodafone Software, and any other tangible equipment (other than SIMs) supplied by, or on behalf of, Vodafone to Buyer for use in receiving the Services. Equipment excludes Buyer Equipment.
Fair Usage	the usage control applied by Vodafone to certain Data price plans.
GSM Gateway	any equipment containing a SIM card which enables the routing of calls from fixed apparatus to mobile equipment by establishing a mobile to mobile call.
International Calls	Calls or texts to other countries from the UK.
Migrated Connection	a mobile number already connected to the Vodafone network (not including via mobile virtual network operators) but managed by a different supplier and that is transferred to Vodafone under the Call-Off Contract.
Network	the communications network together with the equipment and premises that are connected to such network and which are used by Vodafone to perform the Services.
Public Sector Traveller	enables a Buyer's organisation to work abroad worry free. Buyers can take their standard UK calls, texts and data abroad knowing how much they will be charged beforehand. 4G roaming is also now available in 150 destinations. Included in all price plans.
Premium Rate Calls	Mean non-geographic numbers, charity numbers, radio-paging services, personal numbering services, call forwarding services, premium rate services, voice short codes, directory enquiry numbers.

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	These numbering codes may be updated from time to time by the regulator.
Roaming	The ability to make calls to other countries whilst outside of the UK
Roaming Calls Services	Calls or texts made and/or received within a country other than the UK. the Vodafone product(s) detailed in this Service Offer.
Service Commencement Date	the date of completion of Vodafone's testing when the Service is ready for use.
Standard List Price(s)	Vodafone's standard unsubsidised charges for equipment and services as: (1) set out on any Vodafone website; and/or (2) advised to Buyers by Vodafone; and/or (3) as are available on request from Vodafone, as amended by Vodafone from time to time.
Subsidy	any Equipment Credit provided by Vodafone to the Buyer pursuant to this Service Offer
Supplier	where used in this Service Offer or Call-Off Contract means Vodafone.
Target Spend	the amount of money specified in the Call-Off Contract for a particular Service (where applicable).
Term Per Connection	The minimum term for which the Buyer commits to receive the service for each connection.
User	an individual end user of the Services who is approved by Buyer and who must be a permanent or temporary employee or sub-contractor of Buyer or an Additional Service Recipient unless otherwise specified in this Agreement.
User Details	a user name, password, or other access information used by a User to access the Service and/or Equipment.
VCO	Vodafone Corporate Online, the online portal provided by Vodafone used by the Buyer to place orders for additional Services and / or changes to existing Services.
Vodafone	Vodafone Limited, registered number 01471587, and registered office Vodafone House, The Connection, Newbury, Berkshire RG14 2FN.
Vodafone Software	any Software supplied by Vodafone or its licensors to Buyer (including Software embedded in any Equipment).
Voice	a price plan with circuit switch call functionality and texting.
Wi-Fi Calling	an integrated service that allows Buyer to make and receive voice calls over a wireless internet connection such as home broadband, office broadband or public Wi-Fi.

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Appendix 1 – Roaming Zones

Countries	Public Sector Traveller	Opted out of Public Sector Traveller
Austria	Europe Zone 1	Europe Zone 1
Azores	Europe Zone 1	Europe Zone 1
Belgium	Europe Zone 1	Europe Zone 1
Bulgaria	Europe Zone 1	Europe Zone 1
Canary Islands	Europe Zone 1	Europe Zone 1
Croatia	Europe Zone 1	Europe Zone 1
Cyprus	Europe Zone 1	Europe Zone 1
Czech Republic	Europe Zone 1	Europe Zone 1
Denmark	Europe Zone 1	Europe Zone 1
Estonia	Europe Zone 1	Europe Zone 1
Finland	Europe Zone 1	Europe Zone 1
France (Incl. Corsica)	Europe Zone 1	Europe Zone 1
French Guiana	Europe Zone 1	Europe Zone 1
Germany	Europe Zone 1	Europe Zone 1
Gibraltar	Europe Zone 1	Europe Zone 1
Greece	Europe Zone 1	Europe Zone 1
Guadeloupe	Europe Zone 1	Europe Zone 1
Hungary	Europe Zone 1	Europe Zone 1
Iceland	Europe Zone 1	Europe Zone 1
Ireland	Europe Zone 1	Europe Zone 1
Italy (Incl. Vatican City)	Europe Zone 1	Europe Zone 1
Latvia	Europe Zone 1	Europe Zone 1
Liechtenstein	Europe Zone 1	Europe Zone 1
Lithuania	Europe Zone 1	Europe Zone 1
Luxembourg	Europe Zone 1	Europe Zone 1
Madeira	Europe Zone 1	Europe Zone 1
Malta	Europe Zone 1	Europe Zone 1
Martinique	Europe Zone 1	Europe Zone 1
Mayotte	Europe Zone 1	Europe Zone 1
Monaco	Europe Zone 1	Europe Zone 1
Netherlands	Europe Zone 1	Europe Zone 1
Norway	Europe Zone 1	Europe Zone 1
Poland	Europe Zone 1	Europe Zone 1
Portugal	Europe Zone 1	Europe Zone 1
Romania	Europe Zone 1	Europe Zone 1
Reunion	Europe Zone 1	Europe Zone 1
Saint Martin	Europe Zone 1	Europe Zone 1
Slovakia	Europe Zone 1	Europe Zone 1
Slovenia	Europe Zone 1	Europe Zone 1
Spain (Incl. Balearic Islands)	Europe Zone 1	Europe Zone 1
Sweden	Europe Zone 1	Europe Zone 1
Albania	World Zone	Rest Of World 1
Bosnia and Herzegovina	World Zone	Rest Of World 1
Faroe Islands	Europe Zone 2	Europe Zone 2
Guernsey	Europe Zone 2	Europe Zone 2

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Countries	Public Sector Traveller	Opted out of Public Sector Traveller
Isle of Man	Europe Zone 2	Europe Zone 2
Jersey	Europe Zone 2	Europe Zone 2
San Marino	Europe Zone 2	Europe Zone 2
Switzerland	Europe Zone 2	Europe Zone 2
Turkey	Europe Zone 2	Europe Zone 2
Canada	World Zone	USA & Canada
United States	World Zone	USA & Canada
Australia	World Zone	Asia Pacific
New Zealand	World Zone	Asia Pacific
Singapore	World Zone	Asia Pacific
South Africa	World Zone	Asia Pacific
Thailand	World Zone	Asia Pacific
Anguilla	World Zone	Rest Of World 1
Antigua and Barbuda	World Zone	Rest Of World 1
Argentina	World Zone	Rest Of World 1
Aruba	World Zone	Rest Of World 1
Barbados	World Zone	Rest Of World 1
Bermuda	World Zone	Rest Of World 1
Bonaire	World Zone	Rest Of World 1
Brazil	World Zone	Rest Of World 1
British Virgin Islands	World Zone	Rest Of World 1
Cayman Islands	World Zone	Rest Of World 1
Chile	World Zone	Rest Of World 1
China	World Zone	Rest Of World 1
Colombia	World Zone	Rest Of World 1
Democratic Republic of the Congo	World Zone	Rest Of World 1
Costa Rica	World Zone	Rest Of World 1
Curacao	World Zone	Rest Of World 1
Dominica	World Zone	Rest Of World 1
Dominican Republic	World Zone	Rest Of World 1
Ecuador	World Zone	Rest Of World 1
Egypt	World Zone	Rest Of World 1
El Salvador	World Zone	Rest Of World 1
Ghana	World Zone	Rest Of World 1
Grenada	World Zone	Rest Of World 1
Guatemala	World Zone	Rest Of World 1
Guyana	World Zone	Rest Of World 1
Haiti	World Zone	Rest Of World 1
Hong Kong	World Zone	Rest Of World 1
India	World Zone	Rest Of World 1
Indonesia	World Zone	Rest Of World 1
Israel	World Zone	Rest Of World 1
Jamaica	World Zone	Rest Of World 1
Japan	World Zone	Rest Of World 1
Kenya	World Zone	Rest Of World 1
Lesotho	World Zone	Rest Of World 1

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Vodafone Inclusive Value Mobile Price Plans

Public Sector

Countries	Public Sector Traveller	Opted out of Public Sector Traveller
Mexico	World Zone	Rest Of World 1
Mozambique	World Zone	Rest Of World 1
Panama	World Zone	Rest Of World 1
Peru	World Zone	Rest Of World 1
Puerto Rico	World Zone	Rest Of World 1
Qatar	World Zone	Rest Of World 1
Russia	World Zone	Rest Of World 1
Saba	World Zone	Rest Of World 1
Serbia	World Zone	Rest Of World 1
Sint Eustatius	World Zone	Rest Of World 1
St Kitts and Nevis	World Zone	Rest Of World 1
St Lucia	World Zone	Rest Of World 1
Sint Maarten	World Zone	Rest Of World 1
St Vincent and Grenadines	World Zone	Rest Of World 1
Suriname	World Zone	Rest Of World 1
Trinidad and Tobago	World Zone	Rest Of World 1
Turks and Caicos Islands	World Zone	Rest Of World 1
Uruguay	World Zone	Rest Of World 1
US Virgin Islands	World Zone	Rest Of World 1
Taiwan	World Zone	Asia Pacific
Afghanistan	World Zone	Rest Of World 1
Algeria	Not included	Rest Of World 1
Angola	Not included	Rest Of World 1
Armenia	World Zone	Rest Of World 1
Azerbaijan	Not included	Rest Of World 1
Bahamas	Not included	Rest Of World 1
Bahrain	World Zone	Rest Of World 1
Bangladesh	World Zone	Rest Of World 1
Belarus	Not included	Rest Of World 1
Benin	Not included	Rest Of World 1
Bolivia	Not included	Rest Of World 1
Botswana	Not included	Rest Of World 1
Brunei Darussalam	Not included	Rest Of World 1
Burkina Faso	Not included	Rest Of World 1
Cambodia	World Zone	Rest Of World 1
Cameroon	Not included	Rest Of World 1
Cape Verde	Not included	Rest Of World 1
Central African Republic	Not included	Rest Of World 1
Chad	Not included	Rest Of World 1
East Timor	Not included	Rest Of World 1
Eritrea	Not included	Currently No Roaming Service Available
Falkland Islands	Not included	Rest Of World 1
Fiji	World Zone	Rest Of World 1
Gabon	Not included	Rest Of World 1
Gambia	Not included	Rest Of World 1
Georgia	World Zone	Rest Of World 1
Guam	Not included	Rest Of World 1

RM3808 Network Services 2

Lot 6 – Mobile Voice and Data Services



Vodafone Inclusive Value Mobile Price Plans

Public Sector

Countries	Public Sector Traveller	Opted out of Public Sector Traveller
Guinea	Not included	Rest Of World 1
Guinea-Bissau	Not included	Rest Of World 1
Honduras	World Zone	Rest Of World 1
Iran	Not included	Rest Of World 1
Iraq	Not included	Rest Of World 1
Ivory Coast	Not included	Rest Of World 1
Jordan	World Zone	Rest Of World 1
Kazakhstan	World Zone	Rest Of World 1
Kiribati	Not included	Currently No Roaming Service Available
Korea	World Zone	Rest Of World 1
Kosovo	Not included	Rest Of World 1
Kuwait	World Zone	Rest Of World 1
Kyrgyzstan	Not included	Rest Of World 1
Liberia	Not included	Rest Of World 1
Macau	World Zone	Rest Of World 1
Macedonia	World Zone	Rest Of World 1
Malawi	Not included	Rest Of World 1
Malaysia	World Zone	Rest Of World 1
Mali	Not included	Rest Of World 1
Mauritania	Not included	Rest Of World 1
Mauritius	Not included	Rest Of World 1
Micronesia	Not included	Currently No Roaming Service Available
Moldova	World Zone	Rest Of World 1
Mongolia	World Zone	Rest Of World 1
Montenegro	World Zone	Rest Of World 1
Montserrat	World Zone	Rest Of World 1
Morocco	World Zone	Rest Of World 1
Myanmar	World Zone	Rest Of World 1
Namibia	Not included	Rest Of World 1
Nepal	Not included	Rest Of World 1
New Caledonia	Not included	Rest Of World 1
Nicaragua	World Zone	Rest Of World 1
Niger	Not included	Rest Of World 1
Nigeria	Not included	Rest Of World 1
Northern Mariana	Not included	Currently No Roaming Service Available
Oman	World Zone	Rest Of World 1
Pakistan	World Zone	Rest Of World 1
Palestinian Territory	Not included	Rest Of World 1
Papua New Guinea	World Zone	Rest Of World 1
Paraguay	World Zone	Rest Of World 1
Philippines	World Zone	Rest Of World 1
Republic of the Congo	Not included	Rest Of World 1
Rwanda	Not included	Rest Of World 1
Saint Helena	Not included	Rest Of World 1
Samoa	World Zone	Rest Of World 1
Saudi Arabia	World Zone	Rest Of World 1
Senegal	Not included	Rest Of World 1

RM3808 Network Services 2

Lot 6 – Mobile Voice and Data Services



Vodafone Inclusive Value Mobile Price Plans

Public Sector

Countries	Public Sector Traveller	Opted out of Public Sector Traveller
Seychelles	Not included	Rest Of World 1
Sierra Leone	Not included	Rest Of World 1
Somalia	Not included	Currently No Roaming Service Available
Sri Lanka	World Zone	Rest Of World 1
Sudan	World Zone	Rest Of World 1
St Pierre and Miquelon	Not included	Currently No Roaming Service Available
Swaziland	World Zone	Rest Of World 1
Syria	Not included	Currently No Roaming Service Available
Tajikistan	Not included	Rest Of World 1
Tahiti	Not included	Rest Of World 1
Tanzania	World Zone	Rest Of World 1
Togo	Not included	Rest Of World 1
Tonga	World Zone	Rest Of World 1
Tunisia	Not included	Rest Of World 1
Uganda	Not included	Rest Of World 1
Ukraine	World Zone	Rest Of World 1
United Arab Emirates	World Zone	Rest Of World 1
Vanuatu	World Zone	Rest Of World 1
Venezuela	Not included	Rest Of World 1
Vietnam	World Zone	Rest Of World 1
Yemen	Not included	Rest Of World 1
Zambia	Not included	Rest Of World 1
Zimbabwe	Not included	Rest Of World 1
Andorra	World Zone	Rest Of World 2
Belize	Not included	Rest Of World 2
Bhutan	Not included	Rest Of World 2
Burundi	Not included	Rest Of World 2
Comoros	Not included	Rest Of World 2
Cook Islands	Not included	Rest Of World 2
Cuba	Not included	Rest Of World 2
Djibouti	Not included	Rest Of World 2
Equatorial Guinea	Not included	Rest Of World 2
Ethiopia	Not included	Rest Of World 2
Greenland	Not included	Rest Of World 2
Laos	World Zone	Rest Of World 2
Lebanon	Not included	Rest Of World 2
Libya	Not included	Rest Of World 2
Madagascar	Not included	Rest Of World 2
Maldives	Not included	Rest Of World 2
Sao Tome and Principe	Not included	Rest Of World 2
Solomon Islands	Not included	Rest Of World 2
Turkmenistan	Not included	Currently No Roaming Service Available
Uzbekistan	World Zone	Rest Of World 2