

Vodafone Contact Centre Service Terms

Version Date: 9 December 2020

1. General

- 1.1 Service Summary:** Vodafone Contact Centre Service (the “**Service**”) is a portfolio of contact centre applications hosted by Vodafone in a cloud environment. It provides a core set of features and capabilities (“**Base Package**”) and the Customer can build on this Base Package with a number of optional Service Elements that will be set out in a Statement of Work and/or Order. In connection with the Service, Customer may purchase Vodafone Managed Media Recording and Professional Services for which a separate Customer Agreement would be required. The term “**Service**” includes each Service Element.

2. Conditions of Use

- 2.1 Customer Prerequisites:** Customer must (a) maintain Customer network requirements as set out in the Statement of Work or Customer Agreement and (b) provision Equipment compliant with the requirements set out in the Extra Service Terms (“**Customer Prerequisites**”) to receive Service. Vodafone is not responsible for any performance or non-performance issues with the Service caused by the Customer Prerequisites or Customer failing to comply with the Customer Prerequisites. Vodafone has no obligation to Customer and assumes no liability whatsoever in connection with:
- 2.1.1 any failure or delay in security tests conducted by Customer or its appointed third parties including but not limited to Government Security Accreditation, Security Penetration tests, Security audits against industry standards such as ISO 27001 or Payment Card Industry (PCI) requirements;
 - 2.1.2 hardware or hardware installation or maintenance contracts with a third party provider or any work carried out by that provider; or
 - 2.1.3 internet access that is not directly supplied by Vodafone as part of the Service
- If Customer fails to provision or maintain the Customer Prerequisites, Vodafone may terminate the Service and apply a Recovery Charge
- 2.2 Site Survey:** Vodafone may require a Site Survey prior to delivery of a Service Element. Customer will permit Vodafone or its subcontractors to conduct Site Surveys as necessary and Customer will complete the required preparatory work as detailed in the Site Survey report.
- 2.3 Mandatory Accompanying Services:** In order to receive the Service, Customer must also purchase and maintain under separate agreement, the following “**Mandatory Accompanying Services**” as set out in the table below (the terms and charges for the Mandatory Accompanying Services are not included in these Service Terms). If Customer fails to purchase or maintain the Mandatory Accompanying Services, Vodafone may terminate the Service and charge Customer any applicable Recovery Charge.

Mandatory accompanying service	Provided by
Vodafone One Net Enterprise featuring Cisco service (“VONE-C”)	Vodafone
Inbound call management	Vodafone or third party provider
SIP Trunking	Vodafone or Vodafone Group Company
LAN	Vodafone or third party provider
IPVPN QoS	Vodafone or third party provider
Cisco compliant handsets or softphones	In the case of handsets - Vodafone or third party provider In the case of softphones – Vodafone or Vodafone Group Company

- 2.4 Third Party Providers:** Vodafone will use a Third Party Provider or Vodafone Group Company that has the necessary authority to provide a Service Element where required by Applicable Law. Vodafone may novate any Customer Agreements as required in order to comply with Applicable Law.
- 2.4.1 Third Party Agreement:** A Third Party Provider will deliver Service Element as described in the design. Third Party Provider terms will be set out in a separate agreement directly between Customer and the Third Party Provider (including, if relevant, shrink-wrap or click through agreements). If Customer fails to accept the Third Party Provider’s terms and conditions, Customer will not be able to access the affected Service Elements and Vodafone is excused from liability for failure to deliver the Service.
- 2.5 HCS Client Software End User Licence Terms:**
- 2.5.1 Customer may install HCS Client Software on Customer compatible devices solely for use with the Service.
 - 2.5.2 Customer may only install the HCS Client Software provided by Vodafone on a device if it has purchased a licence for that device. Installation of HCS Client Software does not constitute the resale, transfer, or sub-license of such HCS Client Software by Vodafone.

- 2.5.3 Customer may associate an end user with more than one device that is capable of running the HCS Client Software, provided each such device is associated with only one end user at any given time.
- 2.5.4 Customer's right to use the HCS Client Software shall terminate when Customer's right to use the Service terminates or expires. Upon such termination or expiration, Customer shall:
- (a) terminate use of the HCS Client Software unless Customer obtains a valid license from the third party supplier; and
 - (b) delete, return or destroy any copies of HCS Client Software.
- 2.6 HCS CLIENT SOFTWARE SHALL NOT BE:**
- 2.6.1 RESOLD;
- 2.6.2 ASSIGNED OR TRANSFERRED TO ANY AFFILIATE;
- 2.6.3 USED ON A STAND-ALONE BASIS;
- 2.6.4 USED BY CUSTOMER FOR ANY PURPOSE OTHER THAN FOR ITS INTERNAL BUSINESS PURPOSE OR TO ACCESS THE SERVICE; OR
- 2.6.5 USED BY ANY THIRD PARTY OTHER THAN VODAFONE TO PROVIDE THE SERVICE.
- 2.7 PSTN and IP Voice / Video Services:** Customer acknowledges that the Service is not a public voice service. Customer and its Users shall not connect or seek to connect the Service to any public voice service, including the public switched telecommunications network (PSTN) or other voice or video services (e.g. voice over IP) unless Customer purchases such services from Vodafone or Customer is permitted to connect the Service to a PSTN in accordance with Applicable Law.
- 2.8 Public Internet Service:** Customer acknowledges that the Service is not a public Internet service. Customer and its Users shall not connect or seek to connect the Service to a public Internet service and/or enable the use of public Internet for any voice or video communication service (e.g. voice over IP), unless Customer purchases public internet service from Vodafone or Customer is permitted to connect the Service to a public internet service in accordance with Applicable Law.
- 2.9 Customer Sites - Customer Obligations:** For the purposes of preparing for and delivery of the Service, Customer agrees to: (a) have in place (or assist Vodafone to do so at Customer's cost) all third party consents necessary to allow Vodafone or its subcontractors to: (i) access Customer Sites, Equipment, and third party property; and (ii) install, configure or maintain Equipment on Customer Sites or third party property; (b) provide secure storage for Equipment sent to Customer Sites; (c) prepare Customer Sites in accordance with Vodafone's instructions; and (d) ensure that Customer Sites are safe and represent a suitable working environment; and (e) when possible, give Vodafone 10 Working Days' notice of any event (such as power disconnection) that will disrupt the Service or affect the Equipment.
- 2.10 Customer Sites - Vodafone Obligations:** Vodafone will: (a) comply with any reasonable Customer Site access and security procedures disclosed to Vodafone in advance; and (b) deliver installation and maintenance work: (i) during Working Hours, when the work does not involve any suspension of the Service; or (ii) subject to additional charge notified to Customer in advance, outside of Working Hours if requested by Customer or if Vodafone is unable to deliver the works during Working Hours for reasons outside of Vodafone's control.
- 2.11 Security Obligations:** Customer will have appropriate security policies and processes in place to prevent unwanted or unauthorized activity on its own network and the Vodafone network that it connects to. Customer will: (a) take reasonable steps with entities it controls in line with commercial good practice to limit misuse of or threat to the Service, Equipment, or Network; (b) notify Vodafone of any Customer security issues which are likely to materially adversely impact the Network; (c) address any misuse or threat identified by Vodafone through the implementation of appropriate security or user controls and (d) seek prior approval from Vodafone before running any security tests, vulnerability scans or penetration tests on Equipment or Services.
- 2.12 Customer Responsibilities:**
- 2.12.1 Customer will appoint one or more Service Administrators who will receive training from Vodafone and who will be responsible for raising Service fulfilment requests, including any moves-adds- changes-deletions (MACDs) within Customer's organisation. A Service Administrator will have authority to make decisions on behalf of Customer, including raising Service Fulfilment Requests and Orders.
- 2.12.2 Customer will be responsible to ensure any third party products integrated with this Service that have been approved to work by Vodafone, are fully supported within Customer's own support organization, and that they should have back to back support contracts with these third party providers.
- 2.12.3 Customer shall ensure that it has the necessary rights associated with any information, music, and documentation that it uploads, or Vodafone uploads on its behalf, through the Service.
- 2.13 Authorised Users:** Access by Customer to the Service and Equipment is limited to authorised Users. Vodafone will provide each authorised User with a user name, password, or other access information ("**User Details**"). Customer is responsible for: (a) the security of the User Details; (b) providing Vodafone with the identity of the authorised Users and keeping that information current; and (c) authorised Users' compliance with the Customer Agreement. Vodafone accepts no liability for any unauthorised or improper use or disclosure of any User Details. Customer is liable for all acts and omissions conducted using the User Details. Customer will be responsible for and will pay for the Charges including any unauthorised or fraudulent usage arising out of Customer's breach or failure to comply with the provisions of these Service Terms. Customer acknowledges that Vodafone has no liability for any loss or damage to the Customer arising from such unauthorised or fraudulent usage.
- 2.14 Freeze Period:** Vodafone may delay the delivery of a Service Element during a Freeze Period. "Freeze Period" means: (i) the period generally from 1 December to 15 January each year; and (ii) any period involving a significant spike in Network usage.

2.15 Applicable Laws: Vodafone and Customer shall respectively comply with all Applicable Law.

3. Equipment

Customer must have Equipment that meets Vodafone's specifications to use the Service. The Equipment Terms apply to Customer Equipment. Customer must promptly replace or correct the affected Equipment in event it is exposed to any fraudulent activity.

4. Data Protection

4.1 Vodafone is the Data Processor for this Service. Vodafone's Data Protection Terms when Vodafone is Data Processor apply, including local terms, as applicable.

4.2 Vodafone Processes User Personal Data as set out at in the Data Table available at www.vodafone.com/business/vge-customer-terms.

5. Support and Delivery Services

5.1 Support Service: Vodafone will provide Customer with Support Service for the Service Elements ordered from Vodafone by Customer.

5.2 Support Parameters: Support Service is available in English only. Support Service is available as shown below:

Support Service	Service Cover Period
Incident Management for Priority 1 & 2 Incidents	24/7
Incident Management for Priority 3 & 4 Incidents	Working Hours
Service Fulfilment Request	Working Hours

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

5.3 Contact: Customer must appoint Service Administrators responsible for accessing the Support Service and communicating with Vodafone during the relevant Service Cover Period. Customer will inform Vodafone, and keep Vodafone up-to-date with the appointed individuals' identity and level of access.

5.4 Conditions: Customer will: (a) reimburse Vodafone for reasonable expenses associated with a Customer Site visit or for other actions taken when Customer has reported an Incident caused by an Excluded Event; and (b) permit Vodafone to interrupt the Service at the Customer Site to resolve a Priority Level 1 or 2 Incident (or the Incident will be downgraded to a Priority Level 3 Incident).

5.5 Planned Works: Vodafone may temporarily interrupt the Service to carry out Planned Works. Vodafone will notify Customer in advance of any Planned Works. "**Planned Works**" means planned Vodafone-initiated changes to the Service or Equipment (for example, to carry out essential maintenance or upgrades).

5.6 Agreed Delivery Date: Vodafone will provide Customer with the delivery date of a Service Element ("**Agreed Delivery Date**") and use reasonable endeavours to deliver the Service Element by the Agreed Delivery Date. If Customer requests a change before delivery of the Service Element, Vodafone will either adjust or cancel the applicable Order subject to any Recovery Charge and/or amend the Agreed Delivery Date, as applicable.

5.7 Service Commencement Date: Vodafone will perform its standard testing procedure for the Service. When Vodafone considers that the standard testing criteria have been met, Vodafone will make the Service available to Customer or notify Customer that the Service is ready for use ("**Service Commencement Date**").

5.8 Correction: Customer must notify Vodafone within 5 Working Days of the Service Commencement Date if the Service does not materially conform to the standard testing criteria and provide sufficient supporting details. Upon receipt of notification, Vodafone will take reasonable action to meet the standard testing criteria.

6. Service Level Objectives

6.1 Applicability: Service Level Objectives apply from the Service Commencement Date for the applicable Service Element depending on the Service Level Objective measure, unless stated otherwise and are set out in the Extra Service Terms.

6.2 Excluded Events: Vodafone is not responsible for failure to meet Service Level Objectives if the Service Level Objective is affected by an Excluded Event.

7. Service Commencement

7.1 Service Level: The Service Commencement Date for a Service Element will be on or before the Agreed Delivery Date unless Customer requests a change in Services prior to the Agreed Delivery Date.

8. Priority of Incidents

8.1 The following Priority Level definitions apply to the Service:

Priority Level	Priority Level definitions
1	Total Loss of Service Total loss of Service affecting all Customer Sites or the core Vodafone network used by Customer.
2	Partial Loss of Service

Priority Level	Priority Level definitions
	The loss of some but not all Services to a single or multiple Customer Sites. Severe degradation of Service to such an extent that it is not useable.
3	Degradation of Service The degradation of, but not the loss of Service to a Customer Site or a number of Customer Sites (eg poor voice quality while still able to make and receive calls).
4	Non-Service Affecting An issue that is non-service affecting, but requires some investigation or corrective action. Also includes information requests (e.g. queries about historic incidents).

9. Incident Resolution Times

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

Priority Level	Incident Resolution Time
1	4 Working Hours
2	4 Working Hours
3	24 Working Hours
4	72 Working Hours

10. Definitions

- 10.1 Agent** means an end user of the Services who must be a permanent or temporary employee or sub-contractor of Customer.
- 10.2 Annual Measurement Period** means the period of twelve months from the Service Commencement Date or each anniversary of the Service Commencement Date thereafter (or a period of twelve months as otherwise agreed between the Parties).
- 10.3 Applicable Law** means law, regulation, binding code of practice, rule, order or requirement of any relevant government or governmental agency, professional or regulatory Authority, each as relevant to (a) Vodafone in the provision of the Service and/or (b) Customer in receipt of the Service or carrying out of its business.
- 10.4 Authority** means those governments, agencies, courts of law, and professional and regulatory authorities including National Regulatory Authorities ("NRAs") that supervise, regulate, investigate, or enforce Applicable Law.
- 10.5 Charges** means the charges or fees set out in the Customer Agreement, the Order or Price Lists.
- 10.6 Customer** means the Party receiving Service under the Customer Agreement.
- 10.7 Customer Agreement** means an agreement for purchase of Services signed by both Parties.
- 10.8 Customer Equipment** means Equipment not owned by Vodafone that is used with the Service including Customer router. Equipment sold by Vodafone to Customer is Customer Equipment.
- 10.9 Customer Group** means Customer and any company that controls, is controlled by, or is under common control with Customer. For this purpose, control means having 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, at or after the date of the Customer Agreement (and **Customer Group Company(ies)** or **CGC** has a corresponding meaning).
- 10.10 Customer Site(s)** means the Customer's premises that Vodafone must access to provide the Service or the location where the Service is to be provided.
- 10.11 Data Protection Terms** means the terms regarding data protection in the General Terms, or if those General Terms are not applicable, the Data Protection Terms found at www.vodafone.com/business/vge-customer-terms.
- 10.12 Equipment** means the hardware and related software Customer must have to use the Service.
- 10.13 Equipment Terms** means the terms regarding Equipment in the General Terms, or if those General Terms are not applicable, the Equipment Terms found at www.vodafone.com/business/vge-customer-terms.
- 10.14 Excluded Event** means an incident caused by: (a) another Vodafone service purchased under a separate Customer Agreement; (b) non-Vodafone-supplied power, Customer Equipment, non-maintained structured cabling or other systems or networks not operated or provided by Vodafone (including an Incident relating to consumption of services over the internet); (c) the negligence, act, or omission of Customer or a third-party not within Vodafone's direct control; (d) Customer's delay or non-performance of any of Customer obligations set out in the Customer Agreement; (e) Customer's request to modify or test a Service Element; (f) a Force Majeure event or Service suspension that is permitted under the Customer Agreement; (g) the inability or refusal by a Third Party Provider to provide the Mandatory Accompanying Service or Customer Prerequisite; (h) a configuration change during implementation; and (i) a service failure at any other Customer Site.
- 10.15 Extra Service Terms** means the additional terms that apply to certain Service Elements ordered by Customer.
- 10.16 Force Majeure** means any circumstances, events, omissions, or accidents beyond the reasonable control of a Party, and that could not have been avoided by due diligence, and that prevent that Party or its Third Party Providers from performing any or all of its obligations (excluding the obligation to pay Charges).

- 10.17 General Terms** means the General Terms or master agreement identified in the Customer Agreement.
- 10.18 HCS Client Software** means the third party software provided by Cisco that runs on the User devices.
- 10.19 Incident** means an unplanned interruption to the Service, a reduction in the quality of a Service, or a failure of a Service configuration item.
- 10.20 Incident Management** means the end-to-end management of Incidents by Vodafone.
- 10.21 Network** means the communications network and the equipment and premises that are connected to the network that are used by Vodafone and Vodafone Group Companies.
- 10.22 Order** is defined in the relevant Customer Agreement.
- 10.23 Party or Parties** means the parties to the Customer Agreement.
- 10.24 Platform** means the Vodafone Contact Centre cloud-based environment supplied by Vodafone for Customer's use as part of the Service.
- 10.25 Price List** means Vodafone's standard pricing in the relevant territory at the applicable time.
- 10.26 Recovery Charge** means any amount payable by Customer for early termination or failure to meet commercial commitments as set out in the Customer Agreement.
- 10.27 Service Administrator** receives training from Vodafone and is responsible for raising Service fulfilment requests, including MACDs within Customer's organisation.
- 10.28 Service Element** means the individual components of the Service including optional services if applicable and configuration changes.
- 10.29 Service Level Objective or SLO** means the performance Vodafone expects to provide, without associated Service Levels or Service Credit.
- 10.30 Site Survey** means a survey of a Customer Site to assess whether (in Vodafone's opinion) the existing infrastructure is sufficient to provide the Service at that Customer Site.
- 10.31 Statement of Work** means the document prepared for Customer by Vodafone providing details of the Service including a High Level Design ("HLD") document.
- 10.32 Supervisor** means a person designated by Customer to be a supervisor who manages Agents and logs into the Service in order to do so.
- 10.33 Third Party Provider** means a third party contracted by either Vodafone or Customer that provides a Service Element or that provides service that connects to the Service. Third Party Providers may include members of the Vodafone Group.
- 10.34 Trouble Ticket** means a record of an Incident with a unique reference allocated to it that is used for all subsequent updates and communications.
- 10.35 User** means an end user of the Services who must be a permanent or temporary employee or sub-contractor of Customer.
- 10.36 VCC Boundary** is the point of entry of a call into the Cisco Unified Border Element (CUBE) Enterprise in the Vodafone data centre.
- 10.37 Vodafone** means the member of the Vodafone Group that is a Party to the Customer Agreement.
- 10.38 Vodafone Group** means: (a) Vodafone Group Plc, Vodafone, and any company that Vodafone Group Plc owns (directly or indirectly) 15% or more of the issued share capital; and (b) any partner listed on the "Where we operate" page in the "About" section at www.vodafone.com (and **Vodafone Group Company(ies)** or **VGC** has a corresponding meaning).
- 10.39 Working Day** means on Monday to Friday inclusive, but excluding public holidays in the country where the core Service is delivered from.
- 10.40 Working Hours** means the hours between 0900 and 1700 (local time) on a Working Day.

Vodafone Contact Centre – Extra Service Terms for Service Level Availability

Calculation: Service Availability is calculated as follows:

$(AST - \text{Downtime}) / AST$

Available Service Time (AST) = the total time for which Vodafone is committed to provide the Services during the Annual Measurement Period.

Downtime = Total time to restore all Priority Level 1 Incidents during the Annual Measurement Period plus any unplanned maintenance time.

Service Level Availability shall not apply where Customer has exceeded the Base Agent Maximum Agreed Contractual Volume as set out in Customer Agreement and only covers items within the VCC Boundary.

The Service Elements are delivered through either a single Customer Site, or dual Customer Site high availability Platform which offer different service level objectives. For each multi-channel option available both standard and high availability Service Level Objectives are shown.

Service Element	Description	Availability	Downtime minutes per annum
Call Delivery to an Agent*	The ability to deliver calls upon entry into the Platform to the Contact Centre Agent/Supervisor extension.	99.992%	39

Call Serviced by an IVR Port*	The ability to place calls in the interactive voice response (IVR) Port and service the calls with IVR applications.		99.99%	53
Outbound Dialler and Campaign Manager*	The ability to place outbound calls via the Outbound Dialler and Campaign Manager and connect calls to the Agent.		99.44%	2930
IPT Inbound / Outbound*	The ability to deliver calls from the Agent extension to the VCC Boundary and the ability to deliver calls from the VCC Boundary to the Agent extension. This is for Direct Dialed calls only.		99.997%	13
Multi channel: Email and Web Chat	<p>The ability for: Agents/Supervisors to process emails (including web forms) delivered to the Email Interaction Add-on</p> <p>Agents/Supervisors to communicate with end users using the Web Chat Feature set</p> <p>Vodafone is not responsible for the availability of Customer's email exchange server or website, or its internet connectivity.</p>	Standard Availability Model	99.77%	1200
		High Availability Model	99.93%	360
Multi channel Short Message Service	<p>The ability for Agents/Supervisors to communicate with end users using the SMS feature set.</p> <p>It is necessary for any Agents using this service to be using the Multichannel Email service as a means of sending and receiving SMS</p>		99.95%	4.38
Multi channel - Click To Call	The ability for a visitor to press a click to call whilst in a web chat session so that they can make a call from their PC to the Agent phone.	Standard Availability Model	99.77%	1200
		High Availability Model	99.93%	360
Multi channel - Social Interaction	The ability for discussion and comments on social media sites (Twitter, Facebook) about Customer's products to be monitored and routed to a Contact Centre Agent for an appropriate response.	Standard Availability Model	99.77%	1200
		High Availability Model	99.93%	360
Multi channel - Knowledge Agent	Knowledge Agent provides intranet or extranet access to the common knowledge base, enabling contact centre Agents to provide consistent and brand-aligned experiences in every interaction.	Standard Availability Model	99.77%	1200
		High Availability Model	99.93%	360
Multi channel - Case Management	Case Manager is a case management solution that helps customers provide quick, high-quality, and cost-efficient resolution of customer issues within a multi-channel contact centre. Case Manager enables Agents to provide effective interactions across social, web, contact centre, and mobile channels.	Standard Availability Model	99.77%	1200
		High Availability Model	99.93%	360
Multi channel - Web Self Service	Self Service enables customers to provide brand-aligned self-service experiences that enables improvements in customer self-service adoption from a website, while allowing context-aware escalations to live customer service or sales Agents. This enables customers to reach the answers they need to their questions without the need to contact the contact centre, thereby reducing costs and increasing customer satisfaction.	Standard Availability Model	99.77%	1200
		High Availability Model	99.93%	360

Multi channel - Co Browse	Cobrowse enables Users to offer step-by-step guidance to customers across web pages with field-by-field form filling, pointer sharing, and web browsing. This tool can be used in conjunction with a phone call, web chat, or click-to-call session. It enables rich web content cobrowsing without traditional screen-sharing or download requirements for Customer	Standard Availability Model	99.77%	1200
		High Availability Model	99.93%	360
Multi channel - Offers	Offers enables a website or Facebook pages to become proactive in minutes to enable customers to reach out to visitors with personalised offers. Offers give customers the ability to overlay existing website content with offers personalised for each visitor. The same offers can be made on customers' Facebook pages to make them as dynamic as your website. There is no need to overhaul a website; it can be overlaid with offers. Agents can watch visitors as they browse, understand what they are trying to buy, and then offer the promotion that is right for them.	Standard Availability Model	99.77%	1200
		High Availability Model	99.93%	360
Multi channel - Mobile Service Development Tool kit	<p>Mobile SDK enables Customers to offer all multi-channel engagement options such as web chat, email and click to call to mobile end users through applications on the Android and iOS platforms. Capabilities include mobile, offers, chat, click-to-call, cobrowsing, self-service, and notifications.</p> <p>The service development toolkit license comes with the ordering of multi channel options, allowing customers to design and build mobile applications for themselves to suit their customers needs. Customers will also be responsible for managing these websites with the mobile integration.</p>	No Service Level offered on Mobile Service Development Toolkit		

*The start of Downtime is declared when there is a loss of 10% or more calls over a period of 5 minutes. The end of the Downtime period will occur when the level of calls drops below 10% in a period of 5 minutes.

In general, with respect to self-service administration capabilities the start of Downtime is declared when there is a loss of self-service administration capability. The end of Downtime will occur when the reporting capability is restored.

In general, with respect to reporting capabilities, the start of Downtime is declared when there is a loss of reporting capability. The end of Downtime will occur when the reporting capability is restored.

Vodafone Contact Centre – Extra Service Terms for Customer Prerequisites Relating To Equipment

1. USER EQUIPMENT

For User desktops, the Customer needs to ensure that the resources required for any other applications that will be running on the desktop at the same time as eGain are adequately met.

1.1 User Desktop Hardware

Hardware	Requirements
CPU	Intel or AMD Version: 32-bit or 64-bit Processor: 1.4 GHz or higher
RAM	<p>For Microsoft ® Windows Vista: 2 GB 512 MB available physical memory for eGain</p> <p>For Microsoft Windows 7: 2 GB ® 512 MB available physical memory for eGain</p> <p>For Microsoft Windows 8: 2 GB ® 512 MB available physical memory for eGain</p>
Hard disk	512 MB for the Temporary Internet Files folder used by Internet Explorer
Screen resolution	1024 x 768 pixels (minimum setting)

1.2 User Desktop Software

Software	Requirements
Operating system (OS)	Windows Vista (SP2 or higher) or Microsoft Windows 7

Software	Requirements
	or Microsoft Windows 8 (Desktop mode)
Operating system (OS) language	Chinese (Simplified), Danish, Dutch, English, French, French Canadian, German, Italian, Japanese, Korean, Spanish, Swedish, Brazilian Portuguese, Portuguese, and Russian
Java runtime environment	Oracle JRE 1.7.0 (most recent update) This is required only for the following tasks: 1. Administer workflows from the Administration Console 2. View Knowledge Dashboards in the KB Console
Web browser	Microsoft Internet Explorer 8.0 Microsoft Internet Explorer 9.0 Microsoft Internet Explorer 10.0 Microsoft Internet Explorer 11.0 [Note: Internet Explorer runs in compatibility mode]
JavaScript	Javascript must be enabled
Cookies	Cookies must be enabled.
Native xmlHTTP	Native xmlhttp must be enabled. This is required for Ajax
Popup blockers	Popup blockers need to be disabled.
Browser plug-in Adobe Flash Player 10.3 or higher	This is required only for the following tasks: 1. Conduct video chats from Agent Console 2. View dashboards in Offers Console and Social Console
Optional item for page push	MeadCo Security Manager 6,4,440,40