

Global LAN/WLAN Service Terms

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1. General

- 1.1 **Service Summary:** Global LAN/WLAN Service (the "**Service**") is a tailored solution for building a Local Area Network (LAN) with various design, implementation, remote monitoring and management options. It connects enterprise employees/guests to the corporate network and applications of the Customer via a Local Area Network. In connection with the Service, Customer may purchase: (i) Guest Wi-Fi; and (ii) a marketing platform. The term "**Service**" includes each Service Element.
- 1.2 **Service Packages:** Customer will purchase the Services under one of the packages below as set out on the Customer Agreement or on an Order.
 - 1.2.1 **Managed** means Vodafone provides complete lifecycle management of Customer's LAN/WLAN with Equipment that can be owned either by Vodafone and/or Customer. Customer may choose either Standard, Plus or Premium Support Levels for the Managed Service Package.
 - 1.2.2 **Maintained** means Vodafone provides a reactive support service and onsite support for Supported Equipment owned by Customer.
 - 1.2.3 **Monitored** means Vodafone provides proactive remote monitoring of the LAN when the Equipment is owned by Customer. Monitored Service must be purchased with Maintained Service.

2. Conditions of Use

- 2.1 **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.
- 2.2 **Mandatory Accompanying Services:** In order to receive the Service, Customer must also purchase from Vodafone and maintain the following "**Mandatory Accompanying Services**" (the terms and charges for the Mandatory Accompanying Services are not included in these Service Terms): Vodafone IP-VPN Service. If Customer fails to purchase or maintain the Mandatory Accompanying Services, Vodafone may terminate the Service and charge Customer any applicable Recovery Charge.
- 2.3 **Third Party Providers:** Service Elements may be provided by a Third Party Provider. Terms and Conditions relevant to Guest Wi-Fi optional Service Element are set out on <https://meraki.cisco.com/support/#policies:eca> as updated from time to time. 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 **Wi-Fi landing page – Customer Obligations**
 - 2.4.1 If specified in the Order, Vodafone will assist the Customer with the creation and design of the web-based end user landing page where end users will accept the Guest Wi-Fi terms and conditions ("Landing Page").
 - 2.4.2 **Trademark licence:** Customer grants Vodafone a non-exclusive, non-transferrable licence to use the Customer's logo or other designs on the Landing Page.
 - 2.4.3 **IP warranty:** Customer warrants to Vodafone that it has full and sufficient right, title and authority to grant the license at clause 2.4.2.
- 2.5 **Mandatory items – Customer Obligations:** In order to receive the Services, the Customer must have: (a) for Guest Wi-Fi, a working internet connection, provided by either Vodafone or a Third Party Provider; and (b) **Structured Cabling**, a structured cabling system of cabling and associated hardware, providing a comprehensive telecommunications infrastructure. If Customer fails to purchase or maintain the Mandatory Items, Vodafone may terminate the Service and charge Customer any applicable Recovery Charge.
- 2.6 **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; (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.
- 2.7 **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.
- 2.8 **Moving Customer Sites:** Customer will notify Vodafone reasonably in advance if the Customer moves Customer Sites or any Supported Equipment to a new location and requires the Service to continue. Vodafone is under no obligation to

provide the Service at such new location but will use reasonable endeavours to comply with the Customer's request subject to agreement of Charges which may apply in relation the change of location.

- 2.9 Security Obligations:** 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.
- 2.10 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 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.
- 2.11 End User Terms:** Where Guest Wi-Fi is selected by the Customer in the Order, the Customer will prepare terms governing use of such Service by Users ("**End User Terms**") and will ensure that all Users accept the End User Terms before accessing and using the Services and comply with the End User Terms in relation to such use. The End User Terms will at a minimum contain provisions which: (i) protect the intellectual property rights relating to the Services; (ii) prohibit misuse of the Services; (iii) oblige Users to keep secret and not disclose passwords and other security information used to access the Service; (iv) obtain the express consent of Users in relation to the processing of data including where applicable Personal Data for the purposes specified in the Customer Agreement; and (v) include appropriate disclaimers and limitations of liability in relation to the Services including a disclaimer, to the extent permitted by applicable law, of implied terms relating to the Services.
- 2.12 Right to Resell:** Customer is permitted to resell, distribute, provide, and sub-licence the Service (including Guest Wi-Fi and marketing platform) and Equipment to Users (each action is a "**Resale**"). For each Resale, Customer will: (a) be responsible for Users' use of, and all dealings with Users about, the Service; (b) require each User to agree in writing to abide by the obligations set out in these Service Terms that relate to Users, including restrictions on use and misuse of the Service; (c) not make any representation, warranty, offer, indemnity, or other commitment to any User on Vodafone's behalf; (d) comply with all Applicable Laws pertaining to Resale, including maintaining any licences or other governmental approvals; and (e) reimburse Vodafone for any costs or expenses Vodafone incurs as a result of any breach by Customer of this clause.
- 2.13 Applicable Laws:** Vodafone and Customer shall respectively comply with all Applicable Law.

3. Equipment

- 3.1 Equipment:** Customer must have Equipment that meets Vodafone's specifications on the Customer Site to use the Service. Customer may purchase Equipment from Vodafone or from its own suppliers. The Equipment Terms apply to Vodafone Equipment and Customer Equipment.
- 3.2** If Customer chooses the Managed or Maintained service package: Vodafone will support, maintain, upgrade and/or replace Equipment as required for Service performance ("**Maintenance**"). Vodafone will provide Customer with reasonable advance notice of any Maintenance activities that will require Customer cooperation or access to a Customer Site. Customer agrees to cooperate with Vodafone in its performance of Maintenance. If Customer fails to do so, Vodafone is not responsible for Service performance related to Equipment that requires Maintenance.

4. Data Protection

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

5. Support and Delivery Services

- 5.1 Support Service:** Vodafone will provide Customer with Support Service for the Service Elements ordered by Customer based upon the Service Packages as set out below:

Maintained LAN/WLAN	Monitored LAN/WLAN	Managed LAN/WLAN
<p>A reactive support service with break/fix, which provides escalation to the Equipment manufacturer and on-site support for Supported Equipment.</p> <p>Includes restore of config (customer has responsibility for backup).</p> <p>Equipment is owned by Customer.</p> <p>The Service Elements delivered are:</p> <ul style="list-style-type: none"> • Service reporting • Reactive fault resolution 	<p>Delivers proactive remote monitoring of the Supported Equipment. Vodafone will detect and initiate response when Incidents occur.</p> <p>Monitored LAN/WLAN must be purchased with Maintained service.</p> <p>The Service Elements delivered are:</p> <ul style="list-style-type: none"> • Service reporting • Reactive fault resolution • Event Monitoring • Incident Management • Problem Management • Configuration Management 	<p>Provides complete lifecycle management of Supported Equipment. Vodafone has responsibility for the overall health of the LAN, change and configuration management, capacity and technology planning.</p> <p>The Service Elements delivered are:</p> <ul style="list-style-type: none"> • Service reporting • Reactive fault resolution • Event Monitoring • Incident Management • Problem Management • Configuration Management

Maintained LAN/WLAN	Monitored LAN/WLAN	Managed LAN/WLAN
	<ul style="list-style-type: none"> • Proactive remote monitoring • Alarm and Incident Reporting • Performance Reporting Equipment is owned by Customer.	<ul style="list-style-type: none"> • Change Management • Availability Management • Infrastructure Operations • Capacity Management • Service Level Management • Vodafone Service Management (extra cost). Equipment may be owned by Customer and / or Vodafone.

5.2 Support Parameters: Support Service is available in English as a standard service. 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 Request Fulfilment	Working Hours

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

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

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 For the Monitored or Managed Service Packages Vodafone will notify and update the Customer on Incidents as follows:

Condition/Event	Notification / Update Required
Incident detected/ Initial alarm.	Alert Customer point of contact of alarm or potential Incident. Open status and Incident information will be available through the Customer Portal.
Incident/alarm management and actions.	Provide Customer point of contact with the Incident description, working diagnosis, and initial plan of action along with estimated restoration time(s). Live incident status view will be available via the Customer Portal.
Incident closure.	Notify Customer point of contact of proposed Incident closure (including cause and resolution) through the Customer Portal.

5.7 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.

5.8 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**").

5.9 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.

5.10 Expedited Delivery: When requested by Customer, Vodafone will use reasonable efforts to meet an expedited Agreed Delivery Date (subject to additional Charges). Service Levels do not apply to an expedited delivery date.

6. Service Level Terms

6.1 Applicability: Service Levels and Service Credit terms apply from the Service Commencement Date for the applicable Customer Site depending on the Service Level measure, unless stated otherwise.

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

7. Service Commencement

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. Service Availability

8.1 Calculation: Percentage Availability is calculated as:

$$(A - B)/A \times 100$$

"A" equals the number of whole minutes in the Monthly Measurement Period.

"B" equals the number of whole minutes when the Service is Unavailable in the Monthly Measurement Period.

8.2 Service Levels: The following Availability Service Levels apply to the support level and optional Service Element (if applicable) selection by Customer. The Support Levels listed below are only available when Customer purchases Managed Service.

Service Type	Service Availability (Percentage or P)
Support Level - Premium	99.9%
Support Level - Plus	99.5%
Support Level - Standard	99%
Guest Wi-Fi marketing platform	98%

9. Priority of Incidents

9.1 The following Priority Level definitions apply to the Service:

Priority Level	Priority Level definitions
1	A complete breakdown or outage or a critical performance degradation causing Service Unavailability for a significant proportion of Users.
2	The functionality of the Service is affected to a large extent, a major performance degradation or loss of important function occurs, security is critically affected or a breach of an applicable law occurs.
3	A minimal limitation to the functionality of the Service.
4	A non-Service affecting Incident or Incidents not classed as Priority Level 1, 2 or 3 Incident. For example, faulty documentation, general questions etc.

10. Incident Resolution Times

10.1 Priority Level 1 or 2: 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.

10.2 Remote Incident Response Times

10.2.1 The Incident response time is calculated as the number of whole hours between the time that Vodafone opens a Trouble Ticket and the time Vodafone provides the Customer with an update on the initial Incident diagnostic and action required.

10.2.2 Incident response time for the Service vary according to the selected Support Level and Priority Level as follows:

Support Level	Standard	Plus	Premium
Priority Level	Target Incident Response Time	Target Incident Response Time	Target Incident Response Time
1	60 Mins	30 Mins	30 minutes
2	4 Hrs	2 Hrs	30 minutes
3	8 Working Hrs	4 Working Hrs	2 Working Hours
4	End of next Working Day	End of next Working Day	8 Working Hours

10.3 Remote Incident Resolution Time

10.3.1 Remote 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.

10.4 Remote Incident Resolution Service Level Targets

10.4.1 The target resolution times for Incidents that can be resolved remotely (i.e. the resolution happens from a remote location, not onsite) vary according to the selected Support Level and are as follows:

Support Level	Standard	Plus	Premium
Priority Level	Target Incident Resolution Time	Target Incident Resolution Time	Target Incident Resolution Time
1	24 Hrs	8 Hrs	4 Hrs
2	24 Hrs	8 Hrs	4 Hrs
3	48 Hrs	16 Hrs	8 Hrs
4	96 Hrs	48 Hrs	24 Hrs

10.4.2 Target Remote resolution time of the Guest Wi-Fi marketing platform is next Working Day.

10.4.3 Vodafone will use reasonable endeavours to resolve an Incident Remotely; however, if Vodafone is unable to resolve an Incident Remotely, Vodafone will arrange with the Customer's nominated contact for a field engineer to visit the affected Customer Site.

10.5 Field Engineer Incident Response Time

10.5.1 **Calculation:** Field Engineer Response Times are measured from the time that Vodafone informs the Customer that a field engineer will be despatched to Customer to the time that the field engineer is admitted onto the Customer Site affected by the relevant reported Incident.

10.5.2 For a Priority Level 1 Incident only, if Vodafone decides that an Incident cannot be resolved remotely and a field engineer is needed, Vodafone will provide a field engineer within the response times outlined below.

Countries and locations	Field Engineer response time
UK mainland, excluding the Highlands and all Islands.	4 hours
France, major cities only.	4 hours
Germany, major cities only.	4 hours
Australia, major cities only.	4 hours
Austria, major cities only.	4 hours
Belgium, major cities only.	4 hours
The Netherlands, major cities only.	4 hours
USA, major cities only.	4 hours
Sweden, major cities only.	4 hours
Ireland, major cities only.	4 hours
Switzerland, major cities only.	4 hours
Japan, major cities only.	4 hours
Russia, main cities only.	4 hours
Spain, major cities only.	4 hours
Italy, major cities only.	4 hours
Luxembourg, major cities only.	4 hours

Confirmation of the major cities will be provided on request and, where relevant, specified in the Customer Agreement and / or Order.

10.5.3 The field engineer response times above are indicative only; the exact field engineer response times applicable to Customer will be set out in the Statement of Work and/or Order.

10.5.4 The Field Engineer Incident Resolution times will vary depending upon the particular Customer Site network infrastructure and whether there are applicable spares available to correct the Incident.

11. Service Credit

11.1 Service Credit for Incident Resolution

11.1.1 The Service Credit is a percentage of the Monthly Recurring Charge for the affected Supported Equipment during the Monthly Measurement Period. The following Service Credit applies to the Remote Incident Resolution Service Levels:

Number of whole hours beyond the Remote Incident resolution Service Level that the Priority Level 1 Incident remains unresolved	Service Credit Percentage
Service Credits will payable for each logged Priority Level 1 Incident only where the target Incident Remote resolution time has not been achieved within the Service Level.	10% of the Monthly Recurring Charges for the affected Supported Equipment to which the original Incident applied, subject to clause 11.2.3.

11.2 Service Credit Terms

- 11.2.1 Customer must claim Service Credit via its Vodafone account manager within 30 days of the end of the Monthly Measurement Period. Service Credit will be applied to Customer's next bill after agreement that Service Credit is due.
- 11.2.2 Service Credits do not apply to any Incident connected to any Excluded Event.
- 11.2.3 The total Service Credit payable in any given Monthly Measurement Period may not exceed 15% of the monthly Recurring Charge for the affected Customer Site.
- 11.2.4 The Service Credits as set out in these Service Terms are Customer's sole and exclusive remedy against Vodafone for any failure in Service performance. Service Credits have been calculated as, and are, a genuine pre-estimate of the loss likely to be suffered by the Customer for failure in Service performance. Service Credit may only be applied to Charges for the Service and have no cash value.

12. Definitions

- 12.1 **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.
- 12.2 **Availability** means the percentage of time the Service is available for use at each Customer Site in a Monthly Measurement Period.
- 12.3 **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.
- 12.4 **Charges** means the charges or fees set out in the Customer Agreement, the Order or Price Lists.
- 12.5 **Customer** means the Party receiving Service under the Customer Agreement.
- 12.6 **Customer Agreement** means an agreement for purchase of Services signed by both Parties.
- 12.7 **Customer Equipment** means Equipment not owned by Vodafone that is used with the Service, including Customer Routers. Equipment sold by Vodafone to Customer is Customer Equipment.
- 12.8 **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).
- 12.9 **Customer Portal** is the Vodafone web portal that allows the Customer to access online Service Level reports.
- 12.10 **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.
- 12.11 **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.
- 12.12 **Equipment** means the hardware and related software Customer must have to use the Service.
- 12.13 **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.
- 12.14 **Excluded Event** means any of the following: (a) an Incident with another Vodafone service purchased under a separate Customer Agreement; (b) an Incident associated with non-Vodafone-supplied power, Non-Supported 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) an Incident caused by 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) an Incident or delay resulting from a request by Customer for expedited delivery of the Service; (f) Customer's request to modify or test a Service Element/Customer Site; (g) a Force Majeure event or Service suspension that is permitted under the Customer Agreement; (h) the inability or refusal by a Third Party Provider to provide the Mandatory Accompanying Service/access circuit at a Customer Site; (i) a Configuration Change during implementation; and (j) an Incident caused by service failure at any other Customer Site.
- 12.15 **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).
- 12.16 **General Terms** means the General Terms or master agreement identified in the Customer Agreement.
- 12.17 **Incident** means an unplanned interruption to the Service, a reduction in the quality of a Service, or a failure of a Service configuration item.
- 12.18 **Incident Management** means the end-to-end management of Incidents by Vodafone.
- 12.19 **MIB** means management information bases.

- 12.20 Monthly Measurement Period** means the period from the Service Commencement Date up to the end of the calendar month and then each calendar month thereafter (save for the last month that will end upon the termination date of the Service).
- 12.21 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.
- 12.22 Order** is defined in the relevant Customer Agreement.
- 12.23 Party or Parties** means the parties to the Customer Agreement.
- 12.24 Price List** means Vodafone's standard pricing in the relevant territory at the applicable time.
- 12.25 Recovery Charge** means any amount payable by Customer for early termination or failure to meet commercial commitments as set out in the Customer Agreement.
- 12.26 Service Credit(s)** means the service credit payable by Vodafone to Customer in accordance with these Service Terms.
- 12.27 Service Element** means the individual components of the Service including optional services if applicable and configuration changes.
- 12.28 Service Level(s)** means the service levels that apply to the provision of the Service as set out in these Service Terms.
- 12.29 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.
- 12.30 Statement of Work** means the document prepared for Customer by Vodafone providing details of the Service, if applicable.
- 12.31 Supported Equipment** means the Equipment monitored and/or supported by Vodafone as part of the Services, which may consist of specific Equipment items within the Customer's LAN infrastructure, or may be Customer's entire LAN infrastructure, including Vodafone Equipment and/or Customer Equipment, as specified in the Order and/or Statement of Work.
- 12.32 Support Level – Premium** means Vodafone will monitor the Supported Equipment as per the Support Level, but in addition extend monitoring to cover Supported Equipment ports.
- 12.33 Support Level – Plus** means Vodafone will monitor Supported Equipment using the basic and manufacturer MIB(s) to determine the status of the Supported Equipment.
- 12.34 Support Level - Standard** means Vodafone will monitor the Supported Equipment using the basic MIBs to determine if the Supported Equipment is up or down.
- 12.35 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.
- 12.36 Trouble Ticket** means a record of an Incident with a unique reference allocated to it that is used for all subsequent updates and communications.
- 12.37 Unavailable or Unavailability** means Supported Equipment cannot exchange data with another Supported Equipment for reasons other than an Excluded Event or in respect of the Guest Wi-Fi marketing platform, Customer's Users cannot access the Guest Wi-Fi marketing platform for reasons other than an Excluded Event.
- 12.38 User(s)** means any entity or individual, including any third party customer of Customer and any Customer Group Company, using any component of the Service.
- 12.39 Vodafone** means the member of the Vodafone Group that is a Party to the Customer Agreement.
- 12.40 Vodafone Equipment** means Equipment supplied by Vodafone for Customer's use, including Vodafone Routers.
- 12.41 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).
- 12.42 Working Day** means on Monday to Friday inclusive, but excluding public holidays in the country where the Service is delivered from.
- 12.43 Working Hours** means the hours between 0900 and 1700 (local time) on a Working Day.