

Smart Working Tools

Reviewed: 1 March 2021

1. Virtual Office Number

The terms and conditions under this heading relate to the Vodafone Virtual Office Number service ('the Service'). These terms and conditions apply in addition to the General Terms and Conditions of service for Vodafone Business Customers ("General Terms") and the Mobile Specific Terms and form part of your Agreement with Vodafone.

1.1. Virtual Office Number is a Vodafone service which provides the User with a virtual landline number that diverts landline calls to their mobile number.

1.2. Unless otherwise notified to Customers in writing, Virtual Office Number is only included with the following Vodafone Business Unlimited Price Plans: Business Unlimited Lite, Business Unlimited, Business Unlimited Max and is only available to Vodafone Business Customers. There is no additional cost for this feature.

1.3. When signing up for one of the above Business Unlimited Plans you must notify us if you wish to avail of the Service. As part of the Service you will receive a dedicated geographic landline number (the 'Landline Number') which will be set up to call forward to your specific mobile number which must be on one of the above mentioned Business Unlimited Price Plans.

2. New Landline Numbers

Vodafone will choose the new Landline Number for you to use with your mobile phone on our network. This Landline Number will be based on your billing address when signing up for the Service and will be allocated based on your minimum numbering area ('MNA') as defined by the Commission for Communications Regulation. By way of example, this means that if your address is within the MNA associated with 071 (Sligo) you can only be assigned a number beginning with 071.

3. Existing Landline Numbers:

Where porting is requested by you, you warrant and represent that you accept the terms relating to porting contained in the General Terms and the Mobile Specific Terms.

3.1. A landline terminal is not required or provided as part of this Service

3.2. In order to avail of the Service the Customer must not change the Landline Number call forwarding functionality to an alternative mobile number on another mobile network or on a non-relevant Business Unlimited plan as outlined in clause (2) above.

3.3. Your Landline Number is linked at all times to the mobile number it was set up on as part of the Service. Vodafone cannot transfer the Landline Number to divert calls to another mobile number. Where a Customer wishes to transfer ownership of a Landline Number created by the Service that is linked to a Vodafone mobile number, the Customer must complete a Transfer of Ownership form to transfer ownership of that mobile number and the associated Landline Number.

3.4. Customers may terminate this Service at any time by notifying Vodafone.

3.5. If a Customer terminates their Business Unlimited plan, moves to a Vodafone mobile tariff plan outside of those listed in clause (2) above or moves their mobile service to another network provider the Service will be terminated and no longer function.

3.6. The Landline Number or mobile number do not belong to the Customer and will remain property of Vodafone until the mobile number is transferred to another network provider. Where a Customer ports their mobile number to another mobile operator, the associated Landline Number will be disconnected unless the Customer notifies Vodafone in advance that they wish to retain the Landline Number allocated to them. In this scenario, Vodafone will, where possible, facilitate the transfer of the telephone number to the new network operator in accordance with agreed industry processes.

3.7. If you change your address at any time you will need to inform Vodafone so we can supply you with a new Landline Number based on your new billing address as defined by ComReg. Please note that any changes to your address may impact the Service.

3.8. Vodafone does not represent or warrant that the operation of the Service or related Vodafone products and services will be uninterrupted, timely, secure or error-free or that it will meet any Customers specific requirements.

1. Call Conferencing

The terms and conditions under this heading related to the Vodafone Call Conferencing service ('the Service'). These terms and conditions apply in addition to the General Terms and Conditions of service for Vodafone Business Customers ("General Terms") and the Mobile Specific Terms and form part of your Agreement with Vodafone.

1.1. Call Conferencing is a Vodafone service integrated with the Call Transfer Service for RED Business Unlimited Max Customers only. It allows you to talk up to five people at once. These calls can be incoming or outgoing but the person controlling the call only pays for the call they initiate. This service is for domestic use only.

1.2. When signing up for RED Business Unlimited Max Price Plan, Call Conferencing is provisioned once the Price Plan is in place. The User must enable their device in order to set up conference calling.

1.3. In the same manner as a voice call over the mobile network, any voice calls made with Call Conferencing will deplete the voice bundle allowance included with your Price Plan. If you exceed your bundle allowances, you'll be charged for a call using Conferencing at the same rate you would be charged for a call over the mobile network. These charge rates are referenced in the terms and conditions of your Price Plan

1.4. Service Limitations.

Vodafone cannot guarantee specific levels of performance and the call quality during provision of the Service.

1.5. Warranty The Service is provided 'as is' and as far as we are able to under the law we exclude all representations, warranties, conditions and other terms not expressly stated in these terms, including any implied warranties or conditions as to non-

infringement of third party rights and fitness for a particular purpose in relation to your use of the Service.

1.6. Customers may terminate this Service at any time by notifying Vodafone.

1.7. If a Customer terminates their RED Business Unlimited Max Price Plan or move their mobile service to another network provider the Service will be terminated and no longer function.

1.8. Vodafone reserves the right to withdraw the Service generally or from any particular Customer at any time and to vary or amend any element of this Service at any time without further notice.

1. Microsoft 365 Online

The terms and conditions under this heading relate to the Microsoft 365 Online (‘the Service’) service. These terms and conditions apply in addition to the General Terms and Conditions of service for Vodafone Business Customers (“General Terms”) and the Mobile Specific Terms and form part of your Agreement with Vodafone

1.1. Microsoft 365 Online is a smart working and collaboration tool. The Service includes:
- A 50 GB mailbox and a custom email domain address,
- Web (only) versions of Office applications (Outlook, Word, Excel, PowerPoint, OneNote),
- 1 TB of OneDrive storage
- Microsoft Teams to hold online meetings and video conferencing for up to 250 people.
This is all stored safely in the cloud.

1.2. The Service is an independent third party service, provided by Microsoft. Vodafone is not responsible for, and accepts no liability whatsoever in relation to the provision of the Service and/or its content by Microsoft. By signing up to the Service, you understand and expressly agree that Vodafone is not responsible for the provision of the Service to you. If you do not agree with this term then please do not use the Service.

1.3. This Service is only available to Users on the RED Business Unlimited Max plan.

1.4. If using the Service, Customer hereby agrees to the Microsoft Customer Agreement (which may be amended by Microsoft from time to time). Please read the Microsoft Customer Agreement which is available here: <https://www.microsoft.com/licensing/docs/Customeragreement>

1.5. If a Customer terminates their RED Business Unlimited Max plan or moves their mobile service to another network provider the Service may be terminated and no longer function. The Customer has the responsibility to make arrangements with Vodafone or another provider for the continuity of licence activation should the mobile service move from Vodafone.

1.6. Vodafone reserves the right to withdraw the Service generally or from any particular Customer at any time and to vary or amend any element of this Service at any time without further notice.

1.7. Only licences activated in accordance with this Service are subject to the terms herein. Licences transferred in or added outside of this Service will be subject to the standard charges and terms associated with the service in question.

1. Security:

The terms and conditions under this heading related to the Security Zimperium (‘the Service’). These terms and conditions apply in addition to the General Terms and Conditions of service for Vodafone Business Customers (“General Terms”) and the Mobile Specific Terms and form part of your Agreement with Vodafone

1.1. The Service is an independent third party service, provided by Zimperium. Vodafone is not responsible for, and accepts no liability whatsoever in relation to the provision of the Service and/or its content by Zimperium. By signing up to the Service, you understand and expressly agree that Vodafone is not responsible for the provision of the Service to you. If you do not agree with this term then please do not use the Service.

1.2. The Service is an enterprise class, on-device security engine for Android and iOS devices that protects your mobile device against harmful phishing attacks and malicious apps. Developed for mobile devices, Zimperium’s application based service focuses on behaviour-based analytics on the device to detect threats in real time.

1.3. This Service is only available to Users on the RED Business Unlimited and RED Business Unlimited Max plans.

1.4. Users must agree to Zimperium EULA Agreement. Please read EULA Agreement here: <https://www.zimperium.com/wp-content/uploads/2019/09/EULA.pdf>

1.5. Users will have to agree to Zimperium EULA terms when logging into the application.

1.6. Vodafone is not liable for any damage to hardware or software where the app is installed.

1.7. If a Customer terminates their RED Business Unlimited or RED Business Unlimited Max plan or moves their mobile service to another network provider the Service will be terminated and no longer function.

1.8. Vodafone reserves the right to withdraw the Service generally or from any particular Customer at any time and to vary or amend any element of this Service at any time without further notice.