

## CORPORATE INTERNET - SERVICE ANNEX TO THE GENERAL FIXED SERVICE SCHEDULE

### 1. Definitions

The following definitions apply, in addition to those in the General Business Terms and Conditions and the General Fixed Services Schedule.

**“Border Gateway Protocol” (“BGP”)** is a IP gateway router protocol used to exchange appropriate inter-network routing information.

**“Internet Service Provider” (“ISP”)** means a provider of internet services.

**“Internet Standards”** means the protocols and standards defined in the Internet documents RFC 1009, 1122, 1123, 1250 and 1771 and any other applicable protocols and standards as appropriate.

**“Local Access Circuit”** refers to the connection between the Customer Premises and a Telecommunications Operator’s nearest network node / point of presence (variously called a PoP, Local Exchange, Central Office etc)

### 2. Service Description

2.1 Vodafone Corporate Internet provides a high speed uncontended, symmetric connection to the Internet.

### 3. Service Components

3.1 **Internet Access Bandwidth:** Vodafone Corporate Internet is an enterprise-class high availability, uncontended/dedicated service with an ethernet presentation to the Customer, connected via an optical fibre access circuit. The uplink and downlink access speeds are equal / symmetric. The service is scalable with speed options from 1Mbps to 1Gbps. Customers also have the option to flex bandwidth as required.

3.2 **Static IP Address:** The Customer has the option to reserve a range of static IP addresses and the reservation and assignment of IP addresses will be managed by Vodafone or the Customer’s own IP addresses can be used. Vodafone will use RIPE\* guidelines to ensure that the Customer is allocated sufficient IP addresses for their needs. It is important that Customers include their IP needs as part of their service request, as the RIPE guidelines require the justification of address space requested. (\*Réseaux IP Européens Network Coordination Centre (RIPE NCC) – Regional Internet Registry.) The static IP address range provided will be specified on the Order Form. Vodafone cannot guarantee that for any subsequent requests to extend or expand a static IP range a contiguous subnet will be available in the same range.

3.3 **Public IP Address Routing:** Vodafone can only route IP addresses provided by Vodafone or the Customer’s own IP addresses. IP addresses stay with the Internet Service Provider (“ISP”) who issued them, so if the Customer is moving from another ISP, the Customer will need to hand back its previous IP addresses and take new ones from Vodafone. Similarly, IP addresses issued by Vodafone

are not transferable to another ISP’s service. If the Customer’s own IP addresses have been previously routed by another ISP, the Customer will need to ensure the network of the previous ISP stops advertising the Customer’s IP addresses when the Customer moves to Vodafone.

### 4. Service Optional Features

4.1 **Bandwidth variation:** If the Customer wishes to increase or decrease their Vodafone Corporate Internet bandwidth this will require formal order to Vodafone resulting in a new or varied Customer contract.

### 5. Service Delivery

5.1 **Internet Access Service:** Vodafone will confirm delivery of the Local Access Circuit, configure the Service and conduct a set of standard tests.

5.2 Note that Vodafone provides a Domain Name System (“DNS”) Server for the Customer to resolve domain names to IP addresses. Two DNS IP addresses are provided during Service delivery. The Service is considered delivered even if only one of the DNS Servers notified to the Customer is operational.

5.3 **Customer premises equipment (“CPE”):** Vodafone will install and commission CPE to provide the service to the customer, The CPE will have an Ethernet access port for access to the internet service.

### 6. Vodafone Service Management Boundary (“SMB”)

6.1 The SMB is the physical interface port on the Vodafone CPE which is the Customer’s access point for Vodafone’s service. Vodafone is responsible for includes provisioning, maintenance and management of all elements up to this SMB.

### 7. The Customer’s Responsibilities

7.1 If the Customer has a connection to another ISP network, then the Customer must use BGP with a unique autonomous system number for the Customer’s network.

7.2 The Customer is responsible for registering its Domain Name(s) and, unless ordering Domain Name registration service from Vodafone has been agreed, for providing primary and secondary DNS.

7.3 The Customer must ensure that any existing IP addresses are registered with an approved Regulatory Authority. If the Customer provides its own IP addresses these must be at least a /29 block.

7.4 Vodafone is required by Reseaux IP European (RIPE) to include the following conditions where the Customer takes Provider Independent Resource(s) (“PIR”) with the Service.

a) Vodafone is responsible for liaising with the Customer and the Customer shall respond to



- Vodafone's requests in order to keep registration records up-to-date;
- b) The Customer shall provide up-to-date registration data to Vodafone and the Customer acknowledges and agrees that some or all of this registration data will be published in the RIPE WHOIS database; and
  - c) The Customer acknowledges and agrees that:
  - d) None of the PIR may be sub-assigned to a third party.
  - e) Registration fees must be paid by the Customer to Vodafone for the PIR.
  - f) The PIR will return by default to the RIPE Network Coordinating Centre if the Customer cannot be contacted and/or any registration fees are not paid to Vodafone.
  - g) The use of PIR is subject to RIPE policies as published on the RIPE web site and which may be amended from time to time.
  - h) Violation of RIPE policies (found at [www.ripe.net](http://www.ripe.net)) is a material breach of the MSA and the PIR will return by default to the RIPE Network Coordinating Centre

## 8. Charges and Payment Terms

The charges for the Service will comprise some or all of the following components, depending on the option selected on the Order Form:

Type	Frequency	Comments
Set-up/activation fee	One-off	Can be reduced or waived depending on offer or package provided
Recurring monthly rental	Monthly, chargeable in advance	Can be reduced or waived depending on offer or package provided
Deposit charge (if applicable)	One-off, in advance	Refundable and adjustable after service termination
Additional VAS service charges	One time upfront activation charge, recurring charge, or bundle charge	Can either be charged or free of charge. System should support all the different charging mechanisms
Discounts	Ranging from 0-100%	Linked to customer spend and term commitment
Order cancellation charges	One-off	
Order amendments charges	One-off	
Order modification charges	One-off	
Transfer of service charge	One-off	
Moving premises charge	One-off	
Excess Construction charges (ECC)	One-off	