

DEDICATED PRIVATE CLOUD

G-CLOUD 15 – SERVICE DEFINITION



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vodafone
business

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Introduction

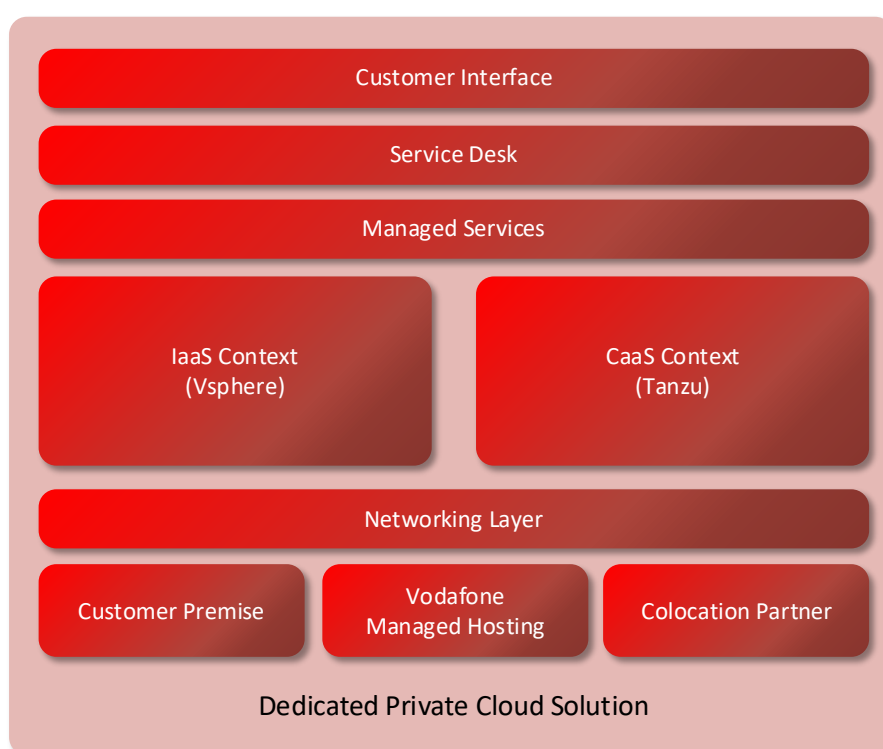
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1. Introduction

Vodafone Dedicated Private Cloud (“DPC”) is a flexible, self-contained, managed compute infrastructure solution that underpins fully functional Infrastructure as a service (“IaaS”) and Container as a service (“CaaS”) environments. Vodafone offers DPC solutions in a range of locations that span from Vodafone Managed Hosting data centres to customer premises or partner colocation data centres, provided that the specific location meets the minimum specifications in terms of operability, security and suitability.

DPC is a fully operational compute platform with extended functions to support multiple use cases where flexibility, security, compliance, cost-effectiveness, high performance, or low latency are the main drivers. DPC provides additional flexibility for Clients to design their virtual resources and applications as needed, using the benefits typically associated to the cloud while maintaining the predictability and security generally associated with private infrastructure.



Dedicated Private Cloud Solution

This service description outlines the Dedicated Private Cloud technical specification and service features offered by Vodafone.

Vodafone will revise this Service Description periodically to keep it updated to the latest changes and new features.

The document is organised in the following way:

- **Overview** provides a summary of the main components comprised in a DPC solution



- **Delivery Locations** describes the different delivery models supported by DPC.
- **Service Design** describes our delivery programme, in-life approaches, and service overview
- **Service Delivery** describes each element used to build a solution, and what those elements include
- **Solution Architecture** describes the technical components of the solution
- **Service Management** gives an overview of how we deliver the managed solution to you as a service, utilising an ITIL-aligned framework
- **SLA, Locations and Exclusions** provides details of the services terms, location considerations and service exclusions.
- **Charges, Billing and Commercial Terms** outlines the commercial framework for our services



2. Overview

DPC is provided as a fully managed solution. Vodafone we take responsibility of the entire data centre, communications and infrastructure stack so you can be free to design, develop and manage your applications. DPC can also be deployed on Customer premises, in these cases, Vodafone will assess the suitability of the premise as part of the design phase.

DPC is a highly flexible and customisable solution, the following table illustrates a list of components provided by Vodafone as part of the standard solution. These layers are generally customisable, and, in some cases, they accept optional add-on's as well as variations, these additional components and variations will be discussed with your team during the design phase.

DPC Service Components	Description & Characteristics
Data centre	We define and manage all data centre space, power and operational components at the location you need. We can also deploy on your premises, in this scenario, we will run a facility assessment and will establish with you the operational practises to guarantee service levels. Please see delivery locations in section 3, Delivery Locations Supported for further information.
Connectivity & Networking	We can present a range of connectivity options and pick up the one that best suits your necessities, these solutions can span from Internet connectivity, fixed and mobile private networks, VPN's as well as advanced virtualised security functions. The connectivity of the solution will be defined according to the sizing, location and available site options.
Hardware	DPC is provided with hyperconverged hardware. We use two main vendors, Dell or Lenovo. Typically a DPC solution will be composed by a minimum of 4 physical nodes along with physical switching and firewalling layers. Details of this configuration is described thought the document. All hardware is fully licenced and with the right level of maintenance agreements to guarantee service levels.
Virtualisation Layer	DPC uses a VMware based virtualisation layer that incorporates VMware Cloud Foundation (VCF) architecture standards. It comprises vSphere for IaaS and VMware Tanzu Kubernetes for the CaaS environment. Initial resources and configuration assigned to each one of those environments will be defined at the design phase according to the requirements of your



	workloads and applications. Those resources can be subsequently reassigned dynamically during the production phase. For the CaaS environment, we will also discuss with you, what are the DevOps processes and integration required according to your applications and the operational model within your organisation.
Software Licences	We provide licences for the entire solution including Virtualisation, Operating Systems and Middleware such as database licences, application servers and other commercial software. Please consult your Account Manager for a complete catalogue of licences.
Managed Services	All components provided on a fully managed service model where we take responsibility of the sizing, setup, maintenance, capacity management and changes over the solution life cycle. Our team will discuss with your team at the design phase any particular requirements in terms of interaction with the infrastructure, including authentication, API access or automation options.
Professional Services	Our professional services team will provide overall technical and project governance throughout the project phases: design, delivery and transitioning. Working alongside our Sales and Presales teams to assist technically and alongside your team to plan, delivery and transition your DPC solution to production smoothly.
Security	DPC has a number of security components built-in plus a number of security optional services available. These components are fully managed and described in detail within subsequent sections.
Customer Support	Our 24x7 Service Desk and Customer Support Centre guarantee a correct level of coordination, health and performance through the life cycle of the project.
Compliance	Vodafone processes and organisation are based on ITIL-aligned design and principles. We are ISO27001 certified, and we use a Secure-by-design methodology in all of our products development and solution design practises.



	Vodafone possess a number of data centre certifications that apply at specific facilities. We are able to meet specific requirements, in terms of Security, Compliance or digital Sovereignty, these points will be discussed during the design phase with you to fine-tune your solution to your requirements.
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3. Delivery Locations

3.1 Locations supported

We appreciate that the location where the DPC solution is deployed is important for our Customers for different reasons, it can be a question of proximity, latency, regulation or just a question of efficiency, to leverage existing investments. That is why we have designed DPC to be as flexible as possible and satisfy your needs in terms of delivery location. The below sections describe our delivery models supported.

3.1.1 Customer provided data centre (Customer Premises)

In this delivery model you provide us with the data centre space to host the infrastructure. This data centre space can be part of your own private premises or in a new or pre-existing colocation contract sharing space with other infrastructure.

An accredited technician will visit the proposed facility to examine and verify that it is suitable to host the services from a technical, operational and security point of view. Once the facility has been verified Vodafone will proceed with the build and configuration phase.

In this delivery model, you are responsible to guarantee the physical health and safety of the facility as well as responsible to provide us with appropriate access and technical details of the facility to design, build and operate the solution.

Vodafone will discuss with you the requirements and options in terms of connectivity, with the possibility of considering services already in place in your premise or deploying new services. In case of using existing communications, Vodafone will assess them to guarantee that they meet the minimum requirements for the solution, should the existing connectivity not meet the minimum requirements, Vodafone will discuss with you what are the options available to upgrade, complement or replace the existing connectivity services with suitable ones. The entity providing the communications, whether it is you or Vodafone, will hold the responsibility over this part of the solution and the resolution of potential incidents or changes required.

3.1.2 Vodafone provided data centre

Vodafone operates a series of data centre facilities globally plus have established collaboration partnerships with leading global colocation providers, which give us immediate availability to more than 150+ high spec facilities globally.

In this delivery model, Vodafone will take responsibility over the data centre facility as well as connectivity requirements and will bundle these services with the entire solution. In this model, Vodafone will be entirely responsible of the technical, operational, security and logistical aspects of the entire infrastructure stack for the entire contract life cycle.



The customer solution will be hosted in one of the Vodafone Managed Hosting data centres or in a colocation facility provided by a Vodafone partner. In both cases, Vodafone will guarantee first-class facilities, typically Tier III or equivalent, built to meet highest data centre standards and highest green and sustainability requirements.



4. Service Design

Through the Managed Hybrid Cloud product family, Vodafone have developed a repository of architectural references following best practices and guaranteeing optimal, efficient, and secure environments

Vodafone's Design Specialist team will work alongside your team. Through a process of audit and discovery, our sales and solution design consultants will engage with your teams to ensure that your primary requirements are fulfilled by the standard core and optional capabilities offered by Vodafone.

We will also gain an initial understanding of the scale of your operations, how you expect this to evolve in the next few years and capture your additional business and functional requirements in the short, medium, and long term. We will capture the design of your existing systems and platforms and ensure that we understand your view of specific requirements to retain. Using best practice availability and capacity-management methodologies, our Architecture Solution Managers will ensure that your solution will be available and scaled to meet the service levels needed by your business. The activity here will complete the Implementation Engagement.

With sufficient information acquired, we will produce a High-Level Design (HLD) document in order to capture, assess and manage your high-level requirements.

The HLD is highly governed and will go through internal review boards to ensure the best solution is provided at the time you are ready to place an order with us. To complete this stage, we will present to you an initial proposal consisting of:

- High-Level Design
- Initial Project Plan
- Communication Plan - so you know how you'll be hearing from us during the next phases of your solution delivery and support
- Sales Proposal which would also comprise of a Commercial Agreement/Order and a Service Schedule

Activity within this stage is key to ensuring every aspect is correctly identified and ultimately factored into a future proof solution. Vodafone is focused on ensuring its customers receive a complete end-to-end Service Experience, and therefore underpins this area by, but not limited to, Demand Management, Strategy Generation, Service Portfolio Management based ITIL processes.

Once you accept the proposal, we can progress to the Detailed Solution Design stage and ultimately to the Service Delivery stage.



4.1 Additional Professional Services

We can offer additional chargeable Professional Services to conduct a structured assessment of your IT infrastructure, and to identify opportunities for enhancing efficiency.

Vodafone Professional Services are a comprehensive portfolio of services that help our customers to modernise their IT and select the right platform for their systems and workloads.

These services provide solutions at all stages of a customer's cloud transformation journey, from deciding the best strategic approach and selecting the right platform to defining a hybrid, multi-cloud architecture, modernising and migrating applications and configuring a secure cloud environment ready for global delivery and operations. Vodafone has highly qualified engineers and architects on hand to help customers deliver complex projects and accelerate business growth

Application Discovery and Assessment	Evaluates the scope and approach for migrating a portfolio of applications to cloud computing, by assessing a sample of applications, including target state and migration approach.
Cloud Environment Design and Configuration	Complete design, build and configuration service to deliver an operationally ready cloud environment.
Migration Services	End to end Cloud application migration service providing planning, migration and testing.
Application Modernisation	Services applied across different platforms and technologies to roll out modernised application functionality quickly and at scale.

For additional information about Professional Services, please consult our Vodafone's Professional Services, Service Description document or discuss with your Vodafone sales representative.



5. Service Delivery

5.1 The delivery of your Solution

Knowing the team that are going to support you during your Delivery is key and will assist with any questions that may arise during this valuable part of your journey with Vodafone. During the Set-up phase, the High-Level Design document turns into key tasks for the Delivery team to accurately deliver, test and assure the solution end to end.

Vodafone uses a structured methodology approach to delivery to ensure project governance and communication with you.



5.2 Vodafone Roles and Responsibilities

At the discretion of Vodafone, each Customer will be allocated a Vodafone account team to manage the various aspects of the relationship:

Role	Function	Responsibility
Account Manager	Account Management	The Account Manager is responsible for all aspects of the Vodafone relationship with the customer.
Customer Project Manager / Delivery Manager	Service Deployment and NON-catalogue Service Requests	A Vodafone Customer Project Manager will be allocated to manage the implementation of each deployment. A Delivery Manager will handle in-life non-catalogue Service Requests, subject to the size and the complexity of the deployment.
Solution Consultant	Service Deployment	A Vodafone (or Partner) Solution Consultant will be allocated to each Customer from the Consult and Design stage and will be responsible for understanding the Customer's solution throughout the Customer's lifetime after deployment.



Service Manager (optional)	Service Management	Service Manager is responsible for all aspects of service delivery to the Customer after deployment.
Service Desk	Service Management	The Service Desk is responsible for coordinating Incident and Problem Management and Service Fulfilment Requests. They can also act as a broker in helping to find the right support path for your interaction.

Other roles might be involved in the delivery of the project, according to its nature and complexity. Those resources will be described in the proposal and planning documents.

5.3 Detailed-Level Design (DLD)

Using the High-Level Design as a baseline, Vodafone teams will go through a collaborative process with your organisation and develop a Detailed Level Design. We will conduct a detailed discovery of low-level requirements. The Detailed Design will contain all the details of the Network Design and Configuration, any Accompanying Services, Optional Add-Ons, Connectors, Connectivity requirements that will be required for your solution. It will specify the existing state, what the migration journey will be, and the detailed plan for service deployment. To complete this stage we will present you with a High-Level Design.

The Detailed Design documents will act as reference documents for the end-to-end solution, including any Vodafone accompanying services, and will be base-lined such that any subsequent changes will be made under Change Control.

5.4 Service Deployment

With the Detailed Design documents finalised and accepted, your assigned Project Manager will work with you and prepare a Fulfilment Plan, which will describe the build, testing, migration and on-boarding in further detail.

The key stages of Service Deployment are as follows:

- Order Acceptance
- Plan: we will develop a Fulfilment Plan by liaising with your key agreed contacts and agree key milestones and dates with you upfront.
- Manage Build and Configuration: We will then order, build and integrate the components that will form part of your solution.



- Testing/Accept into Live: we will ensure that your solution is operating correctly and aligned with the Detailed Level Design documents. Vodafone (or Partners) will perform a number of standard assurance tests. Our test team will then execute against the plan ensuring that all tests pass before the environment is handed over to you through our Professional Services.

5.4.1 Data centre readiness

In case of Customer provider facilities, our team will perform a site survey to guarantee the suitability of the facility and its operations.

5.4.2 Procurement

Once the suitability of the location has been verified Vodafone's team will order and deliver the kit to the selected location(s) including Switches, routers, firewalls, compute infrastructure (servers), SFP, cabling and racks, as required.

Our team will unpack next to the installation location and will perform appropriate checks to ensure a perfect working order of the elements.

The Procurement Services include:

- Hardware and software procurement
- Hardware and software rental
- Hardware maintenance
- Software maintenance

Hardware and Software Procurement and Maintenance

Our Hardware and Software Procurement and maintenance Services are provided by Vodafone and bundled into your solution. We will liaise with the vendors to guarantee service levels and the component life cycle.

Physical installation and configuration

Racks and cabling will depend on the modality whether the data centre is provided by Vodafone or customer. In cases that it is provided by customer, specific responsibilities by the customer should be observed.

Remote setup up

Once the physical configuration is completed our Engineering teams will take control of the platform and will perform the logical setup including:

- Initial updates and patching
- Remote configuration of devices and networks,



- User credentials, licencing, management tools
- Configure hypervisor and/or container management system
- Configure customer environment as per design document

5.5 Transition & Customer handover

During the build process, our teams will discuss with you the transition and handover plan. Depending on the service level agreed we will assist you with the transitioning of data, workloads and applications, from your legacy infrastructure to your new DPC solution.

This process will be carefully planned and defined in a transition plan. In it our teams will define when the solution is moved to a production mode and whether these changes must be executed as a single step or as a phased approach.

Once you are satisfied, and the platform is running steady in production, we will take the service live and handover the service to you, by sending you a Delivery Customer Handbook detailing the end solution delivered.

An Operations Handbook will also be sent to you, covering how to access The Service Desk, Native Self- Service and Administration tools, Reporting and Billing, which will all become active for you from the moment you go live.

We understand how key your service is during the first few days from 'go live', we therefore provide a special Early Life Support service for the first five days of your service, to ensure you get all the necessary support to help you feel confident with your new Vodafone enabled solution. If you would like additional reassurance, we can provide support when needed.

Once your solution is up and running, Vodafone will take care of maintaining the service platforms and ensure that the specified SLAs are adhered to.

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6. Service Management

6.1 Service Desk

We will provide a Service Desk as a single point of contact for you to raise and progress incidents and service requests. The Service Desk is available and operational 24x7. Specific contact details, escalation paths and detailed processes will be outlined within your customer handbook.

6.2 Service Manager

The optional cloud and security service manager service from Vodafone will help maximise and optimise your solution performance to meet your business needs.

With this service you can expect regular ongoing analysis and assessment of your solutions capacity and performance, service continuity and technical enhancements through collaborative engagement.

The service works closely with your business and provides detailed information about performance of your solution.

There will be comprehensive monthly reviews, analysis against trends and statistics seen on your solution.

The service comprises the following:

- Regular reviews of solution capacity and performance statistics to ensure the optimisation of performance across solutions
- Regular reviews of service continuity plans and performance to validate resiliency built into the solution
- Collaborative review of solution infrastructure making recommendations to improve the solution
- Resource levels will be determined based on solution size and complexity

6.3 Incident Management

All solutions within Vodafone are supported by our Incident Management service. We will carry out incident management when appropriate with the target to restore service operation to within any agreed service levels and minimise the adverse impact of the incident on the customer's business. Our Incident Management team and Service Desk are contactable and operate on a 24x7 basis.

We provide the following definitions for different severity levels of incident:



Severity Level	Description	Example(s)
1	Loss of service	Complete loss of service
2	Degradation of service	Service performance degraded below service level
3	Risk to service	Loss of resilience
4	Non-service-affecting	A failure that does not present a risk, or a non-fault

6.4 Event and Alert Management

We provide 24x7 incident, performance, and monitoring services to ensure your DPC solution is always available, and we give you access to statistics via the Customer Portal.

Our monitoring approach is based on a combination of agent-based and non-agent-based methodologies. These ensure that the performance of your devices and their accessibility are monitored, and that if a response falls outside the allowed thresholds, our Service Desk is automatically alerted.

6.4.1 Non-Agent-Based Monitoring

Non-agent-based monitoring is an infrastructure and system monitoring service provided over an IP network and without the need for any agents to be installed on the monitored device(s).

- The **Ping test** service offers monitoring via a periodic ping test of an IP address on the IP device(s) to check connectivity by Vodafone Monitoring Infrastructure
- The **TCP** service offers monitoring by periodic check with TCP of a single URL (Uniform Resource Locator)/IP address on the IP device(s) by Vodafone Monitoring Infrastructure

If the responses from ping and TCP tests fall outside the allowed thresholds, the Vodafone Service Desk is automatically notified.

6.4.2 Agent-Based Monitoring

We install one or several agents onto your servers to enable the monitoring of predefined parameters and thresholds to ensure the continuity of your service. The agent-based monitoring covers key elements of server infrastructure – CPU, file system, disk drives, memory, processes, key system logs, and so on. If a threshold is reached there is an automatic escalation through to the Vodafone Service Desk.



For both non-agent-based and agent-based alerts, the Vodafone Service Desk will identify the root cause of your hosting solution issue, contact you directly to notify you of the incident, and work to resolve the issue.

For some examples of metrics and values that can be monitored these can be provided on request.

6.5 Service Levels

We offer service levels to customers as part of our solutions, and these can vary in type and by service. Your specific service levels will be documented within your contract terms and may be dependent on your high-level designs.

6.5.1 Availability Service Levels

The Service Availability Service Levels are split across two categories and are dependent on your solution architecture and design as per the table below:

- Solution Availability; and
- Component Availability

6.5.2 Solution Availability Service Levels

Solution availability Service Levels will depend on the design of the customer solution. Typically the Class of Solution would have corresponding Maximum Availability as per the table below:

Class of solution	Maximum availability	Example
Non-resilient	97%	Solution provided with one or more single points of failure, such as single server or single firewall.
Resilient	99.9%	Solution provided from a single location, but with no single points of failure, utilising load balancing, N+1 design, etc.
Distributed resiliency	99.99%	The same as resilient but also with automated failover to a second location comprising another N+1/resilient solution, with replication between sites.

6.5.3 Component Service Levels



6.5.4 Incident Management Service Level Targets

Our target restoration times are as follows:

Severity Level	Target Time to Restore
1	4 hours
2	8 hours
3	48 hours
4	N/A

6.5.5 Service Credits

Vodafone will offer service credits to customers against qualifying incidents against availability and performance service levels. The process and details of acceptance will be provided as part of your contract.

6.6 Change Management and Service Request Fulfilment

Vodafone will provide you with access to raise service requests for action and completion by us. These requests will be completed at our discretion. A service request may only have one requirement; it may not consist of multiple requirements for a single or multiple end users.

Change and service requests apply to soft changes, such as altering a rule on a firewall or applying a patch to the operating system of a server.

We classify change and service requests as follows:

- **Service Requests** are predefined changes stated within the service catalogue.
- **Routine Change Requests** cover all other types of requests that are not service requests, emergency or complex.
- **Emergency Change Requests** are subject to review by Vodafone and acceptance will be at our sole discretion, these must be raised during normal business hours both via the completed form and via a telephone call to our service desk.



Process:

- For **Service Requests**, please raise the request online on MyVCO portal, or email a completed Service Request Form to the Change Management team (servicechangerequest@vodafone.com).
- For **Routine Change Requests**, please raise the request online on the MyVCO portal, or email a completed Change Request Form to the Change Management team (change-request@vodafone.com).
- For **Emergency Change Requests**, complete the relevant form and email it to change-request@vodafone.com then follow this up with a call to our Hosting Change Management team on 0870 0600 808. Emergency Change Requests are only accepted during normal business hours (between the hours of 09:00 and 17:30 UK time, Monday to Friday).
- We will assess, plan, schedule, and implement the change subject to validation and approval. The Change Management team will communicate with you during this process.
- The Change Management team and your Service or Account Manager can provide all the forms stated above. Alternatively, they will be available via the customer portal.

6.6.1 Additional Information

Not all activities are classified as a change. As a rough guide, reconfiguration of an existing infrastructure is a Change, whereas additional infrastructure (e.g., new servers) is an Implementation activity.

A certain amount of configuration change is included as part of our Managed Service. However, work beyond this may be chargeable.

6.7 Customer Termination

DPC contract can be terminated at the end of the committed contract term with a notice of 90 prior to the termination date. In the absence of notice, the contract will be automatically renewed for periods of 12 months (1 year) requiring a termination notice 90 days prior to the anniversary of the contract termination.

In case of autorenewal, Vodafone will renew all the licences, maintenance contracts and data centre leases to provide additional services during the additional year. Vodafone will not take responsibility for equipment classified as end of support (EoS) or end of life (EoL) status by hardware or software vendors.

For solutions that involve a large amount of infrastructure the notice period requested could be extended, in order to allow out teams to security decommission all the infrastructure, this will be defined in the service order.

Once the contract has expired:

- Vodafone will stop providing the service
- Vodafone will remove customer access



- Vodafone will delete all customer information from ITSM, CMDB, Storage and Backup Arrays

Alternatively, our teams will contact you prior to the termination of the contract to discuss potential renewals, upgrades or downgrades of the existing infrastructure and solution.

Secure Data Destruction Certificate:

If Customer requests Vodafone can for an additional charge securely destroy Hard drives and/or Solid-State Drives for customers that have taken dedicated storage or dedicated backup. Please note it is not possible to offer this service for data that has been stored on a shared platform.



7. Charges, Billing and Complains

7.1 Charges

The basic charging model for DPC Charges is based in three forms: non-recurring setup, monthly-recurring charges and monthly variable charges based on actual usage.

Charge type	Description
Non-recurring setup	These one-time fees are typically charged in the first invoice. They will include the elements related to the design, setup and deployment activities. Different projects might have a different composition, the breakdown of the onetime charges will be presented in the service order. These charges are aggregated and presented as a bundled fee in the invoice.
Monthly recurring	The monthly recurring charge will comprise all components of the solution with fix charges, such as hardware, management of the overall base infrastructure, etc. These charges are aggregated and presented as a bundled fee in the invoice.
Monthly variable	The monthly variable charges will include those components that might vary during the contract term. These components typically include virtualisation licencing for IaaS and CaaS and management of elements that can vary over the period such as virtual machines or containers. These charges will be based on predefined unitary rates and each component type will be presented independently in each monthly invoice.

The service order will define the breakdown of changes and billing components.

A number of configuration changes are included based on the quantity of devices we manage for you. Additional changes may incur charges based on an hourly rate.



Expansion and changes to the physical infrastructure (e.g. an additional HCI node) will require a new service order and will be reflected in a change to the monthly fee, and in a one-off charge to cover the setup of the extra components.

If you use other Vodafone services in conjunction with your Dedicated Private Cloud, these may be billed separately.

Contracts of one to five years are available. Please consult with your Vodafone sales contact or Account Manager.

During the contract term, Vodafone may increase the price of certain elements of the platform that are directly linked to its costs such as energy or licence prices. These changes will only occur in case of increments in Vodafone's cost and the price increment will be proportional to the increment in Vodafone's costs. These changes will be notified to the customers with a reasonable notice period.

7.2 Billing

Key contacts: Your Account Manager or Billing Account Manager.

If you do not have a dedicated Account Manager or Billing Account Manager, the Customer Service Billing Centre can be contacted at: cbssc@vodafone.com

7.3 Complaints

Vodafone takes great care in providing the highest level of support for our products and services. If you experience any dissatisfaction with any of our products, services or support, a dedicated team is on hand to assist.

The Vodafone Complaints Team is available during normal working hours (09:00 to 17:00 Monday to Friday, excluding bank holidays), and will attempt to respond to issues raised by customers within one working day.

All commercially reasonable actions will be taken to resolve the complaint immediately. However, in the event of a resolution not being immediately possible, the Complaints Team will attempt to provide you with a status update via telephone or email, every 48 hours.

The Complaints Team can be contacted at: complaintsteam@vodafone.com or by ringing: 0800 048 1411.

