

**ANNEXURE:** *(insert number)*  
**SERVICE SCHEDULE NUMBER:** *(insert number)*

---

**SCHEDULE:** *(insert number as above)*

**ANNEXURE – VODACOM TREND WORRY FREE**

**between**

**VODACOM (PTY) LTD**

**and**

***(insert Customer's full name)***

**INITIAL PERIOD:**

ANNEXURE: (insert number)

SERVICE SCHEDULE NUMBER: (insert number)

## SECTION A – VODACOM TREND WORRY FREE

### 1. SERVICE ELEMENTS

- 1.1. Vodacom will provide the Customer with Trend Worry Free Service.
- 1.2. Trend Worry Free Service is a cloud-based protection for the Customer's endpoints and mobile devices. This Service combines advanced security technologies with features to safeguard Customer devices and data.
- 1.3. Trend Worry Free Service provide Customers with the following security features:
  - 1.3.1. **Cloud Management Dashboard:** enables the Customer to control the overall security of their devices from anywhere with the cloud based management dashboard, accessible from any web browser.
  - 1.3.2. **Windows, Mac, Android and IOS support:** protection on any of these devices wherever they are, increasing security and eliminating potential threats.
  - 1.3.3. **Anti-Ransomware protection:** protects the Customer against Crypto and Ransomware threats.
  - 1.3.4. **In-Depth protection from all threats:** provides in-depth defence against X-Gen Technology, managed through a single console.
  - 1.3.5. **URL-Filtering:** enables the Customer to choose which websites to allow or deny by providing a layer of access control.
  - 1.3.6. **Real-Time threat protection:** enable the Customer to control access to websites by allowing or blocking URLs based on predefined criteria to enhance security.
- 1.4. The Customer will be provided login credentials granting access to the Trend Worry Free Portal wherein a dashboard will enable the Customer's nominated Administrator to manage and maintain general Trend Worry Free Service configurations.
- 1.5. Service options:
  - 1.5.1. Worry-Free Services provides cloud-based protection for
    - 1.5.1.1. Endpoints and
    - 1.5.1.2. Integrated Web security.
  - 1.5.2. Worry-Free Services Advanced provides Worry Free Service plus:
    - 1.5.2.1. Cloud application security and
    - 1.5.2.2. Email security.
  - 1.5.3. Worry-Free XRD (Extended Detection and Response) provides Worry-Free Services Advanced plus:
    - 1.5.3.1. Endpoint Sensors.
  - 1.5.4. Worry-Free with Managed XDR Service provides Worry-Free XDR plus:
    - 1.5.4.1. Managed Detection and Response.

## SECTION B – SERVICE TERMS AND CONDITIONS

### 2. COMMENCEMENT AND DURATION

- 2.1. Notwithstanding the date of signature hereof, the commencement date of this Service Schedule and / or each Service Order will be deemed the date of Activation of the Service by Vodacom following a Service Order by the Customer and acceptance by Vodacom.
- 2.2. Vodacom will make the Service available to the Customer throughout the duration of this Service Schedule (as stated on the cover page) and / or Service Order ("Initial Period"), whichever is longer, whereafter it shall automatically terminate.
- 2.3. Either party may terminate a Service Schedule on at least 30 (thirty) days' written notice to the other to be effective after the end of the Initial Term or any applicable Renewal Term, as the case may be.
  - 2.3.1. In the event the Customer elects to terminate the Service Schedule and / or Service Order(s) during the Initial Period and / or Renewal Term, the termination will be subject to Recovery Charge/s, which shall be calculated as follows: the monthly recurring charges (of the relevant service) multiplied by the number of months remaining in respect of the duration of the Initial Period and / or Renewal Term.
- 2.4. In the event that the Customer terminates the provisioning and supply of any products and services, prior to the date of Activation of the Service, then the Customer will be liable for 100% of:
  - 2.4.1. Indirect and direct, proven abortive costs incurred by Vodacom, as a result of the early termination by the Customer;
  - 2.4.2. Remaining purchase price balances calculated, as at the termination date, in respect of Equipment purchased by the Customer from Vodacom and will make payment to Vodacom upon demand.

### 3. SERVICE PROVISIONING

**ANNEXURE:** *(insert number)*

**SERVICE SCHEDULE NUMBER:** *(insert number)*

- 3.1. Vodacom shall provide the Service in accordance with the applicable Service Order and subject to the terms and conditions contained herein read together with the General Service Terms, Customer Agreement-Fixed Line, and the Marketplace Base Service Schedule.
- 3.2. Customer acknowledges and agrees to abide by the Trend Micro terms and conditions, relevant to the Customer's chosen Service Elements, with the latest versions available at: [Legal Policies, Terms, License Agreements | Trend Micro \(US\)](#)

#### **4. MULTIPLE USERS**

- 4.1. The Customer acknowledges and agrees that the Contract is executed by it on behalf of all Users who use the Service with its permission and accordingly, the Customer shall bear the responsibility of ensuring that all such Users comply with the terms and conditions of the Contract.
- 4.2. The Customer acknowledges and agrees that it shall be liable for all breaches of the terms of the Contract by such Users.
- 4.3. The Customer has an option of buying more licences to extend the user base.

### **SECTION C – COMMERCIAL TERMS AND CONDITIONS**

#### **5. PAYMENT TERMS AND CHARGES**

- 5.1. Vodacom will issue a monthly invoice to the Customer.
- 5.2. All Charges will be invoiced in arrears unless otherwise indicated.
- 5.3. The Customer will pay the following Charges within 30 (thirty) days of the date on any invoice:
- 5.3.1. Service Charge

### **SECTION D – DEFINITIONS**

<b>3rd (third) Party</b>	means Service provider who is not contracted by Vodacom to provide the Services
<b>Administrator</b>	means the Customer's nominated administrator(s) authorised to perform administration tasks pertaining to the Service
<b>Active Directory</b>	means a Lightweight Directory Access Protocol (LDAP) Service that provides access to a Customer's directory-based user information.
<b>Activation of Service</b>	means the date upon which the Customer signs and returns the Project Completion Certificate to Vodacom
<b>Best Effort</b>	means a Service that does not have associated Service Level metrics, and whilst certain results are not guaranteed, reasonable efforts will be made to achieve the best results as expeditiously as possible
<b>BYOD</b>	means a policy that allows the Customer to use their personally owned devices and / or equipment for the Service
<b>Certificate Authority</b>	means the authority that generates certificates to authenticate devices and users with Services such as Wi-Fi, VPN, Exchange, APN, and so on.
<b>Charges</b>	means the Service Charges, and any other charges or fees levied under this Service Schedule
<b>Cloud</b>	means servers that are accessed over the Internet, and the software and databases that run on those servers.
<b>Cloud Marketplace</b>	means an online platform provided by Vodacom that allows Customers to discover, purchase, and deploy a wide range of software applications, services, and solutions.
<b>Crypto</b>	means a digital currency designed to work as a medium of exchange through a computer network that is not reliant on any central authority, such as a government or bank, to uphold or maintain it.
<b>Incident</b>	means an unplanned interruption or reduction in quality of a Service
<b>Price List</b>	means the appendix attached to this Agreement detailing the Charges
<b>Problem</b>	means a cause of one or more Incidents

**ANNEXURE:** *(insert number)*

**SERVICE SCHEDULE NUMBER:** *(insert number)*

<b>Ransomware</b>	means a type of malicious software (malware) that cybercriminals use to infect and lock up a victim's computer or network, preventing access to data or systems until a ransom is paid.
<b>Sandboxing</b>	means a cybersecurity practice where you run code, observe and analyse and code in a safe, isolated environment on a network that mimics end-user operating environments.
<b>Scheduled Delivery Date</b>	means the date agreed to by parties as part of the order process by which Vodacom must install and deliver the Services.
<b>Service</b>	means the name of the Service, as detailed in Section A
<b>Service Charges</b>	means the regular charge for Services as set out in the Price List
<b>Service Order</b>	means a document that details the Customer's Service request from Vodacom, such as a quotation and / or proposal
<b>Service Portal</b>	means a web-based portal provided by Vodacom to the Customer as part of the Service
<b>Supplier</b>	means a Service provider who is contracted by Vodacom to provide the Services
<b>Users</b>	means the Customer's employees and / or authorised delegates, making use of any component of the Services provided by Vodacom in terms of the Agreement, as an ancillary part of providing products and Services in the ordinary course of the Customer's business
<b>Working Day</b>	means on Monday to Friday inclusive, but excluding public holidays in the country where the Service are being delivered from
<b>Working Hours</b>	means the hours between 09h00 and 17h00 SAT on a Working Day
<b>X-Gen Technology</b>	means advanced and innovative technologies that go beyond traditional or first-generation systems.

<b>DULY AUTHORISED REPRESENTATIVE OF THE CUSTOMER</b>	<b>DULY AUTHORISED REPRESENTATIVE OF VODACOM</b>
By:	By:
Name:	Name:
Title:	Title:
Date:	Date: