

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

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

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

**ANNEXURE - VODACOM CYBSAFE SERVICE**

**between**

**VODACOM (PTY) LTD**

**and**

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

**INITIAL PERIOD:**

**SERVICE ELEMENTS:**

**SCHEDULE INDEX:**

ANNEXURE: (insert number)

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## SECTION A – ANNEXURE - VODACOM CYBSAFE SERVICE

### 1. SERVICE ELEMENTS

- 1.1. Vodacom will provide the Customer with an intelligent cyber security awareness platform (“**Cybsafe**”) that helps the Customer to actively manage human cyber risk by providing security behaviour and risk reporting metrics allowing organisations to prevent security problems.
- 1.2. The platform is delivered as a single online cloud-based Software as a Service (SaaS), which reveals and responds to reliable metrics and data-driven insights to manage human cyber risk and resilience.
- 1.3. Cybsafe is accessed via a mobile or web application and provides real-time cyber assistance for Users. The platform uses behavioural science and data analytics to improve security behaviour.
- 1.4. The standard components of the Cybsafe platform includes the following:
  - 1.4.1. **Security awareness training** – security awareness training is provided to Users, enabling them to access personalised learning and real-time support.
  - 1.4.2. **Intelligent Phishing Simulation** – increase resilience to phishing attacks with simulated phishing tool that shows the Customer why people click.
  - 1.4.3. **Access security culture** - Measure different dimensions of culture through assessments and feedback.
  - 1.4.4. **Get advanced data and metrics about human-cyber risk** – enables the Customer to get reporting dashboards for the Customer to get insight on security awareness, behaviour and culture.
  - 1.4.5. **Measure security behaviours** - Connect security tools to track specific behaviours and its link to risk. Receive recommendations on how to influence behaviour change.
  - 1.4.6. **Support and assist people remotely** – provide real-time searchable security advice.

## 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 Schedule and / or 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 the contract will automatically renew for a period similar to the Initial Period, or the Customer may elect to sign a new Service Order(s) for a new period for the renewal of the licence(s) (“Renewal Term”).
- 2.3. Either Party may terminate a Service Schedule via Marketplace as per the following cancellation period:
  - 2.3.1. In the event that the Customer is contracted on a month-to-month basis, Vodacom requires 1 (one) calendar months’ notice for cancellation.
  - 2.3.2. In the event that the Customer is contracted on an annual or multi-year basis, at least 2 (two) calendar months’ notice is required for cancellation
- 2.4. 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 and 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 Service Schedule / Service Order

### 3. SERVICE PROVISIONING

- 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 Terms, Customer Agreement-Fixed Line, the Marketplace Base Service Schedule and Cybsafe End User License Agreement (“**EULA**”).

### 4. CUSTOMER OBLIGATIONS

- 4.1. The Customer will:
  - 4.1.1. Provide all necessary access to such information as may be required by Vodacom in order to provide the Services, including but not limited to Customer data, security access information and configuration services.
  - 4.1.2. Obtain and shall maintain all necessary licences, consents, and permissions necessary for Vodacom, its contractors and agents to perform their obligations under this agreement, including without limitation the Services.

## SECTION B – COMMERCIAL TERMS AND CONDITIONS

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

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**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 C – DEFINITIONS**

<b>USB</b>	means Universal Serial Bus
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<b>DULY AUTHORISED REPRESENTATIVE OF THE CUSTOMER</b>	<b>DULY AUTHORISED REPRESENTATIVE OF VODACOM</b>
By:	By:
Name:	Name:
Title:	Title:
Date:	Date: