



# Three Business Product Terms

## Customer Success Manager

### What is a Customer Success Manager?

A Customer Success Manager (“CSM”) is a value-added service providing direct access for Customer and Customer’s selected Authorised Users, to a named skilled individual in the Three Business Team for service and account-related support queries. Customer’s dedicated CSM will act as a single point of contact and provide a personalised service. Customer’s CSM will hold account review meetings with Customer to ensure Customer continues to be satisfied with the service(s) they are receiving from Three.

When Customer’s CSM is unavailable, if within CSM Working Hours, Customer will be routed to an alternative CSM in the CSM team for support, offered the option of leaving a voicemail for their CSM or being re-routed to the Three Business Service Team. The CSM team operates during fixed hours, as set out in these terms. Outside of the CSM Working Hours, Customer will be re-routed to the Three Business Service Team.

### How does Customer get access to a Customer Success Manager?

A Customer Success Manager is available to Customers via two routes:

- 1. Incorporated in Customer’s Three Business plan:** A Customer Success Manager is incorporated into specific Three Business Plans as part of the Complete Service Add-on, as set out in the Price Guide(s). Please visit [Terms and Conditions | Three](#)
- 2. Purchased by Customer as a Service Add-on:** A Customer Success Manager is also available as a chargeable Add-on applied at billing account level, on either:
  - a standalone basis; or
  - as an element of the Complete Service Add-on. To view the Complete Service Product Terms, please visit [Terms and Conditions | Three](#).

Customer must have at least 9 months remaining on a Three Business Plan to purchase a Customer Success Manager as a standalone Add-on. The standalone Add-on carries its own Minimum Term, and if terminated early, Customer may have to pay a Cancellation Fee as set out in the Terms and Conditions below.

Where a Customer Success Manager is available either incorporated into a Three Business Plan or purchasable as a standalone Add-on, this will be set out clearly in the Price Guide(s).

### Overview of the Customer Success Manager support

Type of Support	Support available via Customer Success Manager
<b>Inbound Call from Customer or Authorised User</b>	<ul style="list-style-type: none"><li>• Direct Dial to named CSM – 09:00-17:30 on Working Days (“CSM Working Hours”)</li><li>• If named CSM unavailable in CSM Working Hours – call is re-routed to CSM team, voicemail or the Three Business Service Team.</li><li>• Out of Hours – option to call or be re-routed to Three Business Service Team</li></ul>
<b>Proactive Review of Customer Account</b>	Regular reviews as agreed with Customer
<b>Email</b>	Customer Success Team shared inbox on <a href="mailto:customersuccess@three.co.uk">customersuccess@three.co.uk</a>



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Key things to note	
<b>Will all lines under Customer's account have access to the Customer Success Manager?</b>	Only Customer and their specific named Authorised Users will have direct access to the Customer Success Manager. Other Users in Customer's account will contact the Three Business Service Team available for all Business customers.
<b>How will Customer know who their Customer Success Manager is and their contact details?</b>	As soon as the Customer Success Manager Service is provisioned, Three will notify Customer and their Authorised Users of the named individual and their contact details.
<b>What happens if Customer cannot get hold of their Customer Success Manager?</b>	A recorded message will notify caller that their allocated Customer Success Manager is unavailable, and thereafter present 3 options: <ol style="list-style-type: none"><li>1. Wait and if no answer within 30 seconds, to request a call back.</li><li>2. Be transferred to an alternative Customer Success Manager within the CSM team or leave a voicemail for their CSM.</li><li>3. Be transferred to the Three Business Service Team.</li></ol>
<b>What happens if the Customer Success Manager changes?</b>	Three will notify Customer and their Authorised Users of the new Customer Success Manager's contact details.
<b>What happens if Customer's account is suspended?</b>	Any calls may be transferred to the Three Business Service Team, dependent upon the reason for suspension.

### Terms and Conditions for Customer Success Manager

The supply of the Customer Success Manager Service under these Product Terms ("Terms") is subject to the provisions of the Terms and Conditions for using the Three Network found at [Terms and Conditions | Three](#). These Terms may be amended from time to time. The current version of the Terms is available at [Terms and Conditions | Three](#). The term "Service" in these Terms means the Customer Success Manager Service.

#### 1. Commencement Date

- 1.1 The Customer Success Manager Service begins on the date Customer purchases: (i) the applicable Three Business Plan incorporating Customer Success Manager (as part of the Complete Service Add-on); or (ii) the Customer Success Manager Add-on; or (iii) the Complete Service Add-on, ("**Customer Success Manager Service Commencement Date**") and will continue for the agreed Minimum Term of the associated Three Business Plan or latest end date of Customer's Three Business Plan(s) if multiple plans at point of purchase, or Add-on (as applicable), or until it is terminated in accordance with the terms of the Agreement.
- 1.2 If purchased as a standalone Add-on, Customer acknowledges and agrees that the Service carries an equivalent Minimum Term to Customer's Three Business Plan or, latest end date of Customer's Three Business Plan(s) if multiple plans, at point of purchase, as specified in the Agreement. *For example, if Customer has a Three Business Plan with end date 1 January 2023, and another Three Business Plan ending 5 May, Customer's Customer Success Manager Service will carry a Minimum Term until 5 May 2023.* The Service will be co-terminus with the last Three Business Plan on Customer's billing account.
- 1.3 Customer may access their Customer Success Manager from the date they receive confirmation that their Customer Success Manager has been provisioned, together with the contact details by email.
- 1.4 Three will use reasonable efforts to provision the Customer Success Manager Add-on within 7 Working Days following the Customer Success Manager Commencement Date, but Customer acknowledges and agrees that all dates are estimates and Three has no liability for any failure to provide the Customer Success Manager Add-on by any specific date or timeframe.

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Effective 24 May 2022



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### 2. Minimum Term and Cancellation Fees

- 2.1 Where purchased as a standalone Add-on, the Minimum Term for Customer Success Manager commences on the Customer Success Manager Service Commencement Date, and will continue for the Minimum Term of Customer's Three Business Plan (as set out in Clause 1), and thereafter continue on a recurring monthly basis in accordance with the applicable Three Business Plan until terminated on 30 days written notice to Three. Unless agreed otherwise, Customer must have at least 9 months remaining on a Three Business Plan to be eligible to purchase the Customer Success Manager Add-on. The Add-on will terminate on expiry of this Minimum Term. *Example (1): Customer has Adapt 25 Plan with 17 months remaining in its Minimum Term, Customer can purchase Customer Success Manager which will carry its own Minimum Term of 17 months. Example (2): Customer has Adapt 25 Plan with 8 months remaining in its Minimum Term, Customer cannot purchase the Customer Success Manager Add-on.* Customer shall be liable for all Charges accruing in respect of the provision of the Service during the applicable termination notice period.
- 2.2 In the event Customer terminates Customer Success Manager within the applicable Minimum Term, Customer may be liable for an early Cancellation Fee calculated as follows: *Months remaining on associated Three Business Plan x Add-on Monthly Charge.*
- 2.3 Where incorporated as part of the Complete Service Add-on, the Minimum Term for Customer Success Manager is as per the associated Three Business Plan or standalone Complete Service Add-on (as applicable). To view the Price Guide(s), please visit [Terms and Conditions | Three](#). To view the Complete Service Business Product terms, please visit [Terms and Conditions | Three](#).

### 3. Charges and Payment

- 3.1 Where the Service is purchased as a chargeable Add-on, Charges will commence on the Customer Success Manager Service Commencement Date, and continue to be payable on a monthly recurring basis until Customer's applicable Three Business Plan is terminated.
- 3.2 Customer agrees to pay all Charges for the Service in accordance with the terms of the Agreement. The Monthly Charge applies at billing account level and will be charged to Customer's monthly bill on a recurring basis.
- 3.3 Should Customer disagree with any of the Charges appearing on a bill issued by Three in connection with the Service, Customer should raise a dispute in accordance with the terms of the Agreement.
- 3.4 If Customer fails to pay the bill in full by the due date, Three reserves all rights of recourse as set out in the terms of the Agreement or these Terms.
- 3.5 Three may increase Charges for the standalone Customer Success Manager Add-on at any time, giving 30 days' prior notice.

### 4. Customer Success Manager Service

- 4.1 Three agrees to assign a Customer Success Manager for use by the Customer as set out in these Terms.
- 4.2 All calls and emails from Customer or its Authorised Users to the Customer Success Manager shall be routed to the Customer Success Manager or the CSM team (as applicable).
- 4.3 The Customer Success Manager (or their team) shall be responsible for the general activities set out below during the agreed hours, however the detailed functionality and limitations of the Service shall be at the discretion of Three:

Support	Support Team	Availability	Method of Contact
<b>Account-related support including:</b> <ul style="list-style-type: none"><li>✓ Additional lines</li><li>✓ Add / Remove Services</li><li>✓ Porting / Disconnections</li><li>✓ Billing Queries</li><li>✓ Making a payment</li></ul>	Customer Success Manager	CSM Working Hours.  If Customer Success Manager unavailable within CSM Working Hours, Customer's call will go to the CSM team or CSM's voicemail.  Outside of CSM Working Hours, support	Telephone on specific contact details provided during provisioning; or Email at <a href="mailto:customersuccess@three.co.uk">customersuccess@three.co.uk</a> wherein Customer will receive a response to confirm action complete or Customer Success Manager will attempt a call back if additional info is required.



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<ul style="list-style-type: none"> <li>✓provisioning Three Analyst (where applicable)</li> </ul> <p><b>General End User Support</b></p> <ul style="list-style-type: none"> <li>✓Network query</li> <li>✓Technical help (how do I...)</li> <li>✓Lost &amp; Stolen</li> </ul>		<p>will be re-routed to the Three Business Service Team or Customer can contact the Three Business Service Team directly. Any action taken will be captured and shared with the Customer's Customer Success Manager.</p>	
<b>Pro-active Support</b>			
<ul style="list-style-type: none"> <li>▪ <b>Regular account assessments (no more than one (1) per month</b></li> <li>▪ <b>Proactive management when there are issues or planned maintenance that would/ could impact Customer's Three Services</b></li> </ul>			

- 4.4 The Service may be accessed by Authorised Users only. All other Users will contact the Three Business Service Team as usual. Customer acknowledges and agrees that Three shall not be required to undertake additional verification to confirm whether any individual has authority from Customer to utilise the Service if previously confirmed as authorised.
- 4.5 If a Customer Success Manager is incorporated as part of the Complete Service Add-on, it is mandatory and cannot be opted out of. There will be no reduction to the Three Business Plan's Monthly Charge if the Customer Success Manager is not utilised by Customer.
- 4.6 Three may change these Terms and change, suspend or discontinue the Service at any time.
- 4.7 Three may change, update or upgrade the Service in order to ensure compliance with new legal or technological developments, and to protect against new or emerging security issues. If the changes are likely to disadvantage Customer, Three will provide a minimum of 30 days' notice. By continuing to use the Service after that time, Customer is expressing and acknowledging acceptance of the changes.

### 5. Use Restrictions

- 5.1 Subject to the terms of the Agreement including these Terms, and the payment of all Charges due (where applicable), Three will provide to Customer during the Minimum Term, access to the Service for its internal business purposes as necessary for the purposes set out in the Agreement. No other rights are granted or provided by Three.
- 5.2 In order for Customer to use the Service, and for Three to provision the Customer Success Manager, it is conditional on Customer's: (i) Acceptance of these Terms; and (ii) compliance at all times with the terms of the Agreement as defined in clause 1.2 of the Terms and Conditions for using the Three Network found at [Terms and Conditions | Three](#). Customer's or its Authorised Users' use of the Service shall be deemed acceptance of these conditions.
- 5.3 If Customer has a Customer Success Manager by virtue of any service Add-on or otherwise, Customer acknowledges and agrees that Three will have access to Customer's Three Analyst Service in order to set up users, troubleshoot or provide advice on usage.
- 5.4 Three may (in its sole discretion for operational, technical or commercial reasons) determine that it may not be able to provide some or all requested components of the Service and reserves the right to offer Customer:



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- 5.4.1 the remaining components of the Service;
  - 5.4.2 an equivalent or improved service to replace the Service; or
  - 5.4.3 where purchased as a chargeable Add-on, the right to cancel the Service (without liability) and refund any applicable Charges that Customer has paid for the Service not provided.
- 5.5 Customer agrees:
- 5.5.1 the Service is provided for Customer's internal use and Customer shall not permit access to the Service to any third party through any means;
  - 5.5.2 to use the Service only for purposes that are permitted by (i) the Agreement (ii) these Terms; and (iii) any applicable law or regulation; or (iv) any license or authorisation applicable to Customer or Three;
  - 5.5.3 not to do anything which damages or adversely affects the performance of the Service (nor permit any other person to do so) for itself or other Three customers, or that may cause degradation of service levels to other Three customers as determined by Three (acting reasonably);
  - 5.5.4 not to store, distribute or transmit any material through the Service that is unlawful, harmful, threatening, defamatory, obscene, harassing or racially or ethnically offensive; facilitates illegal activity; depicts sexually explicit images; or promotes unlawful violence, discrimination based on race, gender, colour, religious belief, sexual orientation, disability, or any other illegal activities;
  - 5.5.5 not to transfer, temporarily or permanently, any of its rights under the Agreement;
  - 5.5.6 not to use the Service in such a way it constitutes a violation or infringement of the rights (including intellectual property rights) of any person, firm or company; or
  - 5.5.7 not to access (or attempt to access) the Service by any means other than through the interfaces provided by Three.
- 5.6 Customer must use the Service in accordance with any reasonable instructions given by Three and shall not attempt to circumvent any applicable security at any time.
- 5.7 Three reserves the right, acting at its sole discretion, to limit Customer's Authorised Users if use is excessive.
- 5.8 Customer is responsible for the security and proper use of all usernames and passwords used to access the Service, including those of their Authorised Users. Customer or their Authorised Users must not disclose passwords to any third party (whether directly or indirectly). Customer agrees and understands that they are responsible for maintaining the confidentiality of passwords associated with any account created for their Authorised Users' access to the Service. If such information is disclosed to any unauthorised third parties, Three shall not be liable for any loss or damage that may result therefrom. Customer is liable for all use made of the Service through its account, whether authorised by the Customer or not.
- 5.9 Customer must notify Three immediately if they become aware or suspect that security has been compromised, including unauthorised use of passwords. It is Customer's or their Users' responsibility to ensure that passwords are changed immediately if they believe they have been compromised.
- 5.10 Customer is responsible for notifying Three if they require access to the Service to be withdrawn for Customer's Authorised Users. Three shall not be liable for any unauthorised access.
- 5.11 Customer shall be liable for any acts and/or omissions of any Authorised User, or any other persons authorised by them to access the Service.

## 6 Warranties

- 6.1 Three warrants that the Service to be provided under the Agreement will be performed with reasonable skill and care.
- 6.2 Customer acknowledges that they have assessed for themselves the suitability of the Service for their requirements, and that Three does not warrant that the Service will be suitable for such requirements.
- 6.3 Three does not represent or warrant that the operation of the Service will be uninterrupted, fault-free or error-free. If Customer suffers any disruption to the Service, Customer should contact Three in accordance with the Terms and Conditions for using the Three Network for Business customers, found at [Terms and Conditions | Three](#)
- 6.4 Except as expressly stated above, all other warranties, conditions, terms, undertakings and representations, expressed or implied, statutory or otherwise, in connection with Customer Success Manager or any services provided to the Customer ancillary or incidental to the use of the Customer Success Manager, are hereby excluded to the fullest extent permitted by law.

## 8 Customer Success Manager Service Support

- 8.1 Three will respond to Customer queries or reported faults as soon as reasonably practicable by taking service support measures it deems appropriate.



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8.2 For the purposes of making improvements to the Service, scheduled unavailability may be required from time to time. Three will use reasonable efforts to schedule unavailability in a manner that minimises disruption to Customer, but excludes all liability.

### 9 Liability (Limitations and Exclusions)

9.1 These Terms shall apply in addition to the terms set out in Terms and Conditions for using the Three Network for Business customers, found at [Terms and Conditions | Three](#).

9.2 Three shall not be liable to Customer, their Users or any third party, for any direct, indirect, special, exemplary, incidental or consequential loss including, but without limitation, loss of profit, loss of revenue, capital expenditure or loss of goodwill, resulting from any claim including, without limitation a claim for breach of contract, in tort, for negligence, for breach of warranty or otherwise and whether or not foreseeable, and including, but without limitation, arising as a result of (a) any unauthorised third party access to the Service; or (b) the suspension or termination of the Service (as permitted by the Agreement).

9.3 Three shall not be liable for non-performance of the Service.

### 10 Suspension of the Customer Success Manager Service

10.1 In addition to the rights of suspension set out within these Terms and the Terms and Conditions for using the Three Network for Business customers, found at [Terms and Conditions | Three](#), Three reserves the right to suspend the Service pending investigation where:

10.1.1 it reasonably suspects any of the requirements in these Terms have been breached by Customer, and reserves the right to terminate the Agreement immediately (without cost or liability on the part of Three) where such breach has taken place;

10.1.2 in the event of an emergency including complying with any request of an emergency service organisation;

10.1.3 maintenance; or

10.1.4 to comply with any law, regulation, court order or governmental request or order

10.2 Any suspension of the Service shall not exclude Three's right to subsequently terminate the Agreement.

### 11 Termination of the Customer Success Manager Service

11.1 Where included as part of the Complete Service Add-on, when the associated Three Business Plan is ceased or terminated, the Service will also be terminated. The Customer Success Manager will re-route all calls from Customer or their Authorised Users to the Three Business Service Team.

11.2 Where purchased as a chargeable standalone Add-on, Customer may terminate the Service upon 30 days written notice to Three and any such termination shall be effective at the end of Customer's current bill cycle, after the date on which such written notice is served on Three. If Customer terminates the Service before the expiry of the applicable Minimum Term, Customer will be liable for a Cancellation Fee in accordance with Clause 2.2.

11.3 Customer may terminate the Service without a Cancellation Fee upon written notice to Three once the applicable Minimum Term has expired. The Service will be terminated at the end of Customer's current bill cycle. Customer shall be liable for all Charges accruing in respect of the provision of the Service during the applicable termination notice period.

11.4 Upon expiry of the applicable Minimum Term, the Customer Success Manager Service will continue on a recurring basis until terminated.

11.5 Without prejudice to Three's other rights set out within the Agreement, Three shall be entitled to terminate the Service forthwith on written notice to Customer in the event that:

11.5.1 Customer fails to promptly comply with any reasonable request/condition specified by Three in relation to Customer's use of the Service;

11.5.2 Three is unable to resolve a dispute with any third party upon whom provision of components of the Service is related or contingent; or

11.5.3 Three has reasonable grounds to believe that Customer's use of the Service constitutes a breach of any applicable Law.

### 12 Definitions

12.1 The Definitions section of the Terms and Conditions for using the Three Network for Business customers Agreement (titled 'Definitions') shall be amended by the inclusion of the following additional defined terms:



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- a) "Authorised Users" means the Users nominated by Customer to have access to the Customer Success Manager Service. Authorised Users are expected to be decision makers within Customer's business.
- b) "CSM team" means the team of alternative CSMs available in the absence of Customer's CSM in accordance with these Terms.
- c) "CSM Working Hours" means 9-17.30 on Working Days.
- d) "Working Day(s)" means Monday to Friday inclusive, other than public holidays in the UK.
- e) "Three Business Service Team" means the team contactable on 337 from a Three phone or 0800 033 8033 from any other phone, or re-routed via the Customer Success Manager. The Three Business Service Team are available from 8am to 8pm on Working Days, or 9am to 6pm on Saturdays.