

Vodafone Calls and Lines



A fully featured service that offers
a fixed line voice solution for
your business

Vodafone
Power to you



Calls and Lines | Vodafone Product Summary

Calls and Lines rental are a vital part of your communications portfolio. We provide you with a fully featured service that gives you excellent business value – backed by first class service and support.

Bill consultation

We analyse your usage patterns and bills with you – ensuring we hit the price and service points that matter to your organisation.

Single point of ownership

You can choose from a range of managed care packages that give you support throughout the entire provisioning and fault management process. And by giving you a single point of contact, we make sure you get the highest level of customer service.

Business continuity

It's key that your service is always available. We ensure continuity with a full range of resilience and contingency plans – including call divert options, backup lines and a range of SLAs for fixes and repairs.

Fraud monitoring and prevention

Keeping a close eye on irregular calling patterns can be a time-consuming process. With proactive identification of common fraudulent call patterns, we'll spot any problems for you.

Online bill and standard reporting

It's easy to review your billing online whenever you need to. We provide all the details you need, including top international destinations, frequently dialled numbers and unbilled calls.

Easy to integrate

You can switch to Vodafone with ease. We'll handle the handover from end-to-end, and your users receive no disruption to their service.

Business benefits



- Bill consultation to **optimise pricing**
- Single **UK-based point of contact** for customer service
- **Reduced** risk of fraud
- **Comprehensive** business continuity
- **Easy to integrate** into your business
- Can be delivered as part of a **managed service**



Business features

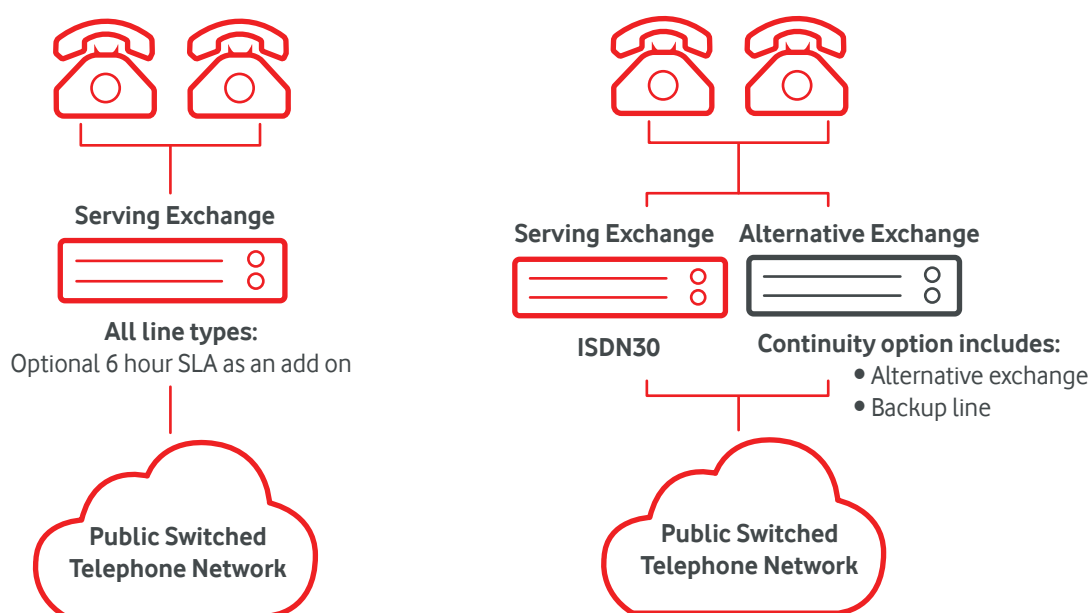
- **Choice** of PSTN access services, analogue, ISDN2 or ISDN30 lines
- Call barring, call divert and all other **key management functions**
- **Full resilience** and contingency planning
- **Proactive identification** of fraudulent call patterns
- **Detailed** web billing



Product in detail

Our Calls and Lines service consists of two basic parts – the line that allows access to the network, and the calls. We provide line rental over ISDN or standard analogue lines – with no minimum call charge, no setup charges and per second billing.

You can have a basic line or a resilient option set up with ISDN30



Routing all outgoing and incoming calls from other sites, companies and consumers

Resilience

We provide a wide portfolio of resilience options, at an additional cost, from backup lines to alternative route lines from different exchanges. These enable us to ensure resilience for all customers.

Line rentals

Choose from three key types of landline:

- **PSTN** (Public Switched Telephone Network) – a single or multi-line that terminates at your line box
- **ISDN2** – giving you the equivalent of two digital lines, delivered over a copper pair in the public network
- **ISDN30** – this service is available with a minimum of eight channels, and up to a maximum of 30 channels per 2Mbps bearer. For new connections we can usually provide this from our own network (Direct Voice).

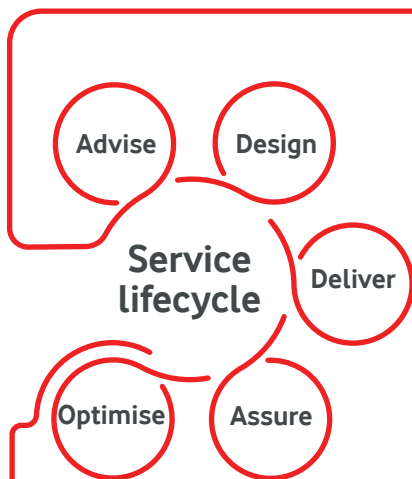
Quicker fix

The standard SLA is for the end of the next working day. We also provide a number of improved service level options, available at additional cost.

Calling features

Our key calling features include:

- **Call diverting** – based on the type of line taken, we provide a wide range of functionality that allows you to divert calls to other prearranged numbers, based on rules such as 'On No Reply' and 'On Busy'. This can be done on an automatic, manual, temporary and permanent basis.
- **Call barring** – this feature allows you to restrict certain types of calls on your lines, both incoming and outgoing.
- **Call waiting and call hold** – we can alert your users that a call is waiting for them while they're engaged on another call. They can then choose to hold or close the existing call and accept the new one. They can also switch between the two calls.
- **Direct dialling in (DDI)** – gives callers direct access to extension numbers, without necessarily going through the switchboard.



Service lifecycle

We support your infrastructure with a comprehensive range of services. Our approach provides expert assurance throughout the entire lifecycle of your solution and can be configured to meet the individual needs of your organisation.

Service lifecycle: Calls and Lines



Advise

- Needs analysis
- Spend analysis



Design

- High level design
- Site readiness and systems integration design



Deliver

- Project implementation



Assure

- Incident and fault management
- Fixed line care packages
- Change management
- Fixed line site assurance



Optimise

- Online reporting

Summary

Get a fixed line voice service you can rely on. We provide you with a comprehensive range of calling features, deliver regular bill consultation to ensure you are getting the best value, and provide you with dedicated support through our UK-based Technical Service Centre.

Next steps

To learn more about Calls and Lines, please contact your Account Manager or call us on **0808 004 481**.

©July 2016 Vodafone Limited.
Registered office: Vodafone House,
The Connection, Newbury, Berkshire
RG14 2FN. Registered in England
No 1471587.

