

Simplify everything



with Vodafone
One Net Business

Vodafone
Power to you



Simplify the way you communicate

Vodafone One Net Business simplifies the way your employees and customers communicate, bringing everyone closer together, and making business more efficient.



Simplified customer service

- All your desk phones, mobiles and voicemail are connected – even across multiple offices.
- Employees can instantly manage any incoming call or message from either phone, wherever they're working – without call divert charges.
- Customers and colleagues can be dealt with promptly and professionally at all times.

Simplified call management

- We can set up the features you need, to support the way your business operates.
- Call Pickup and Hunt Groups allow teams of people to answer each other's calls when business is busy.
- Auto Attendant allows your customers to select a department, rather than an individual employee.

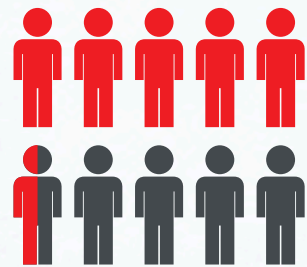
See pages 4 and 5 for a full list of features.

Simplified productivity

- Enable great communication within your business.
- Simplify the way your business makes and takes calls, and reduce missed calls.
- Liberate everyone to work as productively on the move as they do in the office – even those who use a home office.

54%

of small business employees say that flexible working has made them more productive



(source: the Perspective Series, Circle Research)

"With Vodafone One Net Business, I am getting flexibility, robustness and the ability to work with people on the move but the integration with smartphones is extremely valuable and the most important thing for us."

Charles Weir,
Managing Director, Penrillian

Simplify

the way you manage your communications

By consolidating landline and mobile telephony with one provider, on one system, you'll find the management of your communications becomes much simpler – saving you time and hassle.



Simplified set-up

- Installed with features configured to match the way your business works.
- A cloud-based solution, with hardware hosted off-site, saving you space and money.
- Keep your existing telephone numbers, so there's no need to reprint business stationery or literature.

Simplified billing

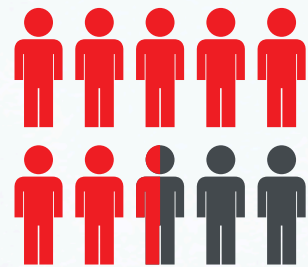
- One communications provider, one contract.
- Take full control of what your business spends, so it's easier to budget accurately.
- Billing admin is reduced, even across multiple offices.

Simplified change

- Highly adaptable, via a cloud-based online portal/mobile app.
- If your business grows or changes, new users can be added.
- Add or remove functionality without interruptions to your business.

75%

of small business employees say that flexible working has boosted their job satisfaction



(source: the Perspective Series, Circle Research)

"We wanted a phone system that was simple and 'just worked' so that we could use and enjoy what it did for us and then almost forget about it because it was so reliable."

Chris Griffin,
General Manager, ICT Networks

The **complete** communications solution



Access

Connectivity

We have quality connectivity available, ranging from DSL to our new high speed Vodafone Ethernet, to provide you with a stable and robust service.

Multiple Offices

Allows all of your sites, or separate floors within a site, to be treated as one single virtual office. So your business is fully integrated. Then you can choose the features you need to run your business.

Home Worker Flexibility

Experience the benefits and features of One Net with a desk phone at home.

Presence Monitoring

Instantly see who's available to take a call on either your desk phone or mobile. Coloured indicators displayed on the Busy Lamp Field helps route calls to the most relevant person as quickly as possible.

One Net Directory

Quickly find colleagues through the internal company address book.

Call Recording

Record calls made to and from a customer site by attaching Red Box call recording (Vodafone's preferred supplier) to your One Net switch.

The **complete** communications solution (...cont)

Control your calls:

Secretary Call Management

If you prefer to screen calls, you can nominate a secretary to answer your calls first, before transferring to you.

Auto Attendant

Allows callers to select either a department or individual to talk to.

Hunt Groups

Set up 'hunt groups' where calls to a single number can be answered by a select group.

Call Queuing and Waiting

Puts incoming calls into a queue when your number is busy and provides an instant notification when a call is waiting to be answered.

Pre-recorded Announcements

Set a pre-recorded message for incoming calls when needed.

Present alternative numbers

Choose another number to present as your Caller ID number.

Operator Console

Answer, conference and transfer incoming calls from any queue using an operator/receptionist PC application.

Once you have chosen which features you need, you can apply and manage them yourself using our online portal and mobile app.

Devices to make communications work **better**

Efficient communication requires high specification equipment. We have teamed up with world leading device providers such as Cisco® to provide IP Phones and speaker phones.



Desk phones		3G Deskphone	Mobile phones
Cisco® SPA 525G2	Cisco® SPA 514G	Santok Tecdesk TD3500	
<ul style="list-style-type: none"> • High end Cisco phone with a colour screen • 5 line buttons • Busy lamp field • Bluetooth for mobile and headset connectivity • USB Mobile charging • MP3 player • Attendant console capable 	<ul style="list-style-type: none"> • Standard IP Phone • 4 line buttons • Busy lamp field • Black & white screen • Attendant console capable • Free on 2 and 3 year tariffs 	<ul style="list-style-type: none"> • HD voice support delivers crystal clear sound quality • Function keys with dedicated hold, transfer and conference call buttons • 8 memory keys enable quick dial of frequently called numbers • Loudspeaker allows hands-free talking • SMS messaging support delivers quick alternative communication 	<p>The beauty of Vodafone One Net Business is that you can use it across any mobile phone, meaning your employees can keep their existing device if they want to.</p>



Speaker phones	Desk phone accessories	
Polycom® IP 7000	Cisco® Spa 500S/DS Attendant Consoles	Wired and Wireless Headsets
<ul style="list-style-type: none"> • Range up to 6m • High specification • Extension microphones available • 2 year warranty 	<ul style="list-style-type: none"> • See the availability status of colleagues • Green and red status lights to indicate availability • Select up to 66 colleagues and monitor their status • Single button calls to your employees 	<ul style="list-style-type: none"> • Supplied by Plantronics • 5 types of headset available • All fully compatible with Cisco® phones

Supporting your business from day one

Our aim is to make sure all your communications are simplified from day one. That means, from site survey to installation and through constant monitoring and support, we'll do all we can to help. We'll be happy to give you any advice you need on what technology is right for you, and you'll only ever pay for what you need.

Expertly coordinated installation

To help keep things simple, your dedicated Project Manager will coordinate your Vodafone One Net Business installation. You'll get regular updates, including when your solution is due to be installed.

UK-based account management and dedicated technical support

We'll assign a dedicated UK-based Account Manager to manage all your needs, and fully understand your business.

And you'll only ever need to call one number if you need technical help. Our specialist team uses proactive phone network monitoring tools so we can help remotely diagnose and resolve any issues.

Continuous quality assessment

Your Account Manager will conduct regular reviews, to ensure that One Net Business is simplifying everything, and can help you scale the system up if your business changes.

Next day hardware replacement

In the unlikely event that one of your devices develops a fault, you'll receive a free of charge replacement the next working day – providing a working day replacement is requested before 3pm. Charges may apply if a device is out of warranty.



"When we needed to speak to someone at Vodafone we could quickly get a professional advisor on the line who was familiar with our business requirements."

Jackie Fisher,
Director, Power Office Services

Clear budgeting with one flat monthly bill

Predictable costs are good for business. Which is why, with Vodafone One Net Business, all your communication costs are unified on one simple bill. Your landline costs, your mobile costs, everything.

Just choose one of three packages to suit how your employees work.

Vodafone One Net Business	Office		Mobile		Complete	
User type	Employee requires a desk phone only		Employee requires only a mobile phone		Employee requires a desk phone and mobile	
Monthly fee - 2yrs	£15	£30	£15	£35	£30	£55
Monthly fee - 3yrs	£13	£28	£13	£33	£26	£51
Monthly fee - 5yrs	£11	£26	£11	£31	£22	£47
Mobile, landline, freephone	PPM	Unlimited	PPM	Unlimited	PPM	Unlimited
Internal calls and voicemail	Inclusive					
Text	–	–	PPT	Unlimited	PPT	Unlimited

PPM = pence per minute
PPT = pence per text

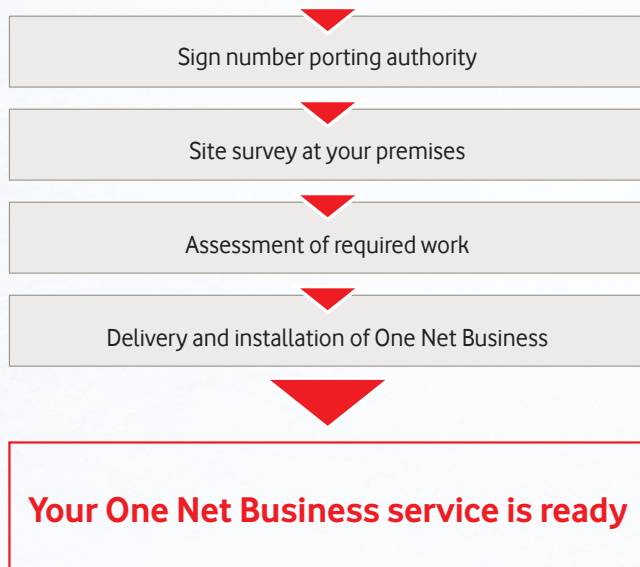
- All prices quoted exclude VAT at 20%
- The final price of the package you select will be determined by the length of the contract, the fixed and mobile devices you select and the add-ons you select such as our new Vodafone 4G Advance options
- All price plans are compatible with Vodafone EuroTraveller

Getting **started**

To get started with Vodafone One Net Business, simply contact one of our business development team or your Account Manager who'll process your order.

We'll provide your dedicated Project Manager to manage the smooth installation of your One Net Business service. Throughout this process we'll provide you with regular progress reports and, once the necessary connectivity has been set up, we'll confirm the final installation date.

Our standard delivery times are approximately 40 working days, although port/lead times may vary depending on your current provider and internet connection requirements.



To find out more call

08080 044 499

Calls from landlines are free. Standard network charges apply to calls made from a mobile phone.

