



Simplify everything

with Vodafone One Net Business



A whole new way of looking at your communications

Simplify everything with Vodafone One Net Business, the complete cloud-based communications system that connects your desk phones, mobiles and voicemail. It makes everyone and everything more efficient, and your communications easier to manage.

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.

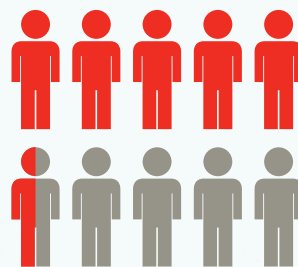
See pages 4 and 5 for a full list of features.

Simplified productivity

- Remove the barriers to good communication.
- 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.

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

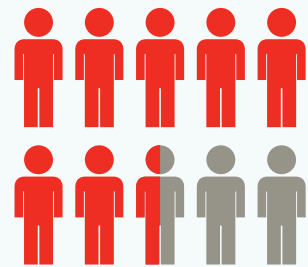
- One communications provider, one contract.
- Take full control of what your business spends, so it's easier to budget accurately.
- Billing admin is reduced, even across multiple offices.

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)

"The installation was incredibly straightforward and the system is so intuitive and easy-to-use that the training took barely an hour. By the end of the day, we were up and running and had one telephone number that would automatically route itself to the appropriate person."

Jackie Fisher,
Director, Power Office Services

The complete communications solution

Use the features your business needs



Online Portal and Mobile App

Manage all your call features through our self-service online portal or our mobile app, 24/7

Hunt Groups

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

Call Pickup

Enable your employees to answer each other's calls, so your customers always get connected to someone

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

Call Waiting

Instant notification that there's a call waiting to be answered

Alternative Calling Line Identity Selection (ACLIS)

Allows you to choose an alternative number to present as your Caller ID number

Do Not Disturb

A quick and easy way to think or work undisturbed

Manager / Secretary

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

Pre-recorded Announcements

Set a pre-recorded message for incoming calls when appropriate

The complete communications solution (...cont)

Use the features your business needs



Ringing Order

Allows you to set groups of phones to ring either simultaneously or in sequence

Cisco IP Phones

Market-leading enterprise phones offering your business advanced functionality

High Speed Fibre Broadband (Limited)

Higher line stability that gives your business better call quality

Auto Attendant

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

Call Queuing

Puts incoming calls into a queue when your number is busy

Call Screening

Enables you to allow or bar incoming calls from specified numbers

One Net Directory

Quickly find colleagues through the internal company address book

Busy Lamp Field

Instantly see who's available to take a call with coloured indicators. Helps put calls through to the most relevant person as quickly as possible

Devices to make communications work **better**

Efficient communication requires high specification equipment. So we've partnered with Cisco®, the world's leading IP phone supplier, to provide market-leading desk phones and conference phones.



Desk phones		Mobile phones
Cisco® SPA 525G2 <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 	Cisco® SPA 514G <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 	<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>



Conference phones		
Polycom® IP 5000 <ul style="list-style-type: none"> • Suitable for individual users • Small conference rooms • Range up to 2.5m • 2 year warranty 	Polycom® IP 6000 <ul style="list-style-type: none"> • Mid size conference rooms • Range up to 4m • Familiar form factor to analogue device • 2 year warranty 	Polycom® IP 7000 <ul style="list-style-type: none"> • Range up to 6m • High specification • Extension microphones available • 2 year warranty

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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 broadband is due to be installed with the necessary connectivity.

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

- 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

e.g. our competitive range of International dialling rates

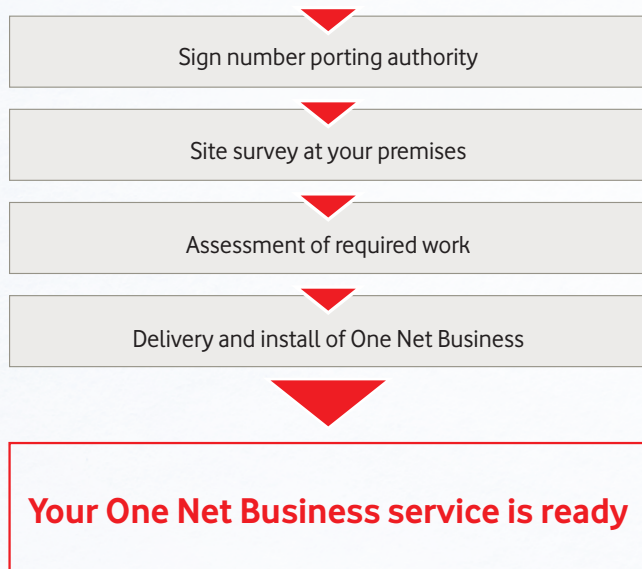
- All price plans are compatible with Vodafone EuroTraveller

Getting started

To get started with Vodafone One Net Business, simply contact 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.

