Vodafone Business Broadband Alternative Router Guide

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1 Introduction

1.1 The use of alternative equipment is available to all Enterprise Broadband customers by request only. This allows business customers to use their own router and equipment which is sometimes preferred but not necessarily recommended.

2 How to start using your own equipment

2.1 You will receive the information you need (Vodafone router username and password) in an email to start using your own router and equipment at point of sale. Please ensure your contact details are kept up to date via your online account or by calling the number provided in your Customer Support Service Handbook.

2.2 The list of recommended CPE's (equipment installed on the customer premises, also referred to as a modem, router or firewall, that operates the service, henceforth referred to as CPE) approved by BT Wholesale can be found below or on the BT wholesale website.

https://www.btwholesale.com/pages/static/products-services/fibre-broadband.htm

Any other CPE may not be supported in the network.

2.3 Ensure your broadband router is compatible with the service offered, for example if you have a FTTC service your router will need to support FTTC.

3 Setting up

3.1 Plug your Vodafone router in to a power source and connect it to your premise landline port. You may need a micro-filter for this. Then, connect a computer to the router with an Ethernet cable so you can configure its settings.

3.2 From this stage onwards, you will need to refer to the manual of the router you intend to use to find out what to do next.

3.3 Your router manual will explain how to set up your router. This is usually done from a PC connected to your router either directly or via Wi-Fi if your router supports this. You will be able to configure multiple attributes, please make sure you understand the technical implications of changing any attributes. For your router to log onto the Vodafone Broadband service you will need to configure your user name and password (that should have been provided in a separate email from us) in your routers connection settings.

Depending on the make of your router, you may need to install software on your PC to access the router configuration, please refer to your routers 'Installation and set-up guide' for these instructions.

3.4 You should now be able to use your own router.

4 Support

4.1 If you have a query in respect to any incident with your line, please refer to your Customer Support Service Handbook that will guide you to the appropriate support teams for Vodafone Enterprise Broadband.

5 Appendix

Appendix 1 – Incident response and repair criteria

Target Clearance Times depend on the Care Level which has been subscribed to that Service. The following table shows the different levels of care and the cover provided.

Care Level	Period of Cover	Target Clearance Times
Broadband and Phone Standard Support	8am – 9pm, 365 days	Next business day
Broadband and Phone Premium Support	8am – 9pm, 365 days	8 hours

Notes: where the incident is found to be on the CPE you may be charged for any engineer visit which is associated.