



Vodafone One Net Business | What we provide

There is a better way to build your business. It's called Vodafone One Net.

With Vodafone One Net Business, your mobiles become virtual landlines. It doesn't matter which number your customers dial, your people can answer their calls on their desk phones or mobiles – whichever is most suitable to their needs. This document will guide you through the service journey, devices, costs and support.



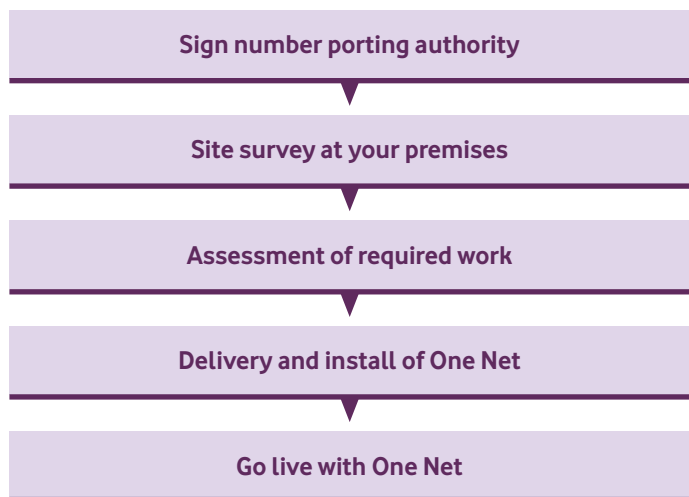
Ordering **Vodafone One Net** for your business

Once you have decided that you want the One Net Service, please contact your Vodafone representative who'll complete your order.

When your order has been received and processed by our back end support team, a dedicated One Net Project Manager will contact you to arrange a suitable date to complete a site survey of your premises to fully understand your telephony needs.

Throughout the implementation we will provide you with regular updates on progress, and once the necessary BT lines and ADSL connection are understood we will confirm the final installation date.

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



Vodafone One Net Business devices

As part of the One Net Business solution, we provide a range of desk based and mobile devices:



Desk phones		Mobile phones
<p>Cisco® SPA 525G</p> <ul style="list-style-type: none"> • High end Cisco phone with a colour screen • 5 telephone lines • Busy lamp field • Bluetooth for mobile and headset connectivity • USB Mobile charging • MP3 player • Attendant console capable • Free on some high use price plans on 3 and 5 year tariffs • Offered as an upgrade on other tariffs for £75 	<p>Cisco® SPA 514G</p> <ul style="list-style-type: none"> • Standard IP Phone • 4 telephone lines • Busy lamp field • Black & white screen • Attendant console capable • Free on 2 and 3 year tariffs 	<p>The beauty of Vodafone One Net 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		
<p>Polycom® IP 5000</p> <ul style="list-style-type: none"> • Suitable for individual users • Small conference rooms • Range up to 2.5m • 2 year warranty 	<p>Polycom® IP 6000</p> <ul style="list-style-type: none"> • Mid size conference rooms • Range up to 4m • Familiar form factor to analogue device • 2 year warranty 	<p>Polycom® IP 7000</p> <ul style="list-style-type: none"> • Range up to 6m • High specification • Extension microphones available • 2 year warranty

Predictable and transparent costs

We want to provide complete clarity on your telecommunications costs and that's why all our Vodafone One Net Business plans include your landline number, all your voicemail and internal calls.

We have created three packages to suit your employees whether they're in the office or out on the road:

	Complete			Mobile			Office		
	Employee requires a desk phone & mobile			Employee only requires a mobile			Employee only requires a desk phone		
Monthly fee	£55	£65	£75	£45	£55	£65	£35	£45	£55
UK mobile & 08 numbers	750	1250	2000	750	1250	2000	750	1250	2000
UK landlines	3000	3000	3000	3000	3000	3000	3000	3000	3000
Internal calls & voicemail	Inclusive	Inclusive	Inclusive	Inclusive	Inclusive	Inclusive	Inclusive	Inclusive	Inclusive
Text	250	300	300	250	300	300	N/A	N/A	N/A
Data	250MB	500MB	500MB	250MB	500MB	500MB	N/A	N/A	N/A

All prices are ex VAT. Terms apply. Subject to a credit check.

Get a £10 monthly discount

What's more, sign a 5 year contract with us and we'll give you a **£10 monthly discount** for the whole of your contract on each of your individual accounts. We'll also waive any installation and set up costs.

Supporting **your business**

UK based account management

You and your team will have a dedicated UK based Account Manager to manage all your needs – giving you total reassurance that you have someone looking after you who really understands your business.

Constant assessment

Your Account Manager will also be responsible for conducting business reviews. That way they can ensure that the technology is delivering and can scale it up as your business grows.

You will also get advice on which technology is right for you and you can be sure you will only pay for exactly what you need.

Fully project managed installation

To help keep things simple you will have a nominated Project Manager that will coordinate your Vodafone One Net Business installation.

We will provide you with regular updates, including when your broadband is due to be installed with the necessary BT lines and ADSL connections, we will keep you informed as to when to expect your connection to go live.

One dedicated support number

We have a dedicated specialist team, so you only have one number to call should you need any help after you have gone live. The team is equipped with proactive phone network monitoring tools so we can help remotely diagnose and resolve any issues.

Next day hardware replacement

In the unlikely event that any of your devices develops a fault you'll receive a free of charge replacement the next day.

*Note: If a replacement is requested before 2pm. Charges may apply if a device is out of warranty.

To find out more call

08080 044 499

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

