



Vodafone Business Broadband and Phone Service Guide

Built with business
in mind

The future is exciting.

Ready?



Welcome to Vodafone Business Broadband and Phone



Thank you for choosing our service.

This Service Confirmation Booklet contains lots of useful information on how to get set up. Keep it handy, even if you don't need to refer to it straight-away. Please see below as a guide to the sections relevant to the services you've purchased.



Business Phone only Service

If you are taking our phone service, you can find where to get extra information such as call features, as well as what you need to know if you require an engineer to visit.

Please see section 1 for details on getting started.



Business Broadband only Service

You'll find our plug-and-play Vodafone Broadband router simple to set up, and you can manage its settings easily with our handy app or via the online portal.

Please see sections 2, 3, and 4 to get up and running.

Business Broadband and Phone Service

This will give you information on getting set up, as well as what happens if you need an engineer to visit and install a new phone line. You'll find our plug-and-play Vodafone Broadband router easy to set up, and you can manage its settings easily with our handy app or via the online portal.

Please see sections 1, 2, 3, and 4 to get up and running.

For more information or help, go to [vodafone.co.uk/businessbroadband](https://www.vodafone.co.uk/businessbroadband) or call us on **08080 034 515** free from a landline or mobile, or on **191** from a Vodafone mobile.

Our agreement with you for the Vodafone Business Broadband and Phone Services

The Vodafone Business Broadband and Phone Agreement can be found at vodafone.co.uk/businessbroadband.

Vodafone Business Broadband and Phone Charges

Detailed information about charges can be found in the Vodafone Business Broadband and Phone Price Plan Guide at vodafone.co.uk/businessbroadband.

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1. Vodafone Business Phone Service



1.1 New phone line installation

The service confirmation letter delivered to your premises will advise the date your service will be active from, which we refer to as the Activation Date. Until your service is live, it is possible that the phone number for your service may change from the number that we advised on the service confirmation letter. We therefore advise you not to use the number detailed for any adverts, websites, or stationery until your service has been made active.

Engineer visit

If you're having a new phone line installed, we'll have given you a date for an engineer visit in your service confirmation letter that was posted to you.

Here's what you need to do before the engineer arrives:

- Check you have permission for the line to be installed. The engineer will need to make a small hole in at least one wall – if you are in a rented property or commercial building you may require the landlord's permission
- Make sure you know where you'd like your phone line positioned, and that the engineer can access the area safely (you may need to move any heavy furniture out of the way)
- Make sure someone's in when the engineer visits. Someone aged 18 or over must be in when our engineer calls, otherwise they will be unable to carry out the installation. And as the work may take a little while to complete, whoever's there needs to stay until everything's done

If no one's there the day our engineer visits

If our engineer arrives to find no one there, you may have to pay a missed engineer appointment charge. Details of the missed engineer appointment charges can be found in the Price Plan Guide for Vodafone Business Broadband and Phone at vodafone.co.uk/businessbroadband.

Need to change the day our engineer visits?

No problem. Refer to your service confirmation letter that came with this Service Confirmation Booklet for details on how to change your appointment.

When our engineer arrives, they'll:

- Be from Openreach and have official ID
- Ask where you want your phone line to be positioned
- Fit a small box to the outside and inside your premises, and connect the appropriate cables
- Test your new line to make sure everything's working properly

1.2 Existing phone line takeover

If we are taking over an existing phone line, your service will be active from the date shown in the service confirmation letter (which we refer to in the Glossary as the 'Activation Date').

1.3 Setting up your phone service

Your Vodafone Business Phone Service comes with useful features such as Last Calling Number (1471), Number Conceal (141) and voicemail.

Before you start activating and using these features, check that your phone has *, # and R (recall) buttons, in addition to the standard numerical buttons.

We offer a range of additional call features that don't come as standard with your phone line. Go to [vodafone.co.uk/businessbroadband](https://www.vodafone.co.uk/businessbroadband) for further details and how to use them.

To activate any additional call features call us on **08080 034 515** free from a landline or mobile, or on **191** from a Vodafone mobile.

2. Vodafone Business Broadband Service



Setting up your Vodafone Broadband router

2.1 New phone line

If you are having a new phone line installed, please refer to section 1.1 New phone line installation for information relating to your new phone line. The service confirmation letter that came with this Service Confirmation Booklet will advise the date your service will be active from, which we refer to as the Activation Date.

Once our engineer has left, you can simply plug in your Vodafone Broadband router and set it up yourself. See the Simple setup guide that came with your router for how to do this. You'll then find your broadband service is active by midnight that day.

2.2 Existing phone line

If you have an existing phone line, your service will be active from the date shown in the letter (which we refer in the Glossary as the 'Activation Date').

On your Activation Date, you'll need to plug in your Vodafone Broadband router before 08:00 (remembering to use one of the microfilters supplied – see Step 1 of the Simple setup guide that came in the box with your router).

You'll then find your Business Broadband Service is active by midnight that day. When your service is activated there will be a constant red light showing at the bottom of your Vodafone Broadband router. All you need to do after that is follow the rest of the steps in the Simple setup guide and you'll be online in no time.

3. Managing Devices



Once your Vodafone Broadband router is set up and the Wi-Fi is working (see your router's Simple setup guide for help with this), you'll need the information on your router's label to get devices like PCs, laptops, tablets and smartphones connected wirelessly to the internet. The Wi-Fi name and password can be found on the back of the router.

You can use the Vodafone Broadband app to change your Wi-Fi password and manage your router settings. It's available to download and install from the Apple App Store or Google Play Store – search **Vodafone Broadband App**. For more information see vodafone.co.uk/businessbroadband.

4. Anti-virus and content control



Anti-virus

Our recommended anti-virus software is F-Secure SAFE. For further information, please visit vodafone.co.uk/businessbroadband.

Content control

Content control allows you to decide which websites your business End Users can access. At no extra cost, you can protect any device connected to your Vodafone Business Broadband Service via the Vodafone Broadband router.

The default setting for content control for your service is set to off. You can activate and manage content control for your Business Broadband Service by accessing your Vodafone My Account at vodafone.co.uk/myvodafone.

To find out more, please see the Vodafone Business Broadband User Guide on vodafone.co.uk/businessbroadband, or call us on **08080034515** free from a landline or mobile, or on **191** from a Vodafone mobile.

5. Vodafone Business Broadband and Phone acceptable use policy ('AUP')



1. Introduction

- 1.1 This AUP applies to your use of the Equipment and Services which are provided by Vodafone to you under our Agreement with you.
- 1.2 Any reference to "we" in this AUP shall be a reference to Vodafone Limited or any other member of the Vodafone Group. Any reference to "you" shall mean you as the Customer and anyone else that you allow to use the Services including all employees or anyone who accesses the Services due to your removal of, or failure to maintain, wireless encryption security on your wireless router.
- 1.3 All capitalised words which are used in this AUP but are not defined shall have the meaning given to them in the Glossary which is set out in the Service Confirmation Booklet.
- 1.4 We may update or amend this AUP at any time, so please check our Website regularly at vodafone.co.uk/businessbroadband for any updates to this AUP or our Vodafone Business Broadband and Phone Agreement. Your continued use of the Services after any change to the AUP constitutes acceptance of the updated AUP.
- 1.5 This AUP was last updated in July 2016.

2. Your use of the Services

- 2.1 You must not: (a) use any Equipment or Services in any way that is unlawful or illegal; (b) do anything that causes the Network to be impaired; (c) use automated means to make calls, texts or send data (including via a GSM Gateway); or (d) use the Services to artificially generate revenue or traffic.
- 2.2 You understand that unauthorised access to computer systems may constitute a criminal offence.
- 2.3 As the account holder, you shall at all times remain fully responsible for any use of the Services and Equipment by you, any employees or anyone else at your Premises.
- 2.4 You must refrain from any use of the Services and Equipment that could be to the detriment of any other End Users.
- 2.5 You are solely responsible for your use of the internet and any web space that you own or control.
- 2.6 You must not use the Equipment or Services to access, download, send, receive, store, distribute, transmit, upload or in any way deal with material or data that we deem:
 - i. to be offensive, threatening, defamatory, racist, abusive, harassing, nuisance, invasive of privacy, obscene, harmful, indecent or menacing;
 - ii. breaches any third-party's rights (for example, using or copying another's material without their consent); or
 - iii. to be for fraudulent, unlawful or illegal purposes or effect.
- 2.7 You must not use the internet to send information that has forged addresses or are deliberately constructed to adversely affect remote machines or other computer systems.
- 2.8 You must not forge or alter headers, addresses or other information in emails or other messages in order to make them appear to be coming from or sent by another person or entity.
- 2.9 You must not alter message headers to prevent visibility of the email address or to prevent the recipient from responding to the message.
- 2.10 Without the explicit permission of the relevant operators you may not run "scanning" software which accesses remote machines, networks or other computer systems.
- 2.11 You must ensure that you do not further or allow the sending of unsolicited bulk emails, spam emails, "mailbombs", messages, or any other form of email or Usenet "abuse". This applies to both material that originates on your computer systems and also third-party material passing through your computer systems.
- 2.12 You must ensure that your computer systems and network are not configured in such a way that others are able to exploit them in order to disrupt the internet or any other third-party network. This includes but is not limited to ensuring that your network cannot be exploited as an open mail relay, open proxy server, or as a component of a wider network used in denial, or distributed denial of service attacks by third parties.
- 2.13 We may in certain circumstances be legally obliged to disclose information to relevant authorities, regulators, law enforcement agencies and other third parties. In any event, we reserve the right to notify these entities of any acts that may constitute unlawful conduct.

2.14 We reserve the right to restrict access to any illegal content. However, we do not monitor all content available through the Services and, as such, we cannot guarantee that you will be unable to access illegal or offensive content on the internet. We therefore recommend that you install appropriate security measures on your computer systems, including access controls and up-to-date virus protection and firewalls.

Third-party providers and traffic monitoring

2.15 You must not use Vodafone Business Phone minutes for making or receiving calls for the purpose of financial gain (save for calls made for ordinary business purposes); including but not limited to the generation of any form of credit for use with third-party services.

2.16 Please note that the third-party service providers which we use to provide the Services may carry out regular traffic monitoring activities across the network. Please be aware that they may reserve the right to throttle or limit your access to the Services in order to ensure that the network and data exchanges are protected.

3. Network security

3.1 You must not take any action that could inhibit or violate the network security of any person or company (including Vodafone) or that could adversely affect their use of the internet.

3.2 You must not adapt, modify, decompile or reverse engineer any part of the Services or Equipment.

4. Actions we may take

4.1 We may, at our sole discretion, run manual or automatic systems and monitoring of your use of the Services in order to ensure that you remain compliant with the terms of this AUP at all times (for example we may scan for open mail relays, or open proxy servers). By accessing the internet via our Services you are deemed to have granted us permission to access and monitor your computer systems and networks.

4.2 We may block any electronic communication that we reasonably consider to have breached this AUP.

4.3 If we become aware that you may have breached this AUP, we reserve the right to take any action we believe to be appropriate including, but not limited to:

- i. investigating the possible breach;
- ii. notifying you by email;
- iii. contacting you by email or phone to gather further information or to discuss our concerns;
- iv. issuing you with a formal warning;
- v. restricting your access to the Services;
- vi. suspending your access to the Services with immediate effect; and/or
- vii. terminating your account with us and disabling your access to the Services (with or without notice).

4.4 We may take any of the above actions that we deem appropriate, but we will always try and work with you before taking any action that will affect your use of the Services.

5. Making a complaint

If you'd like to make a complaint about someone's use of the Services or in relation to any content accessible through the Services, please contact us free on **08080 034 515** from any landline or mobile or **191** from a Vodafone mobile.

6. Vodafone Business Broadband and Phone privacy policy



Our privacy policy explains how we collect, use, share and protect our customers personal information. The privacy policy is located at vodafone.co.uk/about-this-site/our-privacy-policy/.

7. Vodafone Broadband router delivery and returns policy



Read our FAQs to find out everything you need to know about our delivery and returns policy for our Vodafone Broadband router. An up-to-date copy of this Vodafone Broadband router delivery and returns policy can be found at vodafone.co.uk/businessbroadband.

ORDER AND DELIVERY

How will my order be delivered?

We can deliver your order to your billing address or broadband installation address. We can't change any details once you've placed your order.

Someone will need to be in to sign for it, otherwise, it'll go back to your local courier depot, or Royal Mail depot, and the driver will leave a card with details of how to collect it or rearrange delivery.

If your Vodafone Broadband router we delivered is faulty?

We'll help you sort out any faulty equipment, as long as:

- you bought it from us;
- you bought it within a reasonable timescale; and
- it has a genuine fault.

If the fault is covered by a manufacturer's warranty, fixing it will be free.

If your equipment is faulty please contact us at **08080 034 515** free from a landline or mobile, or on **191** from a Vodafone mobile. We will provide you with a replacement Vodafone Broadband router and a returns bag for you to send the faulty equipment back to us. Please note that your replacement Vodafone Broadband router may be a fully refurbished router. If you fail to return the faulty equipment to us we may apply a charge to you to represent the cost of equipment not returned.

CANCELLATIONS AND RETURNS

What do I do if I've changed my mind and want to cancel my order?

You have the right to cancel your order and return any Equipment (such as the Vodafone Broadband router) we've supplied to you. You can cancel at any point from when you place your order up to no later than 30 days from the day your Vodafone Business Broadband and Phone Services were activated by us ("Cooling-Off Period"). If you want to cancel your order, please get in touch free on **08080 034 515** from any landline or mobile or **191** from a Vodafone mobile. We'll need your name, account number, address, telephone number and other personal information. Please have this information to hand.

If you change your mind outside the Cooling-Off Period you'll need to notify us in accordance with the Vodafone Business Broadband and Phone Services Agreement which may be updated from time to time, and is available at vodafone.co.uk/businessbroadband and in this event, you may have to pay an Early Termination Fee. For further details on the Early Termination Fee, see the Price Plan Guide for Vodafone Business Broadband and Phone at vodafone.co.uk/businessbroadband.

What happens once I've told you that I want to cancel my order?

We will send you a pre-paid envelope, which will arrive in 2-5 days (this wait won't affect your 30 day return period, as you've already let us know).

Put everything that came with your order into the envelope and post it to us.

We'll then complete your cancellation request and close your accounts.

Please note, failure to return any equipment to us may result in you incurring charges to your account to represent the cost of the equipment not returned to us.

What will I pay for if I cancel?

If you cancel your order before the end of the Cooling-Off Period and we've started to provide you with the Services, you'll need to pay for:

- any line rental (including any "extras" and/or "add-on" services); and
- any use of services not covered by the line rental (international calls or premium rate calls, for example), for the period up to the date you notified us of your cancellation.

Please note that we will credit you any line rental charges (including any phone features, added packages, "extras" and/or "add-on" services) that you may have incurred from the date you have notified us that you want to cancel up to the date we received the Vodafone Broadband router.

You'll also need to pay for any activation, installation, connection or other service and maintenance fees you agreed to in order to obtain the Vodafone Business Broadband and Phone Services. The Charges can be found in the Price Plan Guide for Vodafone Business Broadband and Phone at vodafone.co.uk/businessbroadband.

We'll also only refund the standard postage costs, if applicable, that you paid for delivery of the Vodafone Broadband router.

You'll need to return the Vodafone Broadband router in good condition, subject to fair wear and tear. If you return the Vodafone Broadband router with missing parts, damaged or in poor condition, we may charge you a reasonable fee or reduce the amount of refund we pay to you.

It is your responsibility to ensure that you do not use the Vodafone Business Broadband and Phone Services once you notify us that you have cancelled your order. If you continue to use the Vodafone Business Broadband and Phone Services once you have notified us, you may still be charged.

This policy's terms won't affect your rights under the Vodafone Business Broadband and Phone Agreement.

8. Support



This section sets out the support that we will provide in relation to the Business Broadband and Phone Service. Support provided under this section covers Faults (as defined below) in the Services themselves.

You may report Faults affecting the Services to our faults team free on **08080034515** from any landline or mobile or **191** from a Vodafone mobile, between 08:00 – 21:00, 365 days per year.

If you have selected Business Phone – Premier Support as an optional extra, then you may report a fault at any time.

Target Resolution Times will depend on the type of support you have taken at the time you report the Fault.

We will endeavour to resolve Faults within the relevant Target Resolution Time.

Charges are applicable for the higher support standard provided by Support Plus and Premier Support.

Vodafone Support	Target Resolution Time (subject to Parked Time rules detailed below)	Applies to	
		Free of Charge	Chargeable Option
Business Broadband and Phone – Standard Support	Fault clear by end of next Business Day + 1 day, Monday to Friday, excluding public holidays. Example: Fault reported at any time between 00.01 – 23.59.59 on Tuesday would have a Target Resolution Time of 23.59.59 on Thursday	Vodafone Business Broadband	n/a
		Vodafone Business Phone	
Business Broadband and Phone – Support Plus	Fault clear by end of next Business Day, Monday to Saturday, excluding public holidays. Example: Fault reported at any time between 00.01 – 23.59.59 on Tuesday would have a commitment time of 23.59.59 on Wednesday.	Vodafone Business Phone Premium	Vodafone Business Phone, Vodafone Business Broadband Essentials Superfast 1 and Superfast 2
		Vodafone Business Broadband Superfast 1	
		Vodafone Business Broadband Superfast 2	
		Vodafone Business Broadband Premium Superfast 1	
		Vodafone Business Broadband Premium Superfast 2	

Business Phone - Premier Support	8 hour repair – 24/7 (Mon – Sun)	n/a	All Packages
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In this section, the term 'Fault' means a fault which we reasonably determine has been caused by an error in the Services themselves and which has not arisen from other causes including but not limited to:

- Your negligence or the negligence of any third party;
- Your failure to comply with the Agreement;
- Failure of any equipment not supplied by us;
- Your failure to give us access to the Equipment on request;
- Any cause beyond our reasonable control;
- Outages that are required without delay to comply with health and safety or regulatory requirements;
- Outages caused by power failures or other environmental problems; and
- Outages arising from moves, or changes which we have not authorised

Parked Time rules (based upon those provided to us by BT Openreach)

In order to maintain Target Resolution Times for Faults at 23.59.59, a Business Day or half a Business Day is added when Parked Time exceeds a certain value. Parked Time shall mean the time during which the clearance of a Fault is outside of our control.

Here is how it works for:

Standard Support and Support Plus

Rule 1: Prior to the day when the Fault is due to be cleared

- Any cumulative Parked Time incurred is added to the reported time.
- If a revised report time crosses one or more Business Day midnight barriers, the Target Resolution Time is extended by the number of Business Days equivalent to the number of midnights crossed (i.e. report time + cumulative Parked Time = revised report time. In other words the revised Target Resolution Time is based on the revised report time).

Rule 2 – On the day the Fault is due to be cleared

- Up to 2 hours cumulative Parked Time - commitment time is unchanged.
- Between 2 hours and 4 hours cumulative Parked Time - Add half a Business Day to the Target Resolution Time.

- Over 4 hours cumulative Parked Time – Add a full Business Day to the Target Resolution Time.
- If the Fault incurs more than 2 hours cumulative Parked Time after the Target Resolution Time has passed, Rule 1 applies except where the revised Target Resolution Time is in the past. If so, we will set the new Target Resolution Time as the end of the next half Business Day slot.
- If the Fault incurs less than 2 hours cumulative Parked Time after the Target Resolution Time has passed, we will set the new Target Resolution Time as the end of the current half Business Day slot.

Premier Support

Rule 1 – Where a Customer Premises visit is required and immediate access is available

- Where 24 hour access is selected the repair time clock will start once a Fault ticket has been raised on the Vodafone system.

Rule 2 – Where a Customer Premises visit is required and access is available for less than 6 hours

- Where the latest access time is less than 8 clock hours from the Fault submission time the repair time clock will be restarted at the start of the earliest next available access time if the Fault has not been cleared.

Rule 3 – Where a Customer Premises visit is required and the visit is appointed

- The appointment time will take precedence over other times and the repair time clock will start at the appointment start time.

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Charges exclude VAT which shall be charged at the standard rate. Charges may be subject to change in accordance with the terms of the Agreement.