



# Vodafone Enterprise Broadband Alternative Router Guide

Built with business  
in mind

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## 1 Introduction

- 1.1 Vodafone Enterprise Broadband customers can choose to use their own router, also known as a "modem", instead of purchasing a Vodafone router, but must provide a router which is approved for use by BT Wholesale. Please refer to the Approved Modem List which can be found at [vodafone.co.uk/business/business-connectivity/broadband-for-business/enterprise-broadband](https://vodafone.co.uk/business/business-connectivity/broadband-for-business/enterprise-broadband).

## 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 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 Enterprise 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.
- 4.2 Vodafone will not be responsible for any faults associated with the customer's own equipment and is entitled to charge for any costs it incurs in respect of that equipment, for example engineer visits.