

# Vodafone One Net Express

## See what it could do for your business

Vodafone One Net Express can give you **multiple local landline numbers on your mobile**. So you can advertise your business further afield, attract more customers and keep the appearance of a local company.



### **Get multiple, local landline numbers on your mobile**

Local landline numbers can give your company a more professional image, even if you don't have business premises. One Net Express lets you take calls wherever you are working so there is no need for desk phones or to pay for call forwarding. It helps you look local, professional and responsive.

### **It's like having a virtual assistant working for your company**

For small businesses to grow, every customer matters. And when one unanswered phone call could easily lose you business, being responsive 24/7 is vital.

With an impressive range of professional call handling features, like hunt groups, Vodafone One Net Express will give your business an even more responsive image. It's like having a virtual assistant working for you round the clock so you never miss a business call again.

### **One phone company, one voicemail, one bill**

You'll have just one contract, one number to call for support and a single voicemail for landline and mobile calls so you'll save time and hassle. Meaning you can focus on the things that matter most to your business.

“The phone is our office, so we take it everywhere in our hands, which means we don't have to worry about missing customer calls or forgetting anything – it's all in one place.”

**Marie Behenna-Moran,**  
Founder, FitMama



# Never miss a business call again

## Multiple local landline numbers on your mobile

Vodafone One Net Express can give you multiple local landline numbers on your mobile, with no need for desk phones. So you can advertise your business further afield, attract more customers, and keep the appearance of a local company.



## Professional call handling

With Vodafone One Net Express, you get free use of 'big business' call handling features like **Automated Answer**, **Music on Hold** and **Call Transfer**. It's easy to set up, and it means all your calls are answered in the most professional way, even when you can't take the call yourself.



## Hunt Groups, made mobile

If one person in your team can't answer an incoming call, Vodafone One Net Express searches your other company mobiles and diverts to a person who's free to answer.



## Choose from a range of phones including:

BlackBerry Torch, BlackBerry Bold 9780, Samsung Galaxy S, HTC Desire Z, HTC Desire HD.

If you're an existing customer call us to find out more about your handset options.

## What's involved in getting started?

There's no installation, so getting started is really easy. Either port your existing landline numbers over to us or we can give you new ones, the choice is yours. We'll simply need to take a few details over the phone.

Ask in store, call us on **08080 101 254** or visit [www.vodafone.co.uk/onenetexpress](http://www.vodafone.co.uk/onenetexpress)

Vodafone One Net Express is subject to a credit check

## Features

One landline and one mobile number included.

One Net Express **call handling features** including Hunt Groups, Automated Answer and Call Transfer

**Unlimited** UK calls and standard texts

**Unlimited** internal calls to others mobiles

**Unlimited** calls to UK landlines (01, 02, 03)

**Unlimited** call to UK non-geographic numbers (0800, 0845, 0870)

**Free** BlackBerry internet service

**500MB** UK mobile phone data

**Free** mobile phone

**£55 (ex VAT) per person, per month** on a 24 month agreement

## Benefits

Increase your **business reach**, attract more customers

Take calls **wherever** you are working

No need for desk phones, **don't pay** for call forwarding

Look local, professional and **responsive**

## Vodafone One Net Express 'user' features description

Features	Description
Mobile and Geographic phone number	Each user will have a single mobile device, which will have both a mobile and a geographic (landline) phone number, allowing users to decide which number to publish to customers and advertise, whilst never missing a call. (e.g. 07775 112233 and 01635 445566 will be paired). Users may select to retain existing numbers, fixed or mobile, or order new if required and can also request the desired area code.
Call Forward	Users can configure Call Forwarding rules to ensure calls are treated correctly when they are not available, busy or not reachable and also to apply different treatment to specific numbers, or at different times of the day. (e.g. a user may define that during office hours calls the geographic number are connected, but outside of hours are diverted straight to voicemail).
Caller Line Identity	Users can control whether to display their fixed or mobile number to people they call, settings can be applied to all calls, or adjusted on a per call basis. By DEFAULT all users will display the geographic number.
Call Waiting	Call waiting indication is activated by DEFAULT so that users can choose to move between calls ensuring that important calls are not diverted straight to voicemail.
Call Transfer	Call transfer allows users to transfer calls to someone else, as in traditional PBX systems. This features is highly dependant on the specific mobile phone handset available, for example many Nokia's support this feature in the device menus, some devices require a specific sequence of digits to be entered, and some cannot support the feature at all due to device limitations, for example the iPhone explicitly prevents this feature.
Call Hold	The hold feature can be supported by all mobile phones. This feature is also required to instigate call transfer and personal conferences.
Conference Call	All mobile phones allow an ad hoc personal conference to be created with 3 parties connected together on a single call.
Single Voicemail Box	Calls which are made to either the geographic or mobile number will be stored in a single common voicemail box, allowing for easy retrieval.
Do Not Disturb	Do not disturb can be triggered on a user device in the same way as a legacy PBX system, to prevent all calls from being delivered to the device for example during a meeting.

“We’re having a lot of success with Vodafone One Net Express because the ability to have multiple landline numbers come through to our mobiles is helping us expand the business in new areas.”

**Oliver Warren,**  
Managing Director, Letco



## Vodafone One Net Express 'company' features description

Features	Description
Incoming Call Barring	Company account administrators can define incoming call barring rules to prevent nuisance calls. Rules can be applied to specific numbers, users, groups of users or indeed the whole company. By DEFAULT no barring is applied to any user.
Outgoing Call Barring	Outgoing call barring can also be configured can be applied to specific numbers, users, groups of users or indeed the whole company. This allows administrators to restrict dialled destinations – for example premium rate, international calls and so on. By DEFAULT no barring is applied to any user.
Multiple geographic numbers	Companies can decide to obtain multiple geographic numbers to allow them to select appropriate numbers and area codes relevant to their business. (For example a business in Reading may wish to advertise a Reading, Swindon and Slough area code in different publications). Multiple geographic numbers can be delivered to the same user or group of users.
Company Main Number	This feature allows a company to define a specific main number which can be used in advertising literature and on signage for example, this number can then be directed to ring on a specific users phone, or if required several users in a multi user hunt group. Company numbers are not connected to specific users directly.
Auto Attendant	The Auto Attendant feature provides small businesses with an automated secretary style of service, where all inbound calls are automatically answered by a pre-recorded message, (which you create), allowing callers to select from any of one of up to nine onward routing selections, (eg, "Welcome to A.N.Other Ltd, to speak to sales press 1, for support press 2, to leave a message press 3..."). Auto attendant can only exist on company level numbers and by DEFAULT is not enabled unless requested.
Multi User Hunt Group	This is a group of users who can all be reached on a single contact number, directly dialled, for example a sales or support team. By DEFAULT all multi user hunt groups will be configured to ring all users at the same time, called simultaneous mode, but once the system is installed administrators can select sequential, circular or most idle ringing patterns whichever suits best. Up to 20 users can be in a multi user hunt group.
Music on Hold	All callers who are placed on hold, or are held in a queue will hear music instead of silence or a tone.

“Without constant access to emails and landline calls, I’d have to dedicate around 40 per cent of my time to dealing with messages.”

**Oliver Warren,**  
Managing Director, Letco