



Vodafone One Business Mobile

Service Description

Vodafone One Business Mobile is a cloud-based PBX solution delivering PBX features and functionality on your mobile.

Vodafone One Business Mobile has a call management system that's easily controlled in real-time through a simple online portal. You can control a wide range of smart features like call forwarding, auto attendant, and hunt groups, enabling you to work more efficiently and productively.

1. Vodafone One Business Mobile Service

- 1.1 Your Vodafone One Business Mobile service consists of the components set out in the following table, which are further described in this Part B (“**Vodafone One Business Mobile Service**”):

Component	Description
Vodafone One Business Mobile Application	Download to your mobile. See Section 3 for details.
Cloud PBX	Call management features including hunt groups and auto attendant. See Sections 5 and 6 for more details.
Self Service Portal	Control call management features in real time. See Section 7 for details.
Training and Optimisation	Available as optional services

2. Getting Vodafone One Business Mobile

- 2.1 You must have a minimum of three Vodafone One Business Mobile Users.
- 2.2 Each User needs to be connected to a Red Share for Business Smartphone Connection or a Red+ Business Pricing Plan. Standard Pricing, Commercial Terms and Service Descriptions apply.
- 2.3 If you change from a Red Share for Business Smartphone Connection or a Red+ Business Pricing Plan to another Vodafone mobile Pricing Plan, or move your mobile Connection to a different provider, you will lose the ability to use the Vodafone One Business Mobile Service.

3. Vodafone One Business Mobile Application

- 3.1 Vodafone One Business Mobile Application is available on certain mobile phones and operating systems. See our Frequently Asked Questions page for details.
- 3.2 In order to use the Vodafone One Business Application each User will need to download it to their mobile. The Vodafone One Business Mobile Application allows you to enable, disable, and change your Caller ID, Call Forward, and Do Not Disturb features. End User Licence Terms apply.

4. Vodafone One Business Mobile Calling

- 4.1 Calling on Vodafone One Business Mobile uses your Red+ Business or Red Share for Business Pricing Plan. See your Red+ Business or Red Share for Business Service Description and Pricing Plan for details.

5. User Features



- 5.1 The following User features are available with the Vodafone One Business Mobile Service. Some features are only configurable in the Self Service Portal.

User Features	
Anonymous Call Rejection	Prevent a caller from reaching you when the caller has restricted their number.
Call Forward (Always, Busy, No Answer)	Automatically forward all your incoming calls to a different phone number (call charges may apply).
Call Transfer	Transfer a call to another phone (call charges may apply).
Call Waiting	Answer a call while already on another call by placing it on hold.
Call Notify	Receive an email notification of the caller's details when specific conditions have been met.
Call Processing Policies	Set the phone number displayed when you make a call.
Calling Line ID Delivery	Allow your phone number to be displayed when calling other numbers (permanently).
Calling Line ID Blocking per Call	Prevent your phone number from being displayed when calling other numbers (per call).
Calling Line ID Delivery Blocking	Prevent your phone number from being displayed when calling other numbers (permanently).
Calling Line ID Delivery per Call	Allow your phone number to be displayed per call when you have Calling Line ID Delivery enabled.
Calling Line ID Inbound	Display the caller's phone number if presented.
Do Not Disturb	Automatically forward your calls to your voice messaging service.
Extension Dialling	Call other users by dialling a 4 or 5 digit extension.
New Voice Message Text	Text message notification for new voice messages.
Schedules	Set up personal schedules for use when enabling various features.
Three-Way Calling	Start a three way call with three different parties.
Voice Messaging	Record messages for calls that are not answered within a specified number of rings or for busy calls.

6. Team Features

- 6.1 Vodafone One Business Mobile Team features allow you to control the Auto Attendant, Hunt Group, Schedules, Main Company Number, and Outbound Calling Plan (Toll Bar). These can only be controlled by an Administrator.



6.2 The following Team features are available with the Vodafone One Business Mobile Service.

Team Features	
Auto Attendant	An automated receptionist that answers the phone and provides a personalized message to callers. The caller can then choose from up to 12 different options to connect their call.
Hunt Groups	A Hunt Group allows a caller to dial one phone number and have it ring on multiple users within the group. The call follows a call flow defined by the Administrator. (Simultaneous, Regular, Circular, Least Busy).
Main Company Number	Display your Main Company Phone number as the outbound CLI for all your users.
Outbound Calling Plan (Toll Bar)	Allows the Administrator to bar specific users within a group from making chargeable calls.
Schedules	Set up Team schedules for use when enabling various features.

7. Self Service Portal

- 7.1 You will receive access to the Self Service Portal. We will provide details on how to access and log in to the Self Service Portal.
- 7.2 Each User will be provided with their own User Name and Password. You will be responsible for changing the password and keeping it updated in accordance with good security practice. You must not share your password login details with others.
- 7.3 The Self Service Portal will allow you to manage your User features. Administrators will have the ability to manage other Users' features and any Team features such as Auto Attendant.

8. Installation

- 8.1 Your Vodafone One Business Mobile Service will be active when you receive the Activation text message.

9. Billing

- 9.1 Your billing will start for your Vodafone One Business Mobile Service once you receive your Activation text message.

10. Porting

- 10.1 You can choose to use a Local Number as part of the Vodafone One Business Mobile Service. This can be a new or existing Local Number associated with the local calling area your business is located in. You can choose to use either your Mobile number or your Local Number (using the Call Processing Policy User feature) when presenting your number to the people you call.
- 10.2 Any numbers that are ported from your previous service provider to Vodafone will have all the services associated with the numbers disconnected by the previous service provider. Some services provided by the previous service provider may not be able to be supported by Vodafone One Business Mobile (such as eftpos and fax).
- 10.3 It is your responsibility to check your existing contract to see if there are any outstanding obligations you may have to the previous service provider, including for unpaid invoices, early termination charges and/or porting charges.



10.4 We may, in our discretion, decline to port the number(s) for any reason whatsoever.

11. Termination

11.1 If you terminate your Vodafone One Business Mobile Service before arranging to port your Local Number to a new supplier, you will relinquish the Local Number associated with the Vodafone One Business Mobile service.

12. Support

12.1 For user guides and frequently asked questions please visit www.vodafone.co.nz/obhelp.

12.2 If you experience a fault please call us on 888 or your standard Vodafone support number.

13. Training and Optimisation

13.1 Training Videos and Webinar

- (a) Online training videos and user guides are available to help you to learn how to use the Vodafone One Business Mobile features. The videos and guides are available at <https://www.vodafone.co.nz/vodafone-one-business/how-to-guides/>
- (b) At your request we will provide your business with a one hour training webinar (for a maximum of 15 online participants) for no additional charge. The webinar will only be available within the first three months of the contract term.

13.2 Training Services and Optimisation Services (Optional)

- (a) Training services and optimisation services are optional services that can be supplied with the Vodafone One Business Mobile Service. The additional charges for these services are set out in the Pricing Schedule.
- (b) Training services can be provided onsite at your location or via webinar. Webinar sessions can be attended by a maximum of 15 online participants.
- (c) Training sessions can be provided as one-one-one training, group training, or on a train-the-trainer basis.
- (d) A list of standard training modules is available and you can select the module/s that you want covered in your training session (time permitting).
- (e) Optimisation services will help you optimise the User calling and the Team calling features of the Vodafone One Business Mobile Service. To take advantage of the optimisation services you will need to work with the trainer and let them know how you want your call flows to operate. Optimisation services can either be provided onsite at your location as an add-on to an onsite training session, or be provided remotely.
- (f) Cancellation fees may apply if training services or optimisation services are postponed or cancelled close to the scheduled start date. For further details see <https://www.vodafone.co.nz/legal>

14. Service Limitations

14.1 In addition to our Business Terms, you may not use Vodafone One Business Mobile:

- (a) for contact centres, telesales, auto-dialling, continuous call forwarding, telemarketing or multiple simultaneous calling or any other activity that we consider to be non-standard usage; or
- (b) for resupply, resale, onsale or any other supply to a third party (whether in whole or in part)



14.2 We may decline to supply you with Vodafone One Business Mobile, or suspend or terminate your Vodafone One Business Mobile Service (in whole or part) if we consider that your use or a User's use of your Vodafone One Business Mobile Service is not in accordance with paragraph 14.1 above.

15. **Definitions:** In this Service Description the following definitions apply:

Activation text message means the text message with your User Name and Password for the Self Service Portal and the Vodafone One Business Mobile Application

Administrator means the assigned User that can access and control the User and Team features via the Self Service Portal **CLI** means Caller Line Identification

Local Number means a geographical number.