



# Vodafone One Business

## Service Description

Vodafone One Business is a Unified Communications solution delivering fixed and mobile convergence.

- Vodafone One Business connects mobiles, laptops, tablets and phones, so your people can communicate on any eligible device they choose.
- Vodafone One Business includes collaboration tools such as virtual meeting rooms for video and audio conferencing, along with instant messaging and content sharing.
- Smart call management features like call transfer, auto attendant, hunt groups and extension dialling let your people work more efficiently and productively.
- Vodafone One Business has a call management system that's easily controlled in real time through a simple online portal.

New features will be added to Vodafone One Business as they are released.

### 1. Vodafone One Business Service

1.1 Vodafone One Business has three user profiles to choose from – Vodafone One Business Unified, Mobile, and Basic. Key features of these three profiles are detailed below:

Vodafone One Business Unified	Vodafone One Business Mobile	Vodafone One Business Basic
<b>Available on a mobile, tablet, laptop or desktop and IP phone^ per User</b>	<b>Available on a mobile device only</b>	<b>Available on IP phone, audio conference end points, and IP DECT (IP Cordless phones)^</b>
<b>Collaboration</b> through instant messaging, presence, content sharing and virtual meeting rooms for video and audio conferencing* See section 8 for more details	<b>Collaboration</b> through instant messaging, presence, and audio conferencing See section 8 for more details	<b>Collaboration</b> No collaboration features are available with the Basic profile
<b>Unlimited calls to standard NZ and Australian numbers</b> calls from your mobile are included as per your mobile plan	<b>Unlimited calls to standard NZ and Australian numbers</b> as per your mobile plan	<b>Unlimited calls to standard NZ and Australian numbers</b>
<b>Call management</b> with a wide range of features including hunt group, auto attendant and single voicemail See section 6 and 7 for more details		
<b>Low international calling rates</b> across eligible devices		
<b>Self Service Portal</b> real time management of call management features, and outbound call reports		
*Not available on mobile. ^IP phones require Metro Access or Metro Lite connectivity.		



## 2. Getting Vodafone One Business

- 2.1 Vodafone One Business Unified and Basic User profiles are available on a 24 or 36 month term.
- 2.2 Vodafone One Business Mobile user profiles are available on an open term.
- 2.3 You must have a minimum of three Vodafone One Business Users (the three users can be made up of a combination of Vodafone One Business Unified Users, Vodafone One Business Mobile Users and Vodafone One Business Basic Users). If you drop below the minimum number of Users you will continue to be charged for three Users.
- 2.4 You agree the number of Vodafone One Business Unified and Basic Users to be maintained throughout the contract term as part of your initial sign up ("Initial Agreed Users"). Early Termination Charges will apply if you drop below 80% of the Initial Agreed Users.

### Prerequisites

- 2.5 **Mobile:** If you connect an eligible mobile phone to Vodafone One Business or Vodafone One Business Mobile, that mobile phone must be on a Red Share for Business Smartphone Connection or a Red+ Business Pricing Plan. Pricing, Commercial Terms and Service Descriptions for Red+ Business or Red Share for Business will apply as appropriate.
- 2.6 **Tablet:** If you connect a tablet to Vodafone One Business, that tablet must be on a Red+ Business, Red Share for Business Tablet or Mobile Broadband Pricing Plan. Pricing, Commercial Terms and Service Description for Red+ Business, Red Share for Business Tablet or Mobile Broadband will apply as appropriate.
- 2.7 **Users with eligible mobile plans:** If you wish to connect a User who has an eligible Vodafone Mobile plan but has their own billing account, you must obtain their consent to add them as a Vodafone One Business User. You will need to advise the User that their usage details (including usage on the eligible mobile plan) will be visible to your Vodafone One Business Administrators.
- 2.8 **Fixed Access:** You must purchase an appropriate Broadband and/or Access product to connect your Sites if you use Vodafone One Business on a desktop, laptop or IP phone. The table below sets out which Vodafone One Business features are available with each Access type. Pricing, Commercial Terms and Service Description for these products will apply as appropriate.

Access Type	IP phone	Vodafone One Business Application on desktop, laptop and mobile
Metro Access and BIA	Yes	Yes
Metro Access and VSI	Yes	Yes
Metro Access	Yes	No
Metro Lite and BIA (via IP-VPN)	Yes	Yes
Metro Lite and VSI (via IP-VPN)	Yes	Yes
Metro Lite	Yes	No
Business Broadband	No	Yes

- 2.7 If you take Business Broadband or Metro Lite, then the maximum number of Vodafone One Business Users per Site is:
  - (a) 20, if Business Broadband or Metro Lite is delivered over Fibre Access; and
  - (b) 4, if Business Broadband or Metro Lite is delivered over VDSL.
- 2.8 Our agreement to provide Vodafone One Business Services to your Site is conditional upon us confirming that we are able to supply Access to your Sites, and your confirmation to meet any additional costs or terms that might apply. The terms in the Bitstream Metro Access, Metro Lite Fibre Access, VDSL Access, BIA, VSI, and/or IP-



VPN Service Descriptions will apply as appropriate.

### 3. **Vodafone One Business Application**

- 3.1 To use Vodafone One Business on eligible mobile, desktop, laptop or tablet devices you will be provided with the Vodafone One Business Application. It can be installed on up to 4 separate devices for a Vodafone One Business User and 1 device for a Vodafone One Business Mobile User. End User Licence Terms apply.
- 3.2 Vodafone One Business Application is available on certain mobile phones and operating systems. See our Frequently Asked Questions page for details.

### 4. **Vodafone One Business Calling**

- 4.1 All calls are charged on a minute plus minute basis (calculated to the next minute). There is a one minute minimum Charge for each call and the Charge for each call is rounded to the nearest cent.
- 4.2 Your Pricing Plan only covers the call types that are expressly specified as being included in your Pricing Plan. Excluded Calls are not covered by your Pricing Plan. Excluded Calls made by your Users will be charged at the rates set out on our website or otherwise notified to you.
- 4.3 International calling rates are specific to Vodafone One Business and will differ to your Red+ Business and Red Share for Business Pricing Plans. When your Users are roaming, roaming calling rates will revert back to your Red+ Business and Red Share for Business Pricing Plans.
- 4.4 Premium calling rates are specific to Vodafone One Business used on a desktop, laptop or IP desk phone and will differ to your Red+ Business and Red Share for Business Pricing Plans. Premium calls made from Vodafone One Business used on a mobile phone will use your Red+ Business or Red Share for Business Pricing Plan as appropriate.
- 4.5 All mobile phone calls from eligible plans (excluding premium and roaming calls) from mobile phones are billed on the Vodafone One Business Service.

#### **Porting**

- 4.6 You will be provisioned with a Geographic Number as part of the Vodafone One Business Service. This can be a new or existing Geographic Number associated with the local calling area your business is located in. You can choose to use either your Mobile Number or your Geographic Number when presenting your number to the people you call.
- 4.7 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 (such as eftpos and fax).
- 4.8 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.
- 4.9 We may, in our discretion, decline to port the number(s) for any reason whatsoever.

### 5. **Equipment**

- 5.1 IP desk, IP DECT, and conference phones and are available for an additional monthly fee. If you take any of these phones we will supply you with one router per Site and POE switch(es) per Site where required. Each item of equipment remains our Equipment and must be returned at the end of the Term. We may charge for our Equipment if it is not returned.

### 6. **User Call Management Features**

- 6.1 The User calling features available with Vodafone One Business are available at <http://www.vodafone.co.nz/OneBusinessFeatures/>



- 6.2 When your Users make a call, their name and number will be displayed to the called party by default (name is displayed if the called party's device can display names). Your Users can disable the provision of their name and number to people outside your organisation. Your Users cannot disable the provision of their name and number to people inside your organisation. See [www.vodafone.co.nz/OneBusinessFeatures/](http://www.vodafone.co.nz/OneBusinessFeatures/) for more information.

## 7. Team Call Management Features

- 7.1 The Team calling features available with Vodafone One Business (Unified, Mobile, and Basic) are available at [www.vodafone.co.nz/OneBusinessFeatures/](http://www.vodafone.co.nz/OneBusinessFeatures/)
- 7.2 **Music on Hold:** it is your responsibility to obtain licences for any Music on Hold recordings you wish to use with your Vodafone One Business Service. For details of how to obtain these licences. Visit <https://www.onemusicnz.com/>

## 8. Personal Collaboration Features

- 8.1 The personal collaboration features available with Vodafone One Business (Unified and Mobile) are available at [www.vodafone.co.nz/OneBusinessFeatures/](http://www.vodafone.co.nz/OneBusinessFeatures/) Personal collaboration features are only available when using the Vodafone One Business Application.

## 9. Self Service Portal

- 9.1 You will receive access to the Self Service Portal as part of your Vodafone One Business Service. We will provide details on how to access and log in to the Self Service Portal.
- 9.2 Each User will be provided with their own User Name and Password. You are 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.
- 9.3 The Self Service Portal will allow you to manage your User features. You will need to select at least one Administrator and have at least one Administrator at all times. Administrators will have the ability to manage other Users' features, Team features such as Auto Attendant, and view call history and invoices. Administration rights can be added or removed by another Administrator or by contacting us.
- 9.4 Vodafone One Business call details are available in the Self Service Portal, other than premium and roaming calls made from your mobile which can be found in My Business. My Business log in details are separate to your Self Service Portal log in.
- 9.5 You are responsible for the management of your User and Administrator logins. You must remove User and Administrator access from your Users if they leave your organisation.
- 9.6 For Emergency Services purposes you will need to ensure your Users locations are kept up to date within the Self Service Portal.

## 10. Billing

- 10.1 You will be billed for your Vodafone One Business services once the first User is activated.
- 10.2 Vodafone One Business is billed on the first of each month. A summary of your monthly Vodafone One Business bill (and details of how to pay) is available in My Business. Premium and roaming calls will be billed separately.
- 10.3 Details of your monthly Vodafone One Business calling will be available in the Self Service Portal.
- 10.4 If you terminate a Vodafone One Business Connection and/or change the Profile type before the end of the Service Initial Term, Change Fees and Early Termination Fees may apply. Please see <https://www.vodafone.co.nz/legal/change-fees/>

## Reporting

- 10.5 The Self Service Portal makes available a comprehensive set of management reports listed in the table below. The Self Service Portal includes easy to use filters for number and date ranges, plan type, etc. All



statistics are updated in near real time. Data can be exported as CSV files and reports as PDFs at the click of a button, and can be emailed automatically if required.

Report Name	Description
Call Detail Records	Near real time call records including calling, called, and redirected numbers, start time, duration and call charges.
Calls By Destination Count	Total call count to destinations in descending order for selected period including duration and call charges.
Calls By Destination Duration	Duration of calls to destinations in descending order for selected period including total call count and charges.
Calls By Destination Charge	Call charges to destinations in descending order for selected period including total call count and duration.
Calls By Date Count	Total count of calls from all numbers by date for selected period, includes total duration and call charges.
Calls By Date Duration	Total duration of calls from all numbers by date for selected period including total count and call charges.
Calls By Date Charge	Total charge for calls from all numbers by date for selected period including total count and duration.
Most expensive calls	Most expensive calls in descending order for selected period including calling and called numbers, call type, start time, duration and cost.
Longest calls	Longest duration of calls in descending order for selected period including calling and called numbers, call type, start time, duration and cost.
Most frequently called numbers, call count, call charge.	Most frequently called numbers in descending order for selected period including called number, total call count, duration and cost.

## 11. Installation

- 11.1 We will contact you to set up your User call flows and confirm your installation dates and Site information.
- 11.2 We may visit your Site to conduct a Site audit prior to installation. During the Site audit we will confirm you are able to receive the Vodafone One Business service. You must be present for this Site audit. If a Site audit cannot proceed for a reason we do not control you may be charged for a Missed Appointment.
- 11.3 A standard charge will apply for installations that we consider to be simple as set out at in the Pricing Schedule.
- 11.4 If we consider that any installation is not simple, our Charges for that installation will be on a time and materials basis and we will consult with you to agree on the costs (or the basis of such costs) prior to incurring them.
- 11.5 Your Access will be installed first. In some cases, characteristics of your Access line(s) may mean we are unable to supply you with Vodafone One Business at a particular Site. If this occurs, we will investigate alternative access with you.

## 12. Sites

- 12.1 Your Sites must be specified in your Sign Up Agreement. Our agreement to provide Services to you is conditional upon us confirming that we are able to supply Access to your Sites, and your confirmation to meet any additional costs or terms that might apply.



## 13. Support

- 13.1 For user guides and frequently asked questions please visit our Frequently Asked Questions page.
- 13.2 If you experience a fault please call us on 888 or your standard Vodafone support number.
- 13.3 The Fixed Services Service Level Agreement applies to Vodafone One Business.

## 14. Termination

- 14.1 If you connect an eligible mobile phone to Vodafone One Business, and then port or disconnect that mobile phone, your Vodafone One Business Service WILL NOT be disconnected.
- 14.2 If you connect an eligible mobile phone to Vodafone One Business Mobile, and then port or disconnect that mobile phone, your Vodafone One Business Mobile Service WILL be disconnected.
- 14.3 If you use a Fixed Access to use Vodafone One Business, and you plan to change or discontinue that Fixed Access Service you must contact us. Your Vodafone One Business Service WILL NOT be disconnected unless requested by you, but may not operate as expected if you have changed or disconnected your Fixed Access Service.
- 14.4 If a User or Administrator leaves your business, you should contact us and advise us that your User's or Administrator's Vodafone One Business Services should be terminated. You will be charged for those Vodafone One Business Services as set out in the Legal Schedule. You must also remove any such User or Administrator from accessing the Self Service Portal.
- 14.5 If you take an IP desk, DECT or conference phone and you terminate your Vodafone One Business Service, you will continue to be charged the monthly fee for the phone until the phone is returned to us.

## 15. Service Limitations

- 15.1 Some features have limits on the number of concurrent participants. Please see [www.vodafone.co.nz/OneBusinessFeatures/](http://www.vodafone.co.nz/OneBusinessFeatures/) for more details.
- 15.2 In addition to our Business Terms, you may not use Vodafone One Business:
  - (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)
- 15.3 We may decline to supply you with Vodafone One Business, or suspend or terminate your Vodafone One Business service (in whole or part) if we consider that your use or a User's use of your Vodafone One Business Service is not in accordance with paragraph 16.2 above.
- 15.4 **Power Failure:** IP phones, audio conference end points, and IP DECT phones are reliant on mains power, both at your Site and in our Network. In the event of a power failure these phones will NOT work.
- 15.5 **Calling:** Vodafone One Business services using the Vodafone One Business Application over a Broadband connection may not provide a level of data throughput required to deliver some voice and video communications. Vodafone One Business services should not be your primary access service for emergency services calling (111 calling). In the event of a power failure emergency services calling will NOT work.

## 16. Your responsibilities:

- 16.1 **Security:** Unless there is a separate agreement in place between you and us to the contrary, the internal security of your IT and telecommunications networks is your own responsibility. You will maintain strong password strength for all aspects of your LAN network, Self Service Portal and voicemail password protection to protect your business from malicious attack.
- 16.2 You are responsible for:



- (a) any required operating system configuration on your computer and connecting any local area network or computer network to the Vodafone One Business Service;
- (b) local area network or computer equipment and any related cabling. IP phones require independent cat5e structured cabling;
- (c) any power required by equipment that we install to support the Vodafone One Business Service,

Unless we provide any of the above items to you as a separate service.

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

**Access** means the access that connects your Sites, which may be Metro Access, Metro Lite, Fibre Access or VDSL.

**Administrator** means the assigned User that can access and control the User and Team features via the Self Service Portal.

**Excluded Calls** means any call types which are stated on our website at [www.vodafone.co.nz](http://www.vodafone.co.nz) as being excluded from your Pricing Plan or metered outside your Pricing Plan. These include: 0900, Audio Conferencing, Carrier Access codes, Paging Services, Direct dial to Tele-paging, Directory Assistance and International Directory Assistance, Satellite Calls (Inmarsat) and any numbers not included in the standard calling proposition.

**Local Number** means a geographical number.

**Frequently Asked Questions** see [www.vodafone.co.nz/OneBusinessFAQs/](http://www.vodafone.co.nz/OneBusinessFAQs/).

**Initial Agreed Users** means the agreed minimum number of Users as set out in the Sign Up Agreement

**IP DECT** means Internet Protocol Digital Enhanced Cordless Telecommunications which is a cordless phone.

**Self Service Portal** means the online portal where you can manage your features and call reporting.