



Office Net+ and Office Net with VDSL

Service Description

Vodafone's Office Net products are fixed calling and broadband products. They include:

- Office Net+
- Office Net with VDSL

This Service Description sets out the terms and conditions that apply to Office Net+ and Office Net with VDSL. Additional terms apply to the Access that delivers Office Net+ or Office Net with VDSL to your Sites.

When we use the term "Office Net" in this Service Description we mean both Office Net+ and Office Net with VDSL.

1. Office Net+ and Office Net with VDSL Services

1.1 Your Office Net Service will consist of the components set out in the following table, which are further described in this Service Description ("**Office Net Service**"):

Component	Office Net+	Office Net with VDSL
Fixed Line Calling	500 included Local, National, NZ Mobile and International shared calling minutes on a VoIP calling line. Once your included minutes are used up, the calling rates applicable to your Fixed Line Calling service will revert to our published rates that are set out at our website www.vodafone.co.nz .	
Fixed Line Broadband	Fixed Line Broadband (one Access line per Site) with 200GB broadband data. Once your included broadband data is used up, you will be allocated more data in 1GB allocations for an additional charge.	
Equipment	Vodafone router.	
Additional calling line (optional)	You can choose to purchase an additional VoIP calling line, if required.	
Access	Office Net+ is delivered over Fibre. The Fibre Access Service Description will also apply.	Office Net with VDSL is delivered over VDSL. The DSL Access Service Description will also apply.
Alternative POTS Calling Service	Some customers may not be able to receive our VoIP over Fibre or VDSL service. For those customers, we may choose to offer POTS over VDSL or ADSL. Alternative pricing will apply as set out in your Sign Up Agreement. The DSL Access Service Description will apply. The POTS calling service has the features set out in section 7.	

1.2 Our agreement to provide Office Net 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.



1.3 Your Agreement with Vodafone includes:

Office Net+	Office Net with VDSL
<ul style="list-style-type: none">• Our Business Terms;	<ul style="list-style-type: none">• Our Business Terms;
<ul style="list-style-type: none">• This Office Net+ and Office Net with VDSL Service Description;	<ul style="list-style-type: none">• This Office Net+ and Office Net with VDSL Service Description;
<ul style="list-style-type: none">• The Fibre Access Service Description;	<ul style="list-style-type: none">• The DSL Access Service Description;
<ul style="list-style-type: none">• Your Pricing Plan and Change Fees; and	<ul style="list-style-type: none">• Your Pricing Plan and Change Fees; and
<ul style="list-style-type: none">• Your Sign Up Agreement;	<ul style="list-style-type: none">• Your Sign Up Agreement;

1.4 Your Pricing Plan cannot be used with any other rates or calling packages.

1.5 If you terminate your Office Net Service before the end of the Initial Term, [Change Fees](#) will apply.

2. **Sites**

2.1 Your Sites must be specified in your Sign Up Agreement.

3. **Installation**

3.1 A standard charge may apply for installations that we consider to be simple.

3.2 If we consider that any installation is not simple, our charges for that installation will be charged 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.

3.3 Your Access will be installed first. In some cases, characteristics of your Access line(s) may mean we are unable to supply you with an Office Net Service at a particular Site. If this occurs, we will investigate alternative access with you. In some cases we will attempt to re-activate your previous connection, but we cannot guarantee reactivation will be successful.

3.4 Once your Access is operational, we will install your Office Net Service.

4. **Equipment**

4.1 We will supply you with a router. This router holds secure configuration information required for your Fixed Line Calling VoIP Service to work with our Network. The Fixed Line Calling VoIP Service will not work with another router.

4.2 The Office Net with VDSL Service is compatible with standard analogue phones and DECT phones. Phones or their base station must be plugged into the allocated port at the back of the supplied router.

5. **Fixed Line Calling Services**

5.1 Your Fixed Line Calling Service is a VoIP service over your Fibre or VDSL Access. You can choose to purchase an additional VoIP calling line at additional cost. There is a maximum of two calling lines on Office Net Services.

5.2 Your Fixed Line Calling Service includes 500 minutes of standard person to person calls to standard New Zealand and International numbers including mobile numbers. ("**Included Calling**"). These 500 included minutes are a



“Minute Pack”.

- 5.3 You may purchase additional Minute Packs for a fixed monthly charge when you sign up to an Office Net Service. Additional Minute Packs take effect when your included 500 minutes are used up. Each additional Minute Pack includes 500 minutes of standard person to person calls to standard New Zealand and International Numbers including mobile numbers.
- 5.4 Minute Packs can be aggregated across Sites providing those Sites are on the same billing account. For example if you have two Office Net Services for two Sites, and they bill on one Account, the two Minute Packs combine to make a pool of 1000 minutes.
- 5.5 Your Pricing Plan and any additional Minute Packs do not cover Excluded Calls and any other call types that are not expressly specified as being included in your Pricing Plan. Excluded Calls, and other calls not covered by your Pricing Plan, will be charged at the rates set out on our website at www.vodafone.co.nz or otherwise notified to you (“**Chargeable Calls**”).
- 5.6 Minute packs can be changed on your billing anniversary date.
- 5.7 Any unused calling minutes will not roll over into the next billing cycle.
- 5.8 The 500 included calling minutes begin when the Minute Pack is applied to your account. Any calls made prior to the Minute Pack being applied will be charged at your previous normal rate.
- 5.9 Once your Minute Pack(s) are used up the calling rates applicable to your Fixed Line Calling Service will revert to our published rates that are set out on our website at www.vodafone.co.nz.
- 5.10 Local calls are calculated, and where applicable charged, on a minute plus minute basis (calculated to the next minute). All other calls are calculated, and where applicable charged, on a minute plus second basis (calculated to the next second). There is a one minute minimum Charge for each call and the Charge for each call is rounded to the nearest cent.
- 5.11 In some limited circumstances, your fixed line calling will be a POTS service over your ADSL or VDSL Access. See paragraph 7 for the terms that apply to this Alternative POTS Calling Service.

6. Office Net + and Office Net with VDSL Additional Calling Features and Add Ons

6.1 The following calling features are available with your Office Net Service for an additional monthly charge. Please refer to your Pricing Plan for information.

Add On (Charges Apply)	Description	Available with VoIP lines
Additional VoIP Calling Line	One additional VoIP Calling Line. Maximum 2 lines per Office Net Pack.	Y
Office Net 500 Minute Pack	Provides 500 included Local, National, NZ Mobile and International shared calling minutes.	Y
Data overage	When you finish your broadband data quota you will be charged overage on a per GB basis. See your Pricing Plan for details.	Y
Additional Call Features (Charges Apply)	Description	Available with VoIP lines
Call Control	When Call Control is activated, the user must enter their 4-digit PIN	Y



	to make a chargeable call.	
Caller Display	Presentation of the incoming calling number on the User's phone.	Y
Call Diversion	Divert calls to another number. Charges may apply for calls to numbers excluded from the Office Net Service.	Y
Call Waiting	An incoming call can be identified and answered by the User while they are in the middle of an existing active call. The User can toggle between both calls, disconnect the existing active call or conference in the second caller.	Y
Call Transfer	The ability to transfer a call to another phone number.	Y
Multi Call	Enables the User to add a third caller to the conversation.	Y
Remote Call Divert	Divert calls to another number remotely while you are not on Site. Charges may apply for calls to numbers excluded from the Office Net Service.	Y
Voicemail	Caller can leave a message for the User if the call is unanswered.	Y

7. Alternative POTS Calling Service

- 7.1 In some limited circumstances, your fixed line calling will be a POTS service over your ADSL or VDSL Access “**Alternative POTS Calling Service**”. Our Alternative POTS Calling Service is compatible with standard analogue phones only. IP handsets are not supported.
- 7.2 If you receive our Alternative POTS Calling Service the following Add Ons are available for an additional monthly charge. Please refer to your Sign Up Agreement for information.

Add On (Charges Apply)	Description
DDIs	Direct Dial In phone numbers to attach to ISDN lines.
ISDN line	Integrated Services Digital Network lines to connect Private Automatic Branch Exchange.
Line Link	A virtual phone number that terminates to a fixed line.
POTS line	Plain Old Telephone Service lines to connect to Fax Machines, Analogue Phones, and other devices.

8. Fixed Line Broadband Services

- 8.1 Your Office Net Service includes a single Fixed Line Broadband Service at each of your Sites. Your Fixed Line Broadband Service will usually be delivered over Fibre or VDSL. In some circumstances your Fixed Line Broadband Service may be delivered over ADSL.
- 8.2 Your Office Net plan includes a 200GB broadband data quota. Where you finish your broadband data quota you will be charged overage on a per GB basis. See your Pricing Plan for details.
- 8.3 Your broadband data usage is measured daily and rounded to the nearest Kilobyte, before creating a monthly total. We will send an email notification to the email address provided in your Sign Up Agreement when you reach 80% and 100% of your bundled broadband data quota and any additional broadband data packs you may purchase or receive. Delivery of these notifications is not guaranteed, and does not in any way limit your responsibility to manage the costs you receive.
- 8.4 Data is connection-specific and you cannot aggregate data quotas between connections or across your Sites.



- 8.5 Any unused broadband data will not roll over into the next billing cycle.
- 8.6 **Traffic Management:** we apply traffic management policies to avoid congestion. The traffic management policies of other network operators may also impact you.
- 8.7 Our **Internet Acceptable Use Policy** applies to your use of Office Net Services. You can find this policy on our website at www.vodafone.co.nz, and it is updated from time to time. We may suspend your Service with immediate effect if you do not use Office Net Services in accordance with this policy.
- 8.8 **Speed:** Statements about the speed of your Fixed Line Broadband Service are based on theoretical maximums and are not guarantees of continuous speed. The actual speed that your broadband connection can achieve will depend on a number of factors which may include: your equipment (including your computer and Wi-Fi capability); your internal and external premises wiring; your Access Type; the distance of your premises from the exchange; New Zealand and overseas networks; internet traffic congestion; other environmental factors; how many other people are using it at the time.

Office Net+	Office Net with VDSL	Office Net ADSL
Download up to 100 Mbps Upload up to 100 Mbps	Download up to 70 Mbps Upload up to 10 Mbps	Download up to 15 Mbps Upload up to 1 Mbps

- 8.9 **Performance:** Your Access to your Fixed Line Broadband Service and the available bandwidth is shared with other broadband users. The performance of your Fixed Line Broadband Service may vary from time to time where there is above average broadband traffic over the network.
- 8.10 **Tuning:** changes in the environment impacting on our network and your premises can alter the electrical interference encountered, and cause unwelcome error rates or even instability. Because of this, we may tune your Fixed Line Broadband Service on a regular basis. The speed and performance of your Fixed Line Broadband Service may change as a result of these environmental changes and our tuning of the Service.

9. Using Office Net Services

- 9.1 In addition to our Business Terms, you may not use your Office Net Service:
- (a) for auto-dialing, continuous call forwarding, telesales, contact centres, multiple simultaneous calling or any other activity that we consider to be non-standard usage; or
 - (b) for resupply, resale, on-sale or any other supply to a third party (whether in whole or in part).
- 9.2 We may decline to supply you with Office Net, or suspend or terminate your Office Net Service (in whole or part) if we consider that your use or a User's use of your Service is not in accordance with paragraph 9.1 above.
- 9.3 Your Office Net Service is reliant on mains power. Disruption of power or broadband service will affect your Office Net Service. We are not liable for any service failure you suffer as a result the services being unavailable or interrupted due to a disruption to your power or broadband. **In the event of power or broadband outage, connection to Emergency Services (111) will NOT BE POSSIBLE.** Please ensure you have an alternate means of contacting Emergency Services in case of mains or broadband failure.
- 9.4 Office Net may not be compatible with alarm line monitoring. Check with your alarm monitoring provider to ensure your monitoring service is compatible with Office Net Services.
- 9.5 Office Net Services may not be used for emergency telephone services for locations such as elevators.



9.6 Office Net+ and Office Net with VDSL Fixed Line Calling Services share the broadband connection. Calls across your Fixed Line Calling Service may decrease the speed of your Fixed Line Broadband Service for the duration of the call. Network congestion may impact call quality in some circumstances.

10. Your responsibilities

10.1 **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 and voicemail password protection to protect your business from malicious attack.

10.2 You are responsible for:

- (a) any required operating system configuration on your computer and connecting any local area network or computer network to the Office Net Service;
 - (b) local area network or computer equipment and any related cabling;
 - (c) ensuring that your existing computer and other equipment at your Sites is working properly and can support your Office Net Service;
 - (d) any power required by equipment that we install to support the Office Net Service,
- unless we provide any of the above items to you as a separate service.

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

Access means Fibre or VDSL Access unless you have been supplied with an ADSL access.

Add On means any additional features, options and services which can be purchased for an additional charge or which we provide as part of a Pricing Plan.

Agreement means your agreement with us under which we provide you with Office Net + or Office Net with VDSL and which includes the components set out in paragraph 1.1.

Chargeable Calls means all calls made from your Fixed Line Calling Service except for Included Calls.

Charges means the charges payable to us under your Agreement.

Excluded Calls means any call types which are stated on our website at 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.

Fixed Line Broadband Service means any fixed line broadband service that Vodafone provides to you or your Users as part of Office Net + and Office Net with VDSL (where it is available at your Sites).

Fixed Line Calling Service means any fixed line calling service that we provide to you or your Users as part of Office Net + and Office Net with VDSL (where the service is available at your Sites).

Included Calling has the meaning set out in paragraph 5.

Minute Packs means a pack of 500 additional calling minutes which may be included in your Office Net Pricing Plan or can be purchased for an additional charge.

Pricing Plan(s) means your chosen plan(s) for your Office Net+ or Office Net with VDSL Service(s).

Sign Up Agreement means any application which you sign or agree to in relation to an Office Net Product.



VoIP means Voice over Internet protocol.