

# Office Net Unlimited with VDSL

Available until 31 October 2017

## Service Description

Vodafone's Office Net Unlimited with VDSL is a fixed calling and broadband product.

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

### 1. Office Net Unlimited with VDSL Service

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

Component	Description
Fixed Line Calling	A VoIP fixed calling line and unlimited standard calling to NZ and Australia landlines and mobiles on a VOIP calling line.
Fixed Line Broadband	Fixed Line Broadband (one Access line per Site) with unlimited broadband data.
Equipment	Vodafone router.
Optional additional calling line	You can choose to purchase an additional VoIP calling line, if required.
Access	Office Net Unlimited with VDSL is delivered over VDSL
Alternative Fixed Line Calling Service	Some customers may not be able to receive our VoIP over VDSL service. For those customers, we can offer POTs over VDSL or ADSL. Alternative pricing will apply as set out in your Sign Up Agreement. . The POTs calling service has the features set out in section 6.2. You can choose to purchase additional fixed POTs and ISDN Basic Rate calling lines if required.

1.2 Your Office Net Unlimited with VDSL Service is delivered over VDSL. The DSL Access Service Description will also apply. Our agreement to provide Office Net Unlimited with VDSL 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 In some limited circumstances we may offer you Office Net Unlimited over ADSL. The DSL Access Service Description will also apply. Our agreement to provide Office Net Unlimited Services to you is conditional upon us confirming that we are able to supply Access to your Sites, and you confirmation to meet any additional costs or terms that might apply.

1.4 Your Agreement with Vodafone includes:

- (a) Our [Business Terms](#);
- (b) This Office Net Unlimited with VDSL Service Description;
- (c) [Read the VDSL Service Description](#);
- (d) Your Pricing Plan and [Change Fees](#); and

(e) Your Sign Up Agreement;

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

1.6 If you terminate your Office Net Unlimited with VDSL Service (or a part of it) 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. 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.

## 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 Office Net Unlimited with VDSL 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 Unlimited with VDSL Service.

## 4. Equipment

4.1 We will supply you with a router. This remains our Equipment and must be returned at the end of the term. We may charge you for this Equipment if it is not returned.

4.2 The Office Net Unlimited with VDSL Service is compatible with standard analogue phones only. IP handsets are not supported.

## 5. Fixed Line Calling Services

5.1 Your Fixed Line Calling Service is a VOIP service over your VDSL Access. You can choose to purchase an additional VoIP calling line at additional cost.

5.2 In some limited circumstances, your fixed line calling will be a POTS service over your ADSL or VDSL Access. You can choose to purchase additional fixed POTS and ISDN Basic Rate calling lines if required at additional cost.

5.3 Your Fixed Line Calling Service includes unlimited standard calling to New Zealand and Australian landlines and mobiles ("**Included Calling**"). Included Calling is standard person to person calls to standard New Zealand numbers and standard Australian numbers. Included Calling does not include: calls to Australian external territories (including Norfolk Island) or satellite services; calls to premium and special numbers in Australia and NZ; Excluded Calls.

5.4 Your Pricing Plan only covers Included Calling. Your Pricing Plan does not cover Excluded Calls and any other call types that are not expressly specified as being included in your Pricing Plan, such as international calls. Excluded Calls, and other calls not covered by your Pricing Plan, will be charged at the rates set out on our website or otherwise notified to you ("**Chargeable Calls**").

5.5 All Chargeable 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.

5.6 You will be billed for your Office Net Unlimited with VDSL services once your Fixed Line Calling Services are operational.

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

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

<b>Additional Call Features (Charges Apply)</b>	<b>Description</b>	<b>Available with VoIP lines</b>	<b>Available with POTs lines</b>
Call Control	When Call Control is activated, the User must enter their 4-digit PIN to make a chargeable call.	Y	Y
Caller Display	Presentation of the incoming calling number on the User's phone.	Y	Y
Call Diversion	Divert calls to another number. Charges may apply for calls to numbers excluded from the Office Net Unlimited Service	Y	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	Y
Call Transfer	The ability to transfer a call to another phone number	Y	Y
Faxability	A different ring tone for an incoming fax call		Y
Multi Call	Enables the User to add a third caller to the conversation.	Y	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 Unlimited Service.	Y	Y
Voicemail	Caller can leave a message for the User if the call is unanswered.	Y	Y

6.2 If you have an Office Net Unlimited with VDSL POTS Calling service, the following add ons are available for an additional monthly charge, as set out in the Pricing Schedule.

<b>Add On (Charges Apply)</b>	<b>Description</b>
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.

## 7. Fixed Line Broadband Services

- 7.1 A single Broadband service at each of your locations is included in your Office Net Unlimited service. Your Fixed Line Broadband Service will usually be delivered over VDSL. In some circumstances your Fixed Line Broadband Service may be delivered over ADSL.
- 7.2 **Traffic Management:** we apply traffic management policies to avoid congestion. The traffic management policies of other network operators may also impact you.
- 7.3 Our **Internet Acceptable Use Policy** applies to your use of Office Net Unlimited with VDSL. You can find this policy on our website at [www.vodafone.co.nz](http://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 Unlimited with VDSL in accordance with this policy.
- 7.4 **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 Unlimited ADSL	Office Net Unlimited VDSL
Download up to 15 Mbps/upload up to 1 Mbps	Download up to 70 Mbps/upload up to 10 Mbps

- 7.5 **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.
- 7.6 **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.
- ## 8. Using Office Net Unlimited with VDSL
- 8.1 In addition to our Business Terms, you may not use Office Net Unlimited with VDSL:
- (a) for auto-dialling, 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, onsale or any other supply to a third party (whether in whole or in part).
- 8.2 We may decline to supply you with Office Net Unlimited with VDSL, or suspend or terminate your Office Net Unlimited with VDSL service (in whole or part) if we consider that your use or a User's use of your Office Net Unlimited with VDSL Service is not in accordance with paragraph 8.1 above.
- 8.3 Your Office Net Unlimited with VDSL Service is reliant on mains power. Disruption of power or broadband service will affect your Office Net Unlimited with VDSL 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.
- 8.4 Office Net Unlimited with VDSL may not be compatible with Alarm Line Monitoring. Check with your alarm monitoring provider to ensure your monitoring service is compatible with Office Net unlimited with VDSL.

- 8.5 Office Net Unlimited with VDSL may not be used for emergency telephone services for locations such as elevators.
- 8.6 Office Net Unlimited 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.

## 9. Your responsibilities

- 9.1 **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.
- 9.2 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 Unlimited with VDSL 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 Unlimited with VDSL Service;
  - (d) any power required by equipment that we install to support the Office Net Unlimited with VDSL Service, unless we provide any of the above items to you as a separate service.

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

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

**Agreement** means your agreement with us under which we provide you with Office Net Unlimited with VDSL and which includes the components set out in paragraph 1.4.

**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](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.

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

**Included Calling** has the meaning set out in paragraph 5.

**Pricing Plan(s)** means your chosen plan(s) for your Office Net Unlimited 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.