

# FAQs

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# Frequently asked questions

## **Why use a hosted service than have our Phone System (PBX) on site? Don't we lose control?**

The only real benefit of having your PBX on-site is that you can physically see it, but modern on-site phone systems are still managed via a web-browser interface on a computer. You manage One Net exactly the same way. However, with One Net, as well as making your own changes to your setup via your web browser, you can also contact our Customer Services team who can make changes for you (without charge).

We provide a Router and a Switch on-site at your office(s) to manage call traffic, so there is in fact on-site equipment. But the core intelligence is held in our network, and therefore you have extra resiliency and disaster proofing.

## **Which system is more resilient?**

Because the One Net system is hosted in our network, where it has quadruple redundancy and failover services, the service is unaffected by any issues at customer sites. We have had 100% uptime throughout 2014.

With a quick call to Customer Services or an action on the Feature Management Portal, you can transfer all calls from one office site to another, or have mobile calls answered in the office, as you wish.

However, with traditional on-site based telephony, if there is a problem at a site or with your connectivity those calls will simply fail and your customers may think you have stopped trading, and could go elsewhere.

## **Do I get all the features and functionality of my old PBX?**

Our experience tells us that you may have some functionality that you do not need. We've been working really hard to ensure that all the features and functionality on One Net are comparable to, if not better than what you previously had. We are introducing new things all the time and have a strong roadmap for further developments lined up over the next 12 months. Internet over Ethernet is now available, plus a brand new self-service Feature Management Portal, and hot desking is planned for the near future. These new features will greatly enhance your experience of the service.

With standard telephony lines you have the same failure point into the office, but you don't have the quick ability to switch calls to your other office – you are reliant on BT or your third-party provider.

## **Isn't it better to use our existing data connection for the hosted voice service instead of putting in a new line?**

Most hosted telephony services use your existing data connection rather than insist on a separate line as we do.

However, we believe that with a line that we have installed, and that we monitor, and we know that only our call traffic will use, we can maintain and ensure a call quality without having to rely on another provider. By exposing your voice calls through an existing line that carries other traffic (e.g. data), the quality of the call would be compromised.

Using another third-party provider's data line increases the complexity of the solution and increases problem resolution times.



## **What level of service is there with One Net?**

As noted above, we monitor our lines 24/7, and have an internal service level to respond to any line issues within 15 minutes. Our Customer Services is completely UK based, in Newark and Newbury, and all calls and customer issues are managed in the UK. 90% of calls are answered within 20 seconds, and the team is available 8am-8pm Mon-Fri, and 10am-4pm Sat. We are currently looking at increasing these hours. Outside of hours, standard mobile Customer Services are available for lost/stolen phones, as are call bars for when you want to stop a phone from being used.

You also get dedicated technical support. You and your team will be supported by your local Vodafone Partner who will manage all your needs and fully understand your business. And you'll only ever need to call one number if you need technical help. Our specialist team uses proactive phone network monitoring tools so we can help remotely diagnose and resolve any issues.

## **If we move to One Net, doesn't that mean we have less choice to move in the future?**

The business and personal world is moving to an online, hosted environment. Rather than have to find the space in offices and homes, and to manage and maintain equipment ourselves, it is better to allow experts and specialists to provide us with the individual services we need, when we need them, rather than to have to own everything ourselves. For example, streamed movies are now common, replacing the need for DVD players. Following this trend, we believe that in 3-5 years' time, the dominant option in the business phone system market will be hosted systems. As with your banking options, mobile phones, data lines, you will have full flexibility to move your telephony away to another provider as you wish, at the end of the contract.

## **How does hosting affect office moves?**

Hosted telephony is a significant help with office moves. If you want to keep the original office numbers, you can; if you want new numbers, you can add those too. We will work with you to plan your office move and we will move the phones to your new site. Within our App Server we point the old (or new) numbers to the new site, and you are up and running. Simple, efficient, effective.

## **Why choose One Net over another hosted phone system?**

Vodafone One Net is the only hosted phone system that truly integrates your mobiles in, because Vodafone has control over the mobiles, and the phone system. No other provider combines both of these; for example, fixed providers can control the phone system but don't have the mobile network, whereas mobile operators typically won't have their fixed line services, these are often provided by a third party.

The integration of communications provides a seamless management and transfer of calls between fixed and mobile and, uniquely, a single voicemail between them, as well as the ability for receptionists to see if a mobile user is on the phone ('busy') – no other service can provide this. You are also using just one supplier – so one bill, and one point of contact.

## **If our business is no longer has a BT landline can Vodafone provide us with the Internet?**

Yes, but this is only possible if you are going to access our One Net Business service through an Ethernet. The Ethernet pipe is large enough to carry both voice and data services. Up to 90mb of bandwidth is available and you can choose how much you need in portions of 10mb. If you'd planned to get One Net Business via DSL or FTTC you can upgrade to Ethernet instead. Please get in touch with us to discuss further.