



# A Ready Business never misses a call



**Vodacom One Net Express**  
A mobile virtual assistant that  
integrates desk phones, cell  
phones and voicemail.

**Vodacom**  
Power to you

# Ready to give your small business an edge with Vodacom One Net Express?

Being Ready means that no business call ever goes unanswered. Vodacom One Net Express, specifically designed for SMEs, gives your company a single 'landline number' that integrates desk phones, cellphones and voicemail without having to actually install a landline.

A mobile virtual assistant intelligently routes calls to the right person or department and allows your employees to make free calls, to each other across devices, and from wherever they are. Ready to never miss another business opportunity?



People in your business within the Hunt Groups can **call each other for free\*** using the 500 One Net minutes



Get a **landline number** for your business, with no fixed landline infrastructure needed



Get a **mobile virtual assistant** to direct your business calls to the right department, across all your phones



Intelligently route calls to **Hunt Groups** in your business so every call is answered

View video



Data charges apply

A small business has to do more with less. It has to seize every opportunity and be highly responsive, efficient and productive, with fewer resources. Until now, only large companies have had the support of large systems, so that they never miss a business call. Vodacom One Net Express has changed all of that.

This innovative call routing system intelligently routes calls to the right person or department, allowing your landline telephone numbers, cellphones and 3G desk phone to work together as one.

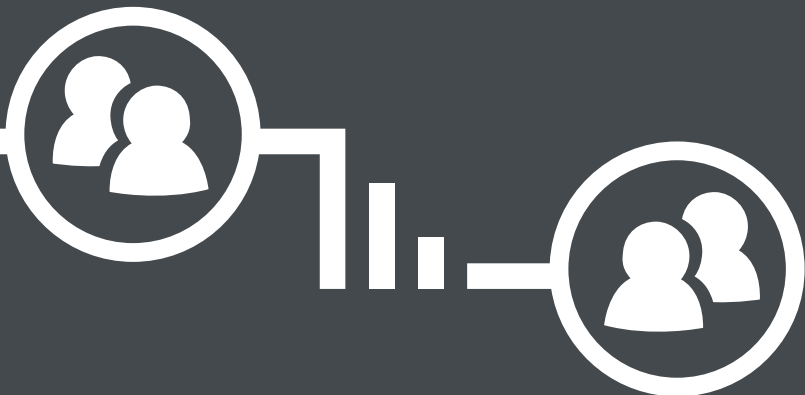
Vodacom One Net Express does all of this, by replacing your traditional landline telephone with a 3G desk phone, that works with a SIM card and has a built-in WiFi router.

Your employees are more productive, your service is more responsive, and your costs are more controllable.

This breakthrough service is available exclusively to Vodacom Contract, Prepaid and Top Up customers.

# Vodacom One Net Express – built for small business

- Is ideal for any business with 2 – 250 employees who are office-based or on the move
- Is scalable so that as your business grows, the service can too
- Allows for employees, based anywhere in the country, to be reached through a single number, ensuring that your employees never miss a business call again



# The many advantages of Vodacom One Net Express

## Never miss another business call, whether you are in the office or on the road

- Answer calls to your landline telephone number on your cellphone if you are out of the office
- Get a mobile virtual assistant to direct your business calls to the right department, across all of your phones
- Intelligently route calls to groups in your business so every call is answered
- Get a landline telephone number for your business without the need for a fixed landline
- By replacing your traditional landline telephone with a 3G desk phone, that works with a SIM card, you can port your existing landline telephone number to Vodacom
- If you don't have a landline telephone number, Vodacom can provide you with one

## Save money – get 500 One Net minutes to call people in your business for free\*

- Employees on the Vodacom One Net Express service can call each other for free, across landline telephone numbers, and cellphones in the groups you set up
- Since it is hosted in the cloud, there's no costly infrastructure

## Turn your office into a WiFi zone

- Get WiFi access for up to 5 devices with a 3G desk phone that has a SIM card and built-in router



# What can Vodacom One Net Express do for your business?

## 1. A mobile virtual assistant

Vodacom One Net Express provides a range of professional call handling features, previously only available on a traditional landline, on your cellphone and 3G desk phone.

## 2. Scale as you grow

As your business grows, your workforce and premises may grow and change too. Vodacom One Net Express is totally adaptable, allowing you to add new users and features quickly and easily, whenever your business needs it.

## 3. Intelligent call routing – never miss a business call

Intelligent call routing allows your company to manage its calls efficiently and professionally, so that you never miss another business call. This is achieved through these primary features:

### **Hunt Group – calls are answered efficiently and users can call each other for free\***



A Hunt Group is a group of Vodacom One Net Express users that you select in your company to answer calls. This means that when a call comes in, the service will 'hunt' for an available person in the group to take the call and will keep diverting the call to the next person in the group, until the call is taken. You can configure the 'hunting' sequence according to the needs of your business.

You can have up to 9 Hunt Groups within your company. Each member of the Hunt Group gets 500 free\* One Net minutes to call other users/Hunt Groups in your company. This saves money on internal calls.

### **Single Voicemail – all of your messages, all in one place**

If the call is not answered when the hunting sequence has been completed, in other words, if no user was able to answer the call, the incoming caller will be sent to the voicemail of a nominated user in your company.



### Auto Attendant – your mobile virtual assistant

Auto Attendant acts like a mobile virtual assistant to direct your calls in a professional way. It is a recorded voice message that answers your calls with an interactive voice prompt menu. This menu allows your incoming callers to select a department, or individual, that they would like to speak to through defined voice prompts... so your calls are always answered in the most professional way. For example: "Press 1 for Sales, Press 2 for Finance, Press 3 for Reception". If you would prefer to record your own Auto Attendant and Hunt Group message, the recording can be sent to our support team who will upload it for you.

### Get a landline telephone number for your business without the need for a fixed landline

Geographic Number Allocation and Geographic Number Porting means that you can have a landline telephone number, without a fixed landline.

If you don't have a landline telephone number, Vodacom will give you a Vodacom landline telephone number, based on the location of your office. For example, if your office is based in Cape Town, you will be assigned an '021' number. If you have an existing landline telephone number, your landline telephone number can be ported to Vodacom.



### Create a WiFi zone for your office

Get wireless Internet and connectivity for up to 5 devices when your traditional landline telephone is replaced, with a 3G desk phone that works with a SIM card and built-in router.

### Conference Call Advanced

#### How does it work?

Vodacom Conference Call Advanced allows you to overcome the daunting task of getting up to 25 people, from across the country into the same room, at the same time. By making a single phone call to **0862 800 800** you can set up a multi-party (ad-hoc or reserved) conference. It's also available to participants on any South African network – Vodacom, MTN, CELL C, 8ta, Telkom or Neotel.

#### How to set up

##### Reserved conference

1. Dial **0862 800 800**
2. Select **Option 2**
3. Follow the prompts
4. Send your chosen conference ID and PIN to participants.

OR

Via SMS: SMS the word **'CONF'** to **0862 800 800**

##### Unreserved conference

1. Decide on a 6 digit conference ID
2. Send your chosen ID\* to participants.

\* It is possible that someone else may also choose this ID so try and select a random number or reserve a conference.

##### To join a reserved conference

1. Dial **0862 800 800**
2. Select **Option 1**
3. Follow the prompts

**Note:** Prevailing Tariff rate applies

# How much does it cost?

All One Net Express tariffs and fees are billed directly to the business owner.

## 24-month Contract:

One Net Express Plus		Inclusive Value			Out of Bundle rate (Incl. VAT)		
Tariff	Monthly Sub (Incl. VAT)	Anytime Voice minutes	Data bundle	SMS	Voice	SMS	Data
Small	R199	100	250MB	50	R0.99c	R0.35c	R1.00
Medium	R299	150	500MB	75	R0.99c	R0.35c	R1.00

## Month-to-month Contract:

One Net Express Plus		Inclusive Value			Out of Bundle rate (Incl. VAT)		
Tariff	Monthly Sub (Incl. VAT)	Anytime Voice minutes	Data bundle	SMS	Voice	SMS	Data
Small	R129	100	250MB	50	R0.99c	R0.35c	R1.00
Medium	R199	150	500MB	75	R0.99c	R0.35c	R1.00

- The outright purchase price of the 3G desk phone is R3277 incl. VAT

## Set-up and mandatory fees:

One Net Express tariff	R99	Per user per month
Hunt Group fee	R32	Mandatory once-off

## Additional costs:

Additional Hunt Groups	R32	Once-off fee per Hunt Group
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\* Terms and conditions apply. Available to Business Contract, Prepaid and Top Up customers. A customer must have a geographic presence in the area where a geographic number is requested. A customer's current Geographic Service Provider must approve a geographic number port before the number can be ported to Vodacom. For full terms and conditions, visit [vodacom.co.za/onenet](http://vodacom.co.za/onenet)



# vodacom

**Vodacom One Net Express is Ready to give your business an edge.**

For Further details or assistance, please go to a participating Vodacom Shop, call the Business Helpdesk on **082 1960** or visit **[vodacombusiness.co.za](http://vodacombusiness.co.za)**

**Helpdesk operating hours:**

Monday – Friday: 07:00 – 19:00

Saturday: 08:00 – 17:00

Sunday & Public Holidays: 08:00 – 13:00

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