One Net – Customer's Own LAN

Customer Technical Prerequisites

What is "Customer's Own LAN" or "Bring Your Own LAN"?

- This is a variant of One Net where the Customer chooses to deploy the One Net solution over their own LAN. This should only be deployed in scenarios where a Customer has appropriate IT capabilities to set up and maintain the LAN. Vodafone does not offer any professional services to configure or troubleshoot on the Customer's LAN. If this level of support is needed the Customer must opt for the full One Net Service where a LAN is deployed by Vodafone.

- The scope of this document is to cover;

  1. Technical Prerequisites as referred to in the One Net General Terms; and

  2. Demarcation Points

1. Technical Prerequisites:

1.1.   You must be able to provide sufficient Power over Ethernet ("POE") ports on your switch and be responsible for them to be patched through to the relevant desk using your patching infrastructure. Vodafone is not responsible for patching your switches.

1.2.   If new connections are added during the term of your Agreement you will have to ensure more ports are available and configured on your LAN.

1.3.   The Customer's switch must support the following to connect to the One Net router

       VLAN capabilities = Dedicated VLAN 10 for Voice data and signalling

       LLDP Capabilities = Must support LLDP on the switches and should have the switches configured to advertise VLAN 10 as Voice VLAN in LLDP.

       If Cisco switches are used, CDP must be disabled.

       POE support (IEEE 802.3af and 802.3at protocols) and sufficient free ports for the IP Phones/end devices.

       Uplink capabilities (Full duplex and speed set to 100) to connect to the One Net router.

1.4.   If you deploy One Net IP phones over multiple interconnected switches you must configure your trunk ports to allow VLAN 10 passage.

1.5.   You must ensure that your LAN is fully configured as per above prior to the installation of the Service and you have your IT person(s) available to support the Vodafone engineer placing the IP phones.
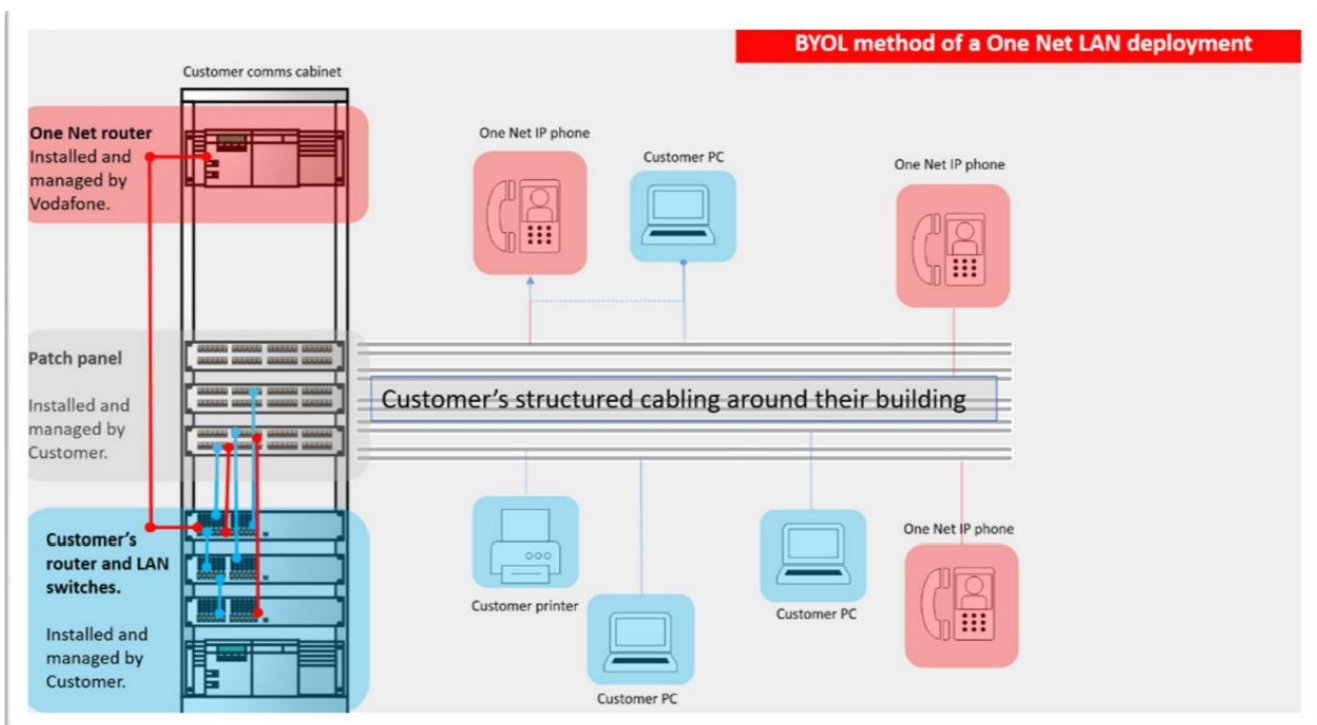
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1.6.   Vodafone will not be providing any patching cables for the switch or router. The IP Phone comes with a 1.8 M black Cat5e cable. If you require a different colour or length it is your responsibility to provide an appropriate patching cable.

1.7.   Auto negotiation must be turned off in the interface connecting to the One Net router (if applicable).

1.8.   The following network 172.16.40.0 255.255.252.0 is used for One Net voice devices (VLAN 10) and therefore should not be used by the customer LAN for their data devices.

2. Demarcation Points:

The One Net router is the final demarcation point of the One Net Service where Customer uses their LAN as demonstrated in the below diagram. The IP phones are provided and supported as part of the One Net Service, however Vodafone is only responsible to demonstrate that a IP phone(s) work when plugged directly into the One Net Router. Beyond that point Vodafone has no visibility of the network as the Customer has chosen to run the service over their own LAN and Vodafone has no liability in respect of Customer's LAN as set out in the One Net General Terms.