



**One Net Office
onboarding
journey**

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One Net Office onboarding journey

After Vodafone receives your organisation's signed purchase order, your delivery coordinator will contact you to arrange the whole One Net Office installation and configuration procedure. We will collect all the technical data needed for the technical implementation of One Net Office and check if your network infrastructure is ready.

The onboarding process includes a number of steps. Read these articles to learn more about each of them:

1. [Introductory call](#)
2. [Feasibility](#)
3. [Service preparation](#)
4. [Going live](#)
5. [Welcome to One Net](#)

To make sure everything moves as quickly and smoothly as possible, you need to provide us with the following information:

- Your full site address
- Your main company phone number
- Your registered address or your billing address
- Your Company Registration Number
- Your liability insurance details (sole traders only)
- Your direct debit details
- The landline numbers you want to include in your One Net Office service. Landline numbers associated with broadband, Redcare or alarm services can't be ported to One Net Office.
- All the details we need to port your landline to One Net Office. You need to contact your losing communications provider to get all the required landline and mobile phone details (for example, porting authorisation codes and unlock codes) that will help us with your transfer to One Net Office.

You can find the Porting Letter of Authority template and the form for your current communications provider at the end of this document.

Step 1 - Introductory call

Your delivery coordinator calls you to explain the One Net Office onboarding process. You will find out what the next steps are and how you can help make your company's transfer to One Net Office as smooth as possible.

Your delivery coordinator will also present you with the timescales and schedule for:

- The delivery date for your One Net router
- An appointment for Openreach to install the One Net access line
- A date when our engineer will survey your premises

Personal service
Feel free to contact your delivery coordinator with any questions you may have. Onboarding is a complex process that requires some time (40 working days on average) but your delivery coordinator will provide you with all the updates at every stage.

At this stage, your delivery coordinator needs the following from you:

- A completed user details form
- Contact information for any of your colleagues we may need to speak to or work with
- A chosen PIN or password for your account
- A list of all people authorised to use your account
- Any dates or timescales we need to be aware of
- Any additional information we need to know, for example, your opening hours, site access or parking restrictions
- A completed Porting Letter of Authority template.
This document is an Ofcom requirement without which we cannot port any of your landline numbers.
- A completed form with information from your current communications provider.
This will help you and us gain the information we need to ensure your landline port requests are accepted by your existing provider.

Key dates

As you progress through the onboarding journey, your delivery coordinator will confirm the following key dates:

- Site survey date
Our engineer visits your site to see if it meets the requirements for One Net Office.
- Router delivery date
Your One Net router arrives.
- Access line install date
We install the access line that will carry your voice traffic.
- Call routing document review date
You agree with us what kind of call flow you want to have.
- Equipment delivery date
Your desk phones and remaining equipment are delivered.
- Going live date
Our engineer installs your One Net Office solution and your landline numbers port over to us.
Going live typically takes place 35 working days after the first contact with your delivery coordinator.
Note that this date can move forwards and backwards, based on the onboarding journey progress.

Step 2 - Feasibility

Our engineer visits your site to check your current infrastructure. This is to help you find out if any additional work is required to install the One Net Office equipment.

It's up to you to ensure your site meets the infrastructure reference guide requirements, as we cannot take responsibility for your infrastructure. If your site is not ready, this may impact your going live date.

To run the One Net Office service, you can use a dedicated data network or share your existing network.

Network infrastructure check

- Is there a shelf of at least 450mm x 450mm that can support at least 10kg, or a 19-inch cabinet that has enough free slots for your equipment?
- Are there at least two 240V power sockets available next to the communications cabinet/shelf with our router and switch?
- Is there a dedicated Cat 5 port available for each desk phone? Is every port connected to the location of our switch?
- Is there a label on the wall, marking the location for the wall socket for your new service access line? The label should be placed within 1.5m from the location of our router.
- We provide standard cables that are 1.5m long. Do you require longer or shorter cables?
- Is there an internet service over your phone line? If so, what's the number?
- Is there an alarm service over your phone line? If so, what's the number?
- Is there a payment terminal (also known as PDQ) service over your phone line? If so, what's the number?
- Do you have any of the following devices over your phone line? If so, what's the make and model?
 - Fax
 - Digital Enhanced Cordless Technology (DECT) cordless phone
 - Franking machine
 - Analogue conference phone
 - Public address system
 - Door entry system
 - Bell ringer

Call routing document

We will arrange a call with you to discuss your chosen One Net solution to make sure all your requirements and expectations are met.

Once we've collected all the required information, we create a call routing document for your One Net Office transfer. This document covers the details of your site, user setup, numbers to be ported and the intended behaviour of the calls.

When you are satisfied with the call routing design, email your delivery coordinator to let us know we can proceed with the One Net Office transfer. If we don't hear from you before the review date, we will proceed with the designed solution.

Service access line

For your One Net Office service to work, you also need to have a new service access line, which is installed by Openreach.

Direct the Openreach engineer to the place where the communications cabinet or shelf with One Net equipment will be located. The location should be marked appropriately, using the guide provided by your delivery coordinator. The wall socket needs to be placed within 1.5m from the location of our router.

Monitoring line stability

Your delivery coordinator will send your One Net router to your site by courier and inform you of the delivery time.

When your new service access line has been installed, connect the router. Follow the instructions included in the box. After a successful installation, contact your delivery coordinator. We will start monitoring your line to test the stability of the connection.

i Monitoring the stability of your line can take up to 3 working days.

Home Worker

You can also consider our Home Worker solution. Home Worker is a service that allows you to use a pre-configured One Net desk phone at home, through any broadband internet connection.

Ask your delivery coordinator for an additional power adapter (unless you already have a spare power adapter or you use Power over Ethernet facilities at home).

Step 3 - Service preparation

After you've accepted the call routing document or the review period for the call routing document has expired, your delivery coordinator contacts you to confirm the following milestones:

- Freeze on all changes after the call routing document has been reviewed
- Assessment of the access line stability and the estimated call rate
- Installation, configuration and going live dates and details
- Landline numbers porting
- Delivering One Net equipment to your site
- Completion of any additional customer pre-requisite work
- One Net Office training

When the milestones are confirmed, we start preparing the One Net Office service for you.

Landline numbers

All the landline numbers you want to port to your One Net Office service should be mentioned in the call routing document. You also need to include the landline numbers in the Porting Letter of Authority. The porting request may take up to 25 working days to complete.

We always port your landline numbers on the day of the installation. To protect your business, we will start the porting process once we are absolutely confident that the whole system is configured properly.

i Broadband, Redcare, alarm and payment terminal services

If you want to keep your broadband, Redcare, alarm or payment terminal (also known as PDQ) services, you need to transfer them before the porting request is completed.

Non-Geographic Numbers

Non-geographic numbers (NGNs), such as 0845 and 0870, can't be ported to One Net. You need to ask the third party provider of your NGNs to divert these numbers to standard geographic numbers (starting with 01 or 02) which can be ported to One Net.

If the porting process is completed and your NGNs don't work, they need to be diverted again.

One Net currently doesn't support 10-digit NGNs.

Building the system

Once the call routing document has been reviewed, we initiate a "change freeze". This means that we're not going to implement any changes that are not included in the call routing design you approved. We need the change freeze to have time to prepare your solution in our systems.

Business-critical changes

Following the change freeze, if you need to include a business-critical modification to the call routing document, inform your delivery coordinator. Updating the call routing document is possible but it may impact the schedule.

One Net miniClient

One Net miniClient is a One Net application that runs on your PC or Mac[®]. You can use One Net miniClient to make and receive calls to your contacts or other phone numbers. On PC, One Net miniClient can integrate with Skype for Business to make calls to contacts outside your One Net service.

Before the delivery, make sure your system meets the requirements.

To prepare for your One Net miniClient delivery:

- Make sure the following port ranges are open:
 - 50000-65535 for Session Initiation Protocol (SIP)
 - 15350-15357 for Real-time Transport Protocol (RTP)/Real-time Transport Control Protocol (RTCP)
 - 636 for source/destination of onenetcd.vodafone.co.uk and 88.82.4.55For more information, contact your IT support.

New User Datagram Protocol (UDP) ports

UDP 29536 is a new starting port. UDP 49535 is a new ending port.

- Add the following URLs to your firewall's whitelist:
 - <https://ipcglobalupdate.vodafone.com/CheckUpdate>
 - <https://onenetsuk.vodafone.pt/lpCntrxWS.aspx>For more information, contact your IT support.

Firewall setup

Contact your IT support to make sure your proxy server doesn't block your access to the internet.

One Net Operator Console

One Net Operator Console is a One Net application that runs on your PC or Mac[®]. It lets you direct incoming calls to the right destinations in your organisation as efficiently as possible.

We create test accounts for you so you can learn One Net Operator Console and check if everything works fine.

Before the delivery, make sure your system meets the requirements.

To prepare for your One Net Operator Console delivery:

- Make sure the following port ranges are open:
 - 50000-65535 for Session Initiation Protocol (SIP)
 - 15350-15357 for Real-time Transport Protocol (RTP)/Real-time Transport Control Protocol (RTCP)
 - 636 for source/destination of onenetcd.vodafone.co.uk and 88.82.4.55
 For more information, contact your IT support.



New User Datagram Protocol (UDP) ports

UDP 29536 is a new starting port. UDP 49535 is a new ending port.

- Add the following URLs to your firewall's whitelist:
 - <https://ipcglobalupdate.vodafone.com/CheckUpdate>
 - <https://onenetwsuk.vodafone.pt/lpCntrxWS.asmx>
 For more information, contact your IT support.



Firewall setup

Contact your IT support to make sure your proxy server doesn't block your access to the internet.

Step 4 - Going live

We deliver the One Net Office equipment to your site before the scheduled going live date. You just need to store the equipment for our installation engineer.

Our installation engineer will set up all the equipment and ensure that it is all configured in preparation for the porting of your landline numbers across to One Net Office.

When your landline numbers have been ported, our engineer:

1. Completes the installation.
2. Checks whether the system is functioning as specified in the call routing document.
3. Demonstrates the top five features of the system to you.

Once the engineer has completed the installation, you are live on One Net Office.

Step 5 - Welcome to One Net

To make sure your transfer to One Net Office is as smooth as possible, your delivery coordinator will continue looking after you for a whole week after the installation and configuration phase is complete. Your delivery coordinator oversees any issues you may find during this initial week.

One Net Office training

Before the scheduled going live date, our training team contacts you to arrange a suitable date and time for our trainer to visit your site. Our trainer will deliver a training session on your One Net Office service.

The training will be booked for a full day. It can begin at a time that suits you and finish once you feel everything has been covered to a satisfactory level. Make sure all users are available, or at least an appointed person who can pass on the information to required people at a later date.

Our trainer will note down any issues identified during your One Net Office training:

- For simple issues that can be fixed on the training day, our trainer will show you how to deal with them using One Net Feature Management Portal.
- For more complex issues that can be fixed on the training day, your delivery coordinator will address them in cooperation with the trainer.
- For issues that can't be fixed on the training day, your delivery coordinator will address them as soon as possible.



One Net Feature Management Portal

You can configure most of the settings on your own using One Net Feature Management Portal.

One Net Welcome Team

During your first month of using One Net Office, you will be in the care of our One Net Welcome Team. They will provide an additional level of care as you get used to your new system. They will walk you through your first bill as it may look slightly different to your regular monthly charge.

Contact One Net Welcome Team

Call free from your Vodafone mobile:

191 in the UK

+44 7836 191 191 from abroad

From other UK mobiles or landlines:

03333 040 191 in the UK (standard call charges may apply)

+44 7836 191 191 from abroad (international call charges apply)

Email us on

vodafoneonenet@help.vodafone.co.uk

Vodafone customer care

When calling Vodafone customer care, please have your account or phone number ready and the system will direct you to the correct department.

Contact Vodafone customer care

Call free from your Vodafone mobile:

191 in the UK

+44 7836 191 191 from abroad

From other UK mobiles or landlines:

03333 040 191 in the UK (standard call charges may apply)

+44 7836 191 191 from abroad (international call charges apply)

Email us on

vodafoneonenet@help.vodafone.co.uk

You will also receive a link to our customer satisfaction survey in which we ask about your whole One Net delivery. Fill out the survey honestly to help us improve and deliver the best possible experience to our customers.



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GNP Letter of Authority

It is a legal requirement (Ofcom) to capture all of the numbers on a GNP document or Porting Letter of Authority (LOA)

GNP Letter of Authority

Geographic Number Portability *Direct Dialling In (DDI) or *VPN / Centrex Letter of Authorisation

To: Losing Communications Provider	From: Gaining Communications Provider: Vodafone
Registered Office:	Registered Address: The Connection Newbury Berkshire RG14 2FN

Customer Details:

Company Name: (as shown on the most recent telecommunications bill from the current Communications Provider)	
Company's Registered Address:	
Company's Registered Number: (not applicable in the case of a Sole Trader)	

Requester's Details:

Name:	
Job Title:	
Company's Registered Number: (not applicable in the case of a Sole Trader)	

Site address: Use continuation sheet if more than one site is involved.		Telephone Numbers to be ported: (must be in service)	
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This is to notify you that I (representing the customer shown above) have decided to port the above *Direct Dialling In (DDI) or *VPN/Centrex geographic number(s) from you to the GCP (also shown above). The GCP is authorised to act on my behalf in this matter.

I recognise that it is my responsibility to arrange cessation of, or changes to, any other services currently provided by you if required. You have my authority to disclose to the GCP such information regarding the *Direct Dialling In (DDI) or *VPN/Centrex site(s) and numbers quoted, together with any other numbers as are necessary to allow this port to proceed.

There are [] continuation sheets attached (Complete as applicable). I confirm that I have the authority of my company to make this instruction.

Signed: **Dated:**
Printed Name: **To:**

Company Name: **Account number:**

I wish to obtain the information below in order to be able to port my numbers to another communications provider.
Please could you supply the following information in order for this to happen successfully:

1. Your full company name:

2. Your CUPID:

3. The full site address you hold for us including postcode required for port acceptance:

.....
.....

4. Our main billing number:

5. Any and all DDI ranges held by us:

6. Any associated numbers held by us:

7. Any other numbers on our account that may delay/obstruct a port i.e. Security Systems (Redcare), LLU lines, etc:

.....

8. Are there currently any diverts, line cessation messages or remote location forwarding services on the line(s); if so, which number(s)?

.....

9. Will you allow the said numbers to port away to another communications provider?

.....

We require this information by:

Thank you for your co-operation.

Best Regards,