

Terms & Conditions: Vodafone One Net

What terms apply to my Vodafone One Net service?

- a) This document sets out the terms and conditions that apply to the Vodafone One Net service.
- b) The terms and conditions that will apply to your Vodafone One Net service are:
 - i. all terms provided to you when you agree to purchase Vodafone One Net service, including the terms and conditions contained in this document and any terms and conditions contained in any application form you complete when purchasing Vodafone One Net service;
 - ii. all the terms and conditions contained in the Vodafone Standard Form of Agreement (**SFOA**), which is available at vodafone.com.au, particularly the following:
 2. Clause 7 of Section 1 – Your Obligations;
 3. Clause 13 of Section 1 – Suspension of the Service and Termination of your Agreement; and
 4. Section 4 – Fair Use Policy; OrThe Vodafone Business Customer Terms and Conditions if the annual spend exceeds \$40,000 which are also found at Vodafone.com.au.
- c) When you agree to purchase Vodafone One Net service, you accept the Terms. Your contract with Vodafone commences on your acceptance of the Terms.
- d) The Terms may be changed by Vodafone from time to time. Vodafone will comply with the relevant laws, regulations and industry codes if it makes any such changes.
- e) For more information, call Vodafone on:
 - i. 1300 650 410 from any phone within Australia; or
 - ii. 1555 from your Vodafone mobile when in Australia; or
 - iii. +61 426 320 000 or +61 414 141 414 free from your Vodafone mobile while roaming; or
 - iv. Visit Vodafone.com.au/one-net

What the Terms do not cover:

Vodafone One Net service provides a fixed number service for customers without a physical fixed phone line which allows the making and receiving of calls to a single number over a range of devices. The terms do not cover the use of any mobile voice service, data service or any other telecommunications service(s) used with the Vodafone One Net service. Those services are the subject of separate agreements with Vodafone for your applicable cap(s) or plan(s). Those agreements, and your obligations under those agreements, will continue unaffected by the Terms.

1. Important Things You Need to Know

The Service

1.1 What is Vodafone One Net?

The Vodafone One Net Service ('Service') is a cloud-based Private Branch Exchange (**PBX**) which allows you and your business users to make and receive calls over several devices using a single geographic number and/or extension over a fixed and/or mobile internet connection. The Service provides your business with an Australian geographic number that can be ported from your current provider, or a new number can be provided. Calling rules can then be applied to this number to behave as desired by the user, using enhanced calling features. For example, call forwarding can ensure all calls are forwarded to a mobile device, and conditional call forwarding could be used to forward calls to a colleague between specified hours of the day. The Service also provides calling features that can be used by your business to manage incoming calls as desired: for example, the Auto Attendant provides a fully configurable Interactive Voice Response (IVR); the Call Queue provides a calling group feature where all multiple users' phones and devices can ring simultaneously or in a desired sequence; and the Shared Voicemail feature can be used for multiple users to access a shared voicemail box. Mobile application is also provided for users of the Service to use and configure their calling features, use Instant Messaging to communicate with other One Net users and set their presence for other One Net users to be aware of their status.

In addition, the Premium One Net Product ("Premium Product") provides users with a suite of unified communication tools and applications, including a PC/MAC client and a tablet application (see clause 6 below for a full list of features) (**Unified Communications**). These applications can be used for video and audio conferencing plus desktop sharing.

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Using the Vodafone One Net app, a user can also make outgoing calls and present their "Business" number (geographic number) to the recipient as the originating number, as opposed to the user actual assigned number.

1.2 Who supplies the Service?

The Service is supplied to you by TPG Telecom Limited (Vodafone) (ABN 76 096 304 620) under licence from Cisco Systems Australia Pty Limited (ABN 52 050 332 940), who supply the Service via their cloud-based platform.

1.3 Discontinuation of the Vodafone One Net Service

We rely on third parties to provide the Vodafone One Net Service to you. If those parties cease providing services to us then, where practicable, we will put in place other arrangements to keep providing the Vodafone One Net Service or an alternative Unified Communications service to you and will assist with any migration to another service.

If we are not able to continue providing the Vodafone One Net Service or any viable alternative to you, then we may have to discontinue the service. If this happens, we will endeavour to provide you with six months' notice (however, depending on the circumstances, we may provide you with less notice). We will refund you any amounts you have already paid us in relation to period after the service is discontinued.

1.4 Coverage

- (a) The Vodafone One Net service is available to use on a compatible mobile device, tablet or computer with a fixed and/or mobile internet connection.
- (b) To receive the Service, your broadband connection must be capable of handling 100Kbps on uncongested upstream and downstream bandwidth per call for optimal quality. We are not responsible for any degradation in the quality of the Service as a result of a broadband connection supplied by third party service providers.
- (c) To use the Unified Communication features of the Service, a fixed and/or mobile internet connection is required.
- (d) To make outbound calls using the One Net software, a fixed or mobile internet connection is required.
- (e) To receive incoming calls from another Service user through the Vodafone One Net software, an internet connection is required.
- (f) To receive incoming calls from a non-Service user, mobile coverage will be required.

1.5 What do we provide as part of the Service?

(a) Vodafone will provide you with:

- (i) The selected number of Vodafone One Net user licenses for users within your organisation
- (ii) An Auto Attendant license to set up and use an IVR (Interactive Voice Response) menu
- (iii) A Call Queue license
- (iv) A Voicemail license
- (v) The desired amount of geographic numbers to be used with your Vodafone One Net service
 - a. 3 numbers will be provided free of charge by default for use with Auto Attendant, Call Queue and Voicemail
- (vi) Licenses for any additional Unified Communications features you have selected (see clause XX below)
- (vii) Access to the Vodafone One Net Administrator portal

(b) Customer portals

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The Service provides access to two portals

- **Administrator Portal**
 - This portal is used by the administrator user (**Administrator**) only, to set up and manage all users of the Service, and configure all One net features.
- **User Portal**
 - This portal is used by each user to configure the calling behaviour related to the Service.

(c) Software

(i) To use the Service on eligible mobile, desktop, laptop or tablet devices (**Eligible Devices**), all Users will be provided with a non-exclusive license, username and password to use the Vodafone One Net software (**Software**). All Users must agree to End User License Agreement. The Software can be installed on up to 3 separate Eligible Devices per User. The username and password will be provided via emails once the user is registered by the Administrator. Links to download the Software from the relevant app stores are available in the Vodafone One Net user portal. The Software provided is as follows:

- Vodafone One Net mobile application
 - Available on iOS and Android
- Vodafone One Net tablet application
 - Available on iOS and Android
- Vodafone One Net desktop/laptop client
 - Available on PC and Mac

(ii) If the Service is cancelled, you must cease using and delete the Software.

(iii) Vodafone do not make any warranty or representation regarding the performance of any Software provided to you in connection with the Service as it operates on your computer, tablet or mobile device. You agree that you will not make a claim against Vodafone in respect of the Software or its performance.

(iv) You are granted a non-exclusive licence to use the Software subject to the Terms and, the end user agreement.

(v) The Software is not compatible with some operating systems.

(vi) You must not disassemble, decompile or reverse engineer any Software provided by Vodafone.

(vii) Software requirements and recommendations:

- (a) Desktop application
- Operating system (OS): Mac OS 10.11 El Capitan, Mac OS 10.12 Sierra, Mac OS
 - 10.13 High Sierra, Mac OS 10.14 Mojave, Windows 7 SP1, Windows 8/8.1, or Windows 10 (Classical view only).
 - The installation footprint is approximately 125 megabytes (MB) on OS X and 215 MB on Windows.
 - For voice calls, a sound card, speakers, and a microphone or a headset are required.
 - For video calls, a web cam is required.

Minimum system requirements for respective operating systems must be fulfilled, with the following additions:

- A minimum of 4 GB random access memory (RAM) is required. In S4B integration, 6 GB is recommended.
- A minimum 1.5 GHz CPU is recommended. Dual-core CPU is recommended for video calls at a minimum. In S4B integration, at least 2.0 GHz i7CPU or better is recommended.
- Open Graphics Library (OpenGL) 1.5 or higher is recommended.

For HD video, the following is recommended:

- HD camera
- HD resolution support in display
- Quad Core x86 or equivalent at a minimum

(b) iOS mobile application

- Devices with iOS 10 or above running on iPhone 5 and later.

(c) iOS tablet application

- Devices with iOS 10 or above running on iPhone 5

(d) Android mobile application

- Devices with Android OS 4.4 or later that conform to the following requirements:

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- Dual-core CPU (or higher)
- 1 GB RAM (or higher)
- ARMv7 instruction set
- Minimum screen resolution 320 x 480
- (e) Android tablet application
 - Devices with Android 4.4 OS or later. For best user experience and specifically for video calling, the following is recommended:
 - Dual-core CPU (or higher) 1 GB RAM (or higher)
 - ARMv7 instruction set
 - Minimum screen resolution 1280 × 800

1.6 Availability

- (a) The Service is only available to approved business customers with an ABN and is only for business use. Consumer customers should contact Vodafone for more information about consumer products. When you sign up to the Service you will be the account holder and the Administrator user (**Account Holder**), you can add users to your account, and each additional user will become a licensed user (**Licensed User**) (collectively, **Users**). You will be charged for each User, with such charges added to your Vodafone bill.
- (b) To sign up to the Service, the Account Holder must be connected and stay connected to one of our current in market business mobile plans (**Eligible Plans**). Eligible Plans exclude Vodafone Consumer mobile plans
- (c) Licensed Users are not required to have an Eligible Plan in order to use the Service
- (d) If the Account Holder cancels their Eligible Plan (the number of which is attached to Vodafone One Net billing) then all Services on their account, including access for Licensed Users, will automatically cancel. Early Termination Fees may apply see clause 3.2.
- (e) If the Account Holder needs to connect to one of our Eligible Plans or to change to one of our Eligible Plans from another Vodafone Product, contact Vodafone. Fees may apply for rate plan changes.

1.7 Factors affecting availability and performance

- (a) Network coverage and available internet bandwidth are factors that may affect the availability and performance of the Service.
- (b) All Vodafone services are subject to device capabilities and network limitations and availability.
- (c) The Service and functions are only available if used in conjunction with a compatible mobile or other device.
- (d) Usage of the Service, the Software, portals, desktop/laptop software, tablet and mobile applications is dependent on having a working internet connection. This can be via fixed broadband connectivity or a mobile data connection.
- (e) The Software is only available on Android mobile and tablet, iOS Mobile and tablet, Windows and MAC computers
- (f) If the Cloud PBX Platform (**Platform**) is not operational, calls made to your Number(s) controlled by the Platform will not be completed until the Platform issues have been resolved
- (g) Some features have limits on the number of concurrent participants. For example, video conferencing, there can a maximum of 30 concurrent users
- (h) If multiple calls are being made over your internet connection simultaneously, the quality of calls can be adversely impacted.
- (i) No equipment is provided as part of the Service. The Service is based solely on Software that can either be controlled via web portals, or installation applications can be used to use the Service.

1.8 Customer Service Guarantee (CSG) Waiver

- (a) The CSG specifies maximum connection and fault rectification timeframes for fixed telephony line services and compensation where these timeframes are not met. More information about your rights and protections under CSG can be seen at: www.acma.gov.au/Citizen/Phones/Landlines/Phone-connection-and-repair/customer-service-guarantee-for-phone-users-faqs
- (b) You are under no obligation to waive your CSG rights, but we are only able to provide the Service to you if you do so.
- (c) As a condition of taking up the Service:
 - (i) you agree to waive your rights under the CSG; and
 - (ii) you acknowledge that you understand:
 - a. the consequence of accepting a CSG waiver; and
 - b. that the service does not provide you with the protections of the CSG

1.9 Use of your Personal Information

- (a) We collect and use personal information directly from you, and also during our ongoing relationship with you. We use it to supply products, give you the best possible service, and for the other purposes which are described in our privacy policy. Without this information, Confidential

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we may not be able to supply products or provide the level of service you expect. If you'd like more info about how we handle personal information and how you can access it, you can find our privacy policy at www.vodafone.com.au/about/legal/privacy

(b) Cisco also collects and uses personal information from you so that we can supply the Service to you. If you'd like more info about how Cisco handles your personal information and how you can access it, you can find Cisco's privacy policy at https://www.cisco.com/c/en_au/about/legal/privacy-full.html

2.0 Connecting to, and using the Service

2.1 Limitations on connection to the service

- (a) To use calling on the One Net service, you must have a broadband connection capable of handling 100Kbps x call,
- (b) To fully connect to the service, you must use a compatible operating system that is authorised for use with the Service. You will not be able to access the Service if your device is jail broken or you are otherwise not using an authorised operating system.

2.2 Use of the Service

In using the Service, you must

- (a) comply with our Fair Use Policy
- (b) not infringe any person's intellectual property rights (such as by using, copying or distributing data or software without the permission of the owner);
- (c) ensure any phone numbers that you allocate to your Users to enable them to use the Service is for use by the User to whom the phone number has been allocated only.

2.3 Administrator Portal

- (a) The Account Holder will receive access to the Administrator Portal as part of their Service. Vodafone will provide details on how to access and log in to the Administrator Portal. On the Administrator Portal, you will be required to:
 - (i) assign users within your business to One Net user licences
 - (ii) select the primary business phone number for your business, and a minimum of two further phone number to manage your Auto Attendant, Call Queue and Voicemail features
- (b) Emails will be sent upon activation of the service with a Customer Admin user name and password. This in turn allows the setup and management of Vodafone One Net Licenced Users in the portal. Each Licenced User will be provided with their own User Name and Password. The Account Holder is responsible for changing the passwords and keeping them updated in accordance with good security practice. The Account Holder and Licenced Users must not share password login details with others.

2.4 User Portal

(a) The User Portal is accessed via a link in email sent to users upon account setup by the administrator user. From the User Portal, your Users will be able to:

- (j) enable/disable Caller ID information
- (i) enable/disable Do Not Disturb
- (ii) enable/disable Call Forwarding
- (iii) Download the Vodafone One Net software

2.5 Usernames and Passwords

(a) The Account Holder is responsible for changing the passwords and keeping them updated in accordance with good security practice. The Account Holder and Licenced Users must not share password login details with others.

(b) In the event that a user forgets their username and/or password, this can be provided by the Administrator through the Administrator User Portal

(c) The Administrator should contact Vodafone Customer Care in the event they forget their username and/or password.

2.6 Requirements to make calls.

(a) Calls being made using the Service

- i. Making a call using the Software to another User
 - o This call will be delivered using Voice over IP (VoIP) and requires an active working Internet connection (fixed or mobile). If delivered on the mobile network, this call will use your mobile data allowance
- ii. Making a call using the Software to a non-Vodafone One Net user
 - o This call requires a working internet connection (fixed or mobile) to set up the call. However, the call itself is delivered via the mobile voice network
- iii. Making a call using the Software to an international recipient who is a non-Vodafone One Net user
 - o This call will not work as using the Service to call international numbers is not permitted on this Service. To make this call, please use your native mobile dialling application

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- iv. Making a call using the Software to a User whilst roaming
 - o This call will be delivered using Voice over IP (VoIP) and requires an active working Internet connection (fixed or mobile). If delivered on the mobile network, this call will use your mobile data allowance. Subject to roaming charges as per your Eligible Plan.
- v. Making a call using the Software to a non-Vodafone One Net user whilst roaming
 - o This call requires a working internet connection (fixed or mobile) to set up the call. However, the call itself is delivered via the mobile network. Subject to your roaming charges as per your Eligible Plan

2.7 Requirements to receive calls

- (a) Calls being received when using the service
 - i. Receiving a call made by another Vodafone One Net user using the application
 - o This call will be delivered using Voice over IP (VoIP) and requires an active working Internet connection (fixed or mobile). If delivered on the mobile network, this call will use your native dialler
 - ii. Receiving a call to your Vodafone One Net geographic number of extension, using the software, when call is made by a non-Vodafone One Net user
 - o This call will be received using the One Net application
 - iii. Receiving a call from an International caller
 - o This call will be delivered through the Vodafone One Net application if the call is made to your Vodafone One Net geographic number or extension
 - iv. Receiving a call whilst roaming
 - o If calls are made to the Vodafone One Net geographic number or extension whilst roaming, the call will be delivered through the Vodafone One Net application and call traffic would use roaming data

2.8 Caller display

(a) When Users make calls to other Users on the same account, their name and number will be displayed to the receiver. For calls being made to third parties that aren't on the same account, only the number will be displayed.

3.0 Service Charges

3.1 The Cost of your Service

- (a) The cost of the Service will depend on the number of Users you have provisioned on your account and the term you have signed up for.
- (b) The cost of the Service does not include the cost for your broadband connection which is charged separately to you by your service provider. The cost of the Service does not include the cost of all calls using the Service to 13, 1300, 1800 numbers, local calls, standard national and mobile calls, and international calls, which will be charged at the rate set out in your Eligible Plan details. Calls that are made to and from the Service can be viewed within the Administrator User Portal. Inbound call charges that the call originator is liable for are defined by the location of the geographic number being dialled by the calling party, and not necessarily the location of your business premises.
- (c) The Vodafone One Net service is paid by you up front each month. If we are unable to continue to provide the service at any point during that period for which you have paid up front, we will refund you for that month's usage.

3.2 Billing

- (a) The charges for the Service are set out when signing up to your Vodafone One Net service
- (b) We will charge the Account Holder a monthly subscription fee in advance at the beginning of each monthly billing cycle, in addition to the monthly subscription fee for each Licensed User that is provisioned on your account;
- (c) The charge will appear on your Vodafone bill as a subscription service.
- (d) The Service is available on a 24-month contract or 36 month contract (24-Month Product, 36-Month Product.), or on a month-to-month basis (Month-to-Month Product) on both a Premium and a Standard basis, (collectively Vodafone One Net Service).
- (e) For 24-Month Product, the contract term is 24 months in length. For 36-Month Product, the contract term is 36 months in length.
- (f) For Month to Month Product, billing will occur on a monthly basis. Licenses can be stopped at any time with no Early Termination Fee
- (e) At the conclusion of the term, we will continue to supply the service to you on a month to month basis in accordance with the Agreement. After this time if you wish to cancel, you will not be charged an Early Termination Fee.
- (f) If you wish to add Licensed Users to your account, contact Vodafone to add more user licences;
- (g) from the following monthly billing cycle, we will update the number of Users on your account and charge you the full monthly fee for all Users on your account, including the Account Holder and each additional Licensed User.
- (h) If you wish to remove Licensed Users(s) from your account:
 - (i) contact Vodafone to remove user licences;

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- (ii) the Licensed User will have continued use of the Service until the end of your current monthly billing cycle; and
- (iii) provided you remove the Licensed User(s) at least 5 days prior to the end of your current monthly billing cycle, we will update the number of Licensed Users on your account for the next billing cycle and will not charge you the monthly fee for the Licensed User(s) that you have removed in your next billing cycle.

3.3 Early Termination Fee

(a) An Early Termination Fee will come into effect if you:

- (i) Decide to cancel your plan before the end of the term (either 24 or 36 months), or
- (ii) The reduction in Users falls below 80% of the number of Users that were agreed at sign up.

(b) If you cancel your Vodafone One Net plan, the Early Termination Fee is calculated as 80% of the initial sign up volume of number of licenses or users ('Users') x cost of license x 50% x number of months remaining. The Early Termination Fee will be required to be paid on your next bill. *For example, if you contract for 8 Premium Users and 8 Standard Users (total 16 Users) and you cancel your 24-month contract at month 12, you'll be charged:*

$$[6.4 \times \$41 \times 0.5 \times 12] + [6.4 \times \$35 \times 0.5 \times 12] = \$1574.40 + \$1344 = \$2918.40$$

(c) If you cancel a number of Users that falls below 80% of the number of Users that was originally agreed to at sign up, the Early Termination Fee will be charges for those Users at 50% of the license fee x months remaining on the contract. *For example, if a customer signs up 10 Vodafone One Net Premium Users with a 24-month term for \$45 each and decides after 12 months to cancel 4, the customer will be charged Early Termination Fees for 2 licenses only. This means the Early Termination Fee is 50% x \$45 x 2 x 12 = \$540.*

4.0 Your Geographic Number

4.1 How do you obtain a geographic number?

(a) When you sign up for the Service, geographic numbers (**Number(s)**) are assigned to your account. By default, one number is provided for each of the service provided within the Site package. This means three Numbers will be provided by default. Users can be set up using extensions only, and do not require Numbers.

(b) Alternatively, you can choose to port in an existing Number. Only one number can be used per Vodafone One Net licence. If you elect to port in a Number from your non-Vodafone service provider, all the services associated with the Number will continue until the cutover date provided. On this date, the Number will be disconnected from the non-Vodafone service provider and will then be provided by Vodafone. It is your responsibility to check your existing contract to see if there are any outstanding obligations you may have to the non-Vodafone service provider, including for unpaid invoices, Early Termination Fees and/or porting charges. We may, in our discretion, decline to port the number(s) for any reason whatsoever.

(c) More Numbers can be provided if required. For example, where a number is required for an individual User rather than an extension. Additional numbers are provided for an extra charge.

(d) For an additional charge, ranges of numbers in a sequential block can be provided.

(e) Once the Numbers are assigned, the Administrator can manage Numbers within the Administrator User Portal, including designating Numbers on your account to specific services and/or Users as desired.

4.2 How are Numbers assigned or issued?

- (a) All Numbers are selected, issued and used by Vodafone in accordance with the Australian Communications and Media Authority's Numbering Plan and Telecommunications Numbering Plan Number Declarations (**Numbering Regulations**).

4.3 Can Vodafone change your Number?

(a) We may be required to recover, or recover and replace, a Number we have issued you (or you have ported over) for us to comply with the Numbering Regulations.

(b) We will give you as much notice as is reasonably practicable if we have to do this.

4.4 Who owns the Number?

- a) You do not own the Number, and your rights to use the Number starts when Vodafone issues the Number to you, or you port the Number to Vodafone for use with the Service. Your right to use the Number ends if you cancel your Vodafone One Net Add-On or your Vodafone One Net Add-On is cancelled, unless you transfer your Number in accordance with clause 4.6 below. If you cancel or your Vodafone One Net Add-On is cancelled and you do not transfer your Number, we may issue your Number to another customer in accordance with the Numbering Regulations.
- b) If you cancel your Vodafone One Net Service, you will no longer be able to use the Service, and your Number(s) will be placed into a six-month quarantine period, within which it can be transferred to another fixed line provider.

4.5 Our liability to you in respect of the Number(s)

(a) We are not liable to you for any expense or loss incurred by you or your business due to:

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- (i) any recovery or recovery and replacement of your Numbers under clause 4.3 above, or
- (ii) you ceasing to have the right to use your Numbers under clause 4.4 above.

4.6 How do I transfer my Number?

- (a) Vodafone cannot guarantee that you will be able to transfer your Number to another third party service provider. A transfer (or porting request) may be rejected for any of the reasons stated in the Local Number Portability Code (C540) (**LNP Code**).
- (b) If you wish to transfer (or port) your Number to another service provider, then you must contact the other service provider to confirm they can accept a transfer from a non-geographic number.
- (c) If you transfer (or port) your Number for the service to another service provider, you may not be able to port over any enhanced calling features.
- (d) Once the port has taken place, your Service will immediately be disconnected and you will no longer have access to the Service.

4.7 What are callers to my numbers charged?

- (a) It is your responsibility to inform parties making calls to your geographic number that they will be charged according to the relevant charging zone associated to that number

5.0 How can you cancel your Vodafone One-Net Service?

- (a) If you cancel your Vodafone One-Net Service you will no longer be able to use the Service. You can cancel your Service by notifying Customer Care
 - (i) you will have continued use of the Service until the end of that monthly billing period and
 - (ii) the Service will be cancelled at the end of that monthly billing period; and
 - (iii) you will not be charged any monthly fees, after the end of that monthly billing period and no further charges will be added to your Vodafone bill, after the end of that monthly billing period
 - (b) If the Service is cancelled, you will cease to have the right to use the Number that we have issued to you (or you ported over), and in accordance with the Numbering Regulations, they will be released for quarantine and cannot be re-instated. It is your responsibility to port any numbers associated with the service to a new provider in order to continue using these numbers
- Automatically cancelled.

6.0 Emergency calls

- (a) Emergency calls will not be delivered using the One Net software. Please ensure that you use the mobile phone's native dialler (and not the Service) to call emergency services (000) as the native dialler on your mobile phone will automatically send precise location details to the emergency services, which may assist in a faster emergency response.

7.0 Barge-in and Barge-in Exempt features

- (a) Barge-in feature is inactive by default for each User, and you must select to enable the functionality. When the calling feature "Barge-in" is enabled by a User, it means other Users under the same account, within the same business can join or listen in to calls that are ongoing with the User. Or, it permits other Users within the business to answer calls being made to the User with the feature enabled. If this feature is turned on, you must ensure that the person calling knows that another User can listen or join the call. This could for example be explained by the User, or alternatively a message can be placed with any queueing menu announcements or messages.

8.0 Restrictions

- (a) In addition to any restrictions set out in these Terms, you may not use Vodafone One Net:

- vi. for contact centres, telesales, auto-dialling, continuous call forwarding, telemarketing or multiple simultaneous calling or any other activity that we consider to be non-standard usage; or
- vii. for resupply, resale, onsale or any other supply to a third party (whether in whole or in part)

- (b) We may decline to supply you with Service or suspend or terminate your Service (in whole or part) if we consider that the Account Holder's use or a Licenced User's use of the Service is not in accordance with this paragraph.

9.0 Security

- (a) 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, Self Service Portal and voicemail password protection to protect your business from malicious attack.
- (b) You are responsible for:
 - i. any required operating system configuration on your computer and connecting any local area network or computer network to the Service;
 - ii. local area network or computer equipment and any related cabling.

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10.0 Music on Hold

(a) If using the Music on Hold feature, it is your responsibility to obtain licences for any Music on Hold recordings you wish to use with your Service.

11.0 Vodafone One Net Packages

(a) There are two Vodafone One Net packages to choose from – Vodafone One Net Premium and Vodafone One Net Standard, in addition to a Site package. Key features of these are detailed below:

11.1 Site Package

(a) Upon activation of your first Vodafone One Net package (Premium or Standard), you will receive one Site package, at no additional charge. Site Package is only available to customers you connect and remain connected to a Vodafone One Net Service.

Site Package	
Cost	Provided at no additional charge with first Vodafone One Net Add-On purchased and activated
Features	Site Add-On contains: Auto Attendant - calls are answered by Interactive Voice Response (IVR) technology with a configurable greeting and menu options allowing for the call to be directed to a specified destination Call Queue - allows distribution of an incoming call around a group of defined users in a configurable sequence (while the caller hears a recorded menu message) Voicemail – a voicemail box that can be accessed via a PIN from any device to listen to message
Term	Active for the duration of any Vodafone One Net Service which is active on your account. If you cancel all Vodafone One Net Services, your Site Add-On will also automatically cancel.

11.2 Vodafone One Net Premium

Vodafone One Net – Premium 24M	
Cost	Charged on a per user per month basis
Features	A User can be registered as a participant in the Call Queue feature, meaning they become part of a calling group configured by you Features include: <ul style="list-style-type: none">• Software – Unified Communications software on mobile, tablet and PC or MAC• Softphone - Use the app as a softphone to make and receive calls and configure the service using the applications• Instant Messaging – enables real-time written conversation with colleagues across mobile, tablet and desktop devices• Presence - displays the availability status of individual users across all devices.• Content sharing – enables sharing of documents with colleagues through chat across tablet and laptop• Virtual meeting rooms - enables audio and video conferencing between multiple participants• Call forwarding - forward business calls to the desired numbers or devices e.g. mobile and/or PC• Call transfer – transfer calls to a colleague• Call pull – answer a call on one device and then pull the call onto another device See section 12 for more details of all included features
Term	24 months
Early Termination Fee	Yes. Refer to section 3.2

Vodafone One Net – Premium 36M	
Cost	Charged on a per user per month basis
Features	A User can be registered as a participant in the Call Queue feature, meaning they become part of a calling group configured by you Features include:

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	<ul style="list-style-type: none"> • Software – Unified Communications software on mobile, tablet and PC or MAC • Softphone - Use the app as a softphone to make and receive calls and configure the service using the applications • Instant Messaging – enables real-time written conversation with colleagues across mobile, tablet and desktop devices • Presence - displays the availability status of individual users across all devices. • Content sharing – enables sharing of documents with colleagues through chat across tablet and laptop • Virtual meeting rooms - enables audio and video conferencing between multiple participants • Call forwarding - forward business calls to the desired numbers or devices e.g. mobile and/or PC • Call transfer – transfer calls to a colleague • Call pull – answer a call on one device and then pull the call onto another device <p>See section 12 for more details of all included features</p>
Term	36 months
Early Termination Fee	Yes. Refer to section 3.2

Vodafone One Net – Premium M2M	
Cost	Charged on a per user per month basis
Features	<p>A User can be registered as a participant in the Call Queue feature, meaning they become part of a calling group configured by you</p> <p>Features include:</p> <ul style="list-style-type: none"> • Software – Unified Communications software on mobile, tablet and PC or MAC • Softphone - Use the app as a softphone to make and receive calls and configure the service using the applications • Instant Messaging – enables real-time written conversation with colleagues across mobile, tablet and desktop devices • Presence - displays the availability status of individual users across all devices. • Content sharing – enables sharing of documents with colleagues through chat across tablet and laptop • Virtual meeting rooms - enables audio and video conferencing between multiple participants • Call forwarding - forward business calls to the desired numbers or devices e.g. mobile and/or PC • Call transfer – transfer calls to a colleague • Call pull – answer a call on one device and then pull the call onto another device <p>See section 12 for more details of all included features</p>
Term	Month to Month
Early Termination Fee	N/A

11.3 Vodafone One Net Standard

Vodafone One Net – Standard 24M	
Cost	Charged on a per user per month basis
Features	<p>A User can be registered as a participant in the Call Queue feature, meaning they become part of a calling group configured by you</p> <p>Features include:</p> <ul style="list-style-type: none"> • Software – Unified Communications software on mobile • Softphone - Use the app as a softphone to make and receive calls and configure the service using the applications • Instant Messaging – enables real-time written conversation with colleagues across mobile, tablet and desktop devices • Presence - displays the availability status of individual users across all devices. • Call forwarding - forward business calls to the desired numbers or devices e.g. mobile and/or PC • Call transfer – transfer calls to a colleague <p>See section 12 for more details of all included features</p>
Term	24 months
Early Termination	Yes. Refer to section 3.2

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Vodafone One Net – Standard 36M	
Fee	
Cost	Charged on a per user per month basis
Features	<p>A User can be registered as a participant in the Call Queue feature, meaning they become part of a calling group configured by you</p> <p>Features include:</p> <ul style="list-style-type: none"> • Software – Unified Communications software on mobile • Softphone - Use the app as a softphone to make and receive calls and configure the service using the applications • Instant Messaging – enables real-time written conversation with colleagues across mobile, tablet and desktop devices • Presence - displays the availability status of individual users across all devices. • Call forwarding - forward business calls to the desired numbers or devices e.g. mobile and/or PC • Call transfer – transfer calls to a colleague <p>See section 12 for more details of all included features</p>
Term	36 months
Early Termination Fee	Yes. Refer to section 3.2

Vodafone One Net – Standard M2M	
Cost	Charged on a per user per month basis
Features	<p>A User can be registered as a participant in the Call Queue feature, meaning they become part of a calling group configured by you</p> <p>Features include:</p> <ul style="list-style-type: none"> • Software – Unified Communications software on mobile • Softphone - Use the app as a softphone to make and receive calls and configure the service using the applications • Instant Messaging – enables real-time written conversation with colleagues across mobile, tablet and desktop devices • Presence - displays the availability status of individual users across all devices. • Call forwarding - forward business calls to the desired numbers or devices e.g. mobile and/or PC • Call transfer – transfer calls to a colleague <p>See section 12 for more details of all included features</p>
Term	Month to Month
Early Termination Fee	N/A

11.4 Additional Add-On Features

(a) There are also extra additional features available for additional monthly charges.

Additional Auto Attendant Add-On	
Cost	Charged on a per product per month basis
Features	Calls are answered by Interactive Voice Response (IVR) technology with a configurable greeting and menu options allowing for the call to be directed to a specified destination
Term	Month to Month
Early Termination Fee	N/A
Availability	Only available to customers who connect and remain connected to a Vodafone One Net Service. If your Vodafone One Net Service is cancelled, your Additional Auto Attendant Add-On will also automatically cancel

Additional Call Queue Add-On	
Cost	Charged on a per product per month basis

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Features	Calls are directed to follow rules as set by the Administrator. This could mean a group of users devices all ring simultaneously, or user contact can be attempted in a set sequence, with the first user to answer taking the call. Whilst the caller is waiting for the call to be answered, messages or music can be played
Term	Month to Month
Early Termination Fee	N/A
Availability	Only available to customers who connect and remain connected to a Vodafone One Net Service. If your Vodafone One Net Service is cancelled, your Additional Call Queue Add-On will also automatically cancel

Receptionist Client Add-On

Cost	Charged on a per product per month basis
Features	Software that can be used in a receptionist role to manage incoming and outgoing calls to an organisation and set up conference calls
Term	Month to Month
Early Termination Fee	N/A
Availability	Only available to customers who connect and remain connected to a Vodafone One Net Service. If your Vodafone One Net Service is cancelled, your Receptionist Client will also automatically cancel.

Additional landline number

Cost	Charged on a per number per month basis
Features	If you desire to use a geographic number for a user rather than an extension, then you can buy an additional geographic number for your Vodafone One Net account. This number can then be assigned to the user in the Administrator portal
Term	Month to Month
Early Termination Fee	N/A
Availability	Only available to customers who connect and remain connected to a Vodafone One Net Service. If your Vodafone One Net Service is cancelled, your number will no longer follow the Vodafone One Net rules set by the Administrator

Additional number range

Cost	Charged on a per product per month basis
Features	If you wish to have a range of sequential geographic numbers available to your business to use with the One Net service, you can purchase a range of 50 numbers
Term	Month to Month
Early Termination Fees	N/A
Availability	Only available to customers who connect and remain connected to a Vodafone One Net Service. If your Vodafone One Net Service is cancelled, your numbers will no longer follow the Vodafone One Net rules set by the Administrator

12.0 Full service feature list

Where can I see all the features I can use as a Vodafone One Net user?

- 1.1. The table below contains all the user features that are available to each Vodafone One Net customer as means to configure business communications:

Feature Name

Feature Description

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Alternate Numbers w/ Distinctive Ring	Enables users to have up to ten phone numbers and/or extensions assigned to them. The usual ringing is provided for incoming calls to the primary phone number and users have the option of enabling a distinctive ring for calls to their second and third phone numbers. For outgoing calls from the user, the user's primary phone number is the calling line identity. This feature is often used to allow a single station to be called locally from multiple originating local calling areas.
Analog Hotline	The Analog Hotline (sometimes referred to as Automatic Ring Down or Hot Dial) feature configures an analog telephone connected to an Analog Telephone Adaptor (ATA) to automatically call a pre-configured telephone number when taken off-hook. When configured, the telephone only makes calls to one number and cannot be used to call any other number.
Anonymous Call Rejection	Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via the User portal or dialling the Feature Access Code (FAC), callers without available caller identification are informed that the user is not accepting calls at that time. The user's phone does not ring and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the group. You can deactivate the feature through the User portal or the FAC.
Barge-In Exempt	Enables a user to manage Barge-in settings to include allowing/not allowing users to Barge-in on your calls, and enabling/disabling the playing of a Barge-in warning tone.
Business Continuity (CFNR)	Business Continuity/Call Forwarding Not Reachable (CFNR) allows a user to designate a phone number for all calls to route to when your main phone is not reachable due issues such as unplugged phone, power outage, or natural disaster. Users have the option to activate and deactivate the service by dialling the feature code to activate or deactivate, or by configuring the service via the User portal. If activated, a user must specify the forwarding number. A status indicator on the User portal desktop identifies whether this service is enabled.
Busy Lamp Monitoring	Provides the ability to monitor the phone status of users within a defined group (for example, busy, idle, do not disturb). Each monitored user appears on a button/line appearance, and the status of each monitored phone is indicated by the button LED lamp/status icon.
Call Forward Always	Enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialling the activate or deactivate feature access code or configuring the service via the User portal. If activated, a user must specify the forwarding number. A status indicator on the User portal desktop identifies whether this service is enabled. Users may also forward these calls directly to Voice Mail by using the activate or deactivate feature access code or via the User portal.
Call Forward Busy	Enables a user to redirect calls to another destination when an incoming call encounters a busy condition. Users have the option to activate and deactivate the service by dialling the activate or deactivate feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number. Users may also forward these calls directly to Voice Mail by using the activate or deactivate feature access code or via the User portal.
Call Forward No Answer	Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. Users have the option to activate and deactivate the service by dialling the activate or deactivate feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number and the number of rings before forwarding. Users may also forward these calls directly to Voice Mail by using the activate or deactivate feature access code or via the User portal.
Call Forwarding Selective	Enables a user to define criteria that causes certain incoming calls to be redirected to another destination. If an incoming call meets user specified criteria, the call is redirected to the user specified destination. The user controls the service via User portal web interface in My Rules, which provides the ability to set the forwarding destination address and the criteria sets for determining which calls require

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	forwarding. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.
Call History	<p>Call history includes such information as start date, start time, calling number, called number, caller ID, caller ID information (city and state), call duration, and type of call (outgoing, incoming and missed).</p> <p>Administrators can view the call history for each number assigned to their account. Individual users can see their call history (outgoing, incoming and missed) and place calls via the click to dial feature.</p>
Call Hold & Resume	Enables a user to place an existing call on hold for an extended period of time, and then retrieve the call to resume conversation. While the calling party is held, the user can choose to make a consultation call to another party.
Call Logs w/ Click to Dial	Enables a user to dial a number when viewing call logs from the Call Log on a phone, User web portal, or Vodafone One Net software.
Call Notify	Provides an email notification to a user when they receive a phone call meeting specific defined criteria.
Call Redial	Enables users to redial the last number they called by clicking the feature button on their phone or by dialing the Call Redial feature access code.
Call Return	Allows users to call the last party that called, whether or not the call was answered by entered a feature access code.
Call Transfer –Attended	Attended: Enables a user to consult with the add-on party before transferring the caller. To initiate call transfer with consultation, the user hits the “transfer” button/icon and dials the add-on party. When the call is answered, the user can consult with the add-on party. To transfer, the user hangs up causing the caller to be connected to the add-on party. Alternatively, the user can use a flash hook to initiate the transfer. Users have the option to have a three way call instead by hitting the transfer button a second time after the add-on party answers the call.
Call Transfer – Blind	Blind: Enables a user to transfer a call to another party unannounced without conversation. To initiate a blind call transfer, the user hits the “transfer” button/icon and dials the add-on party. When the destination phone rings, the user hangs up and the call directed to the other party. Alternatively, the user can use a flash hook to initiate the transfer.
Call Waiting for up to 4 Calls	Enables a user to answer a call while already engaged in another call. When a second call is received while a user is engaged in a call, the user is informed via a call waiting tone. To answer the waiting call, the user presses the flash hook or feature button on the phone. The user connects with the waiting party and holds the original party. By pressing the flash hook/feature button, the user reconnects to the original party and holds the waiting party. The feature completes when any party hangs up.
Call Waiting ID	Displays the Caller ID information of the waiting party in support of the Call Waiting Feature.
Dialer for Chrome™	Users can make click-to-dial calls, access contacts, and manage selected BroadCloud features directly from a Chrome browser.
Directed Call Pick-up	A Group Call Pick-Up Feature which enables a user to answer a call directed to another phone in their group by dialing the respective feature access code followed by the extension of the ringing phone.
Directed Call Pick-up with Barge-in	This version of the Directed Call Pick-Up service enables the user to barge-in on the call if already answered, thereby creating a three-way call. Administrators can configure whether or not a warning tone is played when a barge-in occurs.
Do Not Disturb	Allows users to set their station as unavailable so that incoming calls are given a busy treatment. Users have the option to activate and deactivate the service by dialing a feature access code (activate or deactivate), configuring the service via their web interface, desktop or mobile client. A status indicator on the User portal desktop identifies whether this service is enabled.

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Enterprise Phone Directory	The Enterprise Directory in the User portal – My Numbers allows Users to access Contacts and Contact Groups within their organization. The Enterprise Directory is comprised of the Users and Groups that have been provisioned in their BroadCloud by their Site Administrator. Users have the ability to search Contacts / Groups by Name or Number and to initiate phone calls directly from the portal via Click-to-Call functionality.
Executive & Executive Assistant	The Executive / Executive Assistant services allow an Executive to select from a pool of Assistants, who have been assigned the Executive Assistant service and who can answer or place calls on their behalf. Executives can apply filters and set up screening based on call origination. Executives can also assign schedules for when calls should be handled by the designated Assistants. Assistants have the ability to set the Call Forward destination as well as choosing to Opt In or Out of an Executive's pool.
Extension Dialing, Variable Length	Enables users to dial only the extension number to call other members of their business group, without requiring the called parties full 7 or 10 digit number to be dialed. Variable Length Extension Dialing allows a group administrator to configure extension dialing within the group to be a fixed length that is between two and six digits.
Feature Access Codes	Feature Access Codes are codes that can be entered through the phone keypad to control the configuration of certain features. To use a Feature Access Code, off-hook the phone and enter the appropriate Feature Access Code. For features that require additional input, follow the audible prompts to input the required additional information. The code list is provided in the Quick Reference Guide.
Inbound Caller ID (Name & Number)	Provides the calling name and number provided by the caller's service to the user's equipment which can be displayed if equipped.
Inbound Fax to email	Provides users the ability to receive, store, review, and manage fax messages. Users are notified of new fax messages in the same way that they are notified of new voice messages. Incoming fax messages can automatically forwarded to a user specified email address.
Main Number outbound Caller ID	All outgoing calls from user stations will reflect the Main Office Caller ID Number rather than the individual station number (Except in cases where a station has 2-way DIDs).
Mobility	<p>A solution that allows users to unite their desktop phone with their mobile phone under one single business identity by extending the BroadCloud features transparently to a user's mobile phone. Calls made from the mobile phone uses the BroadCloud identity which makes it appear the user is calling from their business phone and not their mobile phone. Configuration of call settings can be made from either the mobile clients or the User portal</p> <p>The mobile phone is loaded with the BTBC mobile app (Android or IOS) which provides BroadCloud features:</p> <ul style="list-style-type: none"> • Ringing of either Desk or mobile phone or both • Optionally requiring answer confirmation • Single business appearance • VoIP calling over data network • Call-through Service using native dialer • Fixed Mobile Transfer - allows customers to transfer calls in progress between their landline or wireless phone and their BroadCloud desktop phone
N-Way Calling (6)	Allows users to add up to 5 other parties to a call. When on a call, the user presses the conference button on the phone and dials the number of the add-on party. When the called party answers, the user hits the conference button to add the add-on party. The user can repeat this sequence up to 5 times enabling a call with 6 parties.
Office Anywhere	<p>Office Anywhere is a "Fixed Mobile Convergence" feature that provides the following functionality directly or via the Office Anywhere Portal:</p> <ul style="list-style-type: none"> • Simultaneous Ring - allows customers to receive calls to their BroadCloud desktop phone on any landline or wireless phones when a call is received on their BroadCloud desktop phone.

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	<p>Unified Outbound Caller ID- allows customers to place calls from any landline or wireless phone using the outbound Caller ID of their BroadCloud desktop phone</p> <p>LD and International Deflection- allows customers to place long distance and international calls from any landline or wireless phone and have the charges applied to their BroadCloud bill instead of the landline or wireless phone</p> <p>Fixed Mobile Transfer - allows customers to transfer calls in progress between their landline or wireless phone and their BroadCloud desktop phone</p>
Outbound Caller ID Blocking	<p>Enables a user to block delivery of his/her identity to the called party. The feature can be enabled for a single call or for all calls. The user controls the service via a web interface or through feature access codes. If activated, all calls made by the user have the user's identity blocked.</p> <p>If this service is activated, users can still choose to allow the delivery of their Calling Line ID on a specific call by entering the respective feature access code for Calling Line ID Delivery per Call. Once the call is over, Calling Line ID Blocking is restored</p>
Personal Phone Directory	<p>The Personal Directory in the User portal – My Numbers allows Users to create and manage personal contacts in their web portal. Users have the ability to search personal contacts by Name or Number and to initiate phone calls directly from the portal via Click-to-Call functionality.</p>
Priority Alert	<p>Allows a user's phone to ring with a different cadence based on pre-defined criteria. This feature can be used as a way to quickly notify the user that a specific number is calling or when a call is from inside your group or outside your group.</p>
Privacy	<p>Allows users to exclude themselves from the group and directory listings visible to other users.</p>
Push-to-Talk	<p>Enables user to user intercom service across an enterprise. When a user dials the respective feature access code followed by the called party's extension, the system requests that the called station answer automatically. Users and administrators can define accept and reject lists, which can include wildcards.</p>
Remote Office	<p>Remote Office enables telecommuters and mobile workers to use all of their features while working remotely. Since calls are still originated from BroadCloud, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private.</p>
Selective Call Acceptance	<p>Enables a user to define criteria that causes certain incoming calls to be allowed. If an incoming call meets user specified criteria, the call is allowed to complete to the user. All other calls are blocked and the caller is informed that the user does not wish to receive the call. The user controls the service via a web interface portal which provides the ability to establish the criteria sets for determining which calls are allowed to complete. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.</p>
Selective Call Rejection	<p>Enables an End User Subscriber to define criteria that cause certain incoming calls to be blocked. If an incoming call meets End User Subscriber-specified criteria, the call is blocked and the caller is informed that the End User Subscriber is not accepting calls. The End User Subscriber controls the service via a web interface, which provides the ability to establish the criteria sets for determining which calls require blocking. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.</p>
Sequential Ring	<p>Enables users to define a "find-me" list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search to leave a message by pressing a DTMF key.</p>
Series Completion	<p>A Hosted POTS line feature. Every site turned up with at least two Hosted POTS lines includes Series completion at no additional charge, providing all the benefits of the traditional POTS provider hunt group, with enhanced control, and significantly less cost.</p>
Shared Call Appearance	<p>Allows for incoming calls to ring on up to 35 additional Site phones simultaneously for a Premium Station, and 5 additional Site phones for a Standard Station, connecting the first phone to be answered. If one of the phones is already hosting</p>

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	an active call under the line ID, incoming calls are delivered to the active phone and any outgoing calls from another phone using the same line ID are blocked. Shared Call Appearance is used to associate a user's Mobile or Desktop client with their main number.
Simultaneous Ring	Enables users to have multiple phones ring simultaneously when any calls are received on their BroadCloud phone number. The first phone to be answered is connected. For example, calls to a user's desk phone could also ring the user's mobile phone, in case the user is not at his/her desk. An optional setting for this feature is Answer Confirmation which requires the user answering the call to hit a digit on their phone before the call is completed. This ensures that a call is not picked by a voice messaging system before the call can be answered which may happen if a call is ringing to a cell phone that is turned off. With Answer Confirmation turned and a cell phone is turned off, other phones in the simultaneous ring list will still ring and can be answered.
Speed Dial	Speed Dial functionality in the User portal allows Users to program up to one hundred personal speed dial entries (00 -99) that can be dialed directly from the portal or used on their desk phones. Speed Dial entries configured in the User portal – My Number portal are automatically accessible on the User's desk phone.
Squared Key System Presentation	Squared Key System Presentation is a feature rich Key System replacement solution for the retail environment. A single Hosted Square Key station can be assigned to multiple individual lines on a single device or multiple devices simulating a traditional squared key system. Squared Key System Presentation has 4, 8, or 12 call capacity options allowing the flexibility to create small, medium, or large configurations.
T.38 Fax Support	T.38 is a protocol for relaying high-speed facsimile transmissions over IP. ATAs supporting T.38 are validated and tested; Analog faxes can be connected to an ATA line associated with a BroadCloud station.
Three-Way Calling	Enables a Subscriber to make a three-way call with two parties, in which all parties can communicate with each other. To initiate a three-way call while engaged in a regular two-party call, the Subscriber presses the conference button or flash hook and dials the third party. After the third party answers, the Subscriber presses the flash hook and forms a three-way call with the two parties. To drop the third party, the Subscriber presses the flash hook and is reconnected with the original party in a regular two-party call. If the Subscriber hangs up, all parties are released.
Unified Messaging	Allows users to access their voicemails via multiple options beyond direct phone access. Voicemail notifications can be retrieved via Visual Voicemail on the MyPhone dashboard, or via email with WAV file copies sent to any email address. Additionally, if you just want a notification of a voicemail, notifications can be sent to your cell phone via text or email. This allows users to be mobile and also have real time access to their voicemails like they were in the office. Unified Messaging also supports additional the uploading of voice greetings and setting call
User Web Portals	Web tools for Site self-administration and the User Dashboard allow easy setup and manipulation of features such as Automated Attendant, Hunt Groups, Call Rules, Call History Reporting, Selective Call Forwarding, and Voice Messaging.
Video (Point to Point)	Video Calling is supported between video enabled phones and clients on the same BroadCloud system. This includes the UC-One Desktop and Mobile clients, as well as VVX 500 and VVX 600 phones using the optional VVX USB camera. The camera is plug-and-play for users with Polycom VVX 500 or 600 phones.
Visual Voicemail	Allows a user to retrieve and listen to their voicemails and inbound fax messages (if inbound fax configured for that user) via the MyPhone dashboard.
Voice Mail	Provides a recorded announcement message and the ability for a caller to record a voice message for the called party. The announcement message can be a personal message recorded by the voice mail owner or a default system message.