

VBUC with Ring CX[®]

G-CLOUD15 PRICING



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Price Card

(All Charges in this document exclude VAT which shall be charged at the standard rate.)

The Charges will be set out in the Call Off Order Form and comprise:

a) **A one-off setup charge** ordinarily comprising:

I. **Charges for Professional Services**, including:

A. **Deployment Charges:** for a standard package of Professional Services relating to a particular deployment of the Service as ordered by the Buyer. All standard deployment packages are described in Appendix 2 to this Service Offer. Where a Buyer has ordered RingCX™ from Vodafone Business, there will be an additional deployment charge for the particular RingCX™ from Vodafone Business deployment package chosen; and

B. **Charges for additional days of Professional Services:** if required, Charges for any additional Professional Services days that are required over the standard Professional Services deployment packages described in Appendix 2 to this Service Offer. Additional Professional Service days shall be charged on a time and materials basis at the applicable rates set out in the Professional Services Rate Card below, and

II. **Charges for Deployment add-ons and other add-ons:** there are a number of activities that can be added to the core deployments, this includes on-site go-live support, ad-hoc end-user and administrator training, floorwalking and troubleshooting;

III. **Charges for CPE** (if any). CPE availability will be as set out in the Vodafone Business UC CPE Catalogue which will be published on the Vodafone public sector portal at <https://publicsector.vodafone.co.uk>; and

b) **A Monthly Recurring Charge** comprising:

i. For the Vodafone Business UC Service only, one bundled price including the licence fee plus the Buyer's choice of call tariff, being either:

A. **Inclusive 500 UK Minutes:** means an allowance of 500 minutes per month of outbound calls to the UK phone numbers beginning 01, 02 and 03 and UK mobile numbers. This is bought on a per User basis, but the 500 inclusive UK outbound minutes are pooled across Users at a Buyer account level. Unused minutes are not carried forward to the next month. If the inclusive 500 UK minutes are used before the end of the month, additional calls to these numbers will be charged at the applicable rates set out in the "Rates after allowance has been

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consumed” column of the Inclusive 500 UK Minutes rate card in Appendix 1 to this Service Offer. The rates for calls to other UK numbers and international numbers in different zones are set out in the Inclusive 500 UK Minutes rate card below;

- B. **UK Unlimited Minutes + 100 Min International:** means the User can make unlimited outbound calls to 01, 02, 03 and UK mobile numbers (with a fair usage policy of 5000 outbound minutes per User) and a monthly allowance of 100 minutes of international calls for applicable zones, as set out in the UK Unlimited Minutes + 100 Min International rate card in Appendix 1 to this Service Offer. If the fair usage policy is exceeded in any month, additional calls that month will be charged at the applicable rates in the “Rates after allowance has been consumed” column in the applicable rate card in Appendix 1. This is bought on a per User basis, but the 100 International outbound minutes are pooled across Users at a Buyer account level. Unused minutes are not carried forward to the next month. If the 100 International minutes are used before the end of the month, additional calls to these numbers will be charged at the applicable rates set out in the “Rates after allowance has been consumed” column in the applicable rate card in Appendix 2. The rates for calls to other UK numbers and international numbers in different zones are set out in the applicable rate card below; or
- C. **Pay As You Go:** this tariff does not include any inclusive outbound minutes and all calls are charged as per the rates set out in the Pay as You Go rate card in Appendix 1 to this Service Offer.
- D. In relation to each tariff:
 - I. DDI's will be provided at a rate of up to 150 DDI's per 100 users;
 - II. All calls made by Buyer using the Service will automatically terminate after a duration of 240 minutes; and
 - III. The start and end dates of the billing period will be shown on the invoice and may include calls from previous periods which could not be billed before due to technical or administrative reasons.
- ii. When RingCX™ from Vodafone Business is ordered with the Vodafone Business UC Service, there will be an additional licence fee for RingCX™ from Vodafone Business (this may be shown as a bundled price with the Vodafone Business UC Service in the Call-Off Order Form). When RingCX™ from Vodafone Business is ordered, the Buyer must use the Pay as You Go tariff for outbound calls at the applicable rates set out in Appendix 1 to this Service Offer; and
- iii. Any other Simple Add-ons ordered by the Buyer in relation to the Vodafone Business US Service (and RingCX™ from Vodafone Business, if applicable) that are not included within the one-off set up charge. E.g. charges for Buyer training (ordered as a Training Tier).

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VBUC License Pricing

a) Core licences

- All Users must have the same core licence.
- Licences are charged on a per Subscription Per Month rental.

Licence Bundle (any contract length)	Entry	Voice Only Standard	Voice Only Premium	Standard	Premium	Business Line
Pay as You Go	£4.60	£6.20	£7.20	£9.40	£12.50	£5.50
Inclusive 500 UK minutes	£5.50	£7.00	£9.80	£10.30	£14.76	£6.30
UK Unlimited plus 100 minutes International (Ireland, Europe Zone 1, US & Canada)	£7.50	£8.50	£11.30	£12.30	£15.75	£8.30

b) Additional licences

Optional licenses	Entry
Limited extension	£3.50
Live Reports	£19.00
Cloud PBX for MS Teams	Free of charge

- Limited Extension: is an add-on licence designed for making/receiving calls in common areas.
- Live Reporting: is an add on licence that does not incur tariff or additional service management charges.
- Cloud PBX for MS Teams: enables Users to make and receive calls directly from a Microsoft Teams client. In order to use this Service Element, Buyer must have the appropriate Microsoft Teams licence.

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VBUC Deployment services

The scope of work associated with each item is described in Part A of Appendix 2 to this Service Offer. The Buyer has three core deployment options for the Vodafone Business UC Service:

Core Deployment Types

Type of Core deployment	One-off Price
Vodafone Led Remote Deployment	Free of charge
Vodafone Led One-site Deployment	£500
Single Line Replacement Deployment	Free of charge (Max 5 sites)

Deployment add-ons

The Buyer may also order any of the following optional Simple Add-ons at the prices set out below:

Deployment Add-on	One-off Price
Remote Training	£ 95 per hour
Engineer On-Site Deployment (max 1 site and 25 users)	£ 750
On Site Go Live Support	£ 500 per day
Embedded Dialer Integration App	£ 300
Single Sign on advice help desk	£ 325
Active directory advice help desk	£ 325
Enhanced Network Readiness Assessment	£ 1,025 per site
Bring Your Own Device (1 – 15 devices)	£ 150
Bring Your Own Device (16 – 200 devices)	£ 300
Bring Your Own Device (201 – 500 devices)	£ 450
Account Federation	£ Free of Charge

Buyer Training Packages

The Buyer may also opt to order one of the following Training Packages as an optional Simple Add-on:

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Training Package	Recurring Charge per Training Package per Month
Training Tier 1	£10
Training Tier 2	£ 15
Training Tier 3	£ 20

Each Training Package gives the Buyer a set number of tokens to spend on virtual training sessions, as per below, and access to other online training on the RingCentral website:

Tokens earned on each Training Tier and contract length

Training Package	Contract length (months)			
	12	24	36	60
Tier 1	1	2	3	5
Tier 2	2	4	6	10
Tier 3	3	6	9	15

Virtual Courses available to spend Tokens

Training Course	Token needed	Max Users
Virtual training – End User Basic for Front Office Staff	1	30
Virtual training – End User Basic for Trainer	1	30
Virtual training – End User Basic	1	30
Virtual training – End User Basic for Executive Assistants	1	30
Virtual training – End User Basic for Remote Workers	1	30
Virtual training – Admin Basics	2	6
Virtual training – Intro to Reporting and Analytics	2	6
Virtual training – Analytics – Using Live Reports*	2	6
Virtual training – Using QOS Reports	2	6
Virtual training – Bridge Operator Console*	1	6
Virtual training – Troubleshooting Basics	2	6

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Virtual training – Troubleshooting Video Meetings*	1	6
Virtual training – Troubleshooting for Helpdesk Agents 2	2	6
Virtual training – Troubleshooting for Helpdesk Agents 3	3	6

For example, a Training Tier 3 Package that costs £20 per month, will give the Buyer **9 Tokens** on a 36-month contract. The Buyer can spend these tokens on the various courses set out above. Alternatively, the Buyer may purchase the above virtual training directly at the prices set out in Appendix 2 to this Service Offer.

Professional Services Rate Card

Price per Day	Price per Day (£)	Visit Change (£)	Price per Hour (£)
Senior Solution Architect	575		
Installation/ Configuration Engineer	350		
Senior Project Manager	520		
Training/ Floor walker	500		
Out of Hours Installation Engineering on site (Monday – Friday)		0	85
Out of Hours Installation Engineering on site (Saturday)		0	85

RingCX™ from Vodafone Business Charges

If the Buyer orders RingCX™ from Vodafone Business as an addition to the Vodafone Business UC Service, the applicable pricing (comprising a Licence fee, the cost of a Deployment type and any Simple Add-ons ordered) will be as set out below.

Licence (charged on a per Subscription Per Month rental.)

RingCX Licence	Recurring charge
Named agent seat (2000 IVR minuets per agent included)	£50.00 per month

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Deployment Types

The Buyer has the following options for the deployment of RingCX™ from Vodafone Business. These options are described in more detail in Part B to Appendix 2 of this Service Offer.

Item	Price	Charge Type
RingCX – Express Deployment	£4,950.00	One-off
RingCX – Express Deployment with Dialer	£4,950.00	One-off
RingCX – Standard Deployment	£19,575.00	One-off

Simple Add-ons

Item	Price	Charge Type
RingCX – Add-ons		
IVR Service: 25K Minutes Bundle per month	£ 300.00 per month	Recurring
ASR Entry (up to 1000 mins)	£ 24.00 per month	Recurring
ASR Standard (up to 5000 mins)	£ 120.00 per month	Recurring
ASR Premium (up to 10000 mins)	£ 240.00 per month	Recurring
Co-Browsing Extension for Web Chat Connector per seat, for all seats	£ 12.00 per month	Recurring
Line of Credit for WhatsApp Business	£ 1,140.00	One-off
Mgmt fees for WhatsApp Business Comms	£ 114.00	One-off
Call recording storage - 90 days, per seat	£ 8.00 per month	Recurring
Call recording storage - 1 year, per seat	£ 20.00 per month	Recurring
Call recording storage - 3 years, per seat	£ 36.00 per month	Recurring
Call recording storage - 5 years, per seat	£ 52.00 per month	Recurring
Call recording storage - 7 years, per seat	£ 68.00 per month	Recurring
Analytics - Historical Data Retention 3Y, per seat	£ 36.00 per month	Recurring

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Analytics - Historical Data Retention 5Y, per seat	£ 60.00 per month	Recurring
Analytics - Historical Data Retention 7Y, per seat	£ 84.00 per month	Recurring
RingCX All types of Deployment Add-ons		
10 additional agents (Voice and Digital)	£ 225.00	One-off
10 additional categories	£ 900.00	One-off
3 additional menus (once per account)	£ 450.00	One-off
3 Caller ID Buckets (Local Connect)	£ 225.00	One-off
5 additional campaigns (requires dialer add-on)	£ 900.00	One-off
Additional chat channel	£ 450.00	One-off
Additional Language - Digital (LOE subject to change d/o use case)	£ 450.00	One-off
Additional Language - Voice (LOE subject to change d/o use case)	£ 900.00	One-off
ASR directed dialog, up to 15 actions/utterances	£ 1,125.00	One-off
Continuous Project Management	£ 200.00	One-off
Each 5 queues	£ 450.00	One-off
Outbound Dialer Preview Mode Only	£ 2,750.00	One-off
RingCX - Express Deployment Simple Add-ons (inc. Express Deployment with Dialer)		
Additional email channel	£ 1,350.00	One-off
Each agent script (3 pages, 5 elements per page) (3 scripts total)	£ 900.00	One-off
Salesforce API Integration (screen pop only)	£ 1,000.00	One-off
ZenDesk API Integration (screen pop only)	£ 1,000.00	One-off
RingCX - Standard Deployment Simple Add-ons		
Additional email channel	£ 900.00	One-off
Each agent script (3 pages, 5 elements per page)	£ 900.00	One-off
Each WhatsApp channel	£ 6,675.00	One-off
Salesforce API Integration (screen pop only)	£ 1,500.00	One-off
Additional social channel such as Facebook	£ 450.00	One-off

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All Inbound Advanced setup	£ 2,225.00	One-off
Apple Business Chat channel	£ 13,350.00	One-off
ZenDesk API Integration (screen pop only)	£ 1,500.00	One-off

RingCX™ from Vodafone Business-specific remote training session packages are available as optional Simple Add-ons at the pricing set out in Appendix 1.

RingCX™ from Vodafone Business-specific remote training session packages are available as optional Simple Add-ons upon customer requirements, and the pricing will be provided accordingly.

Appendix 1: Deployment of RingCX™ from Vodafone Business

1.) Overview

The Buyer may select one of three Core Deployment packages to implement RingCX™ from Vodafone Business: (i) RingCX – Express Deployment; (ii) RingCX – Express Deployment with Dialer; and (iii) RingCX – Standard Deployment. The activities involved in relation to each deployment type that are available for inclusion in a Statement of Work are described below. Simple Add-ons may be purchased as optional extras.

RingCentral will implement RingCX™ from Vodafone Business remotely as Third Party Provider on behalf of Vodafone, pursuant to the applicable Statement of Work. Vodafone's obligations in relation to RingCX™ from Vodafone Business shall be as set out in the applicable Statement of Work. All Professional Services will be delivered remotely, unless expressly stated otherwise in the SOW.

2.) RingCX – Express Deployment

1.1. Project Management

- A dedicated RingCentral Implementation Manager (IM) will be assigned to the Project to work with the Buyer during the implementation of RingCX™ from Vodafone Business.
- The IM will act as the single point of Buyer contact for a period of up to 40 Working Days (from and including the IM's first engagement with the Buyer), with responsibility for the following activities:
 - Running a kickoff session;
 - Creating and managing a project plan and schedule;
 - Completing resource assignment and scheduling in accordance with the project plan and schedule;

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- Setting up project documentation and timelines in collaboration with the Buyer;
 - Identifying, communicating, and mitigating project risks and issues; and
 - Managing change requests.
- The IM will primarily correspond with a nominated Buyer single point of contact (CSPC).
- Any Professional Services will be performed by RingCentral between 8:00 AM to 5:00 PM, Monday-Friday, excluding UK public holidays.

1.2. Design and Buyer requirement capture

- RingCentral will initiate a planning and design process, working in conjunction with the CSPC, to capture the Buyer's requirements (including any acceptance criteria for UAT) in a Business Requirements Document (BRD) and establish the Buyer's Voice design and Digital design for RingCX™ from Vodafone Business.
- The Buyer is responsible for facilitating RingCentral's access to its data. The Buyer shall not unreasonably withhold or delay the provision of data in the directed formats and templates specified in the BRD.
- RingCentral will collect the required Buyer data, with assistance from the Buyer (as reasonably required by RingCentral), and complete the BRD
- Each of RingCentral and the Buyer must sign off the BRD before the deployment can progress to physical deployment by RingCentral
- The Buyer acknowledges and agrees that any delay in providing RingCentral with data or any changes to the BRD required by the Buyer may result in additional Charges.

1.3. Build and Configuration

- RingCentral will remotely build and configure the interfaces for the Voice design and Digital design to the specification agreed in the BRD.
- For the Voice design build, RingCentral will:
 - configure:
 - a single IVR with up to two (2) tiers (configure up to five options for tier one, and up to ten options for tier 2)
 - up to twenty-five (25) total named agents (note: total for voice + digital not to exceed 25)
 - up to ten (10) inbound voice queues; (note: total for voice + digital not to exceed 10), including:
 - Configuration of audio recording
 - Addition of callback in queue to call
 - Addition of agent voicemail
 - Addition of Buyer provided prompts, greetings, or messages to call handling flow in English only
 - provide administration:
 - of up to five (5) Buyer admin accounts (note: total for voice + digital not to exceed 5);
 - and assignment of role profiles (administration of up to ten (10) disposition codes; (note: total for voice + digital not to exceed 10));
 - of up to five (5) unavailable codes;

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- of up to ten (10) inbound telephone numbers;
 - and configuration of Buyer Hours of Operations (HOO) (up to two (2) IVR HOO and up to two (2) queue HOO)
- For the Digital design build, RingCentral will
 - configure up to:
 - one (1) source (Chat only);
 - five (5) categories (Tags);
 - ten (10) dispositions (note: total for voice + digital not to exceed 10);
 - twenty-five (25) agents; and
 - five (5) auto-replies
 - implement the Chat channel.

1.4. Training and Support

- RingCentral will provide up to one (1) hour of remote go live support for Buyer agents
- RingCentral will provide self-paced training via eLearning on RingCentral University
- RingCentral will provide up to one (1) hour of remote training covering key capabilities of RingCX™ from Vodafone Business

1.5. Testing

Quality Assurance Testing

- RingCentral will perform quality assurance testing (QAT) following final configuration of RingCX™ from Vodafone Business to meet the requirements set out in the BRD.
- RingCentral will notify the Buyer when this QAT is complete, so that the Buyer can start its user acceptance testing (UAT).

UAT Assumptions

- During UAT, the Buyer will designate users to complete application testing in mock real-world scenarios to validate that RingCX™ from Vodafone Business build matches the BRD.
- The Buyer will perform UAT based on the UAT scenarios and acceptance criteria agreed between the Buyer and RingCentral and set out in the BRD
- The Buyer must ensure that its staff participating in UAT complete all pre-recorded online training sessions for agent, supervisor, and/or admin related to their job role prior to starting UAT
- The outcome of all UAT scenarios shall be documented by the Buyer in a UAT Appendix to the BRD and provided to RingCentral at completion of testing:
 - The Buyer will provide any variation in expected results (errors, flaws, failures, adjustments) to the IM for review and resolution; and
 - RingCentral will provide an expected variation resolution date and submit back to the Buyer for additional testing once the issue is resolved

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- Upon completion of all UAT scenarios, the Buyer will submit final written completion of testing to RingCentral prior to scheduling go live
- The Buyer acknowledges that any changes requested by the Buyer to configuration not included in the BRD will need to go through Change Management

UAT Requirements

- Buyer and RingCentral will enact a mutual software/code freeze prior to start of QAT and UAT
- The Buyer shall perform UAT within five (5) business days of application handoff from RingCentral for any deliverables, unless otherwise agreed by the RingCentral and the Buyer
- The Buyer acknowledges that any Buyer changes in software or code following written UAT completion resulting in new application behaviours may result in additional Charges to the Buyer via Change Management for troubleshooting and issue resolution

Buyer Responsibilities

The Buyer is responsible for the following:

- Nominating a CSPC;
- Timely provision of complete data as required during Buyer specific requirements capture steps;
- The Buyer's own LAN/WAN infrastructure including meeting the network requirements for the Service Network and System Requirements;
- Quality of Service (QoS) configuration;
- Firewall or Access Control List (ACL) configuration;
- Power over Ethernet (POE) port activation / configuration;
- Performing UAT including;
 - Completing Vodafone Buyer journey mapping for UAT;
 - Providing resource(s) to complete training prior to start of UAT;
 - Providing resources to complete UAT in a timely manner;
 - Completion of thorough UAT prior to go live;
- Internal communications to the user population regarding changes and impact to include, but not limited to:
 - Timing communication for training, testing, go live;
 - Organizational updates and readiness;
 - Login / access updates;
 - Impact and change documentations.
- Tracking resource attendance and completion of all provided training session(s); and

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Any other specific Buyer responsibilities described above for each phase of the Project

3.) Ring CX - Express Deployment with Dialer

If Buyer selects RingCX - Express Deployment with Dialer, RingCentral will provide the services and output described in the RingCX – Express Deployment section and, as part of these services, will additionally implement a dialer function with the following features:

- Up to 3 dialer campaigns;
- Up to 5 custom lead fields; and
- 1 inbound queue for return calls.

4.) Ring CX - Standard Deployment

If Buyer selects RingCX - Standard Deployment, RingCentral will provide the services and output described in the RingCX – Express Deployment section, except in relation to Build and Configuration, where RingCentral shall provide the following activity:

Build and Configuration

- RingCentral will remotely build and configure the interfaces for the Voice design and Digital design to the specification agreed in the BRD.
- For the Voice design build, RingCentral will:
 - configure:
 - and set up a single IVR
 - up to fifty (50) total named agents (note: total for voice + digital not to exceed 50)
 - up to fifteen (15) inbound voice queues; (note: total for voice + digital not to exceed 15), including:
 - Configuration of audio recording
 - Addition of callback in queue to call
 - Addition of agent voicemail
 - Addition of Buyer provided prompts, greetings, or messages to call handling flow in English only
 - provide administration:
 - of up to ten (10) Buyer admin accounts (note: total for voice + digital not to exceed 10);
 - and assignment of role profiles (administration of up to fifteen (15) disposition codes; (note: total for voice + digital not to exceed 15));
 - and configuration of Buyer Hours of Operations (HOO) (up to two (2) IVR HOO and up to two (2) queue HOO); and
 - of up to five (5) agent scripts (up to 3 pages of agent scripts, up to 5 elements per page).
- For the Digital design build, RingCentral will

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- implement up to five (5) sources;
 - configure up to:
 - fifteen (15) categories;
 - fifteen (15) dispositions (note: total for voice + digital not to exceed 15);
 - fifty (50) agents;
 - fifteen auto-replies (15) auto-replies; and
 - up to 1 CSAT survey.
- The following limitations will apply to the Digital design build:
 - Up to five (5) email addresses (on the same domain);
 - No customization of Chat window and button (colors only);
 - No Chat/Web Messaging pre form;
 - Chat configurations will include 1 channel, 2 buttons, and 1 window; and
 - Up to one (1) SMS channel.

5.) Simple Add-ons

Simple add-ons can be purchased as part of any core deployment type, where ordered and specified in this Service Offer the Simple Add-ons will be provided as specified in this section. All Simple Add-ons will be provided remotely unless specifically described as onsite.

Simple Add-on Catalogue
• 10 additional agents (Voice and Digital)*
• Each 5 queues
• 3 additional menus (once per account)
• Each agent script (3 pages, 5 elements per page)
• 5 additional campaigns (requires dialer add-on)
• 3 Caller ID Buckets (Local Connect)
• ASR directed dialog, up to 15 actions/utterances
• Additional Language - Voice (LOE subject to change d/o use case)
• Additional chat channel
• Additional email channel
• Additional social channel such as Facebook
• 10 additional categories
• All Inbound Advanced setup
• Each WhatsApp channel
• Apple Business Chat channel

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• Additional Language - Digital (LOE subject to change d/o use case)
• Outbound Dialer Preview Mode Only
• Continuous Project Management
• ZenDesk API Integration (screen pop only)
• Salesforce API Integration (screen pop only)
• Other API Integrations

Training:

The following remote training session packages are available as optional Simple Add-ons at the pricing set out in the table below:

Training Package	Price
Basic: - Virtual Instructor-Led Training (VILT) for the following courses: - RingCX Introduction & Overview - 1hr - RingCX Admin - 2hr - RingCX Supervisor - 1hr - RingCX Agent - 1hr - RingCX Analytics and Reporting - 1hr	£1,092
Advanced: - Includes Basic plus: - Virtual Instructor-Led Training (VILT) for the following courses: - RingCX IVR - 1hr - RingCX Advanced Analytics - 2hr	£1,815

The scope of the training packages are available upon request.

Network Readiness Assessment:

- If requested by the Buyer prior to go-live, RingCentral will provide the Buyer with one (1) assessment of the Buyer's primary Internet Service Provider (ISP) connection to and from RingCX™ from Vodafone Business (an NRA). This connection will be at the Buyer's firewall (edge).

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- If a Network Readiness Assessment is requested in accordance with this section, RingCentral will provide the following:
 - RCX Network Requirements Documentation;
 - Network probe installation guide; and
 - Up to 4 hours of a RingCentral Network Engineer's time in assistance, including assistance with the network probe installation and documenting and providing the network assessment results to the Buyer.
- The Buyer acknowledges and agrees:
 - that any NRA must be completed prior to go-live or the Buyer will forfeit the right to this Service; and
 - to install and remove a probe under the guidance of the RCX Network Engineer.

6.) Definitions

Defined Term	Meaning
RCX Network Requirements Documentation	means a document that sets out the technical network requirements that the Buyer must meet to use RingCX™ from Vodafone Business