

Vodafone steps up its customer network service

- **Full network transparency: Technical Service Cockpit for real-time network availability monitoring**
- **Always connected with tethering: no data limit during service interruptions**

Düsseldorf/Hanover, 15 March 2015 – Companies of all sizes know that good broadband is essential to successful business. They can generally take online availability for granted. When service impairments do occur, however, they need fast solutions because business processes cannot run smoothly without broadband internet and a stable network. What's more, without online access it's impossible to place orders, correspond by e-mail or conclude contracts. That's why Vodafone is committed to full network transparency for enterprise customers. Its new Technical Service Cockpit allows them to see network availability at their sites in real time. Service impairments are immediately identified and service restoration activities can be initiated straight away. Vodafone also has an emergency assistance concept for fixed network customers during service interruptions which involves tethering - or using the customer's smartphone as a modem for PC internet access until service is restored. This wireless broadband internet service is provided free of charge. Vodafone also helps smaller businesses in similar circumstances by providing them with a free mobile hotspot (MiFi).

"The Vodafone Technical Service Cockpit gives enterprise customers full transparency plus a 360 degree view of real-time network availability at all their German sites. Our enterprise customers are always the first to know when there's a network problem that needs a fast response", said Robert Hackl, CCO at Vodafone Germany.

The cockpit operates according to a very simple traffic light concept. It uses colours to indicate the network status at the enterprise customer's site. Green means maximum broadband performance. Red means a service interruption. And yellow denotes that Vodafone has already deployed an interim solution in response to a network fault. The Technical Service Cockpit also provides the customer with regular updates on service restoration status and information about the expected time back to service so that they can plan their processes and resources more effectively.

Full transparency and accelerated processes aren't the only benefits that Vodafone enterprise customers enjoy. In future there will be a Plan B for smaller sized enterprise customers experiencing fixed network faults. If the fault results in a lengthy period of network unavailability, Vodafone will get them back in business quickly with small mobile LTE Wi-Fi routers called MiFis. Up to five devices can be connected to the network straight away with each MiFi. Even private consumers experiencing line faults can stay connected in future because Vodafone will turn their smartphone or tablet into a WiFi hotspot through tethering, enabling them to use their PC for broadband internet access again via the wireless network. This service is free of charge and without data volume restrictions until the fixed line service is restored. And, of course, the temporary diversion of calls from the fixed network number to the customer's mobile phone number is free of charge.

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Media Release

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Vodafone already offers enterprise customers LTE hybrid routers for the reliable back up of all data services. They can be connected up to the fixed or wireless network, though the router initially uses the fixed line network. If the network fails, it switches over to the mobile broadband network with the integrated SIM card.

Vodafone is exhibiting in its own Pavilion 32 at this year's CeBIT in Hanover again, where it will be showcasing a comprehensive range of products for German and international enterprise customers. You can find further CeBIT information for the media at www.vodafone.de/presse. The new Vodafone online magazine www.featured.de/business also provides comprehensive information about Vodafone Germany's enterprise business.



Vodafone Germany

Vodafone Germany is one of the largest and most modern telecommunication services providers in Europe. It realises turnover of more than 9.8 billion euros (together with Kabel Deutschland) and has 10,500 employees. Based in Düsseldorf, Vodafone Germany is a one-stop innovative and integrated technology and service provider with a portfolio including mobile communications, fixed network telephony, internet and broadband data services for enterprise customers and private consumers. Continuous development, numerous patents and investments in new products, services and the modern network have made Vodafone an innovation leader in the German telecommunications market. Vodafone is committed to CSR. The German Vodafone Foundation is a socio-political think tank that initiates and supports numerous projects in the fields of education, integration and social mobility. The company is part of the Vodafone Group. Visit the website at www.vodafone-deutschland.de for further information.

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