

Business Lines FAQs

- **Which rate plan am I eligible for?**

Your rate plan is decided based on your band as follows

- Band E: Red 800
- Band F: Red 500
- Band G1: Red 300
- Band G2, H1 & H2: Red 150
- Contractor: Flex 65

If your role requires a rate plan upgrade, you can refer to your business partner with business justification to get their approval

- **What happens if I consume my bundle before renewal date? If we at any point want to upgrade the data bundle, can we do it? If yes how are we going to get charged?**

For Red 300, 500 & 800 employee will have to get back to benefits team for bundle renewal and the charge is fully covered by company in case it is business related.

For Red 150: employee can upgrade or renew bundles on their own expense. And the extra will be deducted from Payroll Normally.

- **How can I reach help desk, HR and fleet hot lines?**

New numbers have been assigned to replace internal hotlines:

- HSW Helpdesk: 01009883111
- PFM Helpdesk: 01009884111
- Fleet Helpdesk: 01009884222
- VOIS IT Service Desk team: 01001888853
- The rest to be added

- **As Red customers do I benefit from Red reward points?**

Family lines only will benefit from VF Red reward points since they are fully funded by employee.

- **Can I call the call center to make changes on my line?**

Red 300, 500 & 800: Employee will need to get back to Benefits through VOISEGConnectivity mailbox for any changes on the line that incur extra cost.

Red 150: Employee will have full authority on their lines through 888

- **What will happen to my V2V lines?**

You can choose any of our available enterprise rate plans to migrate your V2V lines to and the bills will get deducted from your payroll.

Send your request to benefits team on VOISEGConnectivity mailbox.

You have up to 8 lines to add as your family lines

You will have full authority on their lines through 888

- **International Calls**

International calls are automatically activated for all Red 300, 500 & 800 lines, costs are fully covered by company. However priority is to use Skype for business and data driven communication solutions.

Red150 lines can activate their international calls through 888 with 15% discount.

- **Do we get all VF Red benefits?**

Yes, as a Vodafone Red customer you can enjoy all VF Red deals and discounts.

- **If we are going to be charged for our family lines, which rate plans are available to migrate to (enterprise or consumer)?**

You can migrate your family lines on any of our available enterprise rate plans.

(Red 150, Red300, Red500, Red800 or Flex).

Any future Rate plan that will be developed for Enterprise customers will be available.

- **1000 intranet minute is very few for our teams especially during WFH situation.**

1000 min gives you approximately 16 hours in addition to the original minutes provided within your package.

We recommend prioritizing using Skype for business for intranet communication. This should minimize your usage, but in case there is business related justification you can send to benefits team to top up your minutes.

- **The current H & G2 employees who were activated as business use exceptionally - will they be migrated to Red 300 or Red 150?**

Rate plans are decided based on employee bands except for some exceptional roles that requires a higher rate plan. This exception must be approved by HR business partner and Head of your function.

- **For the Intranet, will it be VF2VF or employee to employee?**

Intranet minutes are between lines on our VOIS enterprise account, so it is between VOIS employees and family lines.

- **RED300 with 15GB is low especially for whom has no ADSL service in their areas or don't have data sim cards and in the circumstances, we are facing now days**

During the WFH situation employees are either granted connectivity allowances or data Sims to support better connectivity for business use also post migration employees will be free to request upgrades.

- **Due to Covid-19 Situation, our data bundle is doubled, will this remain the same?**

During the WFH situation employees are either granted connectivity allowances or data Sims to support better connectivity for business use also post migration employees will be free to request upgrades

- **May we know the expected date of migration?**
The migration is already taking Place, we've begun with migrating business use lines and we're moving on to employee VPN then family lines. We're expecting the migration to be totally done by the month of August'20.
- **What about VPN prepaid, employees don't want to convert to postpaid, so what is the rate plan that they are eligible for?**
The only available prepaid rate plan is Flex 65 and it is for contractors. Yet an employee can chose if he wants his line to be on Control so he doesn't incur extra charges
- **Are there any changes to the phone allowance and installment benefit?**
No, there is no change in the phone program or installment benefits.
They remain as is following the old policy for now however, there will be changes to this policy soon.
- **Do we still get the ADSL discount benefit?**
Yes, there is no change to ADSL benefit. You get 15% discount on ADSL as is.
- **As an employee we used to be treated as a premium customer, for example when calling customer service hotline, is it going to be changed?**
Calls to customer service will be routed normally based on your rate plan segmentation.
- **What is the charging for each extra calls/megabits once minutes/bundle is finished? And regarding the payment how will it take place?**
After consuming all your minutes you will be charges **19pt/min**. The extra charges will be deducted from your payroll normally.
As for the data bundle your internet speed will be throttled after you've consumed your bundle, however there will not be any extra charges for usage.
- **How can we request the new red tariffs for the new employees & how can we deactivate the tariffs the resigned employees?**
All Request should be done through Ask HR with line manager approval, until the launch of our new portal where all of the requests will be done through.
- **What will be the situation for Business use Data SIM? What about the existing data SIMs?**
No change for now. However, this will change in following phases
- **Is balance transfer still available?**
Balance transfer is available and it will be deducted from the Payroll directly