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Scalable.
Tailored.

FAQs.

Your Trusted Telecoms Partner

VODAFONE BUSINESS MOBILE FOR MICROSOFT TEAMS

1. **What is Vodafone Business Mobile for Microsoft Teams?**

   It's a solution that integrates your Vodafone mobile number directly with Microsoft Teams. You can make and receive calls from your Vodafone business number across Teams (desktop, mobile, tablet) and your mobile phone – giving you a single, consistent identity.

2. **Can I keep my existing mobile number?**

   Yes.
   Your current Vodafone business mobile number will be enabled for Teams.

3. **Can I use the same number across all my devices?**

   Yes. With Vodafone Teams Mobile you have one number, everywhere. Your Vodafone business mobile number works seamlessly in Microsoft Teams on your mobile phone, laptop or tablet, as well as on your physical SIM. No matter which device you're using, customers will always reach you on the same number.

4. **How does it work?**

   Vodafone Teams Mobile is a simple add-on to your existing Business Mobile price plan. It works with your current Microsoft subscriptions, supports both physical SIMs and eSIMs and is quick to set up and deploy.

5. **Do I need an additional Teams licence?**

   Yes. You'll need a Microsoft Teams Phone Standard licence (or a Microsoft 365 licence that includes Teams Phone). The DRC team can confirm what's included in your plan.

6. **Can I move calls between Teams and my mobile?**

   Yes. Calls can be seamlessly transferred between Teams and your Vodafone mobile without any drop in connection. You can start a call in Teams and continue it on your mobile, or vice versa.

7. **Is it easy to add new numbers?**

   Yes. You can easily add mobile numbers and services into Teams for instant, seamless collaboration across your business.

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FAQs cont...

8 **Will my call history stay in one place?**

Yes. Your call history is merged across Teams and mobile, making it simple to view and track call logs on any device.

9 **Do I need a SIM card?**

Yes. Your Vodafone SIM continues to work as normal. This service simply extends your number into Teams, giving you more flexibility.

10 **Can I avoid anonymous or no-caller ID issues for my customers?**

Yes. Vodafone Teams Mobile ensures that a consistent name and number is displayed on every call, so your customers always know who is calling.

11 **Is the service secure?**

Yes. Vodafone Teams Mobile includes enterprise-grade security and built-in policy enforcement, ensuring every call remains compliant and giving IT teams full control and visibility.

12 **Can I use it abroad?**

Yes.
Vodafone roaming rules apply and Teams works wherever you have internet access.

13 **What happens if I don't have internet access?**

If you're offline, your Vodafone SIM works as normal – you'll still be able to make and receive calls over the mobile network.

14 **How is this billed?**

The service is billed through your Vodafone business mobile account. Your existing plan and allowances apply.

15 **Who manages the setup and support?**

Setup is quick and simple.
It can be managed by your IT team internally or the DRC team.

Curious? Chat with the DRC team - book your discovery call to learn more.