

## Vi™ Business Plus - Frequently Asked Questions

### Q1. Who is eligible for Google Workspace?

Each new, as well as existing customer, with Business Plan ₹399, ₹ 499 & ₹799 are eligible for a Google Workspace license.

### Q2. How would we know if we are eligible for the Google Workspace offer?

You are eligible for Google Workspace offer if you have activated an ₹399, ₹499 or ₹799 Business Plus plan. We are sending emails and SMS to authorised signatories of the organisations to avail this offer. You can request your authorised signatory, if you want to avail this offer. Of course, our sales representative will also inform you about it.

### Q3. Is the offer valid for bespoke deals given other than regular Business Plus plans?

It is eligible only for Business Plus plan propositions built for COCP customers.

### Q4. Is the offer eligible for IOIP connections?

No, it is only for Business Plus COCP connections. If there are COCP + IOIP connections running in the account, it can be given only for eligible COCP connections.

### Q5. Can I avail a Google Workspace license using any IoT, Mobile Broadband (MBB), mobility connections with Vi™?

Business Plus plans with rental ₹399 or above gives you Google Workspace licenses, however the same is not available in any of the above-mentioned connections. We recommend that you port in/activate mobility connections for your entire organisation to Vi™ for seamless Google Workspace experience.

### Q6. I like the Google Workspace offer; how do I activate it for my number?

Google Workspace activation can be done for your organisation. Your company's Authorised Signatory can connect with us at [business.plus@vodafoneidea.com](mailto:business.plus@vodafoneidea.com) to activate the same. Refer the activation process guide to begin. Do note that you need to have a valid domain ID to activate Google workspace.

### Q7. Is there any contract to be signed for availing the offer?

No, there is no contract to be signed. Activation of the offer is initiated after receiving mail from the Authorised Signatory as per the activation process.

### Q8. Is there any exit penalty for deactivating Google Workspace offer?

No, there is no exit penalty for deactivating Google Workspace offer, however exit penalty on COCP deactivation would continue as per any pre-existing lock-in contract.

**Q9. Is there any free demo before availing Google Workspace offer?**

No, there is no free demo. To know more, click [here](#).

**Q10. Some of my COCP connections are non-Vi™ & others with Vi™, can Google Workspace license be used by connections running on non-Vi™ networks?**

No, it is only for Vi™ COCP customers only. You will have to port in your non-Vi™ connections to Vi™, to avail a Google Workspace license.

**Q11. If an account has already taken Google Workspace from a non-Vi™ network provider, can Google Workspace offer licenses run separately for both Vi™ & non-Vi™ connections?**

No, since domain ID would be the same for Vi™ & non-Vi™ running Google Workspace licenses, it would run only one provider.

**Q12. Will the Google Workspace license activate with the activation of the postpaid plan?**

With the activation of eligible Business Plus postpaid plans, you become eligible for Google Workspace license however you must follow the activation journey as prescribed in the process.

**Q13. Can I activate Google Workspace license more than my eligible postpaid COCP connections?**

No, you can activate licenses that are equal or less than your eligible postpaid connections only.

**Q14. Can I upgrade my existing connections with Vi™ to Business Plus plans and activate Google Workspace?**

Please call us at 55666 to upgrade your plan. Post your plan change, write to us at [business.plus@vodafoneidea.com](mailto:business.plus@vodafoneidea.com) to activate your Google Workspace licenses.

**Q15. Would Google Workspace services continue when COCP connection is upgraded, downgraded, deactivated, or suspended?**

It is eligible only for standard Business Plus plan propositions of ₹399, ₹499, or ₹799. Upgrading or downgrading within these plans would be eligible for Google Workspace, but moving out of these Business Plus plans would make the connection ineligible for this offer. Number of Google Workspace licenses would be equal to active eligible COCP connections only, and if the numbers are deactivated or suspended, so would their Google Workspace licenses.

**Q16. How can I get my Google Workspace licenses reconnected post suspension?**

You can upgrade, reconnect, or activate new connections on the eligible plans post which you may write to us to increase your Google Workspace license count. Please note that any loss of data during suspension will not be the responsibility of Vi™.

**Q17. For how long the data like my mails, cloud data, sheets, etc. stay after my Google Workspace license has been suspended?**

Vi<sup>TM</sup> or Google Workspace will not take any responsibility of data loss post suspension of Google Workspace license. It is recommended that you keep your Vi<sup>TM</sup> connections active. In case you need to suspend postpaid connections, we recommend that you do deactivate the Google Workspace licenses, download the data before suspending mobile connections. Google Workspace maintains the data for 15 days however this is not guaranteed and is subject to change as per Google's policy.

**Q18. Can I buy the Google Workspace licenses separately from VIL?**

You can always increase your number of Google Workspace license by activating an equal number of Vi<sup>TM</sup> eligible postpaid plans. However you cannot buy incremental licenses from us under Business Plus proposition, without activating an equal number of postpaid connections.

**Q19. What are the minimum and maximum Google Workspace licenses I can activate with Business Plus eligible plans?**

You can activate minimum 1 and maximum 300 Google Workspace licenses across your multiple domain IDs put together. This is applicable even if you have more than 300 eligible postpaid connections with Vi<sup>TM</sup>. In such a scenario, we request you to write to [business.plus@vodafoneidea.com](mailto:business.plus@vodafoneidea.com) in order to help you upgrade you to a suitable plan.

**Q20. What are the timings of cloud support/Call Centre & what is their contact number?**

Our cloud support desk is available between 9am - 6pm, from Monday to Saturday. However, you can write to us anytime for email support.

**Q21. Can I get discount on Business Plus rental?**

No.

**Q22. What if the customer requires more than 300 Google Workspace licenses?**

We suggest first activating free licenses as part of the mobile rental plans. Post this, if you require more than 300 licenses, we will help you transition into a standalone product where you can activate more than 300 licenses.

**Q23. What if I change my plan or deactivate my postpaid connection?**

In such a case, your Google Workspace license will be removed equal to the postpaid connections that were disconnected or changed to an ineligible plan.

**Q24. Is there a preliminary requirement to avail Google Workspace services?**

Account's unique domain, an active enterprise code, & a few more details are required to be sent from the Authorised Signatory's email ID to activate the Google Workspace services for your organisation.

**Q25. How much time will it take for the Google Workspace activation from the time the request is sent?**

When the request is sent with the details as per the template by the customer, from their Authorised Signatory's ID, it will take:

- 6 hours for activation of Google Workspace licenses from Monday to Saturday
- Linking your domain with Google Workspace license must be done by the customer in the Google Workspace admin console

For further assistance, please reach out to us.

**Q26. As an Authorised Signatory, what must I do to activate my Google Workspace licenses?**

You must:

1. Send the mail from your authorised email ID as registered during your first-time registration with Vi<sup>TM</sup>
2. You should have a domain which is essential, to activate a Google Workspace license
3. Send your domain details to: [business.plus@vodafoneidea.com](mailto:business.plus@vodafoneidea.com)
4. Post confirmation by Vi<sup>TM</sup> support team, login to Google Workspace admin console and begin the license configuration

**Q27. I have never used Google Workspace Admin console, what if I am not able to configure my licenses?**

You can refer to the Google Workspace Admin Console **Guide**.

Please call us or write to us, if you face any issues. Our teams will aid you with the same.

**Q28. I want to learn more about how to use the Google Admin Console and also looking for tips.**

Please visit the following link for the same

<https://support.google.com/a/answer/3035792?hl=en>

**Q29. At the Google Workspace Admin Console I've been asked to agree to the terms. What should I do?**

You will have to accept the terms of usage to start using the Google Workspace tools for your organisation. We recommend that you review it and agree, once understood by you.

**Q30. What will happen if I disconnect, or if my numbers - with which I took Google Workspace licenses - are suspended?**

The following scenarios are possible:

1. Your eligible count of Google Workspace license is still more after the suspension of postpaid connections you have. In such a scenario, you will continue to enjoy Google Workspace licenses without interruption

2. Your eligible count of Google Workspace license is less after suspension of postpaid connections. In such a scenario, you will get an email intimation form after which you can either reconnect/activate new eligible postpaid connections or remove the count of ineligible licenses in the Google Workspace admin console
  - a. Post 72 hours of inaction will lead to any of your Google Workspace licenses getting deactivated
  - b. Google Workspace will deactivate any of the licenses randomly if you do not deleting the licenses on your own
  - c. We will not be able to pause the Google Workspace suspension
  - d. You will be responsible for loss of data [if any]

**Q31. Can I move to Google Workspace if I'm using Gmail, Yahoo, Rediff, Hotmail?**

Yes. Gmail, Yahoo, Zimbra, Rediff, and Hotmail users are eligible to move to Google Workspace. They would however need to have a custom business domain that they own, to kickstart their Google Workspace activation.

**Q32. Which Google Workspace version is available on Business Plus plans & What is its cost?**

Google Workspace starter plan is available on Business Plus plan which costs ₹210/license per month.

**Q33. How many people can join the meeting using Google Workspace?**

A maximum of 100 users can join the Google Workspace meet.

**Q34. How long can the meet last?**

Google Workspace meet can last up to 24 hours which is considerable for meetings, workshops, events, and more.

**Q35. Can I setup Gmail with a different mailing app like Outlook or Apple Mail?**

Yes, you can sync your email with other third-party mailing applications.

We recommend that you use Gmail only with third-party email clients that support OAuth. OAuth lets apps and websites share your Google account data without requiring your username or password. Email clients that use OAuth keep your Gmail account more secure.

The latest versions of Outlook, Apple Mail, and Samsung Mail support OAuth. If you're not sure if your email client supports OAuth, contact tech support or check the help documentation for the client. Learn more about OAuth.

We recommend using the latest versions of Microsoft Outlook and Apple Mail.

You can know more about this [here](#).

**Q36. Can I archive my emails as I do with my current mailbox?**

Yes, you can both archive or mute messages in Gmail. You can do this via your smartphones, tablets, or computers.

If you want to clean up your inbox without deleting your emails, you can archive or mute them. Your emails are moved to a label called "All Mail."

When you archive a message, the message will come back to your inbox when someone replies to it.

When you mute a message, any replies stay out of your inbox. You can search for the conversation if you want to find it again.

**Q37. Do you have an email ID to reach out to for support?**

Yes, the email ID for cloud support is [business.plus@vodafoneidea.com](mailto:business.plus@vodafoneidea.com)

**Q38. Whom do I reach if I need to place a complaint?**

Call our support centre at 55666 or write to us at [business.plus@vodafoneidea.com](mailto:business.plus@vodafoneidea.com)

**Q39. Can I work on my documents offline/when not connected to internet?**

You can use your Google Workspace's Applications, Business Mail, Docs, Sheets and Slides, and access Drive files offline by using the offline mode in these apps.

Do note that applications like Google Meet and Chat would need you to be online.

**Q40. It's been a few days since some of my licenses have been deleted, and I want to recover the data. Please tell me how to go about it.**

You will not be able to recover the data once it has been deleted by Google as per the Terms of usage policy. For this, we always recommend that you keep your Business Plus mobile connections active, in case of suspension reconnect the licenses by upgrading to Business Plus plans with Vi™ or download your data offline using the admin console. For more information on above, please call our call centre support at **55666**.

## **To use Gmail offline**

You can read, respond to, and search your Gmail messages even when you aren't connected to the internet by visiting [mail.google.com](http://mail.google.com).

**Tips:**

To make it easier to use Gmail when you are offline, we recommend you bookmark [mail.google.com](http://mail.google.com) in Chrome.

If you're using Gmail with your work or school account, you can ask your admin to help change your settings.

## To use Google Drive files offline

If you aren't connected to a Wi-Fi or mobile network, you can still view and edit files, including:

- Google Docs
- Google Sheets
- Google Slides
- Videos
- Images
- PDFs

You can check details [here](#) and [here](#) to know more

### **Q41. Why should I purchase Google Workspace from Vi™?**

With your Vi™ mobile plans, you get Google Workspace license, Mobile Security, Location Tracker worth ₹4908/year at no additional charges. Not only this, you also get abundant Data as well as Unlimited Voice, 3000 SMS, Profile Caller Tunes, Vi™ Movies VIP only in a monthly rental plan starting at ₹399 per month.

Vi™ is also an experienced top-tier premier partner of Google Workspace in India, with years of experience in onboarding and providing top-tier support to customers across the spectrum.

Our experienced and certified cloud support team will support your onboarding, migration and in-life Support.

### **Q42. My business is already on Google Workspace. Can I move to Google Workspace in the Business Plus plans?**

Our Google Workspace COCP plans are designed for customers who are currently not on Google Workspace.

### **Q43. Can I migrate my existing emails to Google Workspace?**

You can migrate your email, contacts and calendars to Google Workspace. Our cloud support team will support you with the same, so that you have a hassle-free experience.

### **Q44. Can I move to Google Workspace from a Lotus Notes/ HCL Notes/ Dominos server?**

Yes, you can migrate from HCL Notes (Formerly known as IBM Notes, or Lotus Notes) to Google Workspace. Our experienced cloud support team will help you setup and migrate to Google Workspace.

### **Q45. Will I need Microsoft Office applications to use Office files (Word, Excel, Powerpoint)?**

In Google Workspace, you can still work with Microsoft Office files, even if you don't have Office installed. You can:

- Add Office files to Google Drive
- Keep your files in Microsoft format, even if you no longer have Office

- Convert Office documents and Adobe PDF files to Google Docs, Sheets, or Slides
- Work in Office and save changes to Drive
- Comment on Office files in Drive preview
- Email copies of Docs, Sheets, or Slides files in a Microsoft format
- Preview or download Office files that are embedded within other Office files

Watch this [video](#) to understand how you can use drive to open, edit and share Microsoft files.

**Q46. What are the key differences between Microsoft Excel and Google Sheets?**

Google Sheets is the newest cloud-enabled spreadsheet that helps you collaborate and work better than ever before.

Here are some of the key differences between Google Sheets and Microsoft Excel.

**Note:** Comparisons are based on Microsoft Office versions 2010, 2013, and 2016.

| In Microsoft Excel...                                       | In Sheets* ...   |
|---|--|
| Collaborate in Excel for the web                            | Collaborate in real-time from Sheets                                   |
| Share using Excel for the web or a shared workbook          | Share directly from Sheets   |
| Save automatically using SharePoint or OneDrive             | Save automatically to Drive  |
| Manage versions with History or Version History in OneDrive | Manage versions with version history                                   |
| Add formulas and use Formula AutoComplete for suggestions   | Add formulas and use formula suggestions that appear as you enter text |
| Record macros or use VBE                                    | Record macros or use Google Apps Script                                |
| Create filters  | Create filters and filter views  |



|  |  |
|--|--|
| Insert recommended pivot tables or create one manually | Create pivot tables manually or automatically with Explore |
| Create charts manually                                 | Create charts manually or automatically with Explore       |
| Set notifications in OneDrive                          | Set notifications in Sheets                                |

**Q47. How will moving to Google Workspace from the free services of Gmail, Yahoo, Hotmail, or others, benefit my business?**

Most Free services including Gmail, Drive are built for individuals, and not businesses. But Google Workspace is enterprise-ready, with additional features, security and SLAs:

- Google Workspace can be mapped to your business domain [@yourbusiness.com]
- Google Workspace has additional features including 30 GB of storage, more concurrent users on meetings, Admin and security features
- No Ads, advanced enterprise-grade security to protect your business data
- Guaranteed SLA [99.9% uptime]
- Dedicated onboarding and expert support from Vi™

**Q48. Can I move to Google Workspace even if I'm using Business Mail, Yahoo, Rediff, Hotmail?**

Yes, if you are using Business Mail, Yahoo, Zimbra, Rediff, Hotmail, you are eligible to move to Business Plus' Google Workspace plan. You would however need to have a custom business domain that you own to kickstart your Google Workspace activation.

**Q49. Can I buy Google Workspace separately? Outside the Business Plus plans?**

Yes! You can buy Google Workspace at the regular price as well, if needed. Please refer to the details on the SKU and pricing mentioned earlier. Do note that you cannot mix plan licenses with the regular licenses. Please speak with our sales representative for more details.

**Q50. Can I buy additional storage?**

Google Workspace plan SKUs come with 30 GB storage per user as part of the plan SKU. Typically for Google Workspace customers, we haven't had many customers running out of 30 GB storage per user. They cannot add additional storage to their plan, but if customers are exhausting their storage for some reason, then they may consider upgrading their accounts from the Business plus plan to the regular SKUs where they can opt for a higher storage SKU.

**Q51. Can I upload their existing documents to Google Drive?**

Yes. Google Drive supports most of the popular document [formats](#). Every user has a drive storage limit of 30 GB, and they can utilise the storage per their need. Google Docs documents do not count into the storage.

**Q52. Do I need office licenses to use office files?**

Google Workspace is compatible with Office documents [.docx, .xlsx, .pptx etc.]. You can not only open Microsoft Office documents directly in Google Drive, but you can also use Google workspace editors to edit Microsoft Office documents as well. you can also save and share documents in Microsoft Office formats with other customers and users who use Microsoft Office.

## **Onboarding and Support Queries**

**Q53. Is having a domain mandatory for Google Workspace?**

Yes - Google workspace is designed for businesses and having a business domain is a mandatory requirement to onboard Google Workspace. You can have multiple domains, but you would need at least one primary domain to initiate and activate Google Workspace for your business.

**Q54. What can I do if I don't have a custom domain?**

You can directly purchase a customer domain from any domain provider like Vi™ or any other registrar, and then map their domain to their Google Workspace account. You would need to verify your domain ownership as part of your Google Workspace onboarding process.

**Q55. How can I verify my domains?**

Before using Google Workspace, you must verify that you own a domain. A domain is what comes after the “www.” in web addresses. For example, this could be your customer’s organisation's name, followed by “.com” or “.org”, such as yourbusiness.com or yourschool.org

The reason you must verify your own domain, is to ensure that no one else uses your domain and your Google services without your permission (to send emails, for example). After you verify your domain, you can start using Google Workspace services.

[Here](#) are the detailed steps to verify domains.

**Q56. Can I migrate my existing emails to Google Workspace after setup?**

Yes, you can migrate your Emails, Contacts and Calendars from your existing service to Google Workspace, with the help of Vi™'s onboarding and support specialists. The support specialists will be trained and have access to the necessary tools required to help migrate your data over to Google Workspace.

**Q57. Can I add a secondary domain or domain alias?**

You can add additional secondary domains to your primary domain. For example, you might manage multiple businesses or brands, each with your own domain. Depending on the needs, you can add a domain as a user alias domain or a secondary domain.

[Here](#) are the detailed steps to add secondary domains.

## Annexure

### Business Plus for COCP:

| Rental (₹)                | 299               | 349               | 399                      | 499                                     | 799                                     |
|---------------------------|-------------------|-------------------|--------------------------|---|---|
| Data                      | 30GB              | 40GB              | 60GB                     | 100GB                                   | 175GB                                   |
| Voice (LNR)               | Unlimited         | Unlimited         | Unlimited                | Unlimited                               | Unlimited                               |
| SMS (L+N)                 | 3000              | 3000              | 3000                     | 3000                                    | 3000                                    |
| Enterprise Advantage      | Data Pooling      | Data Pooling      | Data Pooling             | Data Pooling                            | Data Pooling                            |
| Entertainment             | Vi™ movies and TV | Vi™ movies and TV | Vi™ movies and TV        | Vi™ movies and TV<br>Disney+<br>Hotstar | Vi™ movies and TV<br>Disney+<br>Hotstar |
| Bundled Business Benefits |                   |                   |                          |   |   |
| #1                        |                   |                   | Google Workspace license | Google Workspace license                | Google Workspace license                |
| #2                        |                   | Location Tracking | Location Tracking        | Location Tracking                       | Location Tracking                       |
| #3                        | Mobile Security   | Mobile Security   | Mobile Security          | Mobile Security                         | Mobile Security                         |
| SOC                       | 25960495          | 25962675          | 25926085                 | 25926095                                | 25926135                                |