



BUSINESSICT
AUSTRALIA

Hosted Phone Systems

We deliver enterprise grade data, voice and cloud to small and medium business.

WHY CHOOSE US?

- ✓ **We Make Things Easy**
One provider, one point of contact and one-click billing.

- ✓ **Premium Business Support**
On shore technical, billing and after hours support.

- ✓ **Our Own Network**
A fast, resilient network designed for business.

- ✓ **Affordable**
Scalable solutions without the big upfront costs.

- ✓ **We're Australian Owned**
Exclusively owned and operated in Australia.

- ✓ **Data Security**
We use state-of-the-art Australian data centres.

- ✓ **Local Experience**
Decades of experience helping local business.

Hosted Phone Systems

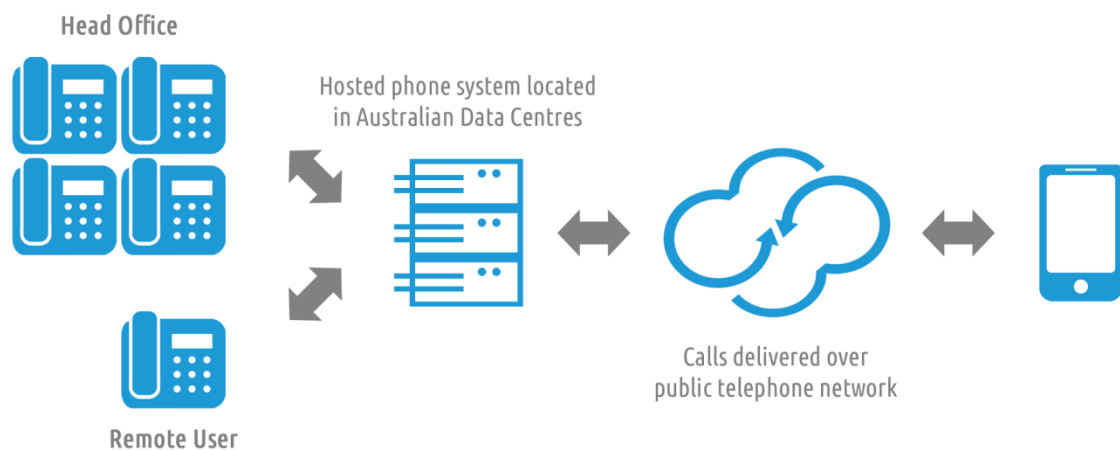
ONLY PAY FOR WHAT YOU NEED

Our hosted phone systems are an enterprise grade voice solution – without the premium price tag.

A hosted private branch exchange (PBX) provides your business with enhanced call features, cost savings and onshore management, maintenance and support. Avoid the large upfront cost of an on-premise PBX. Instead, only pay for what you use each month.

How it works

A hosted phone system uses voice-over-internet-protocol (VoIP), which transmits voice traffic as data packets, rather than using traditional copper phone lines. When your number is dialed, the hosted PBX delivers the call to your IP phone.



Have multiple sites?

A hosted solution is perfect for multi-site businesses, providing hassle-free portability, free calls between sites and easy scalability as your business grows. We host and manage the phone system in our Australian Data centres, backed by our on-shore support team.

Every day our platform supports more than 30,000 users.

Key Benefits

ENTERPRISE GRADE VOICE

Hosted phone systems offer greater functionality than a traditional system, without the upfront costs.



A Fully Managed Service

Including all licensing, maintenance, multi-site deployment and adds/moves/changes managed by our on-shore support team.



Cost Control

An operational expense model provides your business with an affordable and predictable monthly expense.



Truly Unlimited

We offer truly unlimited access across local and national calls, calls to 13/1300 numbers and calls to mobile.



No Hidden Fees

Popular features such as hunt groups and voicemail-to-email are included out-of-the-box at no additional charge.



Service Assurance

Auto failover to a mobile or landline ensures your employees remain connected in the office, at home or on the road.



Business Continuity

Your telephony service follows you wherever your business is located making it an excellent option for multi-site businesses.

Key Features

INCLUDED OUT-OF-THE-BOX

Our NBN ready handsets come inclusive of maintenance and on-shore support.

Popular Features

Voicemail-to-email

Access your to office voicemail on the go. Have your voicemails automatically emailed to you as audio files.

Hunt groups

Assign your staff to groups (i.e. Billing, Reception) and set up a number that concurrently or consecutively rings group members.

Interactive voice response (IVR)

Greet callers with an interactive welcome menu (eg. Press 1 for Accounts, Press 2 for Sales). Timed-mode switching allows you to modify the IVR depending on the time of day (i.e. after hours). Multiple layers are available for \$10 per month. Also known as auto-attendant.

3-way conference call

Setup a voice conference with two other participants.

Divert to multiple numbers

Divert to a mobile, and optionally, setup a chain of diversions (to other mobiles and landlines) if that number rings out.

Keep your numbers

You won't lose your existing numbers when you switch to Business ICT Australia.

Call logs

Plan and allocate resources with inbound and outbound call data. Know the source, duration, time and recipient of every call.

Plug-and-play handsets

Custom pre-configured handsets make set up a breeze.

Free calls between sites

Unlimited calls between your offices.

Increase Your Productivity

Call park

Need to take a call somewhere private? Simply 'park' the call and pick it up from a different office extension.

Call hold

Place calls on hold, and retrieve from hold, at the touch of a button. Callers hear 'hold' music until retrieved or transferred.

Call transfer

Perform warm transfers (with warning) or blind transfers (without warning).

Call waiting

When you are on the phone you'll hear a pattern of beeps when you have an incoming call or a new voicemail message.

Staff extensions

Extensions are unique three-digit numbers enabling rapid transfer and inter-organisational dialing.

Do not disturb

If you need to take a break, DND lets you present a 'busy' tone. Incoming calls will go to voicemail or (if setup) redirected.

Call forwarding

When your line is busy, call forwarding directs your incoming calls to a different number (instead of voicemail).

Call mute

When something is better left unheard, press the 'mute' button so the person on the other end can't hear you.

Contact directory

Store contact names and numbers in your handset directory. (Contact names show up on caller ID).

Programmable keys

Keys on each handset can be customized to different functions, i.e. speed dial or speakerphone paging.

User monitoring

See the status of another user (available / incoming / busy). Ideal for receptionists.

Remote call pickup

Intercept an incoming call going to another handset.

Reduce Lost Calls

Never 'busy' phone line

Don't lose calls to the 'busy' tone. If your line is busy, calls can be setup to overflow to other lines and numbers.

Simultaneous / sequential ring

Create a custom ringing pattern. Have calls to ring a group of staff, either one-by-one, or all at the same time. See Hunt groups (page 5).

Time of day routing

Automatically direct calls, or play after hours voicemail messages, based on the time or date the call is received.

Call queue

Callers will receive updates about their position in the queue whilst on hold.

Follow me / Mobile twinning

Calls to your desk phone will also ring your mobile phone at the same time.

Wow Your Customers

CLI overamping

Have a selected landline number show as the caller ID when making an outbound call.

Show caller ID

See who is calling before you pick up. 'ID' is only presented for contacts listed in your handset directory and staff extensions.

Music on hold

Customise what music your callers hear while 'on hold'.

Ads on hold

Instead of music, use the time 'on hold' to market to your callers. We also provide professional recording services.

Phone Systems

ENTERPRISE GRADE PHONE SYSTEMS



Yealink Business IP Phone

The T41S is designed for business, delivering superb sound quality and a rich visual experience. With programmable keys and feature-rich support, this is a great office phone at an affordable price point.

NBN READY



Yealink Executive IP Phone

The T46S is designed for power users. Featuring a large, high resolution colour display with 27 programmable keys and the option to add expansion modules this is the ideal phone for front office staff.

NBN READY



Yealink Premium IP Phone

The T48S is an innovative IP Phone designed for executives. Featuring a huge touch screen display to easily switch between different applications. With Bluetooth support, this is a perfect choice for busy executives and professionals.

NBN READY

Hardware Catalogue

KEY PRODUCTS



Cordless IP Phone with Base Station

The Yealink W52P is designed for mobility and scalability, with each base station supporting up to 5 cordless handsets. Featuring high definition sound, great battery life and ranges up to 300m outdoors this is a great cordless phone.



Conference IP Phone with Power

The Polycom IP 5000 is designed for small conference rooms. Featuring advanced high definition audio technology that eliminates distracting drop-outs, echo cancellation and 360° microphone coverage.



Expansion Module

The EXP40 expansion module is designed to work the executive phone. Featuring a large LCD display with up to 40 programmable keys. Up to six EXP40 expansion modules can be added for a total of 240 keys.



Power over Ethernet Switches

We provide a range of gigabit smart switches designed for small and medium business. The JGS516PE (pictured) comes with 16 ports and 8 Power over Ethernet ports, making it the perfect platform to deliver both data and power to your IP phones.



Wireless Headsets

We offer a range of Plantronics, Jabra and Sennheiser DECT headsets suitable for either over-the-head or over-the-ear wearing styles. The Plantronics CS540 (pictured) is our most popular headset, providing high quality audio over a range of 100m.



ADSL/NBN Modem

The Netcomm NF10WV is a reliable ADSL/NBN router with built in Wifi, Gigabit Ethernet and two analogue telephone ports making it ideal for small business.



Business Router

The Microtik RB2011 business router is designed for converged networks where voice, video and data are all carried on a single network. With built in Wifi and remote access it's the perfect router for small business.



Enterprise Grade Router

The Microtik RB3011 is a full featured enterprise grade router designed for converged networks where voice, video and data are all carried on a single network.

Additional Services

AN END-TO-END SOLUTION

Our additional services provide an end-to-end solution for your business.



Hosting and Support

Your phone system is hosted in our Australian Data Centres and includes all licensing, maintenance and on-shore support.



Fee Assistance

To make it easy to switch from your old provider we can help cover any termination fees you may have with an upfront cheque.



Custom Preconfiguration

Your hosted phone system will be custom preconfigured to your specific requirements so that it will be ready to use straight out-of-the-box.



Professional Installation

As part of our commitment to first class service we can provide professional installation for your new hosted solution. A plug-and-play option also exists for users who wish to self-install.



Finance

We have a range of finance options available to help your business' cash flow. Speak to us to find out more.



Priority Service Agreement

Our priority service agreement ensures if any of your handsets experience faults, replacements will be dispatched within 24-48 hours.

Our Network

YOUR PLATFORM FOR FUTURE GROWTH

Our fast, carrier diverse network is designed for business with dual points of presence in Melbourne, Sydney, Brisbane and Perth.



HIGHLY REDUNDANT

Our network provides full redundancy and reliability, backed by 24/7 on-shore customer and technical support.



UBIQUITOUS COVERAGE

The combined coverage of every Tier 1 Australian provider ensures you always get the best links at the best price.



ENTERPRISE GRADE

Our network is hosted in Australia's premier data centres; Next DC and Equinix.



INTERCONNECTED

The most interconnected network in the Asia Pacific. Your data takes the most efficient path to required content.



REAL-TIME INSIGHTS

Advanced reporting with user-friendly features allows you to access utilisation graphs of your network in real time.



FAST & SECURE

Our network provides snappier connectivity for superior delivery of voice, video and data.

Customer Onboarding

WE MAKE IT EASY

Switching to Business ICT Australia is easy. We will guide you through every step of the way before, during and after set up of your new services, providing regular updates via email as your order progresses.



Frequently Asked Questions

WE'RE HERE TO HELP

General Questions

Q. What is hosted PBX?

A PBX, or private branch exchange, is an office phone system that provides your business with features like call transfer, call hold, call park, auto-attendant and voicemail-to-email. A hosted service means that we host the phone system in our Australian data centres so you do not need to buy an expensive on-premise PBX. This solution offers your business an enterprise grade voice solution at an affordable monthly cost.

Q. How does hosted PBX work?

Hosted PBX is based on voice-over-internet-protocol (VoIP), a method by which voice is digitized and transmitted in digital packets rather than using traditional copper phone lines on the public telephone network. Every VoIP phone has a unique IP address. When a phone number is dialed, the hosted PBX switch looks up the IP address and delivers the call to the VoIP phone.

Q. What are the benefits of hosted PBX?

A hosted PBX provides enhanced features, cost savings, easy installation and onshore management, maintenance and support. The solution is perfect for multi-site businesses, providing hassle-free portability and free calls between sites. Plus, by moving to an operational, rather than capital expense model you can help your business cash flow and seamlessly scale up your system as your business grows.

Q. Can I keep my existing phone numbers?

Yes. We can port (transfer) your existing numbers from your current provider.

Q. What is the call quality like?

Voice-over-IP call quality depends on your provider, the Quality of Service (QoS) provided and your internet speed. If you tick all three of these boxes then call quality is far superior to that of traditional telephony. Without the proper set-up, issues such as latency, call drop outs and below average call quality can impact performance.

Q. Can I keep my existing internet service?

Yes. We do not require that you purchase a dedicated internet service from us. We will perform pre-installation testing to ensure we can deliver high voice quality over any internet service provider.

Q. How much internet bandwidth do I need?

We recommend approximately 100KBPS for each concurrent phone call, using the highest voice quality codec G711. An ADSL connection can typically handle up to five concurrent calls. To ensure high voice quality in all traffic conditions, we recommend installing a router that prioritises voice traffic over data and prevents data traffic from degrading call quality.

Q. What happens if my internet goes down?

Our solutions provide full redundancy with an auto-failover service to a mobile and/or landline number.

Q. What is SIP?

SIP is the acronym for Session Initiated Protocol, a voice-over-IP protocol standard. It has been widely adopted as the preferred industry standard by phone and switch manufacturers and is used by Business ICT Australia.

Q. Do I own the handsets at the end of the contract?

It's up to you. Handsets can either be purchased upfront (inclusive of a standard 12-month warranty) or rented. If rented, handsets will be warrantied for the initial term of the contract. At the end of the term you can choose to continue renting the handsets, however the warranty period will no longer apply.

Products & Services

Q. Can I use my existing voice-over-IP handsets?

Yes. Our platform will work with a wide variety of SIP-compliant handsets; however, we do not provide support for auto configuration, manual configuration or any operational issues encountered with these devices.

Q. Can I scale the phone system as my business grows?

Yes. A key benefit of a hosted solution is its ability to scale easily to a virtually unlimited number of users.

Q. Do I need to purchase any extra equipment beyond the phone system?

Probably not. However, there are some minimum requirements that your existing equipment must meet. These criteria are set out in full in our Deployment Guide. As a first step, you will need to check your current routers and ensure they offer Quality of Service (QoS).

Q. Can I use my mobile phone number as an extension on the network?

Yes. We call this an off-network extension and it allows you to dial an extension to reach the user's mobile phone. The user can also transfer calls back to the PBX. Additionally, if the user has a voice-over-IP desk phone, calls can be set to ring at both the desk phone and the user's mobile concurrently.

Q. Do you have Voicemail-to-Email?

Yes. In addition to retrieving voicemail from your phone or by dialing into a voicemail number, voicemail messages are delivered as .WAV audio file attachments to your email, at no additional charge. By clicking on the file, you can listen to the message with your computer speakers.

Q. Do you provide a Fax-to-Email service?

Yes – for inbound fax only. Faxes will be delivered to your email account as PDF attachments. Voice-over-IP protocol encounters some challenges with traditional fax services. If you send a lot of outbound faxes we recommend you retain a copper phone line in your business.

Q. Do you offer hunt groups?

Yes, we offer hunt groups at no additional charge. A hunt group can ring a group of phones on a sequential or simultaneous basis.

Q. Do you offer 1300/1800 numbers?

Yes. Our inbound services allow you to combine all your services onto a single bill and make it easy for customers to contact you on a single number, anywhere in Australia.

Q. Do you have an option for call recording?

Yes. Call recording can easily be added to one or more of your handsets. Recordings are stored in our secure Australian data centres for 90 days and accessed via our online portal.

Q. Can I customise the settings on the handsets?

Yes. Settings such as ring volume, time and date and background images are easily customisable on each device.

Q. Can I change the music-on-hold or auto-attendant greetings?

Yes. Business ICT Australia will add your custom on-hold music or auto attendant greetings during installation free of charge. You will be able to keep the audio files from your old PBX if you wish. We also provide generic royalty-free on-hold music and we offer a professional recording service, if needed.

Q. Can I have a vanity number that spells my company name?

Yes. You can buy or lease a number through the Australian Communications and Media Authority (ACMA) and register it with Business ICT Australia. We do not sell vanity numbers.

Support & Maintenance

Q. If I have a technical issue who can I call?

For all technical enquiries please call our tech support hotline on 1300 328 016 (option 2).

Q. If I need support after hours who can I call?

For after hours support please call 1300 328 018.

Q. Do you provide insurance?

Our hardware is covered by manufacturer's warranty for the life of the contract and we will replace all faulty or defective handsets.

Q. What uptime guarantees do you provide?

We do not provide an uptime guarantee. However, our hosted PBX platform is a carrier diverse solution hosted in Australia's premier data centres NextDC and Equinix. Dual points of presence across Melbourne, Sydney, Perth and Brisbane provide full redundancy. See Our Network (page 12) for more details.

Installation

Q. Do you offer professional installation?

We offer a professional installation service as well as a 'plug and play' option for those who wish to self-install.

Q. How long will it take for my system to be up-and running?

It depends. For a phone system running over an existing data link it is typically 20 business days. If a new internet service is being installed or finance needs to be approved this can extend the process.

Q. Will my existing phone service be interrupted during set up?

No. Your new phone system will be installed and tested prior to switching off your existing set up. If you are porting numbers from another provider, we will work with you to arrange a suitable time during business hours to complete the switch. During this process users may experience a temporary outage for inbound calls of 5 minutes to 2 hours.

Q. I have a firewall. Will this affect anything?

No. Our Deployment Guide outlines the recommended settings for your firewall to ensure best performance.

Q. What should I do with my current (old) phone system?

It's up to you. Business ICT Australia does not currently offer a trade in service for old handsets.

Billing & Finance

Q. What payment options are available?

Our preferred payment method is direct debit. You can also pay your bill monthly by credit card.

Q. When do I get billed?

Billing is one month in advance.

Q. Where do my bills get sent?

Your bills are delivered via email. You can also elect to receive paper invoices at a cost of \$2 per invoice.

Q. Where can I find my usage information?

Please call our billing support team on 1300 328 016 (option 2) or email customerservice@businessict.com.au
An online billing platform for customers is launching soon.

Q. How are excess charges billed?

If you aren't on unlimited you will receive a warning if your usage is set to exceed your monthly limits. Our customer service team will call you to discuss any excess charges on your bill and explore a more suitable rate plan for your business.

Q. How are my call charges calculated?

We use per second billing, rounded to the nearest cent.

Q. If I have a question or issue relating to my bill who can I call?

For all billing enquiries please call our billing support team on 1300 328 016 (option 2) or email customerservice@businessic.com.au

Q. What if I need to cancel my service?

Please call Customer Service on 1300 328 016 to discuss a suitable option.

Q. Is finance available?

Yes. Speak to your account manager to find a suitable option for your business.

