



SME
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Telecoms Solutions

Here at SME we don't believe in confusing, complicated and misleading plans. That why we offer ONE simple business plan.

THE CUNNING PLAN

Monthly Service Fee	\$15.00
Simultaneous Calls	Unlimited*
Local and National Calls	0.10c UNTIMED
Mobile Calls	0.22c Per Minute (Charged per second)
SME to SME	Free
1800 calls	Free
13/1300 calls	0.28c UNTIMED
Phone Numbers (DIDs)	1 included

All Pricing Excl. GST

Setup Fee is a one off \$25.00

Extra DIDs are \$5.00 per month

*simultaneous calls are limited by the capacity of your internet connection and by the amount of handsets you have.

SME can also organize ADSL2+ connections for you and even arrange new PSTN lines to be installed for you.

SME also has a huge range of Hardware options for businesses from a single handset to a full featured PBX telephone system.

Call us to find out what we will do for you on (07) 5635 0360



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Who are SME?

SME is a telecommunication company with over 14 years experience in providing network solutions for businesses such as local government, University's, Water Boards and Hospitals.

Now SME is bringing that expertise to providing all sizes of growing companies with Business Grade VoIP. SME is backed by an international VoIP provider with a proven track record of success.

By adding a VoIP solution to your business communications strategy you can add flexibility to your communications system and also receive significant savings on both the cost of calls and line rental fees.

What is unique about SME VoIP?

We are the VoIP provider, when you deal with us you are dealing with the provider of your service. This allows us to monitor your VoIP system and make sure the quality is always business grade.

We are not reselling other VoIP providers plans which mean you do not get passed off onto another company when your VoIP service has been set up.

So from the beginning through all stages of your VoIP setup you deal with the same dedicated team which will support your business.

This means that you can have great support with all of the cost savings of VoIP at business grade quality.



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Hosted PBX solution

A hosted PBX solution means that you can have all the functionality of your own expensive PBX system without the cost of equipment, setup and maintenance.

All that is required is an IP Handset and an internet connection!

<p>Standard Package - "The Base"</p>	<p>\$15.00 per month per extension</p> <ul style="list-style-type: none"> • 3 Way Calling • Daily Email Reports • Address Book • Dial Plans • Auto Attendants • Do Not Disturb • Blind Call • Email on Missed Call • Block Anonymous Calls • Voicemail (Mailbox) • Connection to SIP • Voicemail to Email • Caller ID/Block Caller ID • Hot Desking • Busy Lamp Fields • Hunt Groups • Call Detail Records (CDRs) • Transfer Attended 	<ul style="list-style-type: none"> • Call Screening • Trunks • Call Forward on Busy • Wake Up Calls • Twinning (Simultaneous) Ringing • Call Forward on No Answer • Upload Pictures • Call Mobile on new Vmail • Music On Hold (MOH) • Call Park/Pick Up • Wave File /TRP Stream/Input • Call Redial • Call Return • Call Routing (DID) • Call Transfer



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**Call Centre Package -
“The Icing”**

**\$3.00 per month per extension
(add on)Automatic Call
Distributor Enriched Features:**

- IVR Nodes–Customise Call Flows
- Agent Call Connect
- User(Adhoc)Recording
- SOUP Agent Available– use with predictive dialler
- Agent Manager
- Status Reporting
- Live Status Reporting
- Supervisor Monitoring
- Short Message to IP Phone
- SOAP Status Mechanism

Supervisory Features:

- Barge In on Call
- Listen to Call
- Whisper (Teach Mode)

**BIG BUSINESS
PLUS Package -“The
Cherry on Top”**

\$3.00 per month per extension (add on)

- Conference Rooms –Ad hoc and Scheduled
- Paging Groups
- Email Conference Invites
- Call Recording

For a FREE PHONE BILL ASSESSMENT call the SME Team on (07) 5635 0360



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VoIP FAQs

- **What exactly is VoIP?**

Voice delivered using Internet Protocol (IP). It is a term used in IP Telephony for a set of facilities for managing the delivery of voice information using the IP. In a nutshell, VoIP involves converting your voice call into small, efficient packets so that they can be transmitted as part of a data stream. As a data packet it is less expensive and easier to handle than traditional voice.

- **What about companies who offer ridiculously low rates?**

These days you can find a “provider” that will offer you internet telephone calls for next to nothing. Unfortunately, that’s exactly what you’ll get in terms of quality! And forget about customer service or support. Cheap VoIP companies run their calls over the public internet where they bounce around multiple networks with zero quality control. It is not a managed service. With our product you will have a quality, full supported and managed service that is still much less expensive than the PSTN.

- **How will we be billed?**

You will receive a bill from us each month with all of your call detail records (CDRs), as well as any recurring fees. It will be simply and clearly laid out for you with no hidden charges.

- **Do we still need PSTN lines?**

We recommend retaining one PSTN line for emergency services and failsafe. If for any reason there is a problem with the network calls can be routed over the PSTN. As well, many businesses run their ADSL over this line.

- **Can I keep my current phone numbers when I switch to SME VoIP?**

Yes SME can port your existing phone numbers on to our network.



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- **Can we have a fax line?**

Yes. All you need is a dedicated port and a fax machine. Or you can consider switching to the latest Fax to Email Service.

- **What do we need to get started?**

Depending on your telephony needs and existing PBX, you can start with as little as a single VoIP Handset. These are delivered and pre-configured by us, so all you have to do is plug them in and start calling. Alternatively, we offer complete IP-PBX customized solutions for the more advanced end user.

- **What are the upfront costs?**

In some cases depending on your current setup there may be no cost. However equipment costs start as low as \$169 for a VoIP Handset. For larger systems the costs can be financed and amortized over a longer period, allowing you to get started with zero outlay and immediate savings!

- **What are the savings compared to traditional voice?**

Depending on how much you call the answer could be thousands! With our 10c flat untimed rate to anywhere in Australia and free calling between offices you will see savings anywhere from 30-80% off fixed line plans.

- **What are the choices for incoming numbers?**

We have number ranges in all capital cities. All you have to do is choose the city and we will assign a series of numbers to your account.

- **Where can we call internationally?**

Anywhere in the world – at rates well below fixed-line.

Email the SME team at info@smetelecoms.com.au for current international rates.