

BizPhone™

Comprehensive
Service Guide
2020 - 2023



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Vocal BizPhone™ – Comprehensive Service Guide

The purpose of this document is to provide a reference point for those who need to develop an in-depth understanding of the Vocal BizPhone™ Solution. It describes the BizPhone™ product and includes a product description, an overview of the basic product architecture, an understanding of the product features, and a description of the service delivery and assurance processes relevant to the product.



[Click image to watch video](#)

Product Description

BizPhone™ is a fully featured telephony solution for businesses of all sizes.

It is a hosted cloud-based IP-PBX service, and it is delivered to customers as an 'over the top' (OTT) service via the customer's existing broadband service or one delivered by Vocal™ such as our range of unlimited nbn™ plans.

BizPhone™ makes it easier for businesses to transition from traditional analogue telephony systems to modern Voice over IP (VoIP) without the hassle of purchasing and installing expensive onsite phone systems. It includes a range of managed high definition voice handsets, a wide range of telephony features that can be fully configured via an easy to use web portal.

All BizPhone™ services include unlimited local, national, and fixed to mobile calls. BizPhone™ services must be used in conjunction with the Vocal™ provided handsets and requires a direct ethernet cabling to each phone. The service also requires a fixed broadband internet connection with specific minimum requirements detailed later in this document.

Product Overview

The BizPhone™ service includes the following main characteristics:

- BYO Internet – Service not limited to Vocal™
- Never miss a voicemail with our Voicemail to Email feature
- Inbuilt disaster recovery feature – calls mobile if phone is offline
- Web portal – Administrator can configure many features without a PBX maintainer
- SoftPhone available – no need for desk phone / remote users
- Simple flat pricing structure - Unlimited Local, National & Calls to Mobile
- Direct In-dial Numbers
- Call Queuing, Hunt Group, Auto Attendant, & Receptionist module
- Gigabit LAN Ports (T48S & T42S)
- G.711 as default Codec protocol (~100Kbps per voice call)
- A rich set of telephony features such as Simultaneous Ring, Sequential Ring, Priority Alert, Speed Dial, Call forwarding Selective, and many more...

Business Benefits

BizPhone™ is targeted at any Home Office, Small to Medium sized businesses, looking for a cost effective, feature rich managed vPBX system. The BizPhone™ service provides the following business benefits:

- Total business flexibility and increases customer productivity
- Reduces customer's phone bill, and makes their costs predictable; includes unlimited local, national, and fixed to mobile calls
- Online management capabilities; customers can manage many of their basic business communications via an online web portal
- Fully managed solution with quick delivery lead times; handsets are auto-provisioned and delivered to customer premises within 10 business days
- Feature rich solution - a rich set of advanced telephony features including hunt groups, auto attendant, receptionists, queuing, and many other features.
- High definition handsets and a softphone client option; includes feature rich handsets with high definition voice quality

Terms

BizPhone™ provides a choice of three terms:

- 0 month term
- 12 month term
- 24 month term

Note: With the exception of conferencing equipment and expansion modules, most handsets are provided at no upfront cost when connecting for a minimum 24-month term. A \$20 delivery and handling fee per handset applies across all selected terms.

Product Components and Features

The BizPhone™ product has the following key components and features:

Availability & Coverage	Australia-wide subject to technical assessment to ensure quality of service
Connectivity	Over the Top Service: either Vocal™ or third-party IP connectivity
Contract Terms	0, 12 months, 24 months
Plans/Handsets	
SoftPhone (Desktop App)	UC One Desktop SoftPhone Client
Executive (T48S)	Yealink T48S IP Phone
Executive Plus (T48S+EXP40)	Yealink T48S IP Phone + Reception SideCart EXP40
Standard plan	Yealink T42S IP Phone
Standard plan (cordless)	Yealink W56P IP Phone
Conference	Yealink CP860 Conference Phone
Conference Plus	Yealink CP860 Conference + CPE80 Microphone
Adaptor	Grandstream HT802 (ATA)
Phone numbers	A Direct in Dial Number – Vocal™ allocated or Customer ported
Included Calls	<ul style="list-style-type: none"> • Free Internal calls between customer users • Unlimited Local Calls • Unlimited National Calls • Unlimited Calls to Mobile

Local Number Porting Carriers	Telstra, Optus, Primus, Symbio Networks, GoTalk, iiNet
Voicemail Account (per User)	Included
Customer Portal (per user)	Online portal access per user/plan
Voice Portal	Included
Handset Installation	Customer Self-Install - Vocal™ pre-configured, plug & play Note: Onsite-Installation subject to additional cost following site assessment and quotation
Customer Service Guarantee (CSG)	CSG is not applicable
Priority Assistance	Not supported
Codec Protocols supported	G.711 as default Codec protocol (~100Kbps per voice call)
Included Key Telephony features	<ul style="list-style-type: none"> • Voicemail box • Voicemail to email • Call Transfer • Call Waiting • Call Forward • Call Park • Do Not Disturb • Speed Dial 8 <p>And many more features as described later in this document.</p>
Add-On Customer Level features (Additional cost)	<ul style="list-style-type: none"> • Hunt Group (minimum 3 users/plans must be purchased) • Auto Attendant(s) • Additional DID Numbers (Single or Block of Numbers) (10, 50, 100 Number block) • Queue(s)

Plans & Handsets

BizPhone™ service is available in 7 different plans/handsets. The main differentiator between the plans is the type of handset or the extra hardware that is included as part of the plan. Please see below table for the plans and the handset included in each plan.

Softphone	Adaptor (ATA)	Standard	Cordless	Premium	Conference
Desktop App	HT 802	T42S	W56H	T48S	CP860
					

The voice quality of the handsets is different for each model and also depends on the available Network capacity or bandwidth. The required minimum bandwidth for each End-to-End Call is 100kbps per call.

Handsets	Features
T42S	A 2.7" 192x64-pixel graphical LCD screen desktop handset with High Definition Voice Quality. For full features or specs of the T42S handset, please refer to user guide
DECT W56P	A cordless Handset, which allows the users to move freely around their Business Premises For full features or specs of the DECT handset, please refer to user guide
T48S	A 7" Colour Touchscreen LCD Handset with High Definition Voice Quality. For full features or specs of the T48G handset, please refer to user guide
CP860	CP860 is an IP conference phone with many important audio features including optima HD technology, a build-in 3 microphone array, full-duplex technology and acoustic echo canceling

CP860	<p>A 2 port analogue telephone adapter (ATA) that allows users to create a high-quality and manageable IP telephony solution.</p> <p>For full features or specs of the HT802 ATA, please refer to user guide</p>
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Basic End User Telephony Features

The following basic telephony features are available to all BizPhone™ Plans/handsets, except the BizPhone™ Adaptor (ATA) Plan. Most of these features can be managed through the online Management portal or by using the Feature Access Codes on the handsets. Please refer to the BizPhone™ product User Reference Guide for details.

User Features	Admin Portal Support	Description
Call Forward - No Answer	Active/Inactive	Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings.
Call Forward - Busy	Active/Inactive	Enables a user to redirect calls to another destination when an incoming call encounters a busy condition.
Call Forward - Always / Immediate	Active/Inactive	Enables a user to redirect all incoming calls to another phone number.
Call Forward - Not Reachable	Active/Inactive	Enables a user to redirect calls to another destination when the intended party is unreachable.
Call Waiting	Active/Inactive	Enables a user to answer a call while already engaged in another call. When a second call is received while a user is engaged in a call, the user is informed via a call waiting tone. To answer the waiting call, the user presses the flash hook.
3-way Call for all handsets / 5-way call for conference handset	Always enabled by default	Enable a user to make calls with few parties, in which all parties can communicate with each other.

Call Transfer	Always enabled by default	Enables a user to transfer the caller to a third party.
Calling Number Display - Incoming	Active/Inactive	Enables a user to identify the party calling you when the calling number of incoming calls is displayed on your handset
Calling Number Display - Outgoing	Active/Inactive	Enable a user to block or hide their phone number when making a call. This will stop whoever you are calling from seeing your phone number
Call Barring - Outgoing Calling Plan	Mobile/International/Long Distance (Only set by Customer)	Enables administrators to block users from making certain types of outgoing calls, such as Mobile, International, and Long Distance
Anonymous Call Rejection	Active/Inactive	Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID
Automatic Call Back	Active/Inactive	Enables users who receive a busy condition to monitor the busy party and automatically establish a call when the busy party becomes available. This service can only be activated when calling within the same vPBX group (Internal calls between two BizPhone™ users).
Do Not Disturb	Active/Inactive	Allows users to set their station as unavailable so that incoming calls are given a busy treatment.
Do Not Disturb Reminder	Active/Inactive (can only be activated when DND is active)	Allows users to set a notification/reminder ring to alert user that Do Not Disturb is activated.
Remote Office	Active/Inactive	Enables users to access and use their BizPhone™ service from any end point, on-net or off-net (for example, home office, mobile phone).
Basic Call Logs	Available on Portal	Call Logs for Missed, Received, and Placed Calls

Advanced End User Telephony Features

The following Advanced telephony features are available and relevant to most BizPhone™ Plans/handsets, except the BizPhone™ Adaptor (ATA) Plan. Most of these features can be managed through the online Management portal or by using the Feature Access Codes on the handsets. Please refer to the BizPhone™ product User Reference Guide for details.

User Features	Admin Portal Support	Description
Simultaneous Ring	Active/Inactive	Enables users to have multiple phones ring simultaneously when any calls are received on their BizPhone™ phone number, with the first phone to answer taking the call.
Sequential Ring	Specify Settings and Create Criteria (Refer to User Reference Guide)	Enables users to define a “find-me” list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements.
Call Forwarding Selective	Active/Inactive	Enables a user to define criteria that causes certain incoming calls to be redirected to another destination.
Priority Alert	Specify and create Criteria	Enables a user to define criteria to have certain incoming calls trigger a different call waiting tone (that is, alert) or a different ringing cadence than normal calls.
Call Notify	Active/Inactive (provide email address)	Enables a user to define criteria that cause certain incoming calls to trigger an e-mail notification.
Busy Lamp Field* Only on T48G/S and T42G/S handsets	Select BizPhone™ Users	Enables a user to receive the call state information on monitored users.
Speed Dial 8	Provide Phone#	Enables users to dial single digit codes to call up to eight different numbers, such as frequently dialled numbers or long strings of digits that are hard to remember.

Shared Call Appearance 10+	Is setup by default for users with multiple clients (handsets, soft clients)	Allows for incoming calls to ring on multiple phones simultaneously. If one of the phones is already hosting an active call under the line ID, any outgoing calls from another phone using the same line ID are blocked.
Voicemail/Voicemail to Email	Enable/Disable (Provide Email Address)	Allows user to access their voicemail from their handset and the specified email address.
Call Barring	Enable/Disable	Allows administrator to bar certain types of calls (Mobile, International, and Long Distance) from being made from the user's phone.

Optional Business Features & Services

BizPhone™ Desktop App

BizPhone™ Desktop App is the Broadsoft Business Communicator Softphone desktop application that allows customers to make and receive calls, access voicemail, and to configure their basic telephony features, such as Call Forwarding, Do Not Disturb, etc. For a full list of features of UC One Communicator Desktop Softphone Application, please refer to the UC One Communicator Desktop user guide.

Customers will receive a web login username and password for each Desktop App BizPhone™ service, as part of the Vocal™ Service Completion Advice email that is provided once the service is provisioned and the order is closed.

BizPhone™ Mobile App

The BizPhone™ Mobile App is the Broadsoft UC One Communicator Mobile Softphone Application that is available on the customers Mobile Phone which allows them to make and receive calls and manage their telephony features. This mobile softphone application is supported on different operating systems, such as Google Android and Apple IOS. Customers will need to download this application from their relevant App store and install on their Mobile to be able to use this softphone application.

Besides making calls, there are other basic telephony features or functions that can be performed via the Softphone client, such as configuring Call Forwarding options, Enable/Disable Do Not Disturb feature, etc.

BizPhone™ Receptionist App

The BizPhone™ Receptionist App uses the Broadsoft Receptionist interface which is an attendant console that manages call distribution for front desk operator through a desktop application. This console can provide your front-of-house staff with a web based application that can help them screen and forward inbound calls efficiently.

Two Receptionist App types are available as part of the BizPhone™ product:

- **Receptionist App (Basic):** Enables a Receptionist to monitor up to 30 static phone users, and a very limited set of features.
- **Receptionist App (Advanced):** Enables a Receptionist to monitor up to 200 static phone users, and an enhanced interface with a rich set of features including monitoring, manipulating and distributing queued calls (if Call Queuing is activated), and many other call control features.

For the 'basic' option, the customer administrator will need to use the admin portal to define the list of monitored users. Whereas, for the 'advanced' option, the Receptionist console can be used to define and customise the list of monitored users. Customers are able to upgrade from one Receptionist type to another; modifying your Receptionist application type (between Basic and Advanced), will require re-provisioning of your Receptionist service and subsequently deletes all your already monitored static contacts, which need to be re-added once the new service is activated.

Call Queuing

The Call Queuing feature will enable a BizPhone™ Customer to queue calls once he is added to a queue by the customer administrator; Calls are queued, while the user is busy on another call. This feature is available as an Add-on user feature for an additional monthly charge.

This feature is very useful for a receptionist that usually needs to handle a big volume of calls and needs the ability to queue calls to make sure that the customer's business is not missing any calls.

Headsets

Headsets are not included with the Handset by default, but they are available for separate purchase.

Add-On Customer Level Features and Services

Below services or features are available as an extra and therefore will incur additional cost:

Hunt Group

A Hunt Group is a Customer level Telephony feature that allows users within a group to be included in a specified sub-group to handle incoming calls. By default, the customer can setup a Hunt Group with a minimum purchase of 3 handsets (plans) at an additional cost.

Hunt Group offers a method of distributing any inbound calls to a group of phones that are defined by the customer administrator.

The main Characteristics of the BizPhone™ Hunt Group feature are as follows:

- Supports For different distribution methods; circular, regular, simultaneous, and uniform
- Multiple BizPhone™ users can be added to a Hunt Group by the customer administrator
- Overflow policy can be defined by the administrator by setting the maximum call wait duration for the hunt group.
- Overflow destination can be defined by the administrator to be forwarded to the customer's phone number or voicemail.
- Option to make Hunt Group busy when all available agents are not reachable
- Caller Line Identification display details for the Hunt Group can be customised

Auto Attendant

Auto Attendant is an auto receptionist that answers the phone with a personalised message and provides options to callers and is available at an additional cost.

The main Characteristics of the BizPhone™ Auto Attendant feature are as follows:

- Caller Line Identification display details for the Auto Attendant can be customised
- Default audio file or a personal recorded Audio file can be uploaded using the BizPhone™ online portal
- Many actions are supported including Name Dialling, Extension Dialling, Transfer to Operator, Transfer with Prompt, Repeat Menu, etc...

Queue

Call Centre queues can be created by the company administrator and multiple queues can be utilised if necessary. The Customers Administrator will be able to add (or delete) end users who can join the queue to assist in getting incoming calls answered.

The main Characteristics of the BizPhone™ Queue feature are as follows:

- Multiple users/agents can be members of one queue
- Overflow policy can be defined by the administrator based on queue Length and maximum call wait duration.
- Overflow destination can be defined to be: busy treatment, Transfer to an end user's phone number or voicemail, or keep ringing till caller hangs up.
- Default for "Play ringing when offering call" is on - but this can be changed by customer Administrator if they prefer the caller to listen to music till someone answers the call instead of continuous rings
- If one of the queue members is going away from their desk (e.g. lunch break), calls will be ringing on their phones till the call bouncing is triggered. To prevent this, a user can turn on "Do Not Disturb" on their handset to keep the call waiting in the queue till it

bounces to the next available queue member, or overflows once the maximum call wait is reached, or gets answered when the same queue member becomes available again.

Queue is subject to once-off setup charge and a monthly recurring charge per call queue.

Direct In Dial Number Ranges

BizPhone™ customers have the option to buy new phone number ranges allocated by Vocal™. The available number blocks for ordering are:

- Blocks of 10 Numbers
- Blocks of 50 Numbers
- Blocks of 100 Numbers

Service Coverage

BizPhone™ is available Australia wide and across the 66 CCAs.

In most cases a service qualification is needed to be performed to determine availability of this service. A LAN Pre-validation test is recommended to help the customer determine if his LAN environment is suitable for a VoIP based Service.

Also the customer's broadband Internet connection including customer's firewall configuration should meet a minimum set of requirements that are detailed later in this document. As this service is an over the top service it is the customer's responsibility to make sure that the service location details are always updated with Vocal™ to meet the regulatory requirements that he is liable to meet accordingly.

Qualification Checklist and LAN Pre-validation

Prior to submitting a BizPhone™ order, it is important for the customer to perform the BizPhone™ Connection test and complete the qualification checklist to make sure that the network is ready to support the BizPhone™ features.

The main network and system requirements are as follows:

- Customer's Internet Broadband connection supports 100Mb/s per each concurrent voice session
- A DHCP server and a DNS server are available within the customer's LAN environment that the handsets will be able to access and retrieve IP Addressing, net mask, gateway, and domain names, etc.
- Customer environment has enough power outlets or / PoE ports available at each location - All BizPhone™ handsets are delivered with a power supply
- Disable SIP-ALG (Application Layer Gateway) on router and Firewall
- Customer Firewall will need to be opened for outbound connections

Phone Number Allocation

BizPhone™ product has the following phone number allocation rules and characteristics:

- Each BizPhone™ handset/plan will be assigned a single Direct In Dial Number. The number can be either allocated by Vocal™, or ported in from a third party provider;
- BizPhone™ customers have the option to buy new phone number block allocated by Vocal™. The phone number block size can be 10, 50, or 100 numbers;
- BizPhone™ customers have the option to port in existing phone number ranges from third party providers including Telstra, Optus, Primus, Symbio Networks, GoTalk, and iiNet.

The following pricing rules apply to BizPhone™ phone number allocations:

- All individual numbers (newly assigned or ported) are free of charge;
- All phone number ranges (newly assigned or ported) are chargeable

Port-In Existing Number

Customer can port in their existing Phone number(s) if they wish to keep their existing number. The customer simply provides the full geographical number and the current or porting away Provider Name and Vocal™ will organise the Port-in.

Customers can port in phone number ranges from the following providers as Vocal™ has an LNP Agreement with these carriers:

- Telstra
- Optus
- Primus
- Symbio Networks
- Verizon
- GoTalk
- iiNet (Chime)
- Internode (Agile)

BizPhone™ Non-Supported Features

The following telephony features are not supported nor tested with the Vocal™ BizPhone™ service:

- Calls to Foxtel, Austar, Select TV;
- Back to base alarms and other monitoring systems using phone lines;
- VoIP based fax;
- Dial up modem or other analogue data calls (e.g., EFTPOS, HICAPS, etc.);
- Fax to international and domestic numbers;
- Medical Services: The service is not suitable for users who require a phone line to support medical devices;
- Preselect or override to other carriers;
- Priority Assistance;
- Calls to numbers starting with 19/1900, 0500 or Universal International Freephone Numbers (UIFN).

Fulfilment Process

Order Management

Upon receipt of the order, Vocal™ will send a 'Sales Order Receipt Notification' to the customer. Vocal™ will then check and determine whether the order can be accepted. Depending on the outcome, Vocal™ will either send an 'Order Acceptance Notification' to the customer specifying a planned delivery date for the service or send an 'on Hold/Order Rejection Notification' to the customer stating the reasons why the order is put on-hold or rejected.

Please note that the provisioning lead-time starts from the date of the Order Acceptance Notification and not the Sales Order Receipt Notification.

Service Delivery process

Below is a high level BizPhone™ service delivery process outlining the main delivery steps from order acceptance till billing is triggered. During this process Vocal™ will make two calls to the customer:

First Customer call - after the order is accepted

- Review and confirm order details
- Advise customer on BizPhone™ Qualification checklist and minimum network and system requirements
- Advise or confirm that customer completed is BizPhone™ Connection test and captured the test reference numbers

Second Customer call - 3 days after handsets are dispatched

- Upon receiving your BizPhone™ handsets, please call our Provisioning team on **1300 796700** to complete the activation of your handsets.
- Confirm handsets are patched, and handset configuration downloaded
- Confirm Service is activated and working; i.e. customer can make and receive local calls
- Introduce customer to main product and handset features

Please note that before the second call is completed the service will have barring activated on all call types except for local calls; i.e. the service is activated but the customer will only be able to make outbound local calls. The barring will be lifted as soon as the second customer call is completed and order is closed, then the service will be fully operational, and the customer will be able to make National and International calls.

The below process is only applicable for the first customer order; i.e. any additional modifications for ordering new BizPhone™ plans/services (or adding additional features to existing services) will not involve any customer calls, and instead the order will be accepted, service gets delivered and activated, and then billing is triggered automatically 3 days from the dispatch of the handsets.

- **Service Activation Communications** - Throughout the process of service delivery, Vocal™ will communicate with the Customer. The following notifications for new orders are sent to the Customer to provide update on service delivery:
- **Sales Order Receipt Notification** - This notification provides the customer with notification that their order has been received and is starting to be processed to determine whether Vocal™ can accept the order. It also provides details around the target delivery timeframe and outlines the communications that will be received throughout the provisioning process. Vocal™ sends the Sales Order Receipt Notification as soon as the order is submitted.
- **Order Acceptance Notification** - This notification provides the customer with advice that the order has been accepted, it is progressing and that the SLA for provisioning their order has now started. It also provides details of the provisioning target date and provides further details of the site visits that may need to be conducted throughout the provisioning of the order. The Order Acceptance Notification is sent within 48 hours of receipt of the order request.
- **On Hold/Rejection Notification** - This notification advises the customer that the order cannot proceed due to an issue i.e. lack of phone stock, licenses, etc. This On Hold/Rejection Notification should be nominally received 3-5 business days after Vocal™ have sent the Order Acceptance.
- **Service Completion Notification** - This notification advises the customer that their order is completed, their phones has been delivered, service is operational, and billing of the service start date, and any service information such as service features, assigned phone number, Softphone Apps user Ids, passwords, voicemail passcodes, Administrator username and password, references to where applications can be downloaded from, etc...

Service Modifications

Any requests for adds, moves or changes during the contract term are categorised as a Service Modification.

BizPhone™ service modification requests can be submitted by the customer to your Vocal™ account manager or using the web portal for some types of basic modifications. Please note BizPhone™ service modifications might be billing impacted and may incur costs.

Service Relocation

BizPhone™ is an Over The Top Service, and therefore the service can be relocated from one physical address to another without the need of submitting a relocation request. However, the customer will need to update their Physical address details using the BizPhone™ Admin portal for regulatory reasons. Failure to do keep the customer address details updated will have legal consequences including penalties, prosecution, etc...

Also, in this scenario if the service was working in the previous location, and stops working or start having issues in the new location, then most probably the main reason for these issues

will be the customer's network, and therefore the customer should be responsible for investigating and addressing these issues as they arise.

Service Cancellation

An active BizPhone™ service can be cancelled via your Vocal™ account manager or by written request to Vocal™.

Once a valid application for cancellation is received, Vocal™ will send an Order Acceptance Notification to the customer advising that Vocal™ has accepted the termination request and advise of date of termination depending on the customer requirements. Vocal™ will then track termination through to completion. Once the service is terminated, Vocal™ will send the Service Completion Notification to the customer advising that the service has been successfully terminated. The Bill Cease Date will also be indicated on the Order Completion notification email.

The Customer must return all handsets allocated by Vocal™ as part of the End user service plans. The Service Disconnection Advice will be emailed to the customer, detailing the Cancellation Date, Services that are cancelled, and Handsets return Deadline. If the Handsets are not returned by the Deadline, then Handset Non-Return Fee will apply. Please refer to the product price book for details on the applicable fees and charges.

Please note that billing on the original service will continue unless a valid cancellation request is received by Vocal™.

Early Termination fees apply if the customer cancels the service within the contract term.

Order Withdrawal

An existing order can be withdrawn by submitting the request via an account manager. Order withdrawal fees may apply.

Service Levels

BizPhone™ Service Levels are as follows:

Service level	Value
Service Provisioning Target	Handset Plan: 14 Business Days from order acceptance. Softphone Plan: 2 Business Days from order acceptance (except when it is part of first customer order, then 14 Business Days). Hunt group/Auto Attendant/Queue: 2 Business Days from order acceptance.

	Modifications: Mobile App/ Desktop App /Reception App/ Queuing: 2 Business Days from order acceptance.
Service Provisioning Rebates	No Service Provisioning Rebates are payable in the event that Vocal™ fails to meet Service Provisioning Target
Help Desk Hours	24 x 7 x 365
Service Assurance Availability Target	99.90%
Service Assurance Target Response Time	Interrupted Faults: 0 to 60 minutes Non-Interrupted Faults: 4 Hours
Service Assurance Target Restore Time	4 hours
Service Assurance Rebates	No Service Assurance Rebates are payable in the event that Vocal™ fails to meet Service Assurance Targets

All enquiries, faults and issues should be directed to the Customer Service Desk (CSD). To log faults, customers have the option to log the fault by calling the CSD or send an email to the respective teams.

Faults should be raised by calling the Service Desk in the first instance. The e-mail should only be used for non-urgent queries.

Once the fault is logged, the CSD will enter the fault details into the fault system and will give customer a unique fault reference number for referencing during the fault rectification process.

The CSD provides the appropriate support level in the event of a fault situation and is responsible for escalating the level of support and referring issues to different groups within Vocal™ while keeping responsibility for the overall management of the fault.

Once a fault is cleared the customer is contacted to confirm that the Service is fully operational and available for use. Customer can also monitor the progress of the fault ticket via Frontier.

Assurance Process

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Handsets Support and Warranty

BizPhone™ Handsets are owned and Managed by Vocal™. Handsets come with Manufacturer Warranty. Customer will deal with Vocal™ Service Assurance team should any handset becomes faulty. Vocal™ Service Assurance team will investigate the Fault reason and if it is due to Manufacturer error, then Vocal™ will send a replacement handset to the customer if required. If it is determined that the customer has caused the fault, then the customer needs to pay the Faulty Handset Fee.

Note: Spare Handsets are owned by the customer and only the Vendor warranty of 18 months will apply.



Retail Service Provider of



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