

BizPhone™

A guide to cloud-based
PBX for small business



vocal ™

100% Aussie Telco since 2003



BizPhone™

Australia's most trusted
cloud-based IP-PBX

Cloud is the new normal for every business

For many, remote work is a new reality that business owners have been compelled to adopt in recent times.

While cloud services have been delivering efficiencies to the back office for years; it's evident there are enormous benefits for implementing front office solutions that better connect us to our customers, suppliers and staff in real-time, that maintain accountability, help us collaborate in ways we could only have imagined while keeping us productive whether working from the office, at home or while out in the field.

It's clear that organisations of any size are now transforming to meet the new era so understanding the true benefits of cloud services being deployed across your entire business is now more important than ever before.

As many as 1 in 5 businesses are reconsidering their real estate footprint from 2021 and 74% intend to increase time working from home.

83% of enterprise workloads will be in the cloud by 2021.

30% of information technology spending was allocated to cloud computing & services in 2018.





Benefits of a cloud-based telephone system

While different challenges exist for start-ups and existing enterprises alike; cloud phone systems suit any sized operation and are a sound future-proofing measure because of included hardware and maintenance costs and the ease of scaling up the system as the business grows.

40% of the calls made by first-time customers are not picked up.

This translates to 95% of the leads via the telephone being lost.

Moving your phone system to the cloud clears the way for your company to rise to that important next level by:

- Eliminating distractions that minimize your productivity.
- Relieving stress due to predictable costs and avoiding ongoing maintenance costs.
- Capitalising on the essential tools and features your employees need to tackle greater demands and higher expectations.
- Expanding your operations with minimal hardware, integrated third-party support platforms, and mobile-workforce solutions.

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nbn™
ready

Here's why your business should consider BizPhone™



Unlimited*
national calls



Included
IP handset



Full PBX
features



Connect
everywhere



Delivered to
your door



Easy self
installation



Customise
via portal



Dedicated
support



Enormous
cost savings

Take your office home


Easily and seamlessly work between the office, home or while on the run.

The need for work-location flexibility has gained significant momentum in recent years. In 2020, over 86% of workers have spent time working remotely, which is 23% higher than a similar survey taken in 2016.

This only makes sense as employees and owners increasingly operate from multiple locations and use their personal mobile devices for business communications.

To achieve this, BizPhone™ handsets can either be placed in different locations or via the BizPhone™ Softphone or Mobile app which transforms any personal mobile device into an extension of your employee's business telephone.

Remote workers can then make and receive calls using their business number instead of handing out their personal numbers to customers and co-workers. Extension dialling is also available, as is call holding, conference calling, call transferring, voicemail and more so they'll never miss a call.



BizPhone™ includes all the features you'd expect from an expensive onsite PBX system and includes everything you need, including a choice of handsets and unlimited calls

Big on features. Small on price

Traditional on-premises phone systems are fast becoming redundant due to high installation and variable usage costs, including the ongoing need for maintenance and updates as the system grows older.

As businesses are motivated to keep pace with current technology; cloud phone systems become desirable for their adaptability, predictable cost and inclusion of productivity features that help companies leverage these trends to their advantage.

BizPhone™ is equipped with all the essential features and tools to increase productivity and elevate your business to new heights.

Take control of your costs and benefit from the latest technology as BizPhone™ provides an all-inclusive month-to-month subscription for the cloud-based IP-PBX phone system, hardware, maintenance, software updates and standard calls within Australia.

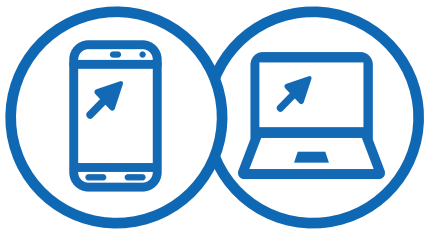
Includes your choice of pre-configured IP handset



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Powerful productivity features to streamline your business



GO ANYWHERE APPS

EASILY & SEAMLESSLY WORK BETWEEN THE OFFICE, HOME OR ON THE GO

BizPhone™ mobility apps function just like a normal handset when you're away from the office.

Choice of apps to use your computer or mobile device as an extension of your BizPhone™ handset.

- ✓ Broadsoft Business and UC One Communicator software
- ✓ Make and receive calls, access voicemail and more
- ✓ Configure basic telephony features such as Call Forward, Do Not Disturb and more
- ✓ Desktop App supports MAC and Windows 10
- ✓ Mobile App supports IOS and Android



HUNT GROUP

ENSURE THAT INCOMING CALLS ARE DIRECTED TO THE RIGHT PEOPLE

Hunt Group is an incoming call handling feature used as a method of distributing inbound calls to a specified group or sub-group of phones.

Allows your business to receive multiple incoming calls from your main number.

- ✓ Support for circular, regular, simultaneous and uniform distribution methods
- ✓ Overflow policy by setting the maximum call wait duration
- ✓ Direct overflow calls to any phone number or voicemail
- ✓ Caller Line Identification display details for the Hunt Group
- ✓ Hunt Group requires minimum of 3x BizPhone™ plans



AUTO ATTENDANT

WELCOME YOUR CUSTOMERS & DIRECT INCOMING CALLS TO THE RIGHT TEAM

Auto Attendant is an auto receptionist that answers the phone and greets the caller.

Callers hear a personalised message which provides options for the call to be placed with the selected department.

- ✓ Support for Name Dialling, Extension Dialling, Transfer to Operator, Transfer with Prompt, Repeat Menu
- ✓ Use the default audio file or add a personal recorded Audio file by uploading via the BizPhone™ online portal
- ✓ Caller Line Identification display details for the Auto Attendant can be customised
- ✓ Add multiple Auto Attendants as needed



CALL QUEUING

COMPREHENSIVE SOLUTION TO HANDLE LARGER VOLUMES OF INCOMING CALLS

Call Queuing enables calls to be placed in a queue when users are busy on other calls.

Administrators can manage a variety of queuing functions like adding queue members and call overflow policies.

- ✓ Useful for a receptionist to manage redirection of calls
- ✓ Mitigates loss of business calls.
- ✓ Online management console to easily manage features and members of the queue
- ✓ Set busy overflow destination to transfer call to an extension, voicemail, keep ringing or to an outside line or mobile
- ✓ Add multiple Queues as needed



RECEPTIONIST CONSOLE

A POWERFUL TOOL FOR YOUR FRONT DESK OPERATOR TO DISTRIBUTE CALLS

BizPhone Reception App is an attendant console that manages call distribution with a web based application.

Empower your front-of-house staff to screen and forward inbound calls more efficiently.

- ✓ Utilises Broadsoft Receptionist interface
- ✓ Choice of 'Basic' or 'Advanced' Reception Apps are available
- ✓ Basic App enables receptionist to monitor up to 30 static users
- ✓ Advanced App enables up to 200 static users with enhanced functionality when used with Call Queuing
- ✓ Online management console to define list of monitored users



MUSIC ON HOLD

70% OF CALLS ARE PLACED ON HOLD SO MAKE YOUR BUSINESS WORTH THE WAIT

Improve customer engagement and create a lasting impression for callers who are placed on hold by utilising Music-on-hold.

Highlight your professionalism and stay ahead of your competition.

- ✓ Reduce call desertion and increase customer retention
- ✓ Ensure a smooth experience for people who call your business or placed on hold
- ✓ Play licenced music for an engaging experience
- ✓ Add voice overs to promote your products & services
- ✓ Support for .wav files added via the admin portal for up to 5 minutes of continuous play.

Inbuilt features to manage calls & empower your business

BizPhone™ includes all the **essential features** you need to grow your business that are easy to setup and simple to use.



OUTGOING CALL MANAGEMENT

Features to direct incoming calls to another destination when you're either busy, on another call or away from your desk.



CALL RESTRICTION FEATURES

Variety of features to block users from making certain types of outgoing calls and restrict specified incoming calls.



CONFERENCE CALLS

Invite multiple parties to join in on the same call. Native support for 3 callers and up to 5 parties with BizPhone™ Conference Plan (CP860)



CALLING NUMBER DISPLAY

Features to manage and identify the calling party on the screen of your phone. Hide or block your number when making outgoing calls.



VOICEMAIL

Allows the calling party to leave a message for the user or nominated group. Users can access voicemail from a phone or sent as an email.

- ✓ Call Forward - No Answer
- ✓ Call Forward - Busy
- ✓ Call Forward - Always / Immediate
- ✓ Call Forward - Not Reachable
- ✓ Call Transfer
- ✓ Call Waiting

*Additional fees when forwarding calls apply

Tips on how to use

Easily configure call management features from the online user portal, your handset or mobility app.

- ✓ Call Barring of outgoing calls
 - mobile
 - long distance
 - international
- ✓ Anonymous Call Rejection
- ✓ Do not Disturb
- ✓ Do Not Disturb Reminder

Tips on how to use

Call barring configured via the online admin portal and set across the entire organisation.

- ✓ 3-Way Call (enabled on all handsets by default)
- ✓ 5-Way Call* (only available for BizPhone Conference Plan using a Yealink CP860)

*Additional fees apply

Tips on how to use

Use your BizPhone handset, Softphone or mobility app to easily make or join 3-Way Calls.

- ✓ Calling Number Display - Incoming
- ✓ Calling Number Display - Outgoing

Tips on how to use

Users can turn on/off hiding via the handset. Admins can manage incoming features via the online portal.

- ✓ Voicemail Box
- ✓ Voicemail to Email
- ✓ Voicemail Email Notification
- ✓ Voicemail Carbon Copy

Tips on how to use

Users can record and configure personal voicemail box via their BizPhone device and manage via user portal.

Do more with your BizPhone™ service when you utilise the range of supported advanced features designed to take your business to the next level.



BUSY LAMP FIELD

A 'key system' feature that indicates when other users are either busy on calls or not available. Assists admins to monitor specific users.



SCHEDULES & EVENTS

Set office hours, holidays & other events to control the times at which the Auto Attendant & Call-forwarding features will function.



RING & NOTIFY FEATURES

Variety of features to control the way incoming calls are received and alerts which are triggered according to certain user defined criteria.



NUMBER BLOCKS & PORTING

Port your existing numbers or buy new numbers to be allocated to your BizPhone service. Available in blocks 10, 50 or 100.



CALL LOGS & REPORTS

Save on the expense of call monitoring software and access the admin portal to instantly view call logs for a range of call types.

- ✓ Only available for supported handsets with a screen to be able to see users
- ✓ Yealink handset models as follows:
 - T48G
 - T48S
 - T42G
 - T42S

Tips on how to use

Admins can configure the Busy Lamp feature via the online admin portal and select users they wish to monitor.

- ✓ Schedule Name
- ✓ Schedule Type
 - holiday
 - time
- ✓ Schedule Features
 - Dates
 - Times
 - Pattern
 - Interval
 - Recurrence

Tips on how to use

Admins can create all types of schedules, dates & times via the vPBX portal to control call handling features.

- ✓ Simultaneous Ring
- ✓ Sequential Ring
- ✓ Call Forwarding Selective
- ✓ Priority Alert
- ✓ Call Notify
- ✓ Shared Call Appearance 10+*

*Requires minimum of 10 users

Tips on how to use

Each feature can be activated via the online admin portal & specify required criteria.

- ✓ Support for local number porting[^] (LNP)
- ^Carrier Network 'Port-Out' fees may apply
- ✓ Direct In-dial Number Ranges*
 - 10 number block
 - 50 number block
 - 100 number block

*Additional fees apply

Tips on how to use

Use your BizPhone handset, Softphone or mobility app to easily make or join 3-Way Calls.

- ✓ Basic Call Logs
 - Placed calls
 - Received calls
 - Missed calls
- ✓ Advanced Call Logs
 - Report criteria
 - Time & date
 - Download CSV

Tips on how to use

Simply log into the online portal to lookup and view call logs. Use the Advanced tool to download results.

Our most popular BizPhone™ plans

Mix and match any number of BizPhone™ plans depending on your individual business needs. Easily add more plans as your business grows and remember that each BizPhone™ plan comes with included national calls, pre-configured hardware* and is packed with full PBX features.

*Excluding BizPhone™ Softphone plan which requires a headset



Softphone

\$25

per month

Standard

\$35

per month

Executive

\$45

per month

GREAT FOR VIRTUAL & HOME OFFICES IF WORKING FROM A COMPUTER

Softphone is a budget solution perfect for virtual, home office and frequent travellers who typically work from a laptop or PC.

You'll still get a dedicated phone number and all the great BizPhone™ call inclusions and PBX features.

BEST FOR ALL TYPES OF BUSINESSES WITH CHOICE OF DESK OR CORDLESS PHONE

Our most popular plan where a physical handset is required for the office.

BizPhone handsets come pre-configured for easy self installation; simply plug it into your existing internet connection and start calling.

FOR FRONT DESK STAFF & MANAGERS IN HIGHER VOLUME CALL ENVIRONMENTS

Select this plan for increased functionality and visibility across the entire business.

The 7" colour touchscreen is perfect for managers and receptionists particularly when used in conjunction with advanced and productivity features.

- ✓ Uses Broadsoft software to make and receive calls, access voicemail and more
- ✓ Use on any desktop or laptop
 - MAC support
 - Windows 10 support
- ✓ No setup fees
- ✓ Port your existing numbers*
- ✓ Online User Portal access for easy customisation

- ✓ Choice of Yealink IP Handsets
 - T42S desk phone
 - W56P cordless DECT phone
- ✓ No upfront fee on 24 mth term
- ✓ Port your existing numbers*
- ✓ Easy self installation
- ✓ Online User Portal access for easy customisation
- ✓ Included national calls

- ✓ Receive a premium high-end Yealink IP handset
 - T48S executive phone
- ✓ No upfront fee on 24 mth term
- ✓ Port your existing numbers*
- ✓ Easy self installation
- ✓ Online User Portal access for easy customisation
- ✓ Included national calls

BONUS! - GET 12 MONTHS OF FREE LINE RENTAL ON A 1300 INBOUND SERVICE

Save \$240 on monthly line rental when you connect a minimum of 3x BizPhone™ plans on 24 month term.

*Conditions apply. Inbound call charges not included.

Standard call rates

	Softphone	Standard	Executive
Local calls (p/call)	Unlimited	Unlimited	Unlimited
National calls (p/min)	Unlimited	Unlimited	Unlimited
Calls to mobile (p/30sec)	Unlimited	Unlimited	Unlimited
13/1300 numbers (per	Unlimited	Unlimited	Unlimited
1800 numbers	nil	nil	nil
International calls*	rates vary	rates vary	rates vary

Unlimited calls subject to Vocal's Fair Usage Policy

PBX features (standard)

	Softphone	Standard	Executive
Call forward	Included	Included	Included
Call waiting	Included	Included	Included
Call transfer	Included	Included	Included
Caller barring	Included	Included	Included
Do not disturb	Included	Included	Included
Speed dial 8	Included	Included	Included
Priority alert	Included	Included	Included
3-way conference	Included	Included	Included
Number display	Included	Included	Included
Voicemail	Included	Included	Included
Simultaneous ring	Included	Included	Included
Call notify	Included	Included	Included
Busy lamp	N/A	Included*	Included
Schedules & events	Included	Included	Included

*Busy Lamp function not supported on W56H Cordless DECT handset




PBX features (optional)

	Set-up	Per mth
Hunt group*	nil	\$9.95
Auto attendant	nil	\$14.95
Call queuing	\$60/hr	\$14.95
Reception desk	\$60/hr	\$49.95
Number blocks (10,50,100)	nil	\$14.95 / \$29.95 / \$49.95
Music-on-hold	POA	\$9.95
Mobile app	nil	\$9.95
Laptop app	nil	\$9.95

*Hunt group requires a minimum of 3x active BizPhone™ plans to operate

BizPhone™ handset comparison table

Choose from a variety of pre-configured Yealink IP handsets that best fit your business needs. Each device is packed with features and offers a modern stylish design, providing high-quality voice via a simple user interface.

MODEL NUMBER	CP860	T48S	W56H	T42S
HANDSET				
DISPLAY	192x64 colour display	7" 800x480 pixel colour touch screen	1.8"128x160 colour display	2.7" 192x64 pixel greyscale screen
CAMERA		No	No	No
PROGRAMMABLE LINE KEYS	4	11	-	6
HEADSET SUPPORT	wired via 3.5mm jack	RJ-9 port, Bluetooth via optional dongle	2.5mm wired (2.5mm jack)	RJ-9 port
USB	1 x USB 2.0	Bluetooth dongle only (optional)	-	No
EXPANSION MODULE SUPPORT	-	Up to 6 Expansion Modules-	-	No
HD VOICE	Yes	Yes	Yes	Yes
VIDEO CALLING		No	No	No
FULL DUPLEX SPEAKER	Yes	Yes	Yes	Yes
FIXED FEATURE KEYS	-	Voicemail/headset/hold/mute/transfer/redial/speakerphone	Message/mute/transfer/handsfree	Voicemail/headset/mute/speakerphone
3-WAY CONFERENCING	Yes	Yes	Yes	Yes
MESSAGE WAITING INDICATOR (MWI)	Yes	Yes	Yes	Yes
INTEGRATED SWITCH	Single port 10/100/1000Mbps	Dual port 10/100/1000 Mbps	Single port 10/100/1000Mbps	Dual port 10/100/1000Mbps
WI-FI		No		No
POWER SOURCE	PoE/AC Power Supply Unit	PoE/AC Power Supply Unit	PoE/AC Power Supply Unit	PoE/AC Power Supply Unit
POWER CONSUMPTION	2.8-5.6W (PSU); 3.9-8.1W (PoE)	2.0-6.4W (PSU); 2.4-10.5W (PoE)		1.1-2.3W (PSU); 1.7-3.2W (PoE)
WALL MOUNT	No	Yes (optional)	Yes (optional)	Yes (optional)

Information about the Service

BizPhone is a hosted IP-PBX that operates over an internet connection and provides all the features and functionality you'd expect from an expensive 'on-site' business telephone systems.

Easily transition your business from analogue telephony to VoIP without hassle and expense of installing an onsite phone system and maintain all your existing business telephone numbers.

Minimum term: 24 months

Bundling: Depending on the plan you select, you will receive a pre-configured IP handset required to access the service. All IP-handsets will remain the property of Vocal while the service remains active with Vocal and returned upon disconnection.

Broadband: BizPhone™ requires an active broadband service that meets minimum criteria to provide toll quality voice calls which can be delivered by Vocal at additional cost.

Promos and special pricing: This summary may not cover any special or customised rates or optional extras.

Information about pricing

Refer to the Vocal website or speak to your BizPhone sales specialist for plan pricing and minimum monthly charge. If you use your BizPhone™ service for things not included in your plan or exceed your included usage for either data or calls, you will have to pay more than your monthly minimum.

Your first bill: We invoice customers each month at the end of our billing cycle and note that your monthly access fee may be higher on your first bill due to pro-rata charges which are determined by the date of service connection.

Cancellations: You must notify us that you wish to cancel your service. You may cancel at anytime which will take effect on the last day of the bill cycle. No pro-rata credits or refunds can be provided for cancelled services. A \$200 Order Withdrawal fee applies if cancelling after order submission prior to connection. You must return to Vocal any BizPhone™ handset or device that was originally provided to you or additional costs will be levied.

Early termination fees (ETF): Applies to all BizPhone™ plans that are subject to a minimum term contract. If you cancel your plan before the minimum term, you will need to pay an ETF fee which is calculated by the monthly charge times the number of months remaining in the term.

Other Information

Using Your Service Overseas

You can use BizPhone™ while overseas and access the portal to make any changes. If you use the BizPhone™ Mobile App while overseas, you should avoid using Roaming Data and limit to access using Wi-Fi only to save costs and improve call quality.

Customer Support

We will do our best to service our customer's needs. You may call us during Australian business hours on **1300 796700** (local call cost) or email **support@vocal.com.au** or visit our website **vocal.com.au**

BizPhone Dedicated Support (7 x 24 x 365)

We offer a dedicated hotline for BizPhone™ enquiries which can be contacted on **1300 615227**.

What is included

An IP handset or other device or software depending on plan
A new telephone number (or port your existing)
Unlimited standard local, national and calls to mobile
Access to configuration Web Portal for DIY installation
PBX features and functions (basic and advanced)

What is not included

A broadband internet service
Additional charges apply for international calls, premium number and other value added services.
PBX features and functions (productivity)
Remote connectivity functions (Laptop & Mobile Apps)
On-site installation and system customisation

Configuration & modifications: Customers can choose to access the BizPhone™ web portal to set-up or make changes or have engage Vocal to complete changes at a cost of \$60 per 30 mins. This cost does not include any field activity or appointments.

Payment Terms & Late Fees: We provide our customers with 14 day payment terms. If you do not pay your bill on time, we may charge you a \$10 Late Payments Fee each month until full payment has been received.

Payment Methods: A 2% surcharge applies to payments using a credit card. A \$2 transaction fee applies to Australia Post payments. AMEX and Diners cards are not supported.

Bill Options: A Bill Print Fee of \$5 applies if we mail your bill. No cost for email or access via our website. Customers may access our Self Help Tool at no charge to review bill history, reports and unbilled charges.

Non standard installations: By appointment and quotation of \$150 call out fee, \$120 hourly labour fee plus parts & equipment.

Service Faults & Difficulties

You can report a fault at anytime which we will action on the same or next working day. We will do our best to restore your service within 2 full working days depending on your location or work load.

Complaints & Disputes

We will provide you with our Complaint Handling Policy if you do not already have one. You must tell us if you have a problem or complaint about our service. If we do not help you then you can raise the issue with the TIO by calling 1800 062058 or visit www.tio.com.au



Partial Service Provider of



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