



BizPhone™

Business-grade cloud IP-PBX
from an Aussie telco since 2003



Your guide to modern business
telephony & AI-PBX™

Business telephony is evolving beyond calls

Business phone systems have traditionally been built to connect calls, route customers and take messages. Today, AI Voice is transforming what happens before, during and after every conversation.

By combining proven PBX telephony with VOXY® AI Voice, businesses can go beyond traditional call handling to answer enquiries, qualify leads, book appointments, collect information and assist with everyday receptionist, sales and administrative tasks using advanced AI models that understand and respond to natural language.

And the possibilities continue to expand. VOXY® innovations including **patent-pending VoiceCentral** and **eCall** extend AI Voice beyond inbound calls — enabling natural voice interaction with supported business functions and turning your written or spoken instructions into outbound AI Voice conversations.

The result is business telephony that doesn't just connect people — **it helps your business work smarter, respond faster and stay ahead of the competition.**

- 31% of Australian customer-service cases are already handled by AI — expected to reach 60% in 2027.

Salesforce State of Service, Australia, 2026

- 40% of all customer interactions with businesses rely on voice telephony.

Zendesk, 2026

- 44% of callers to businesses fail to reach a person.

Invoca Lead Conversion Benchmarks, 2026





BizPhone™ is built for the different ways business works today

Modern businesses need communications that are flexible enough to grow, simple enough to manage and reliable enough to support every customer conversation.

BizPhone delivers professional business telephony without the cost and complexity of maintaining a traditional onsite PBX, making it easier to adapt as your people, locations and requirements change.

- **36% of employed Australians usually work from home.**

Australian Bureau of Statistics, August 2025

- **42% of phone leads convert during the call.**

Invoca Lead Conversion Benchmarks, 2026

A modern cloud-based phone system can help your business work smarter by:

- Reducing the cost and complexity of maintaining onsite telephone infrastructure
- Making it easier to add users, numbers, locations and features as your business grows
- Giving staff access to professional calling tools across the office, home and mobile
- Improving how incoming calls are routed, answered and managed throughout the day
- Providing a foundation that can be enhanced with VOXY® AI Voice and automation

Here's why your business should consider BizPhone™



Unlimited*
national calls



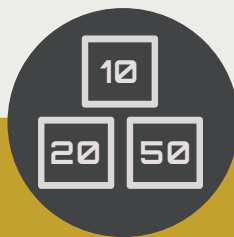
Choice of
IP handsets



Full PBX
features



Cisco Webex
mobility



Keep your
numbers



Easy self
installation



Online
management



Dedicated
support



VOXY®
AI-voice ready

One business number. Wherever work takes you.

Bring your office with you and stay connected across the office, home and on the road.

Business today rarely happens in one place. Owners and employees often move between the office, home, customer sites and the road; expecting the same professional experience every time they make or receive calls.

BizPhone helps keep your team connected through one consistent business identity, making it easier to stay reachable, responsive and professional across different locations.

Calls can follow the people who need to answer them, without tying your business communications to a single desk, device or workplace.

BizPhone can be preconfigured to a wide variety of supported IP handsets, or you can choose the Cisco Webex mobility app where users need the flexibility to make and receive business calls from their mobile, tablet or computer.

This allows a personal mobile or laptop to operate as the primary business endpoint, helping keep personal and work calls separate while preserving your business number, extension and core calling features.

The result is a more flexible, professional way to stay connected with customers and colleagues without tying your business to a single location.



"BizPhone brings together the business calling features you expect, with the flexibility to work across handsets, mobile and desktop wherever you or your team need to be."



Powerful features. Made simple.

Everything your business needs, without the cost and complexity of a traditional PBX telephone system.

Modern business telephony should make running your business easier, not add another system to manage.

BizPhone brings together professional calling, business numbers and powerful PBX features in a flexible cloud-based service that can grow as your needs change.

Add users, locations and functionality without investing in onsite telephone infrastructure, maintaining ageing equipment or managing complex software. With predictable service delivery and centrally managed features, your business can stay focused on customers rather than the technology behind every call.

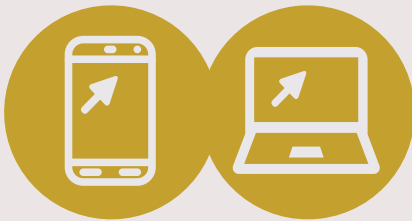
BizPhone gives your team the tools to manage calls professionally, from call routing, hunt groups, queues and schedules, voicemail, conferencing and number presentation.

These features help improve how calls are handled every day, while optional VOXY® AI Voice upgrades can add intelligent AI call-handling, appointment booking, lead qualification and other automated capabilities as your business needs evolve.

BizPhone includes your choice of pre-configured IP handset



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.

- ✓ Cisco Webex calling apps for desktop, iOS and Android
- ✓ 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 11
- ✓ 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.

- ✓ Web-based BizPhone™ 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

A BizPhone supported feature to improve customer engagement and create a lasting impression for callers who are placed 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 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 RESTRICTION FEATURES

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

- ✓ 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.



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)

- ✓ 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

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

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.

- ✓ 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.

- ✓ Only available for supported handsets with a screen to be able to see users
- ✓ Yealink handset models as follows:
 - T48G
 - T48S
 - T42G
 - T42S
 - T48U Executive
 - T43U Deskphone

Tips on how to use

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



SCHEDULES & EVENTS

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

- ✓ 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



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.

- ✓ 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.



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.

- ✓ 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.



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.

- ✓ 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.

BizPhone™ hardware comparison table

Choose from a range of pre-configured business phones and compatible hardware to suit the way your business communicates. From cordless and executive handsets to analogue adapters for fax and existing devices, BizPhone gives you flexible options without the complexity of managing your own PBX.

Need help choosing? Talk to our BizPhone team.	ATA HT802	W76P CORDLESS	T43U DESKPHONE	T48U EXECUTIVE
MODEL TYPE				
BEST FOR	Fax & analogue devices	Cordless mobility	Everyday office	Reception & executives
UNLIMITED NATIONAL CALLS PLAN	\$24/mth*	\$29/mth*	\$29/mth*	\$49/mth*
HARDWARE COST	Included	Included	Included	Included
DEVICE TYPE	Analogue adapter	Cordless DECT	IP desk phone	Premium IP desk phone
DISPLAY	N/A	Colour	Graphical	Colour touchscreen
FAX / ANALOGUE SUPPORT	Yes	No	No	No
PROGRAMMABLE KEYS	N/A	—	Yes	Yes
HEADSET SUPPORT	N/A	Yes	Yes	Yes
HIGH DEFINITION VOICE	Compatible device dependent	Yes	Yes	Yes
MESSAGE WAITING FEATURES	Compatible device dependent	Yes	Yes	Yes
SPEAKERPHONE	N/A	Yes	Yes	Yes
3-WAY CONFERENCING	Device dependent	Yes	Yes	Yes
NETWORK CONNECTION	10/100 Ethernet	DECT / 10/100 Ethernet	Gigabit Ethernet	Gigabit Ethernet
POWER SOURCE	AC adapter	AC base	PoE / AC	PoE / AC
BUSINESS NUMBER / PORT EXISTING	Included	Included	Included	Included
VOICEMAIL	Yes, via optional VOXY AI Voicemail®	Yes	Yes	Yes
VOXY® AI VOICE BUNDLE	SAVE 50% for 1st 24 mths†	SAVE 50% for 1st 24 mths†	SAVE 50% for 1st 24 mths†	SAVE 50% for 1st 24 mths†

*Save 50% off eligible VOXY® AI Voice services when bundled with an eligible BizPhone service.

*Subject to Vocal's SFOA, terms & conditions apply. †VOXY® AI-PBX bundle terms and min cost apply. See our CIS for further details.

Welcome to Vocal! Here's a quick summary of your **BizPhone unlimited calls** plan just to make sure you're across all the important things you need to know about the service and our charges.

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.

What is included

- ✓ An IP handset or other device 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

Information about pricing

Refer to the below table for your plan pricing and minimum monthly charge. If you use your BizPhone service for things not included in your plan you will have to pay more than your monthly minimum.

BizPhone Included Call Plans*

	Softphone	ATA	Cordless	Deskphone	Executive
Monthly access fee	\$21	\$24	\$29	\$29	\$49
YeaLink Handset	-	HT802	W76P	T43U	T48U
Handset cost	-	Included	Included	Included	Included
Minimum term	24 months	24 months	24 months	24 months	24 months
PBX set-up fee	\$20	\$20	\$20	\$20	\$20
Handset delivery fee	-	\$20	\$20	\$20	\$20
Total minimum cost^	\$504	\$576	\$696	\$696	\$1,176

^Total minimum cost as displayed does not include once-off charges for PBX set-up, handset delivery or call charges.

Standard Call Rates (per call)

	Softphone	ATA	Cordless	Deskphone	Executive
Local calls*	Included	Included	Included	Included	Included
National calls*	Included	Included	Included	Included	Included
Calls to mobile*	Included	Included	Included	Included	Included
1800 numbers	nil	nil	nil	nil	nil
13/1300 numbers*	36c	36c	36c	36c	36c
International calls*	rates vary	rates vary	rates vary	rates vary	rates vary

*Unlimited calls subject to Vocal's Fair Usage Policy. Charges apply for special, directory and information calls, call forwarding and call diversions to an external non-BizPhone number.

*International direct dial (IDD) and international mobile calls are charged per 60 seconds or part thereof including a 20c flag fall fee.

PBX features (basic & advanced)

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

*Busy Lamp function not supported on W76P Cordless DECT handset

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 submit cancellations requests in writing which require a minimum of 30 days notice to take effect after confirmation of the request has been received. No pro-rata credits or refunds can be provided for cancelled services. A \$200 OrderWithdrawal 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.

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.

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**.

vocal

100% Aussie Telco since 2003

1300 796 700 | www.vocal.com.au

Vocal Channels Pty Limited
(ABN 44 131 307 858) PO Box 1020, Surry Hills NSW 2010

PBX features (Productivity & mobility apps)

	Set-up	Per mth
Hunt group*	nil	\$10
Auto attendant	nil	\$15
Call queuing	\$60/hr	\$20
Reception desk	\$60/hr	\$55
Number blocks (10,50,100)	nil	\$15 / \$30 / \$50
Music-on-hold	POA	\$10
Mobile app (Webex)	nil	\$10
Desktop app (Webex)	nil	\$10

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

No standard installations (Onsite & Remote)

	Business Hrs	After Hrs	Faults*	Remote
Call Out (within 50km)	\$150	\$200	\$100	N/A
Call Out (outside 50km)	\$200	\$250	\$150	N/A
Senior Technician	\$150/hr	\$200/hr	\$150/hr	\$75/30 mins
Assistant Technician	\$120/hr	\$150/hr	\$60/hr	\$60/30 mins
Parts & Equipment	POA	POA	POA	N/A

*No fee for network fault restorations. \$150 'No Fault Found' fee will be levied where a reported fault is determined to be outside the scope of the network or supplied handset following a call-out appointment.

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.

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

Local number portability (LNP): We will assist you with the porting of your existing landline number(s) from the losing provider, however the process of LNP for single number (Category A) and Port Number Validation (Category C) may incur additional charges depending on the complexity of the port and services you use.

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



Let your BizPhone do the talking with VOXY®

"Add VOXY® AI Voice to BizPhone™ and give your phone system the power to answer, assist and do more."

"Adding VOXY® AI Voice means more calls can be answered, qualified and handled without adding more staff."

"Enhance BizPhone™ with VOXY® AI Voice and unlock a smarter AI-PBX™ experience."





vocal 
100% Aussie since 2003

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Retail Service Provider of

