



TELSTRA IP TELEPHONY  
FEATURE PACKS



The Telstra IP Telephony feature packs offer a tailored solution for your business.

#### Select the IP Telephony features that best suit you

There are many ways to harness the power of Telstra IP Telephony (TIPT). With our feature packs, you'll find it simple to choose the features that best fit your business needs. You can take advantage of Telstra IP Telephony on a per-user, per-month basis over the period of your contract.

Each pack includes a range of individual user and group feature sets to match the varying needs of individuals and groups in your organisation. In addition, we've created Optional User Packs to meet any extra needs you may have.

## Regular Packages

| User Services                             | Basic Pack | Standard Pack | Executive Pack | Hoteling/Hot-Desking |
|---|------------|---------------|----------------|----------------------|
| Alternate Numbers                         |            |               | •              |                      |
| Anonymous Call Rejection                  |            | •             | •              |                      |
| Automatic Call Back                       |            | •             | •              |                      |
| Barge-in Exempt                           |            |               | •              |                      |
| Call Forwarding Always                    | •          | •             | •              |                      |
| Call Forwarding Busy                      | •          | •             | •              |                      |
| Call Forwarding No Answer                 | •          | •             | •              |                      |
| Call Forwarding Not Reachable             | •          | •             | •              |                      |
| Call Forwarding Selective                 |            |               | •              |                      |
| Call Notify                               |            |               | •              |                      |
| Call Return                               | •          | •             | •              |                      |
| Call Transfer                             | •          | •             | •              | •                    |
| Call Waiting                              | •          | •             | •              |                      |
| Calling Line ID Delivery Blocking         | •          | •             | •              |                      |
| CommPilot Express                         |            |               | •              |                      |
| Directed Call Pickup                      |            |               | •              |                      |
| Directed Call Pickup with Barge-in        |            |               | •              |                      |
| Diversion Inhibitor                       |            | •             | •              |                      |
| Do Not Disturb                            |            | •             | •              |                      |
| External Calling Line ID Delivery         | •          | •             | •              | •                    |
| Flash Call Hold                           | •          | •             | •              | •                    |
| Hoteling Guest                            |            | •             | •              |                      |
| Hoteling Host                             |            |               |                | •                    |
| Intercept User                            | •          | •             | •              | •                    |
| Internal Call In Line ID Delivery         | •          | •             | •              | •                    |
| Last Number Redial                        | •          | •             | •              | •                    |
| Microsoft Office Communicator Integration |            |               | •              |                      |
| Multiple Call Arrangement                 |            | •             | •              |                      |
| N-Way Call                                |            |               | •              |                      |
| Outlook Integration                       |            |               | •              |                      |
| Priority Alert                            |            |               | •              |                      |
| Push to Talk                              |            |               | •              |                      |
| Remote Office                             |            |               | •              |                      |
| Selective Call Acceptance                 |            |               | •              |                      |
| Selective Call Rejection                  |            |               | •              |                      |
| Sequential Ring                           |            |               | •              |                      |
| Shared Call Appearance 15                 |            | •             | •              | •                    |
| Simultaneous Ring – Personal              |            |               | •              |                      |
| Speed Dial 100                            |            | •             | •              |                      |
| Speed Dial 8                              |            | •             | •              |                      |
| Telstra Toolbar                           |            | •             | •              |                      |
| Three Way Calling                         | •          | •             | •              |                      |
| Voice Messaging User                      |            | •             | •              |                      |

## Optional Packages

| User Services         | Basic Pack | Standard Pack | Executive Pack | Hoteling/Hot-Desking |
|-----------------------|------------|---------------|----------------|----------------------|
| Group Conferencing    | •          | •             | •              | N/A                  |
| MiReception Console   | N/A        | •             | •              | N/A                  |
| N-Way Calling         | •          | •             | Included       | N/A                  |
| Remote Office         | N/A        | •             | Included       | N/A                  |
| TIPT Call Centre      | •          | •             | •              | N/A                  |
| Call Centre Reporting | N/A        | N/A           | •              | N/A                  |
| TIPT-OCS Integration  | •          | •             | Included       | N/A                  |
| Voice Portal Pack     | •          | Included      | Included       | N/A                  |
| Web Attendant Console | N/A        | •             | •              | N/A                  |

### Drive efficiencies with cost-effective communications

As business telecommunications become more advanced, so too does the need for simpler, more user-friendly ways of managing them. Telstra's fully hosted IP Telephony services offer a broad and innovative suite of solutions aimed at reducing the complexity, cost and time your organisation spends on communications services for your staff, customers and suppliers.

Telstra IP Telephony is delivered via the Telstra Next IP™ network, which means your business no longer needs to invest in expensive, on-premise hardware at one or more sites. By accessing the web portal, your administrators can make changes instantly and deal with issues swiftly. The result? A more flexible, scalable and efficient communications service.

### No complex servers or hardware required

The only equipment your business needs are its handsets. So you save on the capital expenditure associated with expensive and cumbersome telephony hardware, and maximise your available floorspace at the same time. You don't even need to worry about having a dedicated, climate-controlled server room to house the operating system; it's all located and managed entirely on Telstra premises.

And if your business operates from multiple sites, TIPT will minimise cost duplication by having all those sites connected to a single, shared server using a common operating system.

### Feature and software upgrades included

The customisable operating system makes it easy for users to add, remove or modify the IP telephony features they have at their disposal, simply by logging on to the web portal. That means your staff can get their hands on all the tools they need to do their jobs more productively.

You also won't need to spend time and money purchasing and renewing operating system software and licences. Telstra does this automatically as soon as new software releases become available – at no additional cost to you.

### Real-time management

Monitor your system performance with powerful service quality and usage and analysis reports. This helps you identify your service and usage statistics and aids in forecasting for future success.



### Enhance productivity with high definition handsets

Telstra IP Telephony services bring lifelike richness to every call with unparalleled voice clarity to help make your communications more efficient. This offers your business a number of benefits, as outlined below.

#### Experience crystal clear conversations

Traditional PSTN calls deliver just one quarter of human speech. High definition technology delivers twice the clarity of ordinary phone calls. It's like the difference between switching from AM radio to digital stereo.

#### Better comprehension for productive meetings

Meetings can be long, yet require sustained attention. A higher level of voice quality through HD technology can help reduce listener fatigue, improve concentration and increase intelligibility. What's more, being able to correctly identify who is talking is imperative when bringing people together on a conference call. An HD frequency not only helps you identify the talker, but also distinguish between words like 'hire' and 'fire'.

#### Improve user satisfaction

A crisp, clear connection eliminates the need to repeat conversations, which can reduce frustration for your customers and staff.



### Collaborate with ease

With many companies doing business globally, it's more critical than ever to enable geographically and culturally dispersed teams to communicate as effectively over the phone as they can in person.

#### Never miss a call again

The Simultaneous Ring feature enables a call to ring on several phones at once. So whether your employees are on their work phone, a Next G™ mobile or even a home phone, the first phone that's answered will be connected to the call. For a business that relies on good customer service and high productivity, it could make a real difference to your success. (Available on selected devices.)

#### Take your work with you

Employees increasingly need the freedom to work away from the office. Whether it's on the road or working from home, your business communications don't need to take a back seat. The Remote Office feature allows calls to and from the office phone to be connected to any other phone, provided your staff can access your office LAN environment.



### Powerful tools at your fingertips

The feature-rich TIPT toolbar gives your users immediate access to voice service controls to save time and enhance efficiency. The toolbar delivers the following features and benefits to users:

- Outbound click-to-dial from Outlook contacts and right-click-to-dial from email messages (Microsoft® Outlook edition)
- A built-in HTML user manual for access to help functions during any operation
- Automatic login to your web portal with the ability to right-click and dial any phone number that's highlighted (Microsoft® Internet Explorer edition)
- Notification of calls with caller ID from TIPT and Microsoft® Outlook directories
- Full call control, including answer or desktop pickup, hold, end, three-way conference and transfer or retrieve voicemail
- The ability to add Microsoft® Outlook contact vCards for new incoming callers
- Simple setting changes, including Simultaneous Ring, Call Forward All, Call Forward No Answer, Call Forward Busy, Do Not Disturb and Remote Office
- Group and personal directory listing
- Call history listing

## A solution tailored to your needs

### Telstra IP Telephony regular packs

Each of these packs delivers a range of features that can be used with IP phones, older handsets and desktop pickup technology. Services have been bundled to suit varying customer usage and budget needs. Choose the package that works best for you.

**Basic IP Telephony Pack** – An entry-level package that provides simple telephony features to suit most common telephony requirements. Ideal for warehouse or lobby areas.

**Standard IP Telephony Pack** – This pack provides a balance of basic services, plus additional features such as voicemail (including voicemail to email), web-based configuration and desktop toolbars for integration into Microsoft® Outlook and Internet Explorer. This is ideal for most situations, including front office, back office and branches.

**Executive IP Telephony Pack** – A comprehensive package of both standard telephony services and advanced features, such as call-routing profiles, Simultaneous Ring and Remote Office functionality. It's an ideal pack for executives, support staff and mobile workers.

The above packs include group features such as Network Interactive Voice Response (IVR), Hunt Groups, Music on Hold and Call Pickup.

### Optional user packs

If you want to further customise a solution to better suit your organisation's needs, these packs are for you.

**Remote Office Pack** – Ideal for teleworkers and mobile staff, the Remote Office Pack enables users to access their Telstra IP Telephony service from any end point, online or offline, while on the road or working from home. Note: Remote Office is included in Executive Packs.

**Voice Portal Pack** – This comprehensive voicemail package can be added to Basic Pack solutions, giving users access to the voice portal from any phone. After authentication, users can query, activate, deactivate and program their call-forward service, or retrieve and store voice messages.

**Hoteling and Hot-Desking Pack** – This service pack offers hot-desking functions to support mobile workers. 'Hoteling' users share office space and phones on an as-needed basis in the same way as a hotel room. This allows Telstra IP Telephony users to link their service and call profile to another IP phone. While maintaining the profile of their own desk phone, users can log in to a host account via the voice or web portal, giving them the flexibility of working anywhere in the enterprise that's connected to a compatible Virtual Private Network.

**MiReception Console** – This is an integrated, desktop-based, IP Telephony receptionist console for front-of-house receptionists, or those screening inbound calls. It enables consolidation of receptionist functionality to enhance business processes and deliver personalised services.

**Web Attendant Console** – A web-based Attendant Console enables staff, such as personal assistants, to monitor a configurable set of users within their business group. The Attendant Console displays users' status (eg, busy, idle, do not disturb) and details call information.

**Microsoft® Office® Communication Server (OCS)** – Integrating Microsoft® Office® into TIPT is a simple, cost-effective way to streamline communications. Enhanced collaboration and 'presence' capabilities can help simplify processes and provide greater reliability with less risk. Best of all, the ability to view colleagues' telephone availability via the Microsoft® OCS solution can help reduce costs.

### Optional group packs

These solutions allow organisations to set up call centre functionality across single or multiple sites quickly and easily. It also gives you the flexibility to scale up or scale down, depending on demand. Different call distribution policies can be established, including simultaneous and circular calling; and on-screen, email-based call reports are available to the supervisor.



## Why Telstra?

Telstra has the ability to design and deploy a complete IP Telephony solution to deliver a more streamlined operating experience.

Telstra is in the unique position to enable these solutions, with the power of the Telstra Next IP™ network and Next G™ wireless broadband network, creating Australia's largest fully integrated national IP network. It's a world-leading communications, platform that will help you realise the full potential of the next generation of IP Telephony solutions.

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