

A woman with dark hair tied back, wearing a pink and white striped shirt, is leaning over a desk. She is holding a black corded telephone receiver to her ear with her right hand and typing on a keyboard with her left hand. On the desk, there is a computer monitor and a black desk lamp. The background is a bright, out-of-focus office environment.

Telstra

**TELSTRA BUSINESS
SYSTEMS® PACKAGE**

A complete business communications solution



Telstra can design, install and maintain your phone system all on a single bill.

In today's business environment, effective and efficient telephony is an essential business tool. Better communication can help to increase productivity, shorten decision times, save costs and considerably improve customer service. In addition, employee efficiency and satisfaction is increasingly linked to them having the freedom to work effectively when, where and how they choose.

What can Telstra offer you?

Whatever the size and business requirements of your organisation, a Telstra Business Systems package can provide a complete communications solution to fit your specific needs. Not only can we supply and install a new phone system to meet your communication requirements, we can also provide ongoing maintenance and management, as well as access to finance options. You have a single point of contact for any issues that may arise, a single bill that makes it easy to keep track of expenditure and service level agreements that provide you with peace of mind.

What are the benefits?

A Telstra Business Systems package offers you and your organisation a range of benefits. These include:

- A wide choice of reliable and secure telephony solutions
- Comprehensive service of design, installation, management and maintenance
- Flexibility for migration to full IP telephony at your own pace
- Improved business communications
- Minimised risk of loss in productivity
- Improved reporting, billing and budgeting with one invoice
- A range of pricing options

Choosing a phone system that's right for you

Whether you're looking to expand, relocate or upgrade, a Telstra Business Systems package could improve the way your organisation works. Telstra has forged partnerships with some of the world's leading communications equipment suppliers to provide you with a broad range of capabilities and specialised industry solutions. Through our breadth of offering, Telstra can deliver small, single-site phone systems or fully integrated, application-rich IP PBXs. Our phone systems have the latest features including unified messaging, presence, Microsoft® Outlook integration and contact centre functionality, and will allow you to take advantage of a migration path to IP Telephony when you are ready.

A choice of payment options – all on a Telstra Single Bill

With a Telstra Business Systems package, your organisation can enjoy the convenience of an easy-to-understand Telstra Single Bill for your Telstra calls, phone system, third-party finance payments and management services. Telstra Single Bill can help to reduce administration costs by taking the hassle out of managing separate bills. Plus, your organisation can choose to purchase your system outright, or keep your working capital free and pay nothing upfront by financing it through a financier that we can help you access.

Ongoing maintenance and management

Telstra will become your single point of contact, where local expertise is easily accessible 24/7, leaving you to focus on your core business. We can service equipment housed on your premises and deliver a range of options including performance reporting, preventative maintenance and PBX software upgrades.

Telstra Managed Voice Services, included as part of your package, provides your organisation with end-to-end management and maintenance of your voice communications and infrastructure. When you purchase a Telstra Business Systems package, you'll receive the Managed Voice Services Enhanced Pack, which includes:

- 24/7 Service Desk – your single point of contact for service requests and 'how to' support
- Agreed response times to service requests
- Call Management
- Escalation and fault management
- Priority incident management
- Third-party management
- Managed network operation centre
- Replacement parts
- Remote and onsite service
- Preventative maintenance
- PBX software upgrades – available on applicable phone systems
- Performance reporting

Optional services include²:

- Soft/Hard iMACs
- Contact Centre Management
- Alarm monitoring
- System backups
- Asset management
- Planned on-site assistance
- Call information management

Variations of the above Managed Voice Services are available, such as the entry-level service pack – MVS Essential. We'll work with you to understand which maintenance and management options will best meet your business needs.

What's included with a Telstra Business Phone System package?

New business phone systems:
Telstra's range of the latest application-rich IP PBXs and handsets ensures there's one to suit your organisation.

Flexible payment options:
Get a new Telstra Business Phone System and third-party finance, all on a single bill.³

Ongoing maintenance and management:
Telstra will become your single point of contact, where local expertise is easily accessible 24/7.

Expert advice, design and installation:
Personal and tailored support from your Telstra Enterprise Partner.

Why choose Telstra Business Systems?

Telstra can deliver a communications solution that will allow your organisation to communicate and interact with greater ease and convenience, in ways relevant to your customers.

Whether it is an upgrade of current traditional voice technology, a self-paced migration to IP telephony or the implementation of an IP telephony solution for a new site, Telstra can work with you to identify your specific needs and tailor the right solution for your organisation.

Why Telstra?

Telstra is in the unique position to enable these solutions, with the power of the Telstra Next IP™ network. It's a world-leading communications platform that will help you realise the full potential of the next generation of communications solutions for business.



IF YOU HAVE ANY QUESTIONS
PLEASE CONTACT YOUR
TELSTRA ACCOUNT EXECUTIVE
VISIT TELSTRA.COM/ENTERPRISE
CALL 1300TELSTRA (1300 835 787)



Voice carriage connected to CPE must be provided by and preselected to Telstra. 1. Approval criteria and third-party finance terms apply. Contact your Telstra Account Executive for more information. 2. The optional services are available at an additional cost. Alarm monitoring may not be available for some systems.