

# HIGH AVAILABILITY INTERNET

KEEPING YOU ON-LINE

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### The Solution

Staying on-line is critical. Reliable connectivity has never been more important. Cloud applications, eCommerce, VoIP phones are dependent on a fast and reliable Internet connection. Reliance on a single NBN connection is a high risk strategy. The Countrytell HA service minimises the risk of connection outages by providing a combination of Countrytell's own independent wireless network and NBN wired services with the smarts to switch seamlessly between the two when needed. Both services give you the capacity to continue operating your business, which is essential given the cost of being off-line.

### Why Choose Us

Our focus is supporting small and medium business. Our solutions are designed to work.

Our delivery and support team are in Newcastle (NSW) not overseas.

We partner with your IT providers to ensure the solution meets your needs and fits your budget

Our own wireless network puts us in control of the service from end to end.



#### Performance

HA50 or HA25 have the performance to meet the needs of most SMB/SME businesses. Unlimited data means no surprises or shaping.



#### Support

Business customers are our priority – our team will provide a prompt response without you sitting on hold.



#### Reliability

Wireless and wired connections minimise the risk of outages and inability to service your customers.



#### Monitoring

We pro-actively monitor our network and equipment and advise you if we identify a fault.



E. | [sales@countrytell.com.au](mailto:sales@countrytell.com.au)  
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## HA 25 Internet \$300/month ex GST

25/10Mbps Countrytell Business Grade  
Wireless Primary + NBN Secondary

Automated failover (Single public IP address)  
Unlimited Internet Data

Suits small to medium business Managed  
Router option (extra cost)

## HA 50 Internet \$500/month ex GST

50/20Mbps Countrytell Business Grade  
Wireless Primary + NBN Secondary

Automated failover (Single public IP address)  
Unlimited Internet Data

Suits medium to large business Managed  
Router option (extra cost)

## Voice Services

### Standard inclusions and rates

#### Hosted PBX per extension - includes:

- Unlimited outbound; local, national, mobile and 1300 calls
- PBX features include; in dial number, IVR, call queues, voicemail to email, time of day routing
- Self service portal
- Internet facing delivery
- \$29.50/month ex GST per extension
- PBX handsets from \$215 ex GST

#### SIP Select Voice per channel - includes:

- Unlimited outbound; local, national, mobile and 1300 calls
- Single in dial number
- Internet facing delivery
- \$40/month ex GST per channel



## Specifications

### Parameter

### Specifications

Availability	Within Countrytell Wireless coverage areas, and NBN FttP/N/C & Wireless coverage areas
Service Type	Internet facing with unlimited data plan
Access Type - Primary	Countrytell Business Grade Wireless Internet - speed as per plan and availability
Access Type - Secondary	Countrytell NBN - speed aligned to primary and availability
NTD	Countrytell Managed and Monitored NTD - Ethernet and VDSL in, Ethernet out
Router	Customer provided or Countrytell supplied and managed at extra cost
Contract Term and install cost	12 months \$1,000, 24 months \$500, or 36 Months \$0 (prices ex GST)
Installation inclusion/exclusion	Wireless - includes standard mast/roof access/roof penetration + 30 meter cable run, non-standard install incurs a fee of \$300 ex GST NBN - includes standard install, new service activation incurs a fee of \$300 ex GST



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Conditions: 1. Unlimited voice calls are not available to outbound call/contact centres. 2. SIP Select call plan and acceptable usage policy applies. 3. Refer Hosted PBX and HA Business Internet Critical Information Summary for more details. 5. Full terms and conditions at [www.countrytell.com.au/legal-information](http://www.countrytell.com.au/legal-information)