

KEEPING YOU Talking



The Solution

Countrytell Hosted PBX is a cloud based service that simplifies management and reduces cost compared to on-premise solutions. It's designed to just work so you can focus on your customers. A self service portal puts you in control of all the key functions that would have previously required a specialist to do for you. Pricing is simple, based on a per extension (handset/softphone) model which includes all local, national, mobile, and 1300 outbound calls, making for no surprises at the end of the month. The service works over your existing Countrytell Internet connection, or optional dedicated voice link.

WHY CHOOSE US

We focus on small to medium business, our solutions are designed to just work.

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

We partner with your IT providers to make sure the solution fits your needs and budget.

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



Works Where You Do

With a reliable Internet connection you can work from home, or any office in any location.



Voicemail

With voicemail sent directly to you via email or to your mobile, you'll never miss a message again.



Full Call Control

Take control of your calls with; call hold, transfer & conditional diversions, and many more features.



Ring Groups & Call Queues

You decide who answers what calls and by using Ring groups and Call Queues, you can also take advantage of the IVR (auto attendant) to help direct calls.



E. | sales@countrytell.com.au
P. | 13 TELL (13 8355)
W. | www.countrytell.com.au

HOSTED PBX FOR BUSINESS

MAKING MANAGEMENT EASY

Hosted PBX

per extension

\$29.50 ex GST/month
Min cost \$808 ex GST

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

Australian based support
PBX setup fee \$50 ex GST

Optional: NBN link dedicated to Voice; unlimited data, can only access Countrytell PBX, from \$65/month, setup fee on 12 month term \$150, 24 month term \$0, min cost \$930, all prices are ex GST

Yealink Handset Options

T46s

\$315 ex GST



T48s

\$415 ex GST



T42s

\$215 ex GST



CP960

\$1,250 ex GST



Included Features

Feature	Detail
Call Forward	Enables a user to redirect calls to another destination.
Call Waiting	Enables a user to answer a call while already on another call.
Call Transfer	Enables a user to transfer the caller to a third party.
Do Not Disturb	Enables a user to set their station as unavailable so that incoming calls are treated as busy.
Simultaneous Ring	Enables a user to have multiple phones ring simultaneously when any calls are received on their number.
Call Parking	Enables a user to put a call on hold on one handset and continue the call from another handset.
Sequential Ring	Enables a user to define a list of phone numbers that are alerted sequentially for incoming calls.
Voicemail to email	Voicemail messages are attached to email and forwarded to the users specified email address.
Auto Attendant (IVR)	Interactive Voice Response Menu, i.e. Press 1 for sales, or 2 for support.
Time Switches	Automatically switches incoming calls to voicemail or diverts them outside of normal hours.
Call Recording (Optional)	Record all inbound and outbound calls additional cost of \$10/month ex GST.

Specifications

Parameter	Specification
Calls	Unlimited local, national, mobile, and outbound 1300.
International Calls	Can be disabled as required, or specific countries enabled.
Contract Term	12 month minimum, setup fee \$50 ex GST.
Support	Business Hours 8.30 am to 5.30 pm - target response time 1 hour + 24/7 on call for emergency response to critical issues
Portal Access	Included for user creation and service configuration.
Number Porting	Existing phone numbers can be ported to Countrytell Hosted PBX. Porting and hosting fees apply.
Availability	Any Countrytell Internet connection, or will also work on any reliable Internet connection.
Service Level Target	99.99%
Inbound 13/1300/1800	Optional: Inbound numbers can be provided on request at additional cost, calls are charged at the applicable rate.
Handsets (BYO)	Countrytell Hosted PBX will work with most IP phones, full functionality is handset dependent.
Countrytell Handsets	Countrytell supplied handsets are pre-configured and ready to install. Shipping will be quoted at time of order.
Minimum Service	The Countrytell Hosted PBX service is scalable from a minimum of 2 extensions to a 100 or more.



E. | sales@countrytell.com.au
P. | 13 TELL (13 8355)
W. | www.countrytell.com.au

Conditions: 1. Unlimited voice calls are not available to outbound contact centres. 2. SIP Select call plan/rate card and acceptable usage policy applies to Hosted PBX. 3. Full terms and conditions at www.countrytell.com.au/terms