

# Telstra Business Systems®

## Telstra Alcatel OmniPCX Solution

A complete business communications solution, including the Alcatel OmniPCX with voice, internet, email and data capability for businesses with 10 to 120 phone users.



### Communication made simple

As digital communications technologies have quickly advanced, more and more businesses have discovered how affordable it can be to get a new business phone system that can help them serve customers better, and save time and money. Previously, the hassle of dealing with multiple partners for your phone system, network, maintenance and finance has made the process complex and confusing. Telstra has now made it simple and easy with our Telstra Business Systems® complete communications solutions. Your complete package will include:

### The Telstra Alcatel OmniPCX



**A Telstra Alcatel OmniPCX may be the solution to your business phone needs if:**

- Your business requires a fully featured phone system configured to meet your needs today as well as providing you with the ability to expand in the future.
- Your business is interested in keeping up with emerging technology such as IP telephony either now or down the track.
- You require seamless, multi-site networking.



**A choice of payment options – all on a single Telstra bill**

- Purchase your system outright or, keep your working capital free and pay nothing upfront by taking a rental or lease option.
- Receive an easy to understand, single Telstra bill for your Telstra calls, phone system finance payments<sup>3</sup> and maintenance.
- Help to reduce administration costs by taking the hassle out of managing separate bills.



**A Telstra Calling Plan that suits your call expenditure patterns**

- Choose a competitive Telstra business calling plan which suits your needs.
- Receive a monthly rebate of up to 14% off eligible calls (on a 4-year plan)<sup>1</sup>, which can help offset the cost of your new business phone system.
- Have us review your Telstra calling rates after three years to ensure you remain on competitive rates<sup>2</sup>.



**A single point of accountability so you are supported at all times**

- Have one point of accountability for all your communication queries and service requirements relating to your business phone system.
- Receive professional helpdesk support via Telstra's unique support service, Telstra Business Systems® Care, to assist in ensuring that your company's phone system is performing at its best, including the Telstra lines that connect you to the outside world.
- Enjoy the peace of mind in knowing that help is available from the one place quickly and easily 24x7 using phone, fax or email.

## Enjoy the advantages of convergence with the Telstra Alcatel OmniPCX

The Telstra Alcatel OmniPCX is a feature-rich, business communication solution that has the capability of bringing together voice, internet, email and other data applications into a single, easy to manage platform. This future-ready system is a flexible, modular, and powerful all-in-one solution that can evolve as your business requirements evolve.

The Telstra Alcatel OmniPCX can deliver a wide range of features. Tailor your system, and choose features to suit your business needs.

Telstra Alcatel OmniPCX Features <sup>4</sup>	Benefits
Complete Business Communication Solution	Single cost effective solution which is easy to deploy, maintain and upgrade.
IP Telephony	Ability to use data links between sites to carry voice calls and seamlessly share common functions such as voicemail and centralised receptionist.
Mobility	Digitally Enhanced Cordless Telephony (DECT) wireless handsets to help you keep in touch onsite.
Voicemail	Help catch every business opportunity the first time they call, every time.
Personal Assistant	Support for personal greetings and diversion to your mobile or voicemail.
Automated Attendant	A virtual receptionist that welcomes callers after hours or when your receptionist is on the phone.
Fast Internet Access	Fast Internet access to all your employees together with integrated access router, firewall protection, proxy server for control, Domain Name System (DNS) cache and remote access.
Computer Telephony Integration (CTI)	Dial customer numbers using details from your computer. Use Caller ID for incoming calls to display customer details before you answer the call (Not available for blocked calls).
Automatic Call Distribution (ACD)	Ensure calls are efficiently distributed to the right staff, improving customer service and increasing employee productivity.
Modular and Scalable Design	Easily grows with your business from a simple phone system to an integrated communications solution (LAN, Internet and email) as required.

## Choose from a range of feature-rich handsets

A range of handsets is available with the Telstra Alcatel OmniPCX solution. The optimised ergonomics; dedicated function keys; superlative sound quality; alphanumeric keyboard; intuitive icons and soft keys help make your work easier<sup>5</sup>.

## Help keep your communication system on the air with Telstra Business Systems<sup>®</sup> Care

We understand that your communications system is the lifeline of your business. This is why the Telstra Alcatel OmniPCX Solution includes a single point of accountability through Telstra Business Systems<sup>®</sup> Care for all your communication queries and service requirements relating to your business phone system. The helpdesk provides you with professional staff who will endeavour to resolve any problems you may experience with your business phone system and the Telstra lines that connect you to the outside world.

Should you ever need support, all your company's Moves, Adds and Changes, fault and restoration needs are managed by a single point of accountability. This means issues that might otherwise occur between equipment, network and maintenance providers may be minimised or eliminated.

With Telstra Business Systems<sup>®</sup> Care, you can make contact with the helpdesk quickly and easily 24x7 using phone, fax or email. You are provided with a wide range of support for your Telstra Business Systems communication solution including:

### Help Desk support with a single point of accountability for:

- Enquiries
- Fault reporting

### Onsite maintenance plans including:

- Choice of three time-based coverage and response time
- options based on the site location
- Full parts and labour coverage for work performed<sup>6</sup>

## Choose a Maintenance Plan to Suit Your Requirements

With Telstra Business Systems<sup>®</sup> single point of care you are offered a choice of three time-based<sup>7</sup> coverage options:

	Local <sup>8</sup>	Regional <sup>9</sup>	Remote <sup>10</sup>
Basic Care (excludes Public Holidays)	8am - 6pm Mon to Fri 5hrs onsite	8am - 6pm Mon to Fri 7hrs onsite	8am - 6pm Mon to Fri To be agreed <sup>A</sup> Hrs onsite
Extended Care	8am - 6pm Mon to Sun 5hrs onsite	8am - 6pm Mon to Sun 7hrs onsite	8am - 6pm Mon to Sun To be agreed <sup>A</sup> Hrs onsite
Total Care	24 hours Mon to Sun 5hrs onsite	24 hours Mon to Sun 7hrs onsite	24 hours Mon to Sun To be agreed <sup>A</sup> Hrs onsite

**Note:** Onsite defines the target time period between identification of a fault by us and the time when our representative arrives at the site to repair the fault. This visit will occur within the applicable maintenance support hours.



**Things you should know:** 1. Rebate dependent on the terms of the Telstra business solution customer selects. The 14% rebate is only available to customers who acquire a Telstra Alcatel OmniPCX Solution with a minimum 4 year term and is dependent on the call plan chosen (please ask your Telstra Dealer for call plans Terms and Conditions). 2. Only customers on selected call plans (please ask your Telstra dealer for Terms and Conditions) may, after 36 months, request a price review. If alternative pricing is offered by Telstra at that time with substantially the same terms as the customer's existing agreement, alternative pricing will apply for the remainder of term, subject to Telstra and the customer executing a document of variation 3. A Telstra Single bill including finance payments is available for customers who take finance for a Telstra provided telephone system from Capital Finance Australia Ltd. 4. Additional charges and terms and conditions may apply to features selected. 5. Not all features available on all models. 6. Subject to important terms and conditions. Ask your accredited Telstra Dealer for a complete copy. Replacement of all faulty parts/components is included if a Fault is a result of normal fair wear and tear. Refer to terms and conditions for services not covered by the Telstra Business Systems Maintenance Plan. 7. All times for Telstra Business Systems single point of care are as defined in the State where the equipment is located. Basic Care does not include public holidays 8. Local - Within 60km of accredited Telstra Dealer. 9. Regional - Between 60km and 200km of accredited Telstra Dealer. 10. Remote - Greater than 200km from accredited Telstra Dealer. Your Telstra Dealer will agree with you a time and per visit cost for onsite calls to remote sites. Telstra Business Systems<sup>®</sup> is a Registered mark of Telstra Corporation Limited.

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### **Who can I call for more information?**

**Your accredited Telstra Dealer is your local point of contact and can provide you with expert advice on your business communications needs.**