



BizPhone

OCTOBER 2015

BizPhone Overview

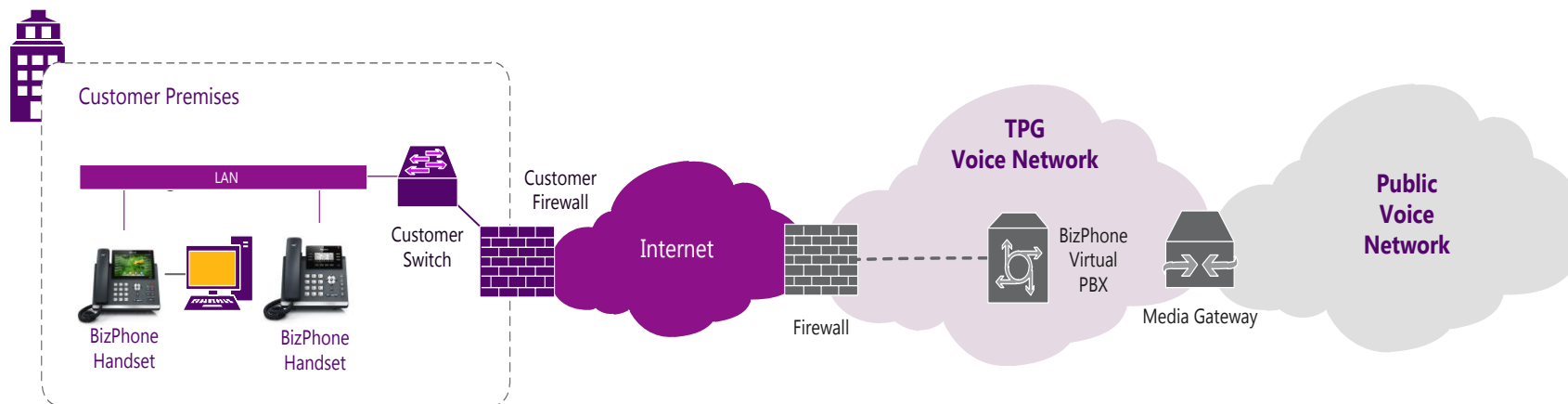
- ▶ Complete Communications Solution for Business
- ▶ Packages include:
 - ▶ Direct In Dial Number (Ported or New)
 - ▶ Fully Featured PBX
 - ▶ Choice of Handsets
 - ▶ Unlimited Local, National & Calls to Mobile
 - ▶ Competitive Rates for other calls types such as 13, International etc
 - ▶ Inbuilt Disaster Recovery
 - ▶ Voicemail to Email

PLUS MORE



BizPhone Diagram

- ▶ TPG BizPhone uses a fully hosted TPG cloud-based IP-PBX service, and delivered to Customers as an Over the Top (OTT) service via a customer supplied Third Party Internet connectivity or an TPG IPLine service.
- ▶ BizPhone Voice services must be used in conjunction with the TPG provided handset. Requires a direct Ethernet cabling to each phone.
- ▶ Requires a fixed broadband Internet connection with specific minimum requirements detailed later in this pack.



BizPhone Features

- ▶ BYO Internet – Service not limited to TPG Internet Services (Over the Top)
- ▶ Never miss a voicemail with Voicemail -> Email
- ▶ Inbuilt Disaster Recovery Feature – calls mobile if phone is offline
- ▶ Portal – Administrator can configure without PBX maintainer
- ▶ SoftPhone available – no need for desk phone / remote users
- ▶ Simple Flat Pricing Structure - Unlimited Local, National & Calls to Mobile
- ▶ Direct India Numbers
- ▶ Call Queuing, Hunt Group, Auto Attendant, & Receptionist module
- ▶ Gigabit LAN Ports (T48G & T42G)
- ▶ G.711 as default Codec protocol (~100Kbps per voice call)
- ▶ A rich set of telephony features such as Simultaneous Ring, Sequential Ring, Priority Alert, Speed Dial, Call forwarding Selective, and many more...

Simple Packaging



SoftPhone (Desktop App)

SoftPhone
\$24.95 inc. GST



Standard Or Wireless (DECT)

Standard or DECT
\$29.95 inc. GST



Premium

Premium
\$49.95 inc. GST

***Calls to
Mobiles***

***Local &
National
Calls***

***Line,
PBX &
Handset***



Extra Packaging



Premium Plus
(T48G+EXP40)



Conference
(CP860)



Conference Plus
(CP860+CPE80)



Headset
(YHS32)

BizPhone Plans – Add-On features

	Plan Add-On Features	Description
	Included Customer features	<ul style="list-style-type: none">• A Complimentary Hunt Group (minimum 3 users/plans must be purchased)• A Complimentary Auto Attendant
	Add-On Customer Level features (Additional cost)	<ul style="list-style-type: none">• Additional Hunt Group(s)• Additional Auto Attendant(s)• Queue(s)• Additional DID Numbers (Singles or Number blocks) (10, 50, 100 Number blocks)
	Add-On User/plan Features (Additional cost)	<ul style="list-style-type: none">• Desktop App – Broadsoft UC One Communicator Desktop Application – N/A for Softphone plan• Mobile App – Broadsoft UC One Communicator Mobile Application• Call Queuing• Receptionist App – Basic & Advanced - Broadsoft Receptionist Application (Console)• Headset - Yealink YHS32

Receptionist

- ▶ The BizPhone Receptionist Interface can provide your front-of-house staff with a web based application that can help them screen and forward inbound calls efficiently
- ▶ Two Receptionist types are available:
 - ▶ **Receptionist – Basic:** Enables a Receptionist to monitor up to 29 static phone users, and a very limited set of features.
 - ▶ **Receptionist – Advanced:** Enables a Receptionist to monitor up to 200 static phone users, and an enhanced interface with a rich set of features including monitoring, manipulating and distributing queued calls (if Call Queuing is activated), and many other call control features.

BizPhone Telephony Features



Telephony Features		
Call Forward - No Answer	Call Barring - Outgoing Calling Plan	Sequential Ring
Call Forward - Busy	Anonymous Call Rejection	Call Forwarding Selective
Call Forward - Always / Immediate	Automatic Call Back	Busy Lamp Field (Only on T48G & T42G)
Call Forward - Not Reachable	Do Not Disturb	Priority Alert
Call Waiting	Do Not Disturb Reminder	Speed Dial 8
3-way Call for all handsets	Remote Office	Shared Call Appearance 10+
5-way call for conference handset		
Call Transfer	Basic Call Logs	Voicemail/Voicemail to Email
Calling Number Display - Incoming	Call Notify	Voice Messaging User
Calling Number Display - Outgoing	Simultaneous Ring	Music On Hold

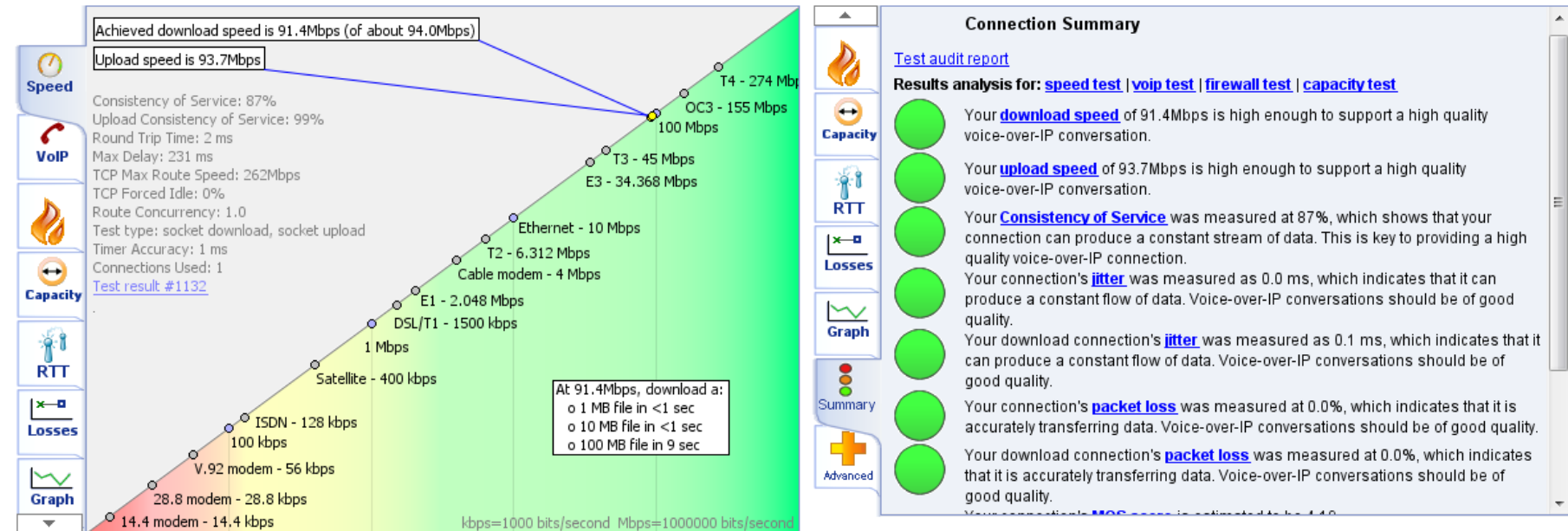
BizPhone Phone Number Allocation

- ▶ Each BizPhone handset/plan will be assigned a single Direct In Dial Number. The number can be either allocated by TPG, or ported in from a third party provider
- ▶ BizPhone customers have the option to buy new phone number block allocated by TPG. The phone number block size can be 10, 50, or 100 numbers.
- ▶ BizPhone customers have the option to port in existing phone number ranges from third party providers including Telstra, Optus, Primus, Symbio Networks, GoTalk, and iiNet.
- ▶ The following pricing rules apply to BizPhone phone number allocations:
 - ▶ All individual numbers (newly assigned or ported) are free of charge
 - ▶ All phone number ranges (newly assigned or ported) are chargeable

BizPhone Qualification - Connection Test

- ▶ Customer need to perform BizPhone Connection test successfully using the following URL:
<http://myconnectionserver.tpgtelecom.com.au/myspeed/bizphoneconnectiontest> .
- ▶ Please note that this test executes best using the Mozilla Firefox browser with Java enabled

- ▶ Upload and download speeds
- ▶ Consistency of service
- ▶ Jitter
- ▶ Latency / Round Trip Time
- ▶ Packet Loss
- ▶ MOS
- ▶ Firewall Web access, SIP, and RTP ports
- ▶ Upload and download capacity



BizPhone Qualification Checklist – Min Reqts

- ▶ Customer's Internet Broadband connection supports 100Kb/s per each concurrent voice session
- ▶ A DHCP server and a DNS server are available within the customer's LAN environment that the handsets will be able to access and retrieve IP Addressing, net mask, gateway, and domain names, etc.
- ▶ Customer environment has enough power outlets or / PoE ports available at each location - All BizPhone handsets are delivered with a power supply
- ▶ Disable SIP-ALG (Application Layer Gateway) on router and Firewall
- ▶ Customer need to have a plan on how to manage their existing voice related PSTN services, if any (e.g. fax, EFTPOS, HICAPS, Back-To-Base Security alarm services, etc...)
- ▶ Minimum Hardware and Operating system requirements for Desktop App, Receptionist App, etc...
- ▶ Customer Firewall is opened for outbound connections as per table below:

Destination IP Addresses	Protocol	Port Number	Description
203.63.96.24	TCP	80, 443	Web Access and SSL
203.63.96.25	TCP	80, 443	Web Access and SSL
203.63.96.26	TCP	80, 443	Web Access and SSL
203.63.96.27	TCP	80, 443	Web Access and SSL
203.63.96.28	TCP	80, 443	Web Access and SSL
203.185.248.15	TCP/UDP	5060	SIP Signalling
202.92.115.50	TCP/UDP	5060	SIP Signalling
203.185.248.15	UDP	60000-65535	RTP Media
202.92.115.50	UDP	60000-65535	RTP Media
203.63.96.15	UDP	123	NTP Server



Basic voice Line Features

Service Information

Service Details

Service U114531@bizphone.tpgtelecom.com.au (Connecting 0285070679 to vPBX 9001064)

BizPhone User (SoftPhone Plan for Nick Pachos)

Billing Status: Active

Billing Start Date: 11/09/2015

Account Number: 2000027150

Customer Ref: Product test Edit

Voice Line Features | Service History | Related Services | Related Orders

Basic	Call Forward:
Simultaneous Ring	No Answer: Inactive <input type="text"/>
Sequential Ring	Busy: Inactive <input type="text"/>
Call Forwarding Selective	Immediate: Inactive <input type="text"/>
Busy Lamp Field	Not Reachable: Active <input type="text" value="0409927917"/>
Configure Priority Alert	Call Waiting: Enabled <input type="text"/>
Speed Dial 8	3-Way Conference Call: Enabled
Call Queuing	Call Transfer: Enabled
	Caller Number Display: Active <input type="text"/>
	Caller Line Identifier: Displayed <input type="text"/>
	Barring:
	Mobile: Allowed <input type="text"/>
	International: Allowed <input type="text"/>
	Long Distance: Allowed <input type="text"/>
	Anonymous Call Rejection: Inactive <input type="text"/>
	Automatic Callback: Inactive <input type="text"/>
	Do Not Disturb: Inactive <input type="text"/>
	Do Not Disturb Reminder: Inactive <input type="text"/>
	Remote Office: Inactive <input type="text"/>

Cancel

Save

