

NXGEN+ DEDICATED

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PRODUCT SUMMARY



**FAST RELIABLE
AFFORDABLE
SPECIALISED**



PRODUCT OVERVIEW

NXGEN+ Telephone plans are the smartest, most cost effective way to connect your business to the public switched telephone network (PSTN). Enabled by our Tier 1 Carrier's unmatched reliability and scalability, the service allows you to make and receive phone calls by connecting a range of devices to a suitable broadband internet service.

NXGEN+ Telephone plans provide your business with an nbn™ ready phone service delivered over your broadband internet service, also known as internet telephony. (or Voice Over IP.)

The **NXGEN+ Dedicated** plan differs to the other NXGEN+ Business Telephones offerings as it a dedicated solution, providing you maximum flexibility and the power of owning a cloud hosted **Private Branch eXchange (PBX)** - including Advanced Queue Strategies, Service-side CRM, ERP and Accounting system integration, Integrated Real-Time Call Monitoring, customisable Interactive Voice Receptionists, Unlimited Extensions, Advanced Contact Centre Reporting, Cloud or On-Premise Hosting options and much much more.

Similar to **NXGEN+ Telephone** plans you have the choice of handset or softphone, at the time of quoting on the phone system, the number of handsets can be supplied with the cost of the handset built into the cost of the service.

You may choose to use your own IP handset, however, additional support costs maybe incurred to ensure the device is compatible and setup with the service.

The use of Session Border Controller is also highly recommended and may fall in the cost of the service. Again, each customer and their requirements are different and the cost for **NXGEN+ Dedicated** phone system is quoted and signed off before deployment.

An internet connection and supporting connectivity hardware is required to use this service. You may use your own modem or a Business Gateway can be purchased separately. Quality of Service will vary and depend on the number of phone users and internet service bandwidth.

The **Monthly Access Fee** includes all charges for dedicated PBX and SIP Channels that determine the number of concurrent phone calls the service is able to support. Each SIP Trunk is allocated an Australian phone number and you can port-in your existing telephone number if required.

Please note this service is **not appropriate** if you require an uninterrupted phone service with access to **000 emergency services** and will not function in the event of a power failure or internet outage. Zelta Alto Technology does not provide Priority Assistance and/or proactive monitoring on any NXGEN+ Telephone plans additional support maybe purchased to support your Telephone system.

NXGEN+ Dedicated plans carry minimum term is twenty four months. Additional charges may apply for some Value Added Services such as **Number Porting Services** and additional **Direct In-Dial Numbers**.

Porting of your number may attract service charges depending on terms of service with your current provider.

All **NXGEN+ Telephone** plans include unlimited calling to standard, local, national and mobile phones. (Does not include 13/1300 chargeback dialing numbers and international numbers.)

Included calls are subject to Zelta Alto Technology **Fair Use Policy**. Services utilising **NXGEN+ Telephone** plans must be used in a way that is consistent with a typical business' calling usage and must not be used for telemarketing or call centre operations.

SETUP AND MONTHLY ACCESS

Each NXGEN+ Dedicated deployment is different with each customer, the general setup, configuration and monthly access fees are detailed below.

NXGEN+ Dedicated requires key components with costs outside of initial setup inc GST for service setup fee for the creation of your call group, extension, port-in (from some providers) and configuration of physical handset.

In cases where **additional** configuration of devices including internet gateway, routers or on-charges for services like port-in from current provider, standard rates and charges apply under general service provisioning at minimum cost \$128.67 inc GST, per hour, at minimum 1 hour.

Information and pricing is correct at the time of publication and is subject to change. All pricing is inclusive of GST. This information is a summary only. For full details of the **Terms and Conditions, Fair Use and Acceptable Use Policy**, please visit <https://zeltaalto.technology>

The connection timeframe for a new service (**NXGEN+ Dedicated**), upon receiving and accepting the **Service Application Form, Quote, and Project Implementation** sign off - this will vary on size and complexity of the deployment required in the solution. The scope document will provide outline of project deliverables and critical outcomes timelines.

Porting requests times and cutover dates vary to each provider, general minimum expected time is 21 business days, however this is subject to change.

Zelta Alto Technology will bill you for the monthly access fee, our billing cycle ends at the end of a calendar month and your first bill will include the prorata amount of the month when the service was activated. Late fees apply for accounts over 30 days in arrears for service charges, payment for accounts is expected within 14 days of billing period.

Billing is provided via email in pdf format. Payment by Direct Debit from a bank account does not incur fees. Charges apply for other payment methods. For details, see your invoice, our Schedule of Fees & Charges on our website, or contact us.

CONTACT US

At Zelta Alto Technology we are dedicated to excellence in servicing our customers and have lots of ways for you to keep in touch:

- Online at our website contact page or Live Chat;
- Email us at support@zeltaalto.technology;
- Call us 07 3607 8527 8am to 6pm AEST, Monday to Friday.

If for some reason you are not satisfied with the service we provide, please let us know so we can try to fix it in the first case. If we are unable to resolve your issue to your satisfaction, please contact us further.

If you are not 100% satisfied with quality of service on any of the **NXGEN+ Dedicated** - we will offer 30 day money back guarantee. This applies when determining the quality of service is at fault with either device QoS, line quality issues, call drops or line-in or out.

However, if it determined that you wish to cancel the service within the contract term for reasons outside of quality of service issues, Early Termination Fees (ETF) will apply per service. ETF is calculated per plan, prorated over the remaining months of your contract. You must return any device within 30 days of service cancellation or device non-return fee applies (to the value \$212 per handset, \$883 SBC, \$2128 Unifi Switch).

If you are still not satisfied with the steps taken by Zelta Alto Technology to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO).

The TIO will only investigate complaints if you have already attempted to resolve your issue with Zelta Alto Technology and is an option of last resort.

Contact the TIO by visiting tio.com.au.

FAQ - DEDICATED PBX

Got questions on the particulars? We may be able to answer some of them in the below section.

What is a PBX again? I forgot.

PBX is an acronym for Private Branch eXchange - it also may go by other name which are interchangeable like IP PBX, or PABX - but generally, it leverages a system that private owned and administered by an organisation to operate call routing within organisation and connect with the external world via the Public Switched Telephone Network (PSTN)

What Type of Phones Does Dedicated PBX Use?

A hosted PBX system can use a variety of IP (Internet Protocol) phones to operate. We support a large variety of IP capable phones, alternatively the use of a handset is not 100% required as the softphone, provides the same if not better functionality through the use of an App on your mobile phone or computer. These phones are specifically designed to be used for VoIP calls and IP telephony, which require the internet.

Why use Dedicated PBX over something like Microsoft Teams, Zoom or other chat / voice calling apps?

While excellent alternatives to a Dedicated PBX system, they are not capable of handling or working with the **Public Switched Telephone Network (PSTN)** - the network which landlines, mobilephones and other services rely on. While the adoption for IP-based technology grows the use of PSTN and its technologies does too. Also, the features and functions a PBX far outpaces all other current offerings. There are also cost savings and benefits as well.

Do IP Phones Need to be Hard Wired?

No. In both cases, either a handset phone or softphone, can use a WiFi or 4G internet connection to make and receive phone calls. Please note that the hardware IP phone must have the feature to enable it to connect to a WiFi network.

There are a number of Yealink models that are capable of doing that, that we supply as part of every Dedicated PBX deployment. However, for best experience it is highly recommended that a cable is used for the handset for best experience.

What Is the Call Quality When Compared to Traditional Phone Systems?

NXGEN+ Dedicated PBX uses enterprise grade SIP trunks to enable phone calls. They offer a much higher level of service provision than traditional phone lines including old **Integrated Service Digital Network (ISDN)** services that rely on the copper network. However, call quality can be effected by the type of internet connection being used, quality of the LAN (Local Area Network) and the local router being utilised.

As part of every deployment of Dedicated PBX solution due diligence is taken out to ensure your current service is appropriate and devices will support Quality of Service to reach high quality and standards we expect from Voice over IP technologies.

What Happens If I Lose Power at the Premises?

Loss of power usually means the internet goes down as well as no power to the IP phones. And that means you will not be able to make or receive phone calls.

However, the benefit of a Dedicated PBX system is that you can automatically failover when that occurs. As the actual PBX system is hosted in the cloud, the power failure does not effect it.

It will still keep on operating and can be programmed to automatically route the incoming calls to another destination, which can be another office or a mobile number. Which can be setup ahead of time to ensure maximum uptime and very little down time when making or receiving calls.

These setting can be activated at the time of deployment and configured to meet any Business Continuity Plan you may have.

How much internet bandwidth do I need for my Dedicated PBX System?

The minimum used is 100kbps, both upload and download, to make one continuous phone call without any interference.

As a general rule, 100kbps of bandwidth per extension. It is also advisable that suitable infrastructure should be invested in, such as a good quality business router and switches with a QoS feature.

Can I keep my existing Business Phone Numbers?

Yes. Zelta Alto Technology has chosen carriers that have Local Number Portability (LNP) agreements. Existing numbers can be ported (migrated) to our network from any type of phone line technology.

Once ported, they will no longer be attached to a specific telephone exchange. This is of great benefit as the number will become fully portable and not restricted to a specific geographical area. And that means if you move premises, the number automatically moves with you.

Do I Need to Allocate a DID (Direct-In-Dial) Number to Every Extension?

No, as long as you don't require the extensions to receive outside calls directly. Every extension is allocated an extension number within the hosted PBX system and there is no need to allocate a dedicated landline number. However, that means that all calls are received by the main PBX system and routed to a specific extension, which is usually the reception phone.

Great! How do I sign up?

You can contact us through either our website and browsing the Dedicated "Contact Us" form and providing your details.

A sales person will contact you in the next 48 hours to setup either a meeting or call to speak further.



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