

# Telstra Wholesale Business Voice IP

Fact sheet



Low touch, flexible and future-ready IP-enabled voice services.

The way voice services are delivered is undergoing a generational change. After more than 30 years of use, ISDN (Integrated Services Digital Network) is being exited. The infrastructure for the ISDN network is being superseded by the IP telephony technology.

Telstra Wholesale Business Voice IP is the new go-to solution for businesses seeking to replace ISDN. It offers similar reliable, dedicated service but with low touch provisioning and management that frees you up to focus on serving customers, the flexibility to structure packages in a way that works for your business, and the scope to add functionality over time to meet the changing demands of your end users.

WHOLESALE 

## Using Telstra Wholesale Business Voice IP

Business Voice IP provides a high quality, reliable replacement for ISDN and PSTN multi-number business services.

We offer Business Voice IP over the nbn access technologies, including fibre, FTTB, FTTN, FTTC, FW and HFC. We will add the capability for delivery over Telstra Ethernet in a future release.

You can take the service as standalone voice with up to 60 concurrent calls (200 calls planned for early 2018) or bundle with Broadband service with up to 10 concurrent calls (60 calls planned for early 2018).

## Features

Business Voice IP comes with a number of options:

- **Analogue lines** – suitable for migration PSTN lines with analogue telephony devices
- **ISDN Basic Access (ISDN2) multi-number** – suitable for migration of ISDN2 services
- **SIP Trunk lines** – suitable for migration of ISDN2, ISDN10/20/30 services and when upgrading legacy PBXs to IP PBX working.

Business Voice IP comes with a number of bestowed calling features and you can extend the functionality you offer to your users by choosing from several optional features, including:

- Voice mail
- Business Pack

- Mobility pack
- Business continuity pack
- Line Hunt and Virtual Attendant
- Bursting (planned FY19) and/or blocks of 100 additional in-dial numbers.

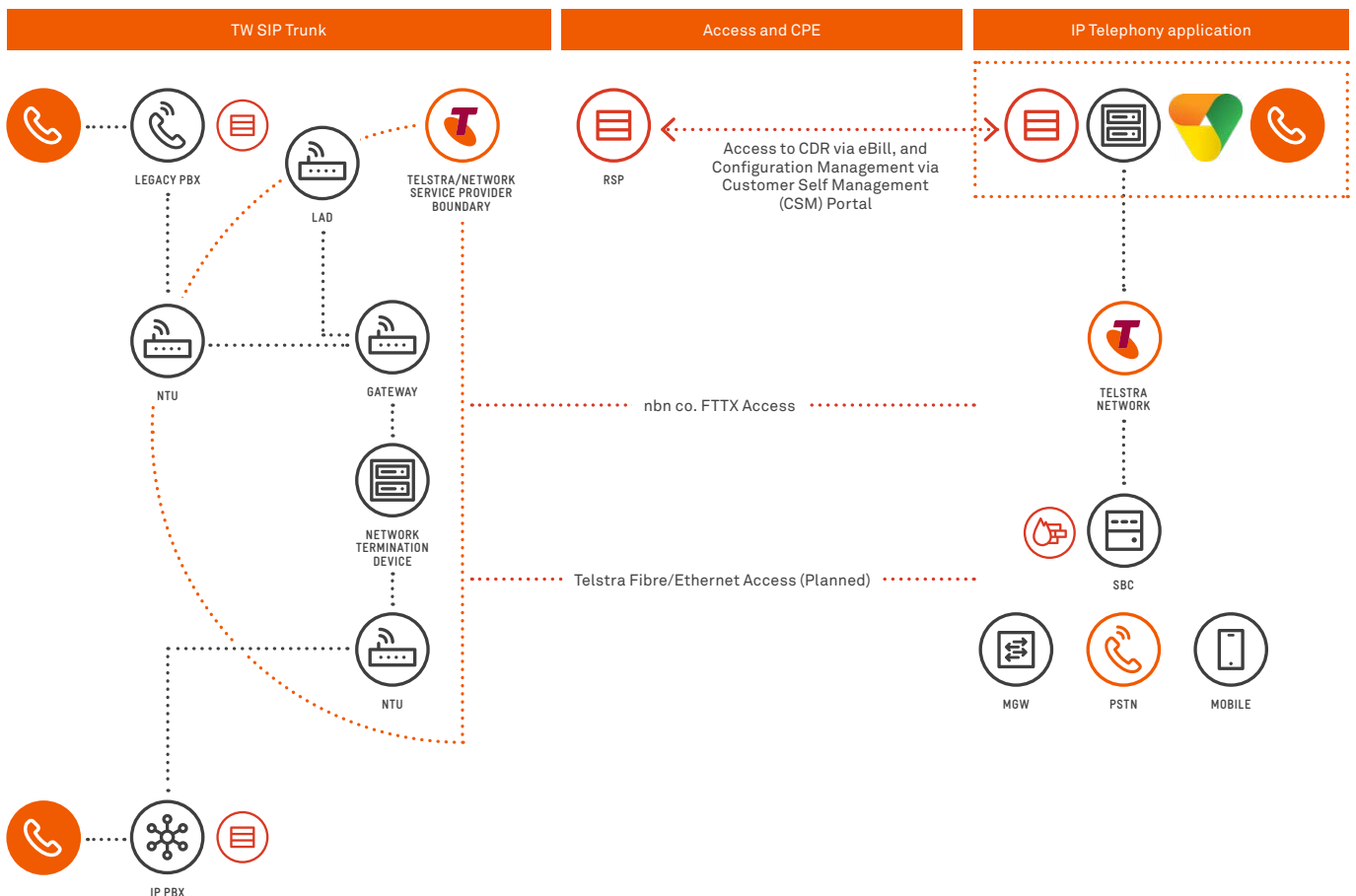
You can also choose to vary the number of concurrent calls, with a maximum number with voice-only services or a mixture of voice and broadband. This helps you to meet end-user demand with a flexible service that suits their specific requirements, helping to build and grow your own business in the process.

## Ordering and installation made easy

Ordering Business Voice couldn't be easier. LOLO and LOLIG users can place orders through the online portals and choose from self-install or a professional install from Telstra, meaning you can be as involved in the delivery process as you want without having to allocate additional resources.

## Self-management

We have designed a Business Voice IP customer self-management portal to enable service provisioning and order management. The platform offers an API so capabilities can be managed directly from your existing internal systems, giving you complete control over when and how you use your services.



## Why choose Telstra Wholesale Business Voice IP

### A low touch solution

Business Voice helps you reduce the time you spend managing your customers' hardware, billing and assurance. It can clip on to your existing broadband service and Telstra Wholesale manages the solution for you, providing one simple solution with a single bill.

### Flexible

Structure the service in a way that works for your business. You have the choice of offering standalone voice services or bundles of voice and data. When you place an order in LOLO you can choose whether to order a professional install from Telstra or manage the process yourself.

### Future-ready

Business Voice is delivered over the nbn network. We will also extend the functionality over time to include delivery over Telstra Ethernet and the ability to offer video calling and unified communications solutions to your end users.

## The Telstra Wholesale Advantage

### Easy to transition, easy to manage

Transition easily from PSTN and ISDN to Business Voice IP and scale your business when you need to with our managed Business Voice IP model.

### Streamline your operations

Simplify your billing and assurance management by choosing one supplier for all your voice and data needs. We offer a comprehensive range of solutions so you can get the mix of services your end users need while minimising your back office workload.

### Industry-leading expertise

Work in partnership with our team of experts to deploy voice solutions that meet your needs, and the demands of your end users. As those demands change, our teams will harness the innovations you need to keep your competitive advantage.

### Network leadership

Benefit from a fast, reliable connection on our market-leading data network. We pride ourselves on our consistency, service assurance and the cost efficiencies that we can drive from our market-leading position.

### Superior systems

Our proven, integrated systems capabilities and operational support help you manage your business needs with a range of online tools which help you order, manage and support your Business Voice IP services.

If you do need to report a problem, you can reach us 24 hours a day, 7 days a week through our LinxOnline™ Service (LOLS) system or by calling the Telstra fault reporting centre.

## About Telstra Wholesale

Telstra Wholesale is more committed than ever to helping our customers connect to their full potential. We're delivering new capabilities in all our portfolios – data, mobiles and fixed services. We're continually investing in our business so that we can confidently deliver world class solutions to yours, enabling you to create a competitive advantage.

You can access the value of our superior capabilities and scale by connecting to our high performing networks and platforms. These are fully integrated with our operational capability to deliver value to your business. Our knowledgeable and responsive specialists are dedicated to delivering outstanding service to help your business succeed.

## Find out more about Business Voice IP

 [contact your Telstra account manager](#)

