



Exetel Pty Ltd ABN 350 979 865 46

# VoIP Explained: Small Business Package

Frequently Asked Questions

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➤ **Question & Answers:**

1. **What is VoIP? What is the advantage of using VoIP**

- Voice over Internet Protocol (VoIP) is a way of making telephone calls using your broadband data connection, rather than via the traditional PSTN (Public Switched Telephone Network).
- The main advantage of using VoIP is much cheaper call costs. You can make a call to any landline in Australia for as low as \$0.09 per call, or a call to any Australian mobile for just \$0.12 per minute.

2. **What are DIDs?**

- When you order a VoIP service, you are allocated a telephone number (called "DID" or Direct Inward Dialling) and it is ready for use as soon as you set up your ATA/Modem.

### **3. What VoIP plan comes with B35 Business Plan? Is there an additional charge for VoIP?**

- The VoIP plan included in the B35 plan is called BV20.
- The VoIP plan includes 80 untimed local/national calls & 120 minutes of calls to Mobiles.
- There is no charge on any call from an Exetel VoIP number to another Exetel VoIP number.
- There is no charge on any call to a 1800 number.
- The Standard BV20 VoIP plan is included in the B35 plan.

### **4. How much would it cost customers who wish to port their local PSTN numbers to Exetel VoIP service numbers?**

- 1 Number (CAT-A) simple port-PSTN: one-off charge of \$15.00.
- 1-5 Number (CAT-C) Complex port-IDSN: one-of charge of \$420.00.
- Allow up to 10 business days for a simple PSTN-CAT A port. It can take up to 6 weeks depending on complexity for a CAT-C port (normally ISDN 10/20/30 primary rate services take 4-6 weeks). ISDN2 (BRI – basic rate services) should only take about 15 business days but it can take a little longer.

### **5. Am I able to purchase additional VoIP hardware? How much would it cost me? How long will it take to port over?**

- Yes you can. You can either purchase the A510IP GigasetIP phone for \$170.00 or the A510H extra handset GigasetIP phone for \$70.00. For more details please visit the Exetel hardware store: <https://www.exetel.com.au/modemorder/index.php>
- There is an additional \$20.00 freight fee PER ORDER on all VoIP related hardware orders

### **6. I run a large business, how will VoIP work for me?**

- Option 1: Connect A510P GigasetIP handset and unit to the Ethernet port and make calls over VoIP (DID required).
- Option 2: Any additional A510H Gigaset wireless IP handsets connect to the A510P Gigaset unit (DIDs required).
- For further details visit [http://www.exetel.com.au/files/voip\\_corp\\_brochure.pdf](http://www.exetel.com.au/files/voip_corp_brochure.pdf)

**7. Is BV20 the only VoIP plan available?**

- The BV20 plan is already included in the B35 Small Business Package.
- The other BV plans are specially designed for corporate customers and are different to the standard Residential VoIP Plans. One customer (technically one customer ID) can only keep one BV plan, but can have several VoIP DID's which are under the same BV plan. Should you wish to order a BV plan with larger allowance, you will have to order the plan separately from the Exetel website.

Plan	Monthly Plan Charge	Included local/national calls	Included minutes to Mobiles	Total Included Value
BV50	\$50.00	190 calls	255 minutes	over \$55.00
BV100	\$100.00	400 calls	530 minutes	over \$115.00
BV200	\$200.00	840 calls	1100 minutes	over \$240.00
BV400	\$400.00	1730 calls	2300 minutes	over \$500.00
BV800	\$800.00	4000 calls	5000 minutes	over \$1,100.00

**8. The modem supplied for the B33 Business Plan is VoIP friendly, does it mean I can choose the BV20 VoIP Plan?**

- Even though the modem is VoIP friendly, you will need to upgrade your B33 plan to the B35 Business Plan to use the included BV20 VoIP service/plan.

**9. Can I use a soft VoIP client on my PC or Smart Phone?**

- Yes. Softwares such as X-Lite are available for those who wish to use VoIP on their PC or Smart Phone.