

# Exetel Business VoIP. Smarter. Cheaper. Better.

Call us now on 1300 393 835



If you're looking to reduce your operating costs, increase your telecommunications flexibility and maximise your productivity then Exetel VoIP services are for you. Exetel VoIP Services provides your organisation with a low cost per call, high performance telecommunication solution. Exetel VoIP services can be a standalone solution or integrated into a total Corporate Voice Solution that meets your every need.

## High quality, low cost, worry free operation.

Exetel customers are able to add feature rich Corporate Grade VoIP services at preferential rates. They also enjoy the peace of mind that their service is covered by the Exetel Corporate Grade VoIP SLA. Each plan includes a total of 100 outbound channels, 100 Direct in Dial Numbers, a Corporate Grade SLA, included call value.

## Better plans. Super Value.

### CV250

- ✓ 100 DID numbers
- ✓ 12 Month contract
- ✓ 100 outbound channels
- Included value \$250
- 9.5c/local or national number
- 14.5c/minute to mobile
- 30c/ to a 13/1300 number

**\$250/mth**

### CV500

- ✓ 100 DID numbers
- ✓ 12 Month contract
- ✓ 100 outbound channels
- Included value \$500
- 9c/local or national number
- 14c/minute to mobile
- 29.5c/ to a 13/1300 number

**\$500/mth**

### CV1000

- ✓ 100 DID numbers
- ✓ 12 Month contract
- ✓ 100 outbound channels
- Included value \$1000
- 9c/local or national number
- 13c/minute to mobile
- 29c/ to a 13/1300 number

**\$1000/mth**

### CV2000

- ✓ 100 DID numbers
- ✓ 12 Month contract
- ✓ 100 outbound channels
- Included value \$2000
- 8c/local or national number
- 12c/minute to mobile
- 27c/ to a 13/1300 number

**\$2000/mth**

Custom built high-volume user plans are available on request. Speak to our Corporate Sales Team for more information on 02 8030 1040 or email [corporatesales@exetel.com.au](mailto:corporatesales@exetel.com.au)

Pack option	Description	Monthly access	Total minimum cost
DID10	Additional 10 DIDs	\$4	\$4
DID100	Additional 100 DIDs	\$40	\$40

Local number portability class		Fee
Category A : Single PSTN without complex services		\$15.00
Category C: Complex port	1 to 100 number range	\$400.00
Category C: Complex port resubmit #	1 to 100 number range	\$300.00

# Category C: Complex ports that require a resubmission due to incorrect Wholesale Account Number or Incorrect Details as provided by the customer, are subject to resubmission Port-in-Fee.

## Better Service Agreement. Greater Peace Of Mind.

Many providers don't offer a service level guarantee and can leave their business clients waiting longer than 36 hours to resolve a fault. With an Exetel Service Level Agreement, when a problem occurs the fault is defined and resolved within the timeframe set by your agreement. Our SLA and pricing vary so

you can choose the level of cover that is right for your business depending on your operational reliance on the internet. Our target fault response time is 1 hour. Our target restoration time is 4 hours.

## Your Service Level Agreement

<b>Service Availability</b>	The availability of the connection between the customer router/modem and the Exetel network.	Exetel will ensure that service availability is no less than 99.95%
<b>Response Time To Acknowledge Service Fault</b>	The time it takes Exetel to acknowledge a problem exists.	Exetel will ensure that any email or phone call received advising Exetel of a "line out" problem will be acknowledged and logged within 60 minutes
<b>Time To Restore A Line Out Service</b>	The time it takes Exetel to re-activate the service.	Exetel will guarantee that it will re-activate a line that has dropped out within 4 hours of the problem being logged.

## Credit For Outage. Your Guarantee.

Exetel will provide you with a designated service up time per calendar month basis. In the event that we do not deliver the service covered under the SLA at the level(s) guaranteed then a schedule of rebates of the monthly access fee will apply.

