



# Simple, reliable, flexible and scalable business communications

A complete, market-leading cloud collaboration solution – Cloud Collaboration-TIPT is a complete unified communications solution that's simple, flexible, scalable, and highly reliable. It enables you to converge your voice, video and data services into one network, Cloud Collaboration.

TIPT provides a consistent user experience across different compatible connected devices and locations with coverage, while avoiding the cost and complexity of buying, integrating and managing hardware and applications.

## **Simplicity**

Bring your people together more easily and quickly to share information. TIPT helps to deliver a seamless and consistent user experience across multiple devices and locations, while reducing the cost and complications of management.

## **Scalability and flexibility**

It's a customisable and scalable solution with a range of plans, features and end points. Use video to connect with customers and colleagues on compatible devices, take TIPT on the road with the Telstra Business Connect app where coverage is available, develop apps with the TIPT App Development Environment, or run call centre services.

## **Reliability**

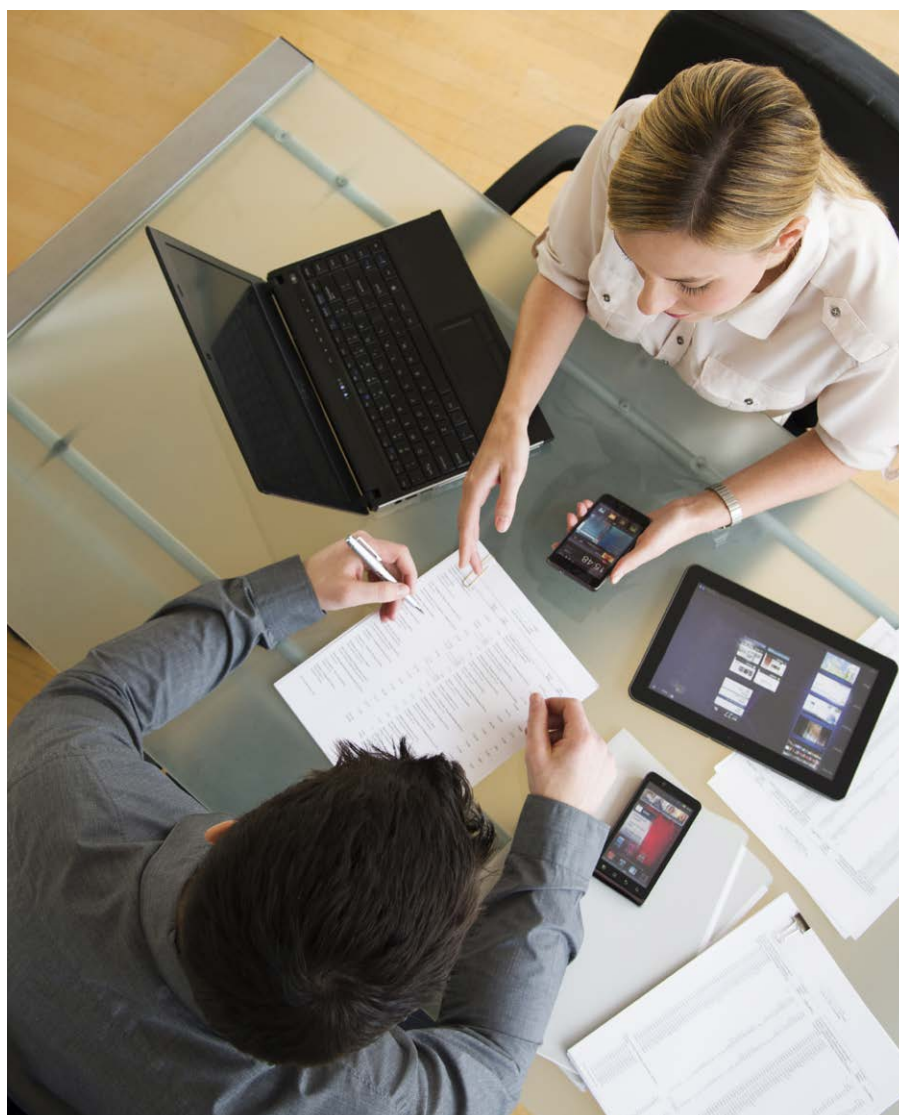
You can rely on our networks to ensure performance and reliability.

## **Drive productivity and innovation**

Help enable your staff to be more agile and responsive, adapt to market change faster, and foster new and more flexible ways of working.

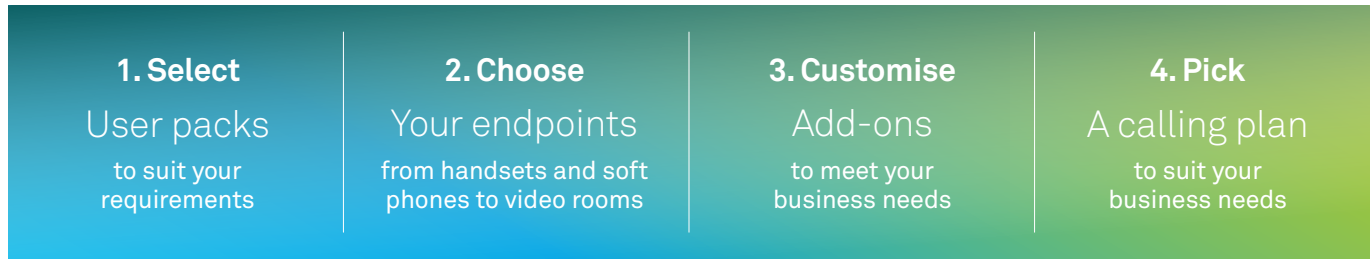
## **Available over the Internet**

TIPT is now also available over any compatible network, anywhere you have internet in Australia. Adopt cloud collaboration over your preferred internet service, including Telstra Broadband and nbn.



# Build your TIPT solution in four easy steps

Once you have your network access, Cloud Collaboration-TIPT offers a wide range of user packs to help you choose what is appropriate for you. With optional packs it's easy to create a solution that suits your specific needs:



## Step 1: Select User Packs

Each pack delivers you a range of features that can be used with compatible audio and video IP handsets and soft phones. The services have been bundled to suit a variety of usage needs and budgets. Choose the pack that works best for you\*:

User Pack Options	Details
<b>Basic User Pack</b>	An entry-level pack that provides simple telephony features to suit most common requirements.
<b>Standard User Pack</b>	This pack is suited to front offices, back offices and branches. It includes the basic services, plus additional features such as voicemail (including voicemail to email) and web-based setup. It also includes Telstra Business Connect for video calling, instant messaging and presence status across mobile and desktop devices.
<b>Executive User Pack</b>	A comprehensive package of telephony services well suited to your executives, support staff and mobile workers. It includes the standard services plus additional features for Call-routing, TIPT Anywhere (use your TIPT on your mobile device), Simultaneous Ring, 8 way conferencing and Remote Office functions.

\* See full list of inclusions at the end of this brochure.

## Step 2: Choose your endpoints

You can enhance the experience for your staff by sourcing the latest high quality voice and video handsets through us. Choose from a wide variety of endpoints that are compatible with TIPT. This includes basic phones, office video phones, fully-featured video conference devices, as well as solutions to integrate analogue devices like fax and eftpos.

## Step 3: Add-on options to enhance your TIPT solution

Customise your solution from the range of options available, to best suit your business needs:

Add-on Options	Details
<b>Call Centre*</b>	A fully scalable 'virtual call centre' solution for you to quickly set up call centre services, without the expensive investment in equipment, infrastructure and technical support. Queue up to 500 calls, using intelligent routing to send out to your agents.
<b>MiReception*</b>	Provide your front-of-house staff with an advanced MiReception thin client that can help them handle a large volume of calls efficiently.
<b>Microsoft Lync™ and Skype for Business Integration</b>	You can now have your TIPT service closely integrated with the Microsoft Lync Unified Communications platform, to give your team access to presence and 'click to call' to phone services from their PCs.
<b>Video Meeting Room (VMR)</b>	Enjoy powerful phone features and conduct multi-party video meetings on TIPT endpoints with a single dial in number, or join in from compatible devices.
<b>TIPT Video Bundles</b>	Connect face to face. Set up your video rooms easily with our affordable TIPT Video bundles which come with maintenance and range of accessories.
<b>Real Time Billing</b>	Have access to call and cost details for your incoming or outgoing calls within minutes of hanging up.
<b>Hoteling/hot desking</b>	Support a more flexible workplace by allowing your staff to have the same phone number at any desk.
<b>N-Way Calling</b>	Host up to an 8-way ad hoc audio conference.

There's also, Hunt Groups, Auto Attendants, Pick up Group, Authorization Codes, Music on Hold, Voice Portal, Call Park and Call Pickup features available.

\*Currently not available for TIPT over the internet

#### Step 4: Pick an optional calling plan to suit your business needs

TIPT complete calling plans enable you to better manage your variable costs on month-to-month basis to provide you with cost certainty and peace of mind. TIPT Complete Call Plans are capped offnet calling plans for your users. Choose from TIPT Complete Basic (includes all calls to Local and National numbers) and TIPT Complete Premium (includes calls to Mobiles as well).

#### Overview: TIPT Feature Packs

User Pack Inclusions TIPT services	Basic	Standard	Executive	Hoteling/Hot Desking
Alternate Numbers			Included	
Anonymous Call		Included	Included	
Automatic Call Back		Included	Included	
Barge-in Exempt			Included	
Call Forwarding Always	Included	Included	Included	
Call Forwarding Busy	Included	Included	Included	
Call Forwarding No Answer	Included	Included	Included	
Call Forwarding Not Reachable	Included	Included	Included	
Call Forwarding Selective			Included	
Call Notify			Included	
Call Return	Included	Included	Included	
Call Transfer	Included	Included	Included	Included
Call Waiting	Included	Included	Included	
Calling Line ID Delivery Blocking	Included	Included	Included	
Customer Originated Trace	Included	Included	Included	Included
Directed Call Pickup			Included	
Directed Call Pickup with Barge-in			Included	
Diversion Inhibitor		Included	Included	
Do Not Disturb		Included	Included	
External Calling Line ID Delivery	Included	Included	Included	Included
Flash Call Hold	Included	Included	Included	Included
Hoteling Guest		Included	Included	
Hoteling Host				Included
Intercept User	Included	Included	Included	Included
Internal Call in Line ID Delivery	Included	Included	Included	Included
Last Number Redial	Included	Included	Included	Included
Microsoft Lync™ and Skype for Business Integration		Included	Included	
Multiple Call Arrangement		Included	Included	
Telstra Business Connect Mobile		Included	Included	
Telstra Business Connect Desktop		Included	Included	
Telstra Business Connect Desktop Sharing		Included	Included	
Telstra Business Connect Instant Messaging & Presence		Included	Included	

## Add-on Options Features availability for the user packs

User Pack Inclusions TIPT services	Basic	Standard	Executive	Hoteling/Hot Desking
Call Centre Standard*	Included	Included	Included	
Call Centre Premium*	Included	Included	Included	
Group Conferencing	Included	Included	Included	
MiReception Thin Client*		Included	Included	
N-Way Calling	Included	Included		
Remote Office		Included		
Voice Portal Pack	Included			
Web Attendant Console		Included	Included	
Video Meeting Rooms	Included	Included	Included	Included

\*Currently not available for TIPT over the internet.

### About Telstra

We provide network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Our solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP® network and Next G® network. To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems.

And they're backed by Telstra Enterprise-Grade Customer Service and one of Australia's largest and most qualified field and technical workforce.

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