

TIPT Feature Packs



For each working service at each site in your Telstra IP Telephony service you must choose a Regular Feature Package. You may also choose one or more Optional User Feature Packages and Group Feature Packages for each working service in your Telstra IP Telephony service.

The following table shows what features are included in TIPT feature packs.

| Categories of Feature Packages | Feature Package |
|---------------------------------|--|
| Regular User Feature Packages | Basic Pack Standard Pack Executive Pack Hoteling/ Hot Desking Pack |
| Optional User Feature Packages | Remote Office Voice Portal N-way Calling miReception Console Call Centre Agent Call Centre Supervisor Call Centre Premium Agent Call Centre Premium Supervisor Call Centre Wallboard Video Meeting Room Personal 8 Video Meeting Room Group 20 Video Meeting Room Conference 50 |
| Optional Group Feature Packages | Group Conferencing (Audio only) |

Each feature pack has certain features associated with it described here:

| User Services | Description | Basic Pack | Standard Pack | Executive Pack | Hoteling/ Hot-Desking |
|-----------------------------------|--|------------|---------------|----------------|--------------------------|
| Regular User Feature Packs | | | | | |
| Alternate Numbers | This service allows a user to have up to three associated phone numbers, with each number resulting in a distinctive alerting pattern. | | | • | |
| Anonymous Call Rejection | This service enables a user to reject calls from anonymous parties who have explicitly restricted their identity. | | • | • | |
| Automatic Call Back | The Automatic Call Back service allows users to monitor a busy party and automatically establish a call when the busy party becomes idle. | | • | • | |
| Automatic Hold/Retrieve | <p>The Automatic Hold/Retrieve (AHR) service provides an alternative method to hold and retrieve calls. This service is assigned to users so that their incoming calls are automatically held and retrieved without having to use feature access codes.</p> <p>This service is useful for attendants who handle many incoming calls, by allowing them to hold calls simply by transferring them to dedicated parking stations. This service also allows the holding of calls without having to use a flash key</p> | • | • | • | |
| Barge-In Exempt | When a user has the Barge-in Exempt service enabled, another user (using the Directed Call Pickup with Barge-in service) cannot barge in on their calls. | | | • | |

| | | | | | |
|-------------------------------|--|---|----|---|----|
| Busy Lamp Field | The Busy Lamp Field (BLF) feature gives users the ability to “watch” the status of another user’s Line. Although similar in appearance to the Telstra IP Telephony Shared Call Appearance feature, the primary difference is that you do not have control of the line as with Shared Call Appearance. With BLF you select a group of users to be monitored but do not configure a shared identity on the user’s phone. | • | • | • | |
| Call Forwarding Always | This service enables a user to automatically redirect all incoming calls to another destination. | • | • | • | •+ |
| Call Forwarding No Answer | This service enables a user to redirect incoming calls to another destination when the user does not answer within a specified number of rings. | • | • | • | •+ |
| Call Forwarding Not Reachable | This service enables a user to automatically redirect all incoming calls to another destination if their Telstra IP Telephony handset is out of service. | • | • | • | •+ |
| Call Forwarding Busy | This service enables a user to redirect incoming calls to another destination when the user is busy. | • | • | • | •+ |
| Call Forwarding Selective | This service enables a user to define criteria that causes certain incoming calls to be redirected to a user specified destination. | | | • | |
| Calling Line ID Blocking | Calling Line ID Blocking is used to block or allow the delivery of a user’s identity (both name and number) to a called party. | • | • | • | |
| Call Notify | This service enables a user to define criteria that causes certain incoming calls to trigger an e-mail notification to a user-specified address. | | •+ | • | |
| Call Return | This service enables a user to call the last party that called, whether or not the call was answered. | • | • | • | |

| | | | | | |
|------------------------------------|--|---|---|---|----|
| Call Waiting | Call Waiting feature allows the ability to handle more than one call at a time. | • | • | • | •+ |
| Commpilot | Is a web-based application that is used by IP Telephony users and Customer Administrators for configuration and management of IP Telephony services and features that is accessible from the Telstra IP Telephony Online Resource Centre (ORC). | • | • | • | • |
| Commpilot Express | CommPilot Express enables a user to pre-configure multiple profiles for managing incoming calls differently based on a preset status as follows: Available – In the office; Available – Out of the office; Busy and Unavailable. | | | • | |
| Customer Originated Trace | Customer Originated Trace allows users to initiate a Life Threatening and Unwelcome Call trace. Telstra records the details at our exchange and use them, in accordance with our obligations. | • | • | • | •+ |
| Directed Call Pickup | Directed Call Pickup allows a user to dial a feature access code followed by an extension, to pickup a call directed to a user with that extension in the same customer group. | | | • | |
| Directed Call Pickup With Barge-In | Directed Call Pickup with Barge-in allows users to dial a feature access code followed by an extension to pickup a call directed to another user in the same customer group, or barge-in on the call if the call was already answered. | | | • | |
| Diversion Inhibitor | The Diversion Inhibitor service prevents calls, redirected by a user, from being redirected again by the called party. This service is especially useful to help prevent calls from being answered by another user's voice mail when using Simultaneous Ringing or Sequential Ringing. | | • | • | •+ |

| | | | | | |
|-----------------------------------|---|----|----|----|---|
| Do Not Disturb | This service allows a user to set their status as unavailable. | | • | • | |
| External Calling Line ID Delivery | This feature allows a user to be able to view the caller ID information of another user in a different group. This feature also applies to Intra-group calls that use the Network Server. | • | • | • | • |
| Flash Call Hold | The Flash Call Hold feature allows a user to hold one call for any length of time until either party goes on-hook. | • | • | • | • |
| Flash Call Transfer | The Flash Call Hold service has priority over Flash Call Transfer. This means that if a user hangs up after bringing in a second party following the Flash Call Hold feature access code, the two remaining parties are not connected together. If the Flash Call Hold feature access code is not dialled however, Flash Call Transfer works as usual. | | •+ | •+ | |
| Flash Three-Way Call | <p>When Flash Call Hold holds a call, flashing the switch-hook again during an add-on call does not conference the parties but rather returns a special dial tone. The only way to conference all parties in that situation is to use the Conference button on the Call Manager.</p> <p>When Consultation Hold holds a call, a three-way call behaves as usual.</p> <p>When Call Waiting Hold holds a call, flashing the switch-hook toggles between the two parties, and a conference can only be established using the Call Manager.</p> | • | • | • | |
| Hoteling Guest | Hoteling allows a user to associate their service profiles with devices other than their own. Hoteling Guest, is used to allow a user to associate their service profile with a user's device that has the Hoteling Host service assigned. | •+ | • | • | |

| | | | | | |
|-----------------------------------|--|----|----|---|----|
| Hoteling Host | Hoteling allows a user to associate their service profiles with devices other than their own. Hoteling Host is used to designate a particular user as a host allowing other users, with the Hoteling Guest service assigned, to associate their service profile with this user's device. | | | | • |
| Intercept User | This service allows the system to intercept calls routed to a line that has been decommissioned, providing an informative announcement and alternate routing options (for example, <i>"This number is no longer in service. To talk to an operator, press 0"</i>). | • | • | • | • |
| Internal Calling Line ID Delivery | This feature allows a user to be able to view the caller ID information of another user within the same group. | • | • | • | • |
| Last Number Redial | This service enables users to redial the last number they called by clicking the Redial button on their CommPilot Call Manager or by dialling a feature access code. | • | • | • | • |
| Multiple Call Arrangement | The Multiple Call Arrangement (MCA) is an overlay to the existing Shared Call Appearance (SCA) feature. SCA with MCA service provides the ability for multiple calls to be handled concurrently on different SCA locations for a user. | •+ | • | • | •+ |
| N-Way Call | This allows the user to conference up to 8 other user to a call. | | | • | |
| Priority Alert | This service enables a user to define criteria to have certain incoming calls trigger distinctive alerting. | | •+ | • | |
| Push To Talk | The Push To Talk service allows a user to call another station, where the system requests that the destination station automatically answer. This provides for intercom like functionality. | •+ | •+ | • | •+ |

| | | | | | |
|------------------------------|--|----|---|---|----|
| Remote Office | This service enables users to access and use their Telstra IP Telephony profile and services from any device, on-net, or off-net (for example, home office or mobile phone). | | | • | |
| Selective Call Acceptance | This service enables a user to define criteria that allows incoming calls. All calls not meeting the specified criteria are rejected. | | | • | |
| Selective Call Rejection | This service enables a user to define criteria that causes certain incoming calls to be rejected. All other calls terminate as usual. | | | • | |
| Sequential Ring | This service allows users to define a “find-me” list of phone numbers or URLs, which are alerted sequentially upon receiving an incoming call that matches a set of criteria. | | | • | |
| Shared Call Appearance 15* | This service allows an incoming call to appear at up to 15 locations simultaneously. All devices where call appearance is shared can be used to answer an incoming call or originate a call on behalf of the main location, like in an administrative assistant/executive scenario for instance. | •+ | • | • | •+ |
| Simultaneous Ring – Personal | This service enables a user to have multiple destinations ring simultaneously when any calls are received on their phone number. The first destination to be answered is connected. | | | • | |
| Speed Dial 100 | The Speed Dial 100 service allows users to place calls using a directory of up to 100 frequently called numbers. The user dials the associated two-digit speed code, which is preceded with a configurable prefix. This is a user-assignable service that involves two activities: programming and dialling. | | • | • | |

| | | | | | |
|------------------------------------|---|-----|----------|----------|-----|
| Speed Dial 8 | This service allows users to associate single-digit codes to frequently dialled or hard-to-remember long strings of digits. Users can then use these codes instead of the full numbers to place calls. | | • | • | |
| Telstra Business Connect | Telstra Business Connect is TIPT's soft client. It allows voice and video calls to be made from the users' PC, along with a range of call control features. | | • | • | |
| Voice Messaging User | This service enables users to record messages from callers for calls that are not answered within a specified number of rings or for calls that receive a busy condition. | | • | • | |
| Anywhere | The feature allows users to designate a single Telstra IP Telephony number for both incoming and outgoing calls, regardless of which phone they are currently using, i.e. Telstra IP desk phone, mobile, home phone etc. | | | • | |
| Optional User Feature Packs | | | | | |
| Remote Office | This service enables users to access and use their TELSTRA IP TELEPHONY profile and services from any device, on-net, or off-net (for example, home office or mobile phone). | N/A | • | Included | N/A |
| Voice Portal | The Voice Portal provides an interactive voice response application that can be called by members of the group from any phone to manage their services and voice mailbox, or to change their pass code. | • | Included | Included | N/A |
| miReception Console* | miReception is an IP Telephony Attendant Console application, developed for staff who screen inbound calls on behalf of a company or enterprise. <i>miReception is not currently available for users connecting to the TIPT service over Internet Access Services.</i> | N/A | • | • | N/A |

| | | | | | |
|--------------------------------------|---|-----|-----|----------|-----|
| N-way Call | This allows the user to conference up to 8 other user to a call. | • | • | Included | N/A |
| Call Centre Agent * | This service enables an agent of the queue to answer, direct, and complete calls. <i>Call Centre Agent is not currently available for users connecting to the TIPT service over Internet Access Services.</i> | • | • | • | N/A |
| Call Centre Supervisor * | This service enables a user to manage the operation and performance of the queue. The Call Centre Supervisor client also allows a supervisor to monitor and assist agents in real time. <i>Call Centre Supervisor is not currently available for users connecting to the TIPT service over Internet Access Services.</i> | •+ | •+ | • | N/A |
| Call Centre Wallboard | This service enables a customer to manage the operation and performance of the call centre using thin client technology. <i>Call Centre Wallboard is not currently available for users connecting to the TIPT service over Internet Access Services.</i> | N/A | N/A | N/A | N/A |
| Virtual Meeting Room - Personal 8 | This service allows the owner to initiate multiparty video calls with up to 8 participants in total, with a video resolution of up to 720p at 30 frames per second. | • | • | • | N/A |
| Virtual Meeting Room - Group 20 | This service allows the owner to initiate multiparty video calls with up to 20 participants in total, with a video resolution of up to 720p at 30 frames per second. | • | • | • | N/A |
| Virtual Meeting Room - Conference 50 | This service allows the owner to initiate multiparty video calls with up to 50 participants in total, with a video resolution of up to 720p at 30 frames per second. | • | • | • | N/A |

| Optional Group Feature Packs | | | | | |
|---|--|---|---|---|-----|
| Group Conferencing (Instant Group Call) | This service enables a user to call a number that provides a group of members with an instant conference bridge. When the user dials a specific group call number, the system calls all members in the group and as the members answer, they are joined into a multi way conference. | • | • | • | N/A |

* These features are not available with a Business Access Service or Internet Access Service.

+ These features are not available as part of the relevant Feature Pack for new Telstra IP Telephony services acquired on and from 1 January 2011.