

Digital voice for larger offices

Yes



For a complete digital voice solution connect with Optus MultiLine.

Business benefits

Direct connection to Optus' network provides your business with extra benefits such as:

- Competitive rates, particularly for calls between directly connected sites
- A service you can depend on, with Optus' advanced digital network and 24 x 7 support
- A wide range of features, to optimise the handling of incoming and outgoing calls
- Disaster recovery options
- The simplicity of dealing with a single telecommunications carrier

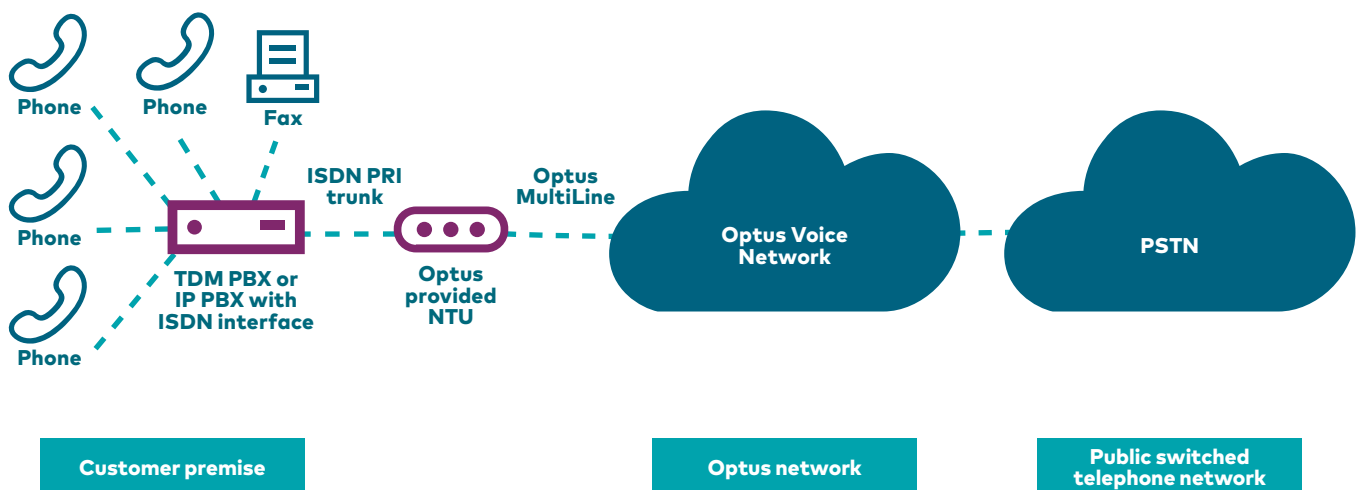
Optus MultiLine is a digital trunk telephone service for connecting larger offices with digital PABXs to the Public Switched Telephone Network (PSTN). Optus MultiLine provides ISDN voice services conforming to the ACMA TSO38 (ETSI) common channel signalling protocol, with each connection supporting between ten and thirty channels.

Optus MultiLine is available in most CBD, metropolitan and major regional locations.

Local Number Portability allows you to move or 'port' your initial telephone numbers to Optus, so there is no need to change your contact numbers if you are changing carrier.

Optus MultiLine is supported 24 x 7 for fault management, and customer service and account management contacts are on hand to answer queries and provide assistance for your telecommunications business solutions.

Optus MultiLine



Feature summary

The table below summarises the features available with the Optus MultiLine service:

Feature	Option/details	Benefits
PABX interworking*	ETSI (TS038)	MultiLine is compatible with all ETSI enabled PABXs, including hybrid VoIP PABXs.
State Based MultiLine	Allow telephone numbers for any location within the state on a single MultiLine.	Reduce the number of voice gateways in your IP Network.
Hunt groups*	ASEQ, DSEQ, CWC, CCWC or MIDL	Ensure that your incoming calls are distributed efficiently.
Direct in dial	Direct in dial numbers are available in blocks of 100 numbers	Optimise the efficiency of your voice network by allocating number ranges across a MultiLine.
Extension level billing	Billing may be itemised against individual extension numbers.	Manage your call costs extension by extension
Calling number display - outgoing*	The outgoing Calling Number Display may be selected for display at called parties.	Display your number to called parties so they can identify you.
Calling number display - incoming*	The calling number of incoming calls may be displayed on compatible handsets/CPE.	Identify callers by their telephone number.
Call barring	International and Information Services (1900) calls may be barred at the Optus exchange.	Control your costs by restricting access to expensive call types.
Temporary Call Redirection	Incoming calls may be redirected to an alternate location for a limited period (call charges applied)	Manage the handling of incoming calls during planned outages or short term relocations.
Relocation Diversions	Incoming calls may be redirected (with no redirected call charges) if you relocate within the same or an adjacent charge zone.	Keep your telephone numbers when you relocate.
Number Only Diversion	Additional service numbers may be allocated within Australia to divert calls to your MultiLine.	Advertise local numbers in locations where you have no offices, and redirect calls to your main offices.
Emergency Diversion*	Emergency 2hr SLA to divert incoming calls to an alternate location (charges and conditions apply)	Rapidly redirect your incoming calls in an emergency, as a part of your business continuity plan.
Congestion Overflow	Incoming calls overflow automatically to another service number if channels are busy or unavailable. (charges and conditions apply)	Automated protection for disaster recovery or high incoming call events.
Dual Exchange Homing*	Redundancy option to connect to two separate Optus exchanges (charges and conditions apply)	Extra reliability with business continuity if one exchange or access link fails.
National 64k data calls* (within Australia)	64k ISDN data call may be made to destinations on Optus and Telstra networks.	Conduct PABX monitoring, site to site signalling or video-conferencing over your MultiLines.
Optus Operator Services*	Dial 1222, 1225 or 1221	Operator assistance for your business
Directory Services Listing*	Main number listing in White Pages	Callers can find your contact number.
Malicious call tracing*	Available on request	Unwelcome calls can be traced and actioned by Optus' Law Enforcement Liaison Unit and/or Police.

Charges and conditions may apply to some features. For further information or to activate features please contact your Account Manager.

*Refer to further information in the Optus MultiLine Service Guide.