



Optus Loop Features and Plans

PREMIUM PLAN

For single and multi-sited businesses with desk phones and mobile devices

User features Flexible working for businesses on the go	Group features Unify business communications and customer management	Collaboration features Improve teamwork across your business
<p>Busy Lamp Monitoring Each team member can see who in their contacts are online, busy, idle or do not disturb, across handsets.</p> <p>Call Forwarding Pre-determine where incoming customer calls are directed. If a call meets set criteria, it can be forwarded to a specified team member or office location.</p> <p>Call Waiting (up to 4 calls) While you're in a call, incoming calls are still answered and wait in a queue. You're notified of a call through a call waiting tone.</p> <p>Enterprise Phone Directory Search through contacts or groups by name or number. Initiate phone calls through your computer with a click-to-call functionality.</p> <p>Extension Dialling Team members only dial the extension number to other members of their business group, without having to dial 7- or 10-digit numbers.</p> <p>Hot Desking Each team member can transfer their phone number, features and calling plan to a temporary shared host phone.</p> <p>Mobility Link your desktop phone and mobile phone into one single business number. All outgoing mobile phone calls appear as the business phone number.</p> <p>Office Anywhere A group of features that allow you to integrate your Loop service with other mobile and fixed line numbers.</p> <p>Remote Office Use other fixed line and mobile numbers to make and receive calls as if they were made and received on your Loop service.</p> <p>Sequential Ring Incoming calls will ring the next available number as set up in a list.</p> <p>Simultaneous Ring Incoming calls to a business phone number also ring on multiple phone numbers.</p> <p>Key Telephone System Emulation Allows your Loop service to be set up so that all incoming lines are shared across your office handsets, allowing anyone to answer any line.</p> <p>Unified Messaging Receive voicemails through email and desktop app, get notifications on your mobile via text or email, and have real-time access to your voicemails wherever you are.</p> <p>Business Continuity Reroute calls to a designated phone number if your main phone number is unreachable due to an unplugged phone, power outage, or natural disaster.</p>	<p>Virtual Receptionist When customers call, they hear an automated greeting then are transferred to the right team member or office location.</p> <p>Call Centre* A communications management tool for call centre agents and supervisors, complete with a PABX interface.</p> <p>Call Recording* Record, store, organise, and access recordings of customer calls. Meet compliance obligations and monitor quality, training, or resolutions.</p> <p>Call Queue Ensure your customers are not met with a busy tone if all staff are taking calls and enable tracking and reporting for incoming calls.</p> <p>CRM Integration An application for desktop computers that connects with leading CRM software and business phones, so you see your customer's details when they call.</p> <p>Hunt Group Customer calls are directed to a group of people or phones that ring in sequence until answered.</p> <p>Reception Console A console that helps front-of-house receptionists screen inbound calls by providing real-time information and the availability of team members.</p>	<p>Desktop Sharing (group) Share your desktop with multiple team members. Initiate a group desktop share session or add contacts to an existing desktop sharing session.</p> <p>File sharing Send a file to a contact you are in a chat session with. Received files can be opened or viewed after a completed file transfer.</p> <p>Instant Messaging Chat with your team members with one-to-one Instant Messaging or create a group chat.</p> <p>MyRoom Collaboration An always available and permanent virtual room used for chat or conference calls.</p> <p>Outlook Calendar Integration With Outlook calendar integration, team members know each other's availability.</p> <p>Rich Presence Each team member can see who in their contacts are online, in a call, in a meeting, busy, or idle, across handsets and on mobile phones.</p>

BASIC PLAN

For office-based businesses with analogue phones and fax machines

*Optional feature which incurs additional charges.

LOOP PRICING

Choose from PAYG and Ultimate with either basic or premium plans

PAYG For customers who only have Optus mobile phones, make national calls and do not make international calls.	ULTIMATE For customers who have mobile phones with multiple carriers, make national and international calls, and want the reassurance of one monthly price point.
Price starting from \$25 per month per user license over 24 months* on basic plan. *(Min. total cost \$600 over 24 mths)	Price starting from \$50 per month per user license over 24 months* on premium plan. *(Min. total cost \$1200 over 24 mths)

STREAMLINE YOUR COMMUNICATION WITH LOOP

Choose from PAYG and Ultimate with either basic or premium plans



More Information?

Please visit our [Optus Loop Website](https://optus.com.au/business/office-phone/optus-loop)
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Need Loop Support?

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