

Simple voice for smaller places *Yes*



For a simple, capable voice service suited to small and branch offices connect with Optus Evolve DirectLine.

Business benefits

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

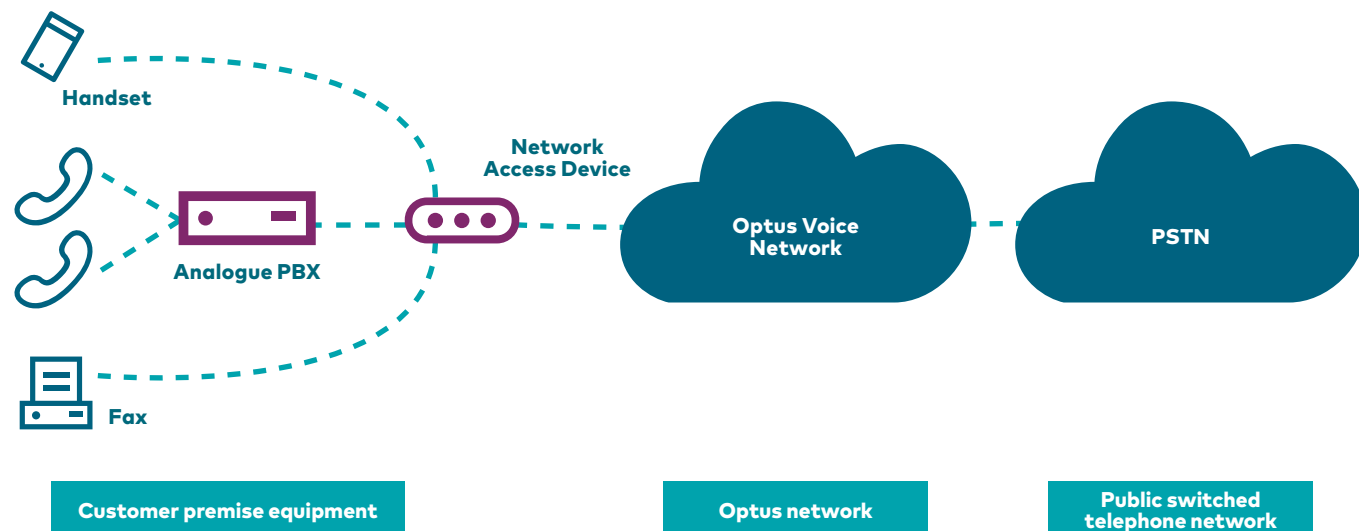
- Competitive rates, particularly for calls between directly connected sites
- A service you can depend on, with Optus' advanced digital network and 24 x 7 support
- A wide range of features, to optimise the handling of incoming and outgoing calls
- Disaster recovery options
- The simplicity of dealing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

Optus Evolve DirectLine offers a simple and flexible way to connect to the Public Switched Telephone Network and manage incoming and outgoing calls. It is designed specifically with branch and small offices in mind – providing simple connection to your analogue premise-based telephone equipment (handsets, fax machines, modems) or to a compatible PBX or key system.

Local Number Portability

Optus Outbound Voice Solutions, Local Number Portability (LNP) is available with Optus Evolve DirectLine. LNP allows you to move or 'port' your initial telephone numbers to Optus so there is no need to change them if you are changing carrier. For a detailed description of LNP, see the 'Optus Local Number Portability' factsheet.

Optus Evolve DirectLine



Feature	Option/details	Benefits
Handset & PBX Interworking	Evolve DirectLine is compatible with most analogue handsets, faxes, modems, EFTPOS terminals, PBXs and key systems. Connected devices must conform to AS/ACIF standards S002 and S004	Simple connection to your telephone equipment
Hunt Groups	Distribution of incoming calls across lines to optimise the answering rate. Choose between Directory Number Hunt (DNH), Distributed Line Hunt (DLH), and Multiple Line Hunt (MLH)	Ensure that incoming calls are distributed and answered efficiently
Call Forwarding	Users can control their service to automatically forward incoming calls. Choose between Call forward on 'Busy', 'Unattended', or 'All'	Incoming calls can follow you to another location or to your mobile
Call Waiting	Allows answering of a second incoming call	Pick up important calls, even when you are already on the phone
Short Code Dialling	Ten frequently dialled numbers can be saved as short codes	Simple dialling for frequently dialled numbers
Conference Calling	Enables conferencing of between three and six parties	Simple conferencing helps improve productivity
VoiceMail	Answers incoming calls and stores caller's messages	Ensure that customers and contacts can always reach your business
Calling Number Display (CND) - Outgoing	Display your number to called parties	Enables called parties to identify you as the caller
Calling Number Display (CND) - Incoming	The calling number of incoming calls is displayed	Enables you to identify the party calling you
Call Barring	Calls to mobile, long distance, international and/or information services can be barred	Control your costs by restricting access to expensive call types
Number Only Diversion	Automatically diverts calls to a different specified destination on an Optus service	Advertise local numbers in locations where you have no offices and then redirect calls to your main offices
Optus Operator Services	Access to 1222, 1221 & 1225 numbers	Provides national and international operator assistance for your business
Directory Services Listing	Optus will arrange a basic White Pages directory listing for each service (unless a Silent Line is requested)	Callers can find your contact number easily

Additional outbound voice solutions

Optus Evolve Voice

Optus Evolve Voice is a SIP trunk telephony service which connects your IP PBX to the PSTN via an IP connection, allowing you to simplify your voice network and providing greater flexibility and scalability. Optus Evolve Voice offers you the choice to converge your voice and data traffic onto a single IP infrastructure on the Optus Evolve network, with the potential to reduce total cost of ownership and improve the use of available bandwidth.

Optus MultiLine

Optus MultiLine is a digital trunk telephone service that enables offices with either digital PBXs or IP PBXs with ISDN interfaces to connect with the PSTN. Optus MultiLine provides primary rate ISDN voice services, with each connection supporting between ten and thirty channels per trunk. A range of call handling features such as hunt groups, emergency diversion and state based numbering are available to help optimise how your business manages both incoming and outgoing calls.

Optus Business Long Distance

Optus Business Long Distance telephony provides national fixed to mobile and international call services.

Additional Voice Services Available

Optus offers the following extensive range of additional services that provide integrated solutions for your business voice communications.

Optus Contact Centre as a Service (UCaaS)

CCaaS is a simplified, cost-effective cloud solution that can make things easier for your customers and your IT department without significant capital expenditure. Using advanced multimedia channels, it supports conversations over voice, web, email and social media. CCaaS can be coupled to advanced Workforce Optimisation solutions to build productivity and customer satisfaction outcomes.

Optus Bundled Unified Communications Services

Optus Bundled Unified Communications services are simple and flexible solutions that can help maximise productivity and minimise total cost of ownership. These solutions bundle unified communications equipment, software, installation, support and carriage components all delivered through a single consolidated solution.

Optus Business Conferencing and Collaboration

Optus conferencing enables you to communicate with your business associates and employees with ease across distances.

Optus Business Messaging

Optus Business Messaging solutions are perfect for reaching out to large audiences. Send personalised faxes and voice messages to hundreds or even thousands of recipients just as easily as sending to one person.

Inbound Voice Services

Optus Inbound Voice Solutions provide an easy and effective way for your customers to contact you. Callers can contact your organisation using a single national 13, 1300, or 1800 number, and a range of features such as Network Interactive Voice Response.

Unified Communications as a Service (UCaaS)

With Optus UCaaS you have the latest in communications tools without the hassle. It's a business grade unified communications and collaboration service that provides the simplicity of a hosted solution with the control and flexibility of a premise-based solution.

Optus On-Demand Contact centre

With Optus On-Demand Contact Centre you can easily set up a new contact centre or add extra contact centre resources as and when you need them. All that agents need to connect is a phone and a broadband connection.

Billing and Reporting

A range of billing and reporting services are available to enable easier analysis of your telecommunications spend, including:

- Single Bill – combining fixed line, mobile and data charges onto a single bill
- Optus Insight Plus - a powerful Web-based reporting tool that provides analysis of call traffic and billing data.