CloudOffice UC
Business Phone System

red

CLOUD OFFICE UC

Cloud Office UC is a multi-tenant, enterprise-grade, cloud-based PBX solution that provides customers the functionality and technology of a traditional phone system without the capital investment.
Using the flexibility of the Internet, Cloud Office UC provides a great customer experience with a full set of collaboration tools including presence, chat, video and much more.

Mitel 6920

- 3.5" QVGA colour display: 320 x 240 pixels
- Crystal clear HD audio
- MobileLink integration with mobile devices (available via the optional USB BT dongle)
- 38 programmable keys

Mitel 6930

- 4.3" (480 x 272 pixel) colour display
- Bluetooth 4.1
- MobileLink mobile device integration
- Voice optimized handset
- Enhanced full-duplex speakerphone
- 68 programmable keys

Mitel 6940

- 7" 800 x 480 capacitive adjustable touch screen
- Adjustable LCD screen
- Built-in Bluetooth 4.2
- Cordless Bluetooth handset
- USB 2.0 port for USB recording
- 96 programmable keys

Mitel SIP DECT & Base Station

Adding mobility in the office, simply and effectively. 1 Base per 10 DECTS.

Mitel Integrated DECT Headset

Reliable, fully integrated professional DECT wireless headset.

M695 Expansion Module

Increase Productivity with more programmable keys.

Extras

Netgear JGS516PE 16P - 8 PoE ports

Netgear JGS524PE 24P - 12 PoE ports

Netgear GS728TP 24P - 24 PoE ports

Powerpacks

Netcomm NF18MESH NBN Modem

Phone Numbers

	RRP	Qty	Cost
Single DID per number (minimum 1 new)			
50 Number in-dial range			
100 Number in-dial range			

Cloud PBX - User Extensions

	Plan	Qty	Cost
Essentials User			
Essentials Plus User			
Cloud Office - Teams User			
Cloud Office - Unified Communications User			

Optional

	RRP	Qty	Cost
NBN 100M/40M Unlimited Data Plan			
NBN 25M/5M Voice 10GB Internet Plan			

Red ICT Monthly Cost

Hardware & Setup Cost - Outright Purchase

OR

Hardware & Setup Cost - Grenke Finance

Grenke Finance Term with $1.00 residual end value

red

CLOUD OFFICE UC

User Profiles

	Essentials	Essentials Plus	Teams Calling	UC
Multiple Active Calls	✓	✓	✓	✓
Call Pickup	✓	✓	✓	✓
Call Diversion	✓	✓	✓	✓
Voicemail	✓	✓	✓	✓
Voicemail to email	✓	✓	✓	✓
Multi-Level Auto Attendant (IVR)	✓	✓	✓	✓
Hunt Groups	✓	✓	✓	✓
Call Queuing	✓**	✓	✓**	✓
Team Integration*			✓	
1:1 Video Calling		✓		✓
1:1 Chat		✓		
1:1 Screen & File Sharing		✓		✓
UC Desktop & Mobile Apps				✓
Multiparty Chat				✓
Presence				✓
Desktop Client				✓
Mobile Client		✓		✓
Multiparty Audio, Web & Video Conferencing				✓

* Microsoft Teams license required
** Available at an additional cost

Call Rates
Call rates per extension.

Call Charges	PAYG Ext.	Value Ext.	Value Plus Ext.	Premium Ext.
Local (Per Call)	9 c	Included	Included	Included
National (Per Minute)	9 c	Included	Included	Included
Fixed to Mobile (Per Minute)	25 c	25 c	Included	Included
Call to 13/1300 (Per Call)	38.5 c	38.5 c	38.5 c	Included

Solutions Overview

Essentials

Cloud Office Essentials is designed to meet the majority of your day-to-day telephony needs. With a large number of included features, the Essentials User Profile is ideal for your basic handset user with voicemail, and multiple active calls, as well as: Call Groups, Hunt Groups, Ring Groups, Voice-to-email, IVR, Call Pickup, Call Forwarding/Diversion, Call Parking and Call Queues.

Essentials Plus

Cloud Office Essentials Plus takes the Essentials user licence one step further and enables you to extend calling to your mobile device, as well as participate in 1:1 video calls, 1:1 chat and 1:1 screen & file sharing. Available on both iOS and Android devices, this licence provides users with the ability to be contactable on their Cloud Office UC number even when they are not in the office.

Teams Calling

Teams Calling enables calling to your desktop and mobile Microsoft Teams clients if you have deployed Microsoft Teams throughout your business. The appropriate Microsoft Teams licence in necessary. Key features of this User Profile include: Enable dial pad calling from within Microsoft Teams; Available with Microsoft Teams on PC, Mac or Mobile; Single Voice, Video, and Collaboration experience; No hardware or software required.

Unified Communications

Unified Communications users get the full suite of collaboration available within the Cloud Office UC platform. The desktop client supports both Windows and MacOS, while the mobile client supports both iOS and Android devices. From the UC client users can easily manage all business communication and collaboration interactions, with real-time access to everyone in the organization, on or off-site, with access to phone presence and availability information.

The Unified Communications clients simplify communications by converging all call control capabilities with access and personal contact management, availability details of colleagues, chat-based communications, and convenient access to both traditional collaboration services and team-based collaboration services, all via a single application.
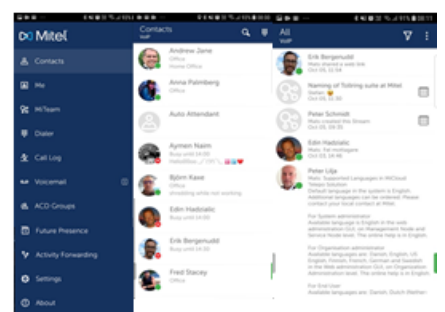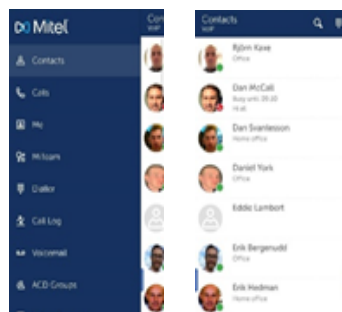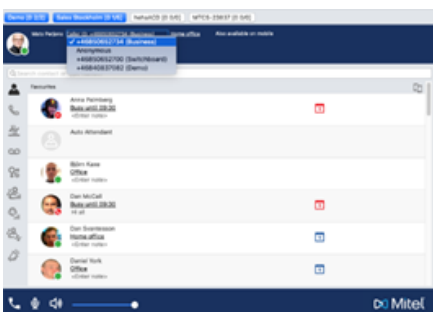
Overview
CloudOffice UC

Our cloud phone system offers the very latest in phone functionality, but without the expensive upfront system costs. It also gives you incredibly attractive monthly rates. Switching to a cloud based PABX means you can upgrade to a state of the art phone system AND dramatically reduce your spend on telecommunications.

Extension Dialling

Each user on the system is allocated an extension and can be reached via this extension. Extensions can cross state lines and still be on the same system, thereby providing you with a free call.

Call Transfer

Ability to transfer calls to someone else's extension.

Call Park

Park a caller by transferring them to extension 70; voice prompt reads out what slot they are using (e.g. slot 71). The person
who needs to pickup the call dials 71 to answer; this can also be configured as an option on most soft-key programmable phones.

Day/Night Mode

Setting day/night mode on a user's phone allows them to push callers to a specific function, such as the receptionist's voicemail. A receptionists can also have a divert to mobile or a "switch"
to push any callers to a ring group if they are away from their desk – alternatively, some prefer to use Day/Night mode in place of Time Conditions to switch callers to a voice prompt reading their standard operating hours and to leave a voicemail or
call back during these hours – returning to the office in the morning requires you to switch back into day mode to resume regular operations.

Voicemail

You can have voicemail on the cloud PBX for each and every extension, and passcodes can be set to restrict access.i

Ring Groups

Works well for sales/quick response queues. If 1300 958 441 is setup as a ring group, all Red ICT Sales phones would ring for the person calling until the first person answered, after a set time it can go to a new group or to voice mail.

IVR (Menu Options)

"Press 1 for Sales, Press 2 for Support" – followed by sub menus. Customers must provide recordings on IVRs, we do the menu build and you provide the recording.

Time Conditions

Allows you to configure times of day that a certain IVR or call flow takes place – examples: Outside of business hours calls might divert to mobile, or they might be greeted by a prompt that says "we are closed, please call back between 9am and 5pm".

Miscellaneous Destinations

Miscellaneous destinations allow you to setup a number to dial outbound that can be specified in the CloudOffice system or as part of the IVR options. For example, pretend that you have an outsourced IT company and they need to be reached on a specific number, but when customers call up you want to present this as an option to them. So they choose 4 for technical support - in the CloudOffice, you can have an option that says if Option 4 is selected --> Misc. destination: dial the outsourced IT Company.

Call Forwarding

Call forward allows you to forward all calls to your number/extension to another number, such as a mobile if you are away from your desk. Call forward can be set on the phone by using the call forward button.

CloudPBX - Provisioning and Installation

EXPECTED TIMEFRAMES – Installation of New System within 30 days. Installation included within SE QLD. Self install available in other locations.

Our aim is to deliver your service and arrange installation within the following time frames. Note porting of landlines can take up to 45 working working days for standard services and longer for complex requests.

The following steps will be followed to ensure install as fast as possible:

Day 1-3 Order submitted to Case Management

- Provisioning team will run checks on all forms and applications

Day 5-10 End 2 End Confirmation Call and Email to Client

- Provisioning team will contact client to confirm order and provide ETA on hardware

- This is when the programming will take place for the new system. Any changes to configuration and usernames complete at this time .

Day 15 – 25 Hardware Dispatched – New DID for Testing

- All ordered hardware configured and dispatched

- New DID for the System is now active for on-site install and testing

- Install technician is notified to arrange times – call client to confirm

Day 25 – 30 Equipment Installed – Training - NEW BILLING COMMENCES

- All hardware and equipment will be installed and tested

- All users trained and customized settings completed

- Incoming calls can be manually diverted to New DID

- Client can now operate on the new CloudPBX system for incoming and outgoing calls

- Porting date will be confirmed with losing carrier

Day 30 – 45 Porting Completed

- As per the nominated porting date – your porting numbers will become active on the system

- If your system was already active – nothing further needs to be done

- If you were waiting till porting completion – your new system will now receive and make calls

- Advise clients to check and close old accounts to stop ongoing billing for old services

You will receive regular updates along the process from the provisioning team managing your orders.

If we are also managing data installation for your orders – we will endeavor to have both cases managed by the same contact to ensure both orders progress within the desired time frames for installation.

Installation is included within SE QLD, self install available in all other locations.

Inclusions:

- Installation and testing of your system, including updates to the latest firmware and software.

- Handsets will be pre configured, labelled and tested in our lab prior to sending to your site.

- Our Technicians will configure your requirements into the Networks such as voicemail, IVR, Groups etc.

- User Guide and Quick Reference Guides will be supplied for all handsets.

- Basic Training

To ensure we deliver your service as fast as possible, please ensure your comms room and data connection is ready prior to installation dates and porting time frames.

Exclusions:

- Ducting, Any Cabling works, New Outlets, MDF/Building Cabling and hardware such as Cable Management, Electrical and Power Outlets.

- Patch Leads, Patch Panels, Link Cables to Voice Cabling.

- Configuration of existing or other Local Area Networks, Routers, Internet and Private Networks. Our technicians will require your IT personnel to be on hand on the day of installation if integration is required.

- Additional Software, IP Licenses and devices such as headsets and music on hold.

- Ongoing security of communication system, converged network & integrated applications.

Service Assurance - Availability target is 99.999%

- CloudPBX licences are hosted in the Cloud (data centre infrastructure) Faults with services are extremely rare.

- The Fault condition is more than likely related to the customers on premises equipment such as router or Internet connection. The fault could also relate to the underlying infrastructure delivering the Internet connection to the customer premises. Trouble shoot your data network first before any fault is raised.

- For Network related faults if they occur, restoration is best efforts.

Please note CloudPBX extensions can be setup for failover to a PSTN line or Mobile Number if required.

CloudOffice – Standard Terms and Conditions

This product refers to:

- A voice product delivered either over the internet or private access method into our CloudOffice platform.

- Our CloudOfficeis a business grade offering that exists as a fully featured alternative to traditional on-site PBX systems. This product may be sold as either stand alone or bundled with internet access/private VPN tail.

Product Details & Specifications

- It is a condition of sale for this product that you must use handsets provided by us. These handsets are selected from an approved list and are provided to you pre-configured as per the requirements you provide us. In the event you use a soft-phone or attempt to configure these services on hardware not provided by us, you will be in breach of our service terms and conditions and may have your service terminated.

- Hardware is purchased outright. Hardware purchased outright comes with a 12 months manufacturer warranty.

- All hardware carries a return to base warranty unless otherwise stated. No advance replacement available. You will need to pay for all shipping and insurance fees when sending hardware to us. We will pay shipping fees when sending hardware back you.

- There is no buy back option at the end of the term.

- All CloudOffice services come with 1 new telephone number. Additional numbers are available for purchase in increments of 1. We may provide out of area geographic numbers when you request new numbers for your CloudOffice Service. It is important to note:

- If you request out of area geographic numbers, you may be unable to port these numbers to another carrier when you choose to leave us.

- You can port your existing numbers over to us under Local Number Portability – See Porting

- You are able to elect to have the outgoing CLI of the CloudOffice over stamped with another number. This number must be a full national number (e.g. 02 1234 5678) and must be a number that you own and ported to your CloudOffice service provided by us. This number will display on your outgoing calls. If you do not elect to over stamp a number, your number will be private or display your main CloudOffice number or indial.

- Calls to premium numbers such as 19/1900 numbers are blocked by default on our CloudOffice Service and cannot be activated.

- Upon request, we are able to provide you with access to the CloudOffice portal, where you can perform basic Adds/Moves/Changes to your own services. Alternatively, simply call our Customer Service team for all Adds / Moves and Changes (remote work only).

- You will be required to provide detailed descriptions of the call flow and dial plan requirements you have for this service. We are unable to proceed with your order unless you have provided us with your configuration requirements.

Service Cancellation

- If you choose to cancel your service, you will need to let us know in writing.

- The early termination fee (ETF) is the total of all monthly charges times the number of remaining months in the contract period.

- A 30 day cancellation fee (total minimum monthly cost of service) applies from Service cancellation date (The day we accept your cancellation request).

- If you cancel your service, outside the contract period, then you will need to return any hardware supplied as a rental. (See General Terms & Conditions Clause 13).

Order Withdrawal

If you withdraw the order prior to activation a withdrawal fee of $475.00 applies. The withdrawal request must be received i
n writing 2 business days before the scheduled cut over of your service otherwise standard early termination fees as detailed in "Service Cancellation" above apply.

Faults

- The service provided is a best efforts service. There are no financial rebates available for service performance, uptime or fault conditions.

- In the event you have service difficulties, you can notify our Customer Service Team.

- You will be required to assist with a reasonable level of troubleshooting to assist us in identifying the cause of the service difficulties.

- In the event the fault lies beyond the network boundary point as defined by the carrier, an Incorrect Call Out Fee of $132.00, plus $38.50 per 15 minutes or part thereof may apply.

- You are responsible for providing appropriate, correctly configured hardware (modem, router, switches etc.) as required to use the service.

CloudOffice – Contact info

Phone - 1300 958 441
Email – customerservice@red-ict.com.au
Hours of operation – Monday to Friday 8.30am – 5.00pm

CloudOffice
Customer Authority Form (Business)

Business Customer (Company) Details

Company/Business Name:		A.B.N:	

	Suburb:	State:	Postcode:
Business Address:			
Postal Address:			

Business Phone Number:	Business Fax Number:

Business Owner/Director Contact

Title:	First Name:	Last Name:	Driver's License No:
Contact Phone Number:		Mobile Phone Number:	Date of Birth:

Email Address:

Monthly Account Notification Email will be sent to this email address unless you choose to receive a paper invoice

☐ Tick for mailed paper invoice (Paper invoice charge of $2.95 inc GST applies)

Accounts Contact

Title:	First Name:	Last Name:	Position:
Contact Phone Number:		Mobile Phone Number:	Date of Birth:

Email Address:

Authorised Contact

Title:	First Name:	Last Name:	Position:
Contact Phone Number:		Mobile Phone Number:	Date of Birth:

Email Address:

By signing this form, you agree that;

- This agreement is between "You" as entered under Business Customer (Company) Details, and "Us" listed on our website.
- You have provided information on this form which is true and correct.
- You are the account holder or you are authorised by the account holder to act on their behalf with regards to this application which may include the transfer of existing services and/or the activation of new services.
- You have read and accept all sections of Our Customer Terms, available on our website or via email at any time. All products and services are provided on the basis of your agreement to all the terms and conditions contained within Our Customer Terms.
- If the Business Customer as detailed is a Pty Ltd Company, the director(s) of the Company personally guarantee the payment obligations of the Company to Us as set out in Clause 18 of Our Customer Terms, General Terms & Conditions.

Signature: _____

Name (Please print): _____

Date: _____

CloudOffice
Porting Information

Porting Information

☐ New Customer ☐ Existing – If existing please provide existing Account Number / CIDN: Customer CIDN:
Customer Account Name (if existing):

Service Information

Service Address -		
Suburb:	State:	Postcode:

How many NEW Indials (phone numbers) are required? A minimum of 1 new indial is required for all Cloud PBX	
Please detail current Internet Connection: New Connection for VOICE only to be connected - NBN with Red ICT	☐ ADSL ☐ NBN ☐ Ethernet
Configuration Requirements (E.g. Outgoing CLI, Unreachable Overflow, etc) **Please complete the CloudPBX Configuration Requirements**	

Porting

Service Number or Range	Losing Carrier Account Number	Losing Carriers Name	Is this line located at the installation address?	Customer Use (e.g. Fax)
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	

Plan and Contract Details

Plan Name: CloudOffice	Contract Term: ☐No Contract

By signing this form, you agree that;

- You have provided information on this form which is true and correct.
- You authorise for the telephone number(s) listed above to be ported to Red ICT
- You acknowledge that you are authorised to request the porting of the telephone number(s) listed on this form.
- You acknowledge that:
  o By porting the telephone number(s) listed on this form, the service associated with that telephone number is disconnected from the existing service provider and may result in finalisation of the account for that service and that this may include early termination fees and porting fees.
    ▪ You are the account holder or you are authorised by the account holder to act on their behalf with regards to this application which may include the transfer of existing services and/or the activation of new services.
    ▪ You have read and accept Our Customer Terms, available on our website or via email at any time. All products and services are provided on the basis of your agreement to the terms and conditions within Our Customer Terms.

Signature: _____

Name

Date:

CloudOffice

Hardware Order – Upfront Cost (invoice)

DEVICES including Installation	RRP	Qty	Total Cost
Mitel 6920 IP Phone	$649.00		
Mitel 6930 IP Phone	$749.00		
Mitel 6940 IP Phone	$849.00		
Mitel 112 DECT Phone (Phone Only)	$649.00		
Mitel RFP12 Single Cell Base Station	$349.00		
Mitel Integrated DECT Headset	$499.00		
Mitel M695 Expansion Module	$349.00		
Power Supply	$49.00		
Netgear JGS516PE 16P – 8 POE PORTS	$789.00		
Netgear JGS524PE 24P – 12 POE PORTS	$999.00		
Netgear GS728TP 24P – 24 POE PORTS	$1,299.00		
Netcomm NF18MESH NBN Modem	$199.00		
		TOTAL	

Installation included within SE QLD, self install available in all other locations.
Installation of Handsets on specified locations **//** Installation of Network Switch if part of hardware list
Installation of Dedicated DSL Modem/Router if part of hardware list **//** Testing onsite

- All Mitel and CloudOffice Hardware is to be provided by "Us" – There is no Bring Your Own Device option.
- Hardware purchased upfront comes with a 12 Months manufacturer warranty and terms and conditions.
- All hardware carry return to base warranty unless otherwise stated. No advance replacement available. You will need to pay for all Shipping/Insurance fees when sending hardware to us. We will pay shipping fees when sending hardware back you.

All pricing shown is Inclusive of GST.

Customer Acceptance:

Signature: _____

Name (Please print):

Date:

CloudOffice

Monthly Service Charges

CloudOffice System Setup	RRP Price	Qty	Monthly Cost
Single DID per number (minimum 1 new) A minimum of 1 new Direct Indial is required for all new Cloud PBX systems	$1.00		
50 Number in-dial range	$25.00		
100 Number in-dial range	$49.95		
SIP Lines – Channel Licenses	**Plan**	**Qty**	**Monthly Cost**
Essentials User			
Essentials Plus User			
Cloud Office - Teams User			
Cloud Office - Unified Communications User			
Optional Extras	**RRP Price**	**Qty**	**Monthly Cost**
NBN 100M/40M Unlimited Internet Plan	$119.00		
NBN 25M/5M Voice 10GB Internet Plan	$70.00		
full terms and conditions www.red-ict.com.au/termsandconditions		**Monthly Cost**	

Call Charges

Local Calls	$	Per call
STD/National Calls	$	Per minute
Fixed to Mobile	$	Per minute
Calls to 13	$	Per call
Flag fall	$	Per call

- Timed calls are billed per second, and rounded up to the nearest cent.
- Flag fall (if applicable) applies to STD/National, Fixed to Mobile and International Calls Only.
- Calls not shown, such as calls to international numbers, premium numbers, directory assistance, are charged in addition to the Monthly Access Fee.
- Charges to premium numbers are set by the number provider.
- International call rates may be subject to change without notice.
- The Monthly Service Charges is the minimum amount that you pay for each month regardless of your usage.
- For all other Charges please refer to Our Customer Terms.
- For Withdrawal & Early Termination Charges please refer to Our Customer Terms.

All pricing shown is Inclusive of GST.

Customer Acceptance:

Signature: _____

Name (Please print):

Date:

Direct Debit Request

Your Details		
Existing Account No (CIDN):		
Title:	First Name:	Last Name:

Choose your Payment Method:

☐ Debit from Debit/Credit Card   ☐ Debit from Bank, Building Society or Credit Union Account

(note VISA/MasterCard incurs a 1.5% surcharge, American Express incurs a 3% surcharge)

Nominate email/mobile number

In the interest of ensuring the security of your debit/credit card and Bank Account details, we will send an electronic request to you to provide this information securely online.

Please nominate an email address or mobile number from which to receive this request. You do not need to provide this information on this application form.

Email Address or Mobile number:

DDR Service Agreement

- I/We hereby authorise Telecom Billing ABN 42 144 043 863 (herein referred to as "Telecom Billing") to make periodic debits on behalf of Us (herein referred to as "the Business").

- I/We acknowledge that Telecom Billing is acting as a Direct Debit Agent for the Business and that Telecom Billing does not provide any goods or services (other than the direct debit collection services to me/us for the Business pursuant to the Direct Debit Request and this DDR Service Agreement) and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement that I/We have with the Business.

- I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with the Business and the terms and conditions of the Direct Debit Request and this DDR Service Agreement.

- I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date.

- I/We agree that Telecom Billing or the Business will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

- I/We acknowledge that there may be a delay in processing the debit if:-
  - there is a public or bank holiday on the day of the debit, or any day after the debit date;
  - a payment request is received by Telecom Billing on a day that is not a banking business day in Victoria;
  - a payment request is received after normal Telecom Billing cut off times, being 4:00pm Victoria, Monday to Friday
  - Any payments that fall due on any of the above will be processed on the next business day.

- I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee is payable by me/us. I/We will also be responsible for any fees and charges applied by my financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as my be incurred by Telecom Billing.

- I/We acknowledge that "Telecom Billing" will appear as the merchant for all payments. I/We acknowledge and agree that Telecom Billing will not be held liable for any disputed transactions resulting in the non supply of goods and/or services, and that all disputes will be directed to the Business as Telecom Billing is acting only as a Direct Debit Agent for the Business.

- Telecom Billing will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, or as otherwise required by law.

Signature: _____

Name (Please print):

Date:

CloudOffice – Contact info:

Phone - 1300 958 441

Email – customerservice@red-ict.com.au

Hours of operation – Monday to Friday 8.30am – 5.00pm

Sales Enquiries - 1300 730 902
Email Address - sales@red-ict.com.au

CUSTOMER ACCEPTANCE

Signature: _____

Name (Please print):

Date:

BUSINESS SPECIALIST

Signature: _____

Name (Please print):

Date: