Business Phone PLUS
Datasheet

Business Phone PLUS is a premium business phone software solution using the internet in combination with 3CX® software on Mobiles; Laptops; PCs with Headsets; IP-Desk phones (*in any combination*) to create a Virtual Office Phone System and connect all your staff anywhere in Australia (*extensions*) via OntheNet's SIP Trunk to the national phone network.

Business Advantages

Unlimited extensions/users Using Mac laptops/PCs using a web browser and a compatible HD headset; or Mobiles running the downloadable 3CX® mobile App; or through a standard handset; or add BYO compatible Yealink® hardware or purchase Yealink® hardware handsets or headsets from OntheNet.[1]	**Unlimited standard calls** No more unexpected big bills with all calls (*unlimited*) to standard[2] Australian landlines & mobiles included.[2]	**Next-generation PBX features of 3CX®** Centralise your communications channels; Monitor the Dashboard; Automate your reports.	**Easy integrations** With your CRM, web meetings, live chat, SMS, Messenger.
Manage your own PBX 24/7 Unexpected long weekend? Log in from anywhere online to update your open hours and messages.	**Keep your existing numbers** Port them over to OntheNet[3] Or get up to 5 new or ported numbers for free.	**OntheNet Local Tech-Support** Our staff will listen carefully to any issues and work toward a solution.	**Simple monthly pricing** Prices include GST. See Pricing below.[4]

Features of 3CX®

Core PBX
Unlimited Extensions
iOS & Android apps
Receive Voice mail via Email
Intercom / Paging / PA
Announcements
Call Parking / Pickup
Busy Lamp Field (BLF)
Real-Time System Status
Voice mail
Voice mail Transcription

Call Flow
Call Logging
Click2Call Browser Extension
Click2Talk
Click2Meet
CRM Integration
Call Queues
Call Reports
Call Recording
Real-Time Statistics & Monitoring

Supervisor Agent Status Override
Switchboard
Wallboard
Callback
Call & Queue Reporting
Call Recording Transcription & Search
Barge in / Listen in / Whisper
Night Switch Over
Custom Music/Messages on-hold

Web Conferencing
Polls
PDF Sharing
Screen Sharing
Remote Assistance
Whiteboard
Up to 100 Participants

Office Productivity
Auto Attendant / Digital Receptionist
Ring Extension & Mobile Simultaneously
Easily provision & manage IP phones
Plug & Play Phone Provisioning
Apps: PC / Web browser, iOS, Android
Phone Directory
Headset Integration
Microsoft 365 Integration
CRM Integration
Call Query against DB & CRM
Web Conference Dial-In
OntheNet local technical support

Contact Centre
Live Chat
Facebook Messaging
SMS
CRM Integration
Chat Reports
Monitor/Whisper
Escalate Chat to Call

Includes & Feature Notes *: -*
[1.] *OntheNet only supports specific Yealink® hardware and the 3CX® software Apps as supplied.*
[2.] *Business Phone PLUS must not be used for any telemarketing; call-centre ops; similar purposes ventures. View call rates for all other call types.*
[3.] *OntheNet does not guarantee that all numbers can be ported. Additional fees apply.*
[4.] *Business Phone PLUS requires a fixed-line broadband internet service.*

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FAQ's

What is a PBX?

PBX is an acronym for "Private Branch Exchange". A PBX controls all the inbound and outbound phone calls for your business, as well as internal calls (*which could be between 2 staff kilometres apart on mobiles*). Rules created to route inbound calls can start simple and scale to be quite complex as your business and volume of calls increase. Modern PBX's like 3CX® can manage more than just phone calls. 3CX® Agents can now also handle night switch over, live chats/calls from your website, respond quickly to Facebook Messages without compromising staff privacy, and enable conference calls between (*staff*) using virtual extensions. See features above.

What kind of phone system is Business Phone PLUS?

Business Phone PLUS is a premium business phone software solution powered by 3CX® using internet connections and your Mobiles/Laptops/PCs/Headsets/IP-Desk phones (*in any combination*) to create a 'virtual Office' and connect all your staff to each other and to your customers, via OntheNet's SIP Trunk to the national phone network. Business Phone PLUS includes unlimited standard* VoiP calls; includes the highly sophisticated 3CX® Pro PBX with numerous features (*see features above*) and options pathways; includes hosting of your PBX at OntheNet's Gold Coast data-centre and includes OntheNet's local technical support.

Will Business Phone PLUS support my staff that need to work from home (WFH) or on the road?

Yes it will. Business Phone PLUS and 3CX® PBX includes Mobile phone Apps (*iOS & Android*) for anyone in or out of the office. Staff have the alternate option to use a PC or Mac Laptop web browser or a 3CX® Windows Client interface from anywhere, provided they have an Internet connection. A good noise-cancelling headset (*such as a Yealink®*) is advisable for clear communication.

Does Business Phone PLUS include the handsets or headsets?

No, these are not essential as you may use your existing mobiles, laptops and (*compatible*)headsets if you have them. If you wish, OntheNet can demonstrate; recommend; and supply an appropriate range of HD Audio Yealink® handsets and Yealink® headsets, as optional extras. Note that with Business Phone PLUS your staff who were previously each assigned a dedicated phone extension, don't need their own dedicated SC line now (*in fact the usual ratio is somewhere between 2~3 staff per Simultaneous Connection SC*) nor do they need a new handset. For example, a staff member could be assigned one extension linked to their mobile and another linked to their laptop+headset at no extra cost. So when planning, be aware you can use any combination of your existing mobile phones with the 3CX® iOS / Android mobile phone App, plus any new Yealink® handsets, compatible headsets, PC or Mac web browsers or the 3CX® Windows client App. The number of devices or hardware used by staff have no impact on the plan price.

How does Business Phone PLUS Simultaneous Call (SC) pricing work?

The tiered pricing structure for Business Phone PLUS is unique and based on the number of Simultaneous Calls (SC's) active in the PBX at any one time. 3CX® maintains a total count of inbound calls; calls waiting in a queue; outbound calls and internal calls. Should the total number of SC's reach the number selected in your plan, all subsequent callers (*in or out*) will hear an engaged signal. OntheNet will routinely report to your Admin whenever this occurs. If this is occuring frequently then a plan upgrade is probably required.

Can I upgrade/downgrade my SC Plan?

Yes, plan upgrades to Business Phone PLUS can be done (*on a pro-rata basis*) at any time. The monthly fee will be changed and a higher rate applied from the day of change. Note that 3CX only allow downgrades to occur at each annual review. OntheNet will email reminders well in advance when reviews are due. However, once the licence is renewed it CAN NOT be downgraded until the next annual review.

Does Business Phone PLUS suit a small business?

Absolutely! If your business needs the extensive features of 3CX® Pro (*above*) then OntheNet Business Phone PLUS is for you. Note that OntheNet also offers a budget Business Phone Plan, which is another monthly priced product that includes a rented handset with fewer features. Business Phone would be more affordable for a smaller business with 6 or fewer (*staff*) extensions.

Does Business Phone PLUS have a web portal so I can make changes at any time?

Yes, it's available 24/7. The web portal is comprehensive, akin to the cockpit of a plane! If it's ever getting too much, OntheNet local technical support staff are here to back you up.

Do I have to set up the phone system initially?

Queues and Ring Groups look like a bit of a challenge! OntheNet's establishment fee for Business Phone PLUS covers a one-time setup of your phone system as you want it. Our first priority is to make it very similar to your old phone system; later you can start adding all the flash new features one by one. All OntheNet Business Phone PLUS plans include Hosting and unlimited calls to Australian local, national and mobile numbers.

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Pricing (Inc GST)

All OntheNet Business Phone PLUS plans **include hosting and unlimited calls** to Australian local, national and mobile numbers.

Simultaneous Call Plan	Establishment Fee	Monthly Fee (Inc GST)	Contract Term
4SC	$550	$199	36 Month Contract
8 SC		$349	
16 SC		$649	
24 SC	$TBC	$949	
32 SC		$1299	
48 SC		$1899	

Pricing Notes: *The plan chosen determines the maximum number of simultaneous calls (SC) inbound, outbound and internal. Once exceeded a busy tone will be heard.*
Additional plans are available, contact OntheNet for more specific information.

Optional Yealink® Hardware

Yealink SIP-T53 Standard Handset

$229
Entry-level phone, well suited for any workspace. Includes 3.7″ LCD Screen and fast Gigabit ports.

Yealink SIP-W76P Cordless Handset

$229
High-performance cordless phone with 30 hours talk time and 2.4″ colour screen. Includes base station and handset. Includes base station and handset.

Yealink SIP-T54W Reception Handset

$335
Larger 4.3″ backlit screen, ideal for professionals and managers.

Yealink WH63 DECT Wireless Headset

$235
The Yealink WH63 headset works seamlessly with major platforms and integrates natively with Yealink IP phones. Experience Yealink's Super Wideband Technology and easy on-ear controls

Yealink WH62 DECT Wireless Headset

$235
The Yealink WH62 headset is designed to meet various preferences of users. Yealink created this lightweight designed headset with adjustable headband, replaceable ear cushions and two wearing styles to ensure all-day comfort..

Yealink UH34-M Headset

$85
The Yealink WH62 headset is designed to meet various preferences of users. Yealink created this lightweight designed headset with adjustable headband, replaceable ear cushions and two wearing styles to ensure all-day comfort..

All hardware Prices include GST

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Call Rates

Outbound Calls		Business Phone PLUS Rate Inc GST
Between OntheNet VoIP Users (AU)		FREE
Local / National (AU)		FREE
Mobile (AU)		FREE
13 / 1300		$0.21 per call
1800		FREE
International	Canada (1)	$0.07/min
	China (86)	$0.02/min
	New Zealand (64)	$0.02/min
	United Kingdom (44)	$0.06/min
	United States (1)	$0.02/min
	Other international rates	from $0.01/min

Inbound Calls		Rate
Inbound to 1300 Number		$0.10/min*
Inbound to 1800 Number		$0.15/min*

Inbound/Outbound Notes

No flagfall. All timed calls will be charged in per second increments.
- *Contact OntheNet to verify rates for any call types not listed here.*
- **Minimum charge for Inbound 1300 calls is 10c and 15c for Inbound 1800 calls. Inbound call rates only apply to customers with a 1300 or 1800 number hosted by OntheNet. If the 1300/1800 destination number is not hosted by OntheNet additional call charges will apply as per outbound call rates above.*

Special Services

Service	Prefix	Rate Inc GST
Universal International Freephone	0011 800	Free
National Directory Assistance	1223	$0.88 per call
International Directory Assistance	1225	
Dial Before You Dig	1100	
Time	1194	
Weather	1196	
Assisted Directory Search	1234	
Directory Assistance with Call Connect	12455	
Wake Up	12454	
Reverse Charge	12550	

Special Services Notes

No flagfall for special services above.
- *Contact OntheNet to verify rates for any call types not listed here.*

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