



BusinessPhonePLUS is a premium business phone software solution using the internet in combination with 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.

BusinessPhonePLUS includes

<p>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</p>	<p>Unlimited standard calls No more unexpected big bills with all calls (unlimited) to standard² Australian landlines & mobiles included.²</p>	<p>Next-generation PBX features Centralise your communications channels; Monitor the Dashboard; Automate your reports.</p>	<p>Easy integrations With your CRM, web meetings, live chat, SMS, Messenger.</p>
<p>Manage your own PBX 24/7 Unexpected long weekend? Log in from anywhere online to update your open hours and messages. OntheNet is there to show you how.</p>	<p>Keep your existing numbers Port them over to OntheNet³ Or get up to 5 new or ported numbers for FREE!</p>	<p>OntheNet GOLD level Tech-Support At OntheNet there are no scripts, no parrots. Our staff will listen carefully to your issue and work toward a solution FOR YOU.</p>	<p>Simple monthly pricing Prices include GST. See Pricing below.⁴</p>

Hero Features of 3CX®

<p>Core PBX Features 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</p>	<p>Call Flow Features Call Logging Click2Call Browser Extension Click2Talk Click2Meet CRM Integration Call Queues Call Reports Call Recording Real-Time Statistics & Monitoring</p>	<p>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</p>
<p>Web Conferencing Features Polls PDF Sharing Screen Sharing Remote Assistance Whiteboard Up to 100 Participants</p>	<p>Office Productivity Features 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 Gold technical support</p>	<p>Contact Centre Features Live Chat Facebook Messaging SMS CRM Integration Chat Reports Monitor/Whisper Escalate Chat to Call</p>

Notes : -

1. OntheNet only supports specific Yealink® hardware and the 3CX® software Apps as supplied.
2. BusinessPhonePLUS 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. BusinessPhonePLUS requires a fixed-line broadband internet service.

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 BusinessPhonePLUS?

BusinessPhonePLUS 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. BusinessPhonePLUS 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 premium GOLD technical support.

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

Yes, absolutely. BusinessPhonePLUS 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 BusinessPhonePLUS 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 BusinessPhonePlus+ 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 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, provided they are compatible.

How does BusinessPhonePLUS Simultaneous Call (SC) pricing work?

The tiered pricing structure for BusinessPhonePLUS 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; internal staff-2-staff calls; calls waiting in a queue; and outbound calls plus calls. Should the total of SC's reach the number selected in your plan, subsequent callers (*in or out*) calls total count will hear an engaged signal. OntheNet will routinely report to your Admin whenever this occurs. If frequent a plan upgrade is probably required.

Can I upgrade/downgrade my SC Plan?

Yes, plan upgrades to BusinessPhonePLUS 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 BusinessPhonePLUS suit a small business?

Absolutely! Common ratios are around 3:1, so 12 staff extensions on a 4 SC Plan for example. If your business needs the extensive features of 3CX® Pro (*above*) then OntheNet BusinessPhonePLUS+ is for you. Note that OntheNet also offers a budget BusinessPhone Plan, which is another monthly priced product that includes a rented handset with fewer features. BusinessPhone would be more affordable for a smaller business with 6 or fewer (*staff*) extensions.

Does BusinessPhonePLUS 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 premium 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 BusinessPhonePLUS 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 BusinessPhonePlus plans include Hosting and unlimited calls to Australian local, national and mobile numbers.

Pricing (inc GST)

All OntheNet BusinessPhonePlus plans include hosting and unlimited calls to Australian local, national and mobile numbers.

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

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

This 3.7" LCD Screen HD handset is our most popular option & will be ready to plug in. More features than you can imagine including fast Gigabit ports.

Yealink SIP-W60P Cordless Handset



\$215

Cut the cord! Ideal for the mobile office, shop or warehouse users. A massive 30 hours talk time and 2.4" colour screen. Includes base station and handset.

Yealink SIP-T54W Reception Handset



\$335

A larger backlit screen with crystal clear comms for heavy duty users. Easily expanded with optional extras like cordless headsets.

Yealink WH63 DECT Wireless Headset



\$235

The headset works seamlessly with major platforms and integrates natively with Yealink IP phones. Enjoy a crystal clear sound experience with Yealink's Super Wideband Technology easy on-ear controls and integrated busy light keeping you interruption free.

Yealink UH36-M Headset



\$89

A USB wired headset designed for office and call centre professionals. The passive noise cancellation and the noise-cancelling microphone eliminate background noise and enhance the audio privacy while high-quality audio and exceptional comfort ensures a great conversation experience.

Warranty is provided as a consumer entitlement under the Competition and Consumer Act.
Prices include GST

Call Rates

Outbound Calls		BusinessPhonePlus Rate
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.
- *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
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.