

IP Voice Services



Overview

Comvergence can provide a complete IP Voice (VoIP) solution which can be deployed to suit your communication requirements and reduce your communications spend. IP Voice Communication is Comvergence's core business and passion, developed over the past 5 Years to deliver the experience required to provide Quality IP Voice services. Comvergence offers a range of Voice services including;

- SIP Trunks for connection to IP PBX's such as the Cisco and Asterisk PBX's
- Voice DSL Services offering direct quality controlled communications back to the Comvergence Network
- PSTN/ISDN to IP Line Replacement Bundles
- Cisco (Linksys) Small Business IP PBX solutions direct to the End-User
- Centrix/Hosted IP PBX Solutions

What makes the Comvergence IP Voice Solution different?

- National Availability with number allocations in all locations within Australia based on your service location
- Local Number Portability Available from Telstra and Optus
- Faxing Support over IP (T.38) Available
- Standard services such as CLIP and Voicemail Available at no extra charge
- Low Cost Local, National and International dialing
- Free Comvergence to Comvergence Calling
- Easy Portability between locations in the same area without changing your Number (Eg. If you move from one part of Melbourne to another, you may be able to keep your number - no longer restricted by exchange).
- High availability (core network target – 99.99%)
- Fully managed Cisco Powered Network
- On-Net DSL Tails available directly to our core network infrastructure
- Service Level Agreements (SLA)
- Dedicated Support Team
- Service compatible with Major IP PBX's including Cisco, Asterisk, Eypgi, TalkSwitch, Zultys, Avaya, Samsung, Panasonic and NEC

What type of Solution do I require?

Do you have an existing PBX?

- Yes
 - Is it a VoIP Capable PBX?
You may only require a Business VoIP (SIP Trunk), Voice DSL Circuit or Bundle
 - Is it an Analogue or ISDN based PBX?
Business VoIP or the Bundle Package is the Ideal solution
- No
 - Do you require a PBX?
You may only require a Business VoIP or Bundle to use with standard Analogue Phones or Fax Machines
 - New PBX Solution Required
Refer to the table over page for the option that best suits your requirements

What type of IP PBX do I require?

The following table is based on the common requirements of users and of 4 different and common IP PBX configurations that can be used with Convergence.

	Hosted PBX	Cisco SPA9000 Small Business PBX	Cisco UC520/Call Manager Express	Asterisk
Extensions Required 1-10 11-16 17-50 51-200	X	X X	X X	X X X
Call Forward, Call Transfer, Call Parking, Call Pickup, Call Parking, Intercom, Ring/Hunt Groups	X	X	X	X
Busy Line Indication (Extension Status), PSTN Backup/Fallover Support, AA/IVRs and Extension Based Ring Group support		X	X	X
Call Queues, Enhanced Call Management Applications such as Click to Dial, UM Functionality			X	X
CRM Integration		X	X	X
Remote Accessibility (Access from Off-Site)	X	X (Dependant on Setup)	X (Dependant on Setup)	X (Dependant on Setup)
Hardware Limitations	Any compatible SIP Based IP Phones can be used	Cisco SPA Phones Only and X-Lite/Eyeball Softphone	Cisco UC and 79 Series IP Phones and Softphone only	Any compatible SIP Based IP Phones can be used
Available from	Convergence Directly	Convergence Directly and through Authorised Cisco Dealers	Authorised Cisco Dealers	Freeware, however Professional Installations and Packages are available through Asterisk Specialists
Services Required from Convergence	Business VoIP Additional Lines/Numbers Hosted PBX Add-On <i>If Required:</i> Voice DSL Circuit	Business VoIP <i>If Required:</i> Additional Lines/Numbers Voice DSL Circuit	Business VoIP <i>If Required:</i> Additional Lines/Numbers Voice DSL Circuit	Business VoIP <i>If Required:</i> Additional Lines/Numbers Voice DSL Circuit

Business VoIP – SIP Trunks

SIP Trunks are services that connect to the Convergence Network and can be used with VoIP Equipment such as ATAs, IP Phones, Softphones, Mobile Phones with VoIP capability and Gateways or for connection to compatible IP PBX's such as Cisco Call Manager/UC520/SPA9000, Asterisk, Eypgi, TalkSwitch, Zultys, and Avaya to make/receive calls over VoIP. All SIP Trunk Services support the following:

- Caller ID (CLI) and caller ID restriction at no additional charge.
- Advanced call forward, call diversion and follow-me functions (web interface)
- Call Waiting, Hold and Transfer
- Line Hunting at no additional charge.
- Voicemail, including Voicemail to Email
- Fallover Support (should your VoIP Service go down, calls to your number can be sent automatically to your Mobile or other nominated number).
- Support for G729a and G711A voice codecs
- Direct Indial Support for IP PBX's.

How does it work?

The VoIP service would be setup on your PBX or VoIP equipment and use the Internet or a dedicated Voice Circuit from Convergence to connect back to the Convergence Voice Network. All inbound and outbound calls from your PBX will then be sent via VoIP. You simply add the amount of Lines you require initially and you can always change the amount of lines required easily by Contacting Convergence.

Service Numbers for each line are allocated in the calling area of the service address. These numbers can be used as Direct Indial Numbers if required direct to an Extension on a PBX (If supported).

Availability

The service is available nationally.

Quality

You have the ability to use the service over your existing internet connection. However, if there are no QoS or rate limiting controls on your connection to prioritise VoIP traffic, you may experience quality issues such as call breakup and fading. You may also experience issues if you're ISP or the bandwidth between their network and the Convergence Network is congested. Generally with the G729a Voice Codec, each line that is in use will require 40kbps of bandwidth.

It is therefore recommended to obtain a Voice DSL Circuit from Convergence which is a dedicated link only for Voice Traffic which terminates directly back on our network.

Pricing

All Prices include GST

Recurring and Once-Off Charges

	Once-Off Setup	Monthly Recurring Charge
Business VoIP <i>Base Service with 1 Line/Number</i>	\$16.50	\$11.00
Additional Lines <i>Includes additional Line/Number</i>	-	\$5.50
Per 10 Direct Indial Only Numbers*	-	\$11.00

*Per 10 Additional Direct Indial Only Numbers available only with the Business VoIP service and at least 9 Additional Lines.

Call Rates

Calls between Convergence Services	Free
Local	10c Untimed
National Landlines	10c Untimed
Australian Mobiles	Rates based on spend per Calendar Month Calls up to \$200 - 22c per minute Beyond \$200+ - 17c per minute
13/1300 Numbers	25c Untimed
1800 Numbers & Emergency 000	Free
Directory Assistance National	55 cents Untimed
Directory Assistance International	\$1.65 Untimed
International Rates <i>Refer to International Rate Table for more destinations</i>	From 2.2c per minute to UK, US, China, Singapore Landlines

All Timed Calls are charged per second after the first minute.

Equipment

Should you require gateway equipment to connect an Analogue Phone or your PBX to the service, the following options are available directly from Convergence. Prices include GST.

Gateway/Analogue Telephone Adapter	Once-Off Price
2 Line Analogue Adapter – SPA2102	\$132.00
1 Line Analogue Adapter with PSTN (Telstra Line) Pass-through – SPA3102	\$132.00
8 Line Analogue Adapter – SPA8000	\$385.00

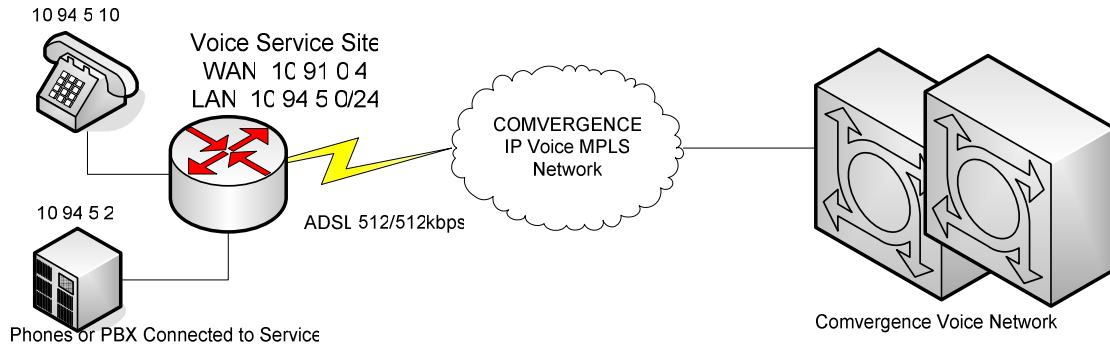
Voice DSL Service

Voice over IP services generally use the Public Internet to communicate back to the VoIP provider. This however can create quality issues such as breakup and call fade if the service is being shared with a DSL service being used for Internet Access or there is a congestion issue with your provider and security issues as your call is carried across the public internet.

Convergence offers a broadband DSL service that sits within a Voice Private Network directly on the Convergence Network, which is dedicated just for Voice over IP services connecting to the Convergence Voice Network. It also eliminates the need for the use of NAT on routers which can sometimes lead to difficulties in establishing calls. No Internet access is available from the Voice DSL Circuit.

How does it work?

Voice DSL Services are assigned a Private LAN IP Address range which is routed on the Convergence IP Voice Network. These IP addresses can then be allocated to your PBX or Phones/Gateways.



Availability & Requirements

The Voice DSL Service is available nationally wherever ADSL is available. Service operates over standard ADSL Modems/Routers. PSTN Phone line may be required for the DSL Service, if Naked ULL services not available on the exchange of the service address or if you want a PSTN Line for Dialup Eftpos, Alarm systems or as a backup incase of DSL/Power Failure. Installation and Rebill of PSTN Phone lines from Telstra can be arranged by Convergence.

Pricing & Connection Type Required

Different Voice DSL services are available based on the amount of lines expected to be used at the same time and type of Voice Codec being used. Convergence has based the following DSL lines on the amount of lines being used at the same time, using the G729a Codec. All Prices include GST, Setup does not include Hardware.

	PSTN Line Required	Once Off Setup	Monthly Recurring per Service
Voice DSL 4 ULL (Up to 4 Concurrent Calls) – Naked ULL	No	\$198.00	\$72.60
Voice DSL 8 ULL (Up to 8 Concurrent Calls) – Naked ULL	No	\$198.00	\$86.90
Voice DSL 15 ULL (Up to 15 Concurrent Calls) – Naked ULL	No	\$198.00	\$108.90
Voice DSL 4 (Up to 4 Concurrent Calls) – PSTN	Yes	\$99.00	\$72.60
Voice DSL 8 (Up to 8 Concurrent Calls) – PSTN	Yes	\$99.00	\$86.90
Voice DSL 15 (Up to 15 Concurrent Calls) – PSTN	Yes	\$99.00	\$108.90
Voice DSL 20 SHDSL Metro (Up to 20 Concurrent Calls)	No	\$330.00	\$251.90
Voice DSL 30 SHDSL Metro (Up to 30 Concurrent Calls)	No	\$330.00	\$311.90

SHDSL Metro only available at selected exchanges, contact Convergence for Qualification. Should there be a requirement for more than 30 Concurrent Calls/Lines in use required or your location is outside a Metro area for SHDSL; Convergence can provide other SHDSL or Ethernet Services upon quotation.

Other Charges:

- Relocation Charges (Within 12 Month Contract): Same as Once-Off Setup Charge
- Change of Speed, Same Platform: \$99.00 per change.
- PSTN (Telstra) Re-billed Telephone Line (If required for DSL Service): \$34.95 per month. \$59.00 Connection Charge applies for in-wiring, \$299 Connection Charge applies if wiring to First Socket/MDF with Tech Visit is required.

PSTN Line Replacement - Business VoIP (SIP Trunk) and Voice DSL Bundle

Convergence provides a bundled Business VoIP/DSL Bundle solution if you wish to keep your existing PBX/Phone system and upgrade it to take advantage of VoIP or if you wish to take a preset discounted bundle if you have an existing IP PBX. These bundles are made up of the Business VoIP, Additional Lines and Voice DSL Services along with a PSTN Gateway (If required).

Package	Once-Off Setup	Monthly Recurring	Bundle Code
Multiline 4 <i>Made up of Business VoIP, 3 Additional Lines and Voice DSL 4</i>	\$198.00 (DSL Naked ULL) \$99.00 (DSL on PSTN Line)	\$99.00	MULTILINE4
Multiline 6 <i>Made up of Business VoIP, 5 Additional Lines and Voice DSL 8</i>	\$198.00 (DSL Naked ULL) \$99.00 (DSL on PSTN Line)	\$115.00	MULTILINE6
Multiline 8 <i>Made up of Business VoIP, 7 Additional Lines and Voice DSL 8</i>	\$198.00 (DSL Naked ULL) \$99.00 (DSL on PSTN Line)	\$135.00	MULTILINE8

Discounted 8 Port PSTN/POTS Gateway to plug into your PBX with ADSL Modem (SPA8000 & AM300): \$330.00

ISDN PRI Based Bundle

Package	Once-Off Setup	Monthly Recurring	Bundle Code
Multiline 10 <i>Made up of Business VoIP, 9 Additional Lines and Voice DSL 15</i>	\$198.00 (DSL Naked ULL) \$99.00 (DSL on PSTN Line)	\$165.00	MULTILINE10
Multiline 20 <i>Made up of Business VoIP, 19 Additional Lines and Voice DSL 20 SHDSL Metro</i>	\$330.00	\$352.00	MULTILINE20
Multiline 30 <i>Made up of Business VoIP, 7 Additional Lines and Voice DSL 30 SHDSL Metro</i>	\$330.00	\$462.00	MULTILINE30

Contact Convergence for Quintum PRI Gateways and ADSL/SHDSL Modem Bundles Quotations

SHDSL Metro only available at selected exchanges, contact Convergence for Qualification.

Other Charges:

- Relocation Charges (Within 12 Month Contract): Same as Once-Off Setup Charge
- Change of Speed, Same Platform: \$99.00 per change.
- PSTN (Telstra) Re-billed Telephone Line (If required for DSL Service): \$34.95 per month. \$59.00 Connection Charge applies for in-wiring, \$299 Connection Charge applies if wiring to First Socket/MDF with Tech Visit is required.

Cisco Small Business IP PBX (SPA9000)

The Cisco SPA9000 Voice System combines the rich feature set of a high-end private branch exchange (PBX) telephone system with the convenience and cost advantages of voice over IP (VoIP). It has common voice system features such as an automated attendant, shared line appearances, three-way call conferencing, intercom, music on hold, call forwarding, and much more. The SPA9000 opens up access to the benefits of VoIP, including low-cost long-distance service, telephone number portability, and one network for both voice and data.

The Cisco SPA9000 is easy to configure, and a fully working system that can be set up within minutes. New telephones are automatically detected and registered when they are connected to the SPA9000. Its integrated web server allows features to be configured using a web browser. The web server has multiple levels of password-protected access to user and service-level features. Service-level settings are locked by Convergence to ensure that they are not inadvertently corrupted. Convergence can also remotely update the software and settings through a highly secure encrypted connection.

The Cisco SPA9000 will work with any Session Initiation Protocol (SIP) compatible soft phone along with the Cisco Small Business IP Phones, such as the SPA942 and SPA962. Powerful configuration capabilities enable the SPA9000 to support a greater set of advanced features with these telephones, such as shared line appearances, hunt groups, call transfer, call parking lot, and group paging. With its two FXS ports, the SPA9000 can support traditional analog devices such as portable telephones as extensions, answering machines, FAX machines, and external Music on Hold adapters. The SPA9000 supports up to 16 Extensions.

Cisco Small Business IP PBX (SPA9000) Features

- Basic Automated attendant/Interactive voice response (IVR)
- Configurable automated attendant answer delay
- Recordable IVR prompts
- Automatic call distribution (ACD)
 - Least-cost routing
 - Direct India support
 - Call routing to multiple extensions or targeted user
 - Call hunting: sequential, round-robin, random
- Phone configuration and management server
- Corporate directory with automatic update – LDAP Capability
- Configuration and maintenance via web interface (local or remote)
 - Status display of all connections
- Group paging
- Intercom
- Music/information via streaming audio server (SAS) for calls:
 - On hold
 - Parked in the parking lot
 - Being transferred
- Simultaneous ringing (find-me service)
- Do not disturb
- Voicemail integration service provider based or separate add-on (SPA400)
- Integrated media proxy or direct Real-Time Protocol (RTP) routing to service provider
- Two FXS ports for portable phones, fax machines, or Music on Hold Adapters

Cisco Small Business IP Phone Features:

- Line status: active line indication, name/number
- Digits dialed with number auto-completion
- Call waiting
- Call transfer: attended and blind
- Call conferencing
- Automatic redial
- Call pickup: selective and group
- Call swap
- Call forwarding: unconditional, no answer, on busy
- Hot line and warm line automatic calling
- Call log (60 entries each): made, answered, missed calls
- Personal directory with autodial (100 entries)
- Do not disturb
- Shared line appearance (SLA)
- Busy Line feature (BLF) monitoring with up to 3 Extensions shown on SPA942, 4 on SPA525 and 5 on SPA962
- On-hook default audio configuration (hands-free/headset)
- Multiple ring tones with selectable default ring tone
- Called number with directory name matching
- Calling number with name: directory matching or via caller ID
- Subsequent incoming calls with calling name and number
- Date and time with intelligent daylight savings support
- Call duration with call timestamp stored in call logs
- Name/identity (text) display at startup
- Distinctive ringing based on calling and called number
- User-downloadable ring tones and ring tone generator
- Download on demand ring tones: 10
- Speed dial support

The Cisco SPA9000 has an optional PSTN/Voicemail Unit (SPA400) which allows for Backup PSTN lines to be connected to the Unit and for Basic Voicemail functionality for up to 32 Mailboxes.

Hosted Voicemail Functionality for the SPA9000 with Voicemail to Email is available from Convergence with the monthly maintenance.

Configuration Options

There are a number of equipment options available for the Cisco Small Business PBX. All Equipment from Convergence is pre-configured and can my remotely maintained.



- Cisco SPA942**
- 4 Line IP Phone
 - Black and White LCD Display
 - Power over Ethernet Support
 - Corporate Directory support via LDAP



- Cisco SPA962**
- 6 Line IP Phone
 - Full Colour LCD Display
 - Power over Ethernet Support
 - Side Panel Add-On Support (SPA932)
 - XML Services for connecting to RSS Feeds
 - Corporate Directory support via LDAP



- Cisco SPA932**
- Designed for the SPA962
 - 32 programmable buttons to simplify dialing and call transfers
 - Line status - idle, ringing, busy, or null with LEDs on every button



- Cisco SPA400**
- Add on Unit to SPA9000 PBX
 - Up to 4 PSTN Lines can be connected for Backup
 - Basic Voicemail with up to 32 Mailboxes, does not include Voicemail to Email
 - Ideal if not using Hosted Voicemail



- Cisco WBP54G**
- Wireless Dongle for Cisco SPA phones
 - Allows you to connect the phones to a wireless access point when no Ethernet cabling is available.



- Cisco WIP310**
- Wireless G Based Phone supporting most features found in the SPA series IP Phones.
 - Easy to use and Configure.
 - Coming Soon

Pricing

The Cisco Small Business IP PBX is available from Convergence in conjunction with our Business VoIP or Bundled Solutions. All Prices include GST.

	Once Off Cost
Cisco SPA9000 PBX – 16 Extensions + 2 Analogue Phone Ports	\$550.00
Cisco SPA400 – SPA9000 Voicemail Unit/Analogue PSTN Line Gateway	\$385.00
Cisco SPA942 IP Phone	\$198.00 each
Cisco SPA962 IP Phone	\$357.50 each
Cisco WBP54G Wireless Dongle for IP Phones	\$77.00 each
Cisco PA-100 Power Supplies (Required for phones when no PoE Switch)	\$18.70 each
Cisco WAG54G2 Wireless ADSL+2 Router (Available with Voice Circuit Only)	\$154.00
Cisco AM300 ADSL+2 Modem (Available with Voice Circuit Only)	\$77.00
Cisco SLM2008 8 Port Managed Switch (Shared Voice/Data Cabling – Non Power)	\$181.50
Cisco SRW208P PoE 8 Port Managed Switch with 2 GigE Ports	\$440.00
Cisco SRW224G4P PoE 24 Port Managed Switch with 4 GigE Ports	\$770.00

Convergence also offers a Maintenance service which allows for configuration changes to be made remotely by Convergence should you wish to make changes. It also gives you up to 16 Hosted Voicemail Boxes which interoperate with the SPA9000 providing Handset Notification and Voicemail to Email.

	Monthly Recurring Cost
Cisco Small Business PBX Remote Maintenance Agreement <i>(Includes Hosted Voicemail for up to 16 Users)</i>	\$16.50

Where a Maintenance agreement is not taken, an \$82.50 per incident/change request will be charged.

Hosted PBX

The Hosted PBX service allows you to have a Virtual IP PBX without the restrictions and expense of a fixed PBX solution. It's ideal for small businesses that are Home Based, are mobile and need to move about and have up to around 4 Staff.

The Hosted PBX is an add-on option to the Convergence Business VoIP offering. The standard Business VoIP offering allows you to register an IP Phone to the Convergence Network; however call features are limited to Call Waiting, Hold and Transfer. The Hosted PBX gives you the following additional features;

- Extension Based Dialing
- Call Parking
- Call Pickup
- Intercom/Paging
- Custom Music On-Hold
- Directory Number with Hunt Group options
- CLI Display Options

When the Hosted PBX offering is taken, your Primary Business VoIP service and Additional Numbers are treated as individual extensions with the Hosted PBX, which can then be assigned to IP Phones or Soft phones.

The Hosted PBX service is offered as a "Per-Site" offering, where by it's expected the all the extensions will be located at the same site. You can however, use the extension off-site if you wish – however the number (extension) will remain tied to that location.

Although the Hosted PBX can be used on any Internet Connection, a Voice DSL Circuit is highly recommended to maintain Voice Quality. Convergence also further recommends for IP Phone handsets to be provided by Convergence as we are able to provide full support and remote configuration assistance for the IP Phone handsets.

IP Phones & Hardware

There are a number of IP Phone options available for the Hosted PBX. All Equipment from Convergence is pre-configured and can my remotely maintained.



Cisco SPA942

- 4 Line IP Phone
- Black and White LCD Display
- Power over Ethernet Support
- Corporate Directory support via LDAP



Cisco SPA962

- 6 Line IP Phone
- Full Colour LCD Display
- Power over Ethernet Support
- Side Panel Add-On Support (SPA932)
- XML Services for connecting to RSS Feeds
- Corporate Directory support via LDAP



Cisco WBP54G

- Wireless Dongle for Cisco SPA phones
- Allows you to connect the phones to a wireless access point when no Ethernet cabling is available.



Cisco WIP310

- Wireless G Based Phone supporting most features found in the SPA series IP Phones.
- Easy to use and Configure.
- Coming Soon

Pricing

All Prices include GST

Name	Once Off Setup	Monthly Recurring per Service
Hosted PBX (Inc. Dir Number)	\$20.00	\$20.00

Monthly Recurring, Once off Fees and Call Charges for the Business VoIP and Additional Lines/Numbers apply.

Hardware

	Once Off Cost
Cisco SPA942 IP Phone	\$198.00 each
Cisco SPA962 IP Phone	\$385.00 each
Cisco WBP54G Wireless Dongle for IP Phones	\$77.00 each
Cisco PA-100 Power Supplies (Required for phones)	\$18.70 each
Cisco WAG54G2 Wireless ADSL+2 Router (Available with Voice Circuit Only)	\$154.00
Cisco AM300 ADSL+2 Modem (Available with Voice Circuit Only)	\$77.00
Cisco SLM2008 8 Port Managed Switch (Shared Voice/Data Cabling – Non Power)	\$181.50
Cisco SRW208P PoE 8 Port Managed Switch with 2 GigE Ports	\$440.00
Cisco SRW224G4P PoE 24 Port Managed Switch with 4 GigE Ports	\$770.00

Configuration Examples

Simpleton Industries requires a Hosted PBX service and has a requirement for 6 Extensions. Simpleton requires their main number to hunt around 3 extensions before going to Voicemail on one of their extensions. Two of the extensions will be used by Sales staff that are on the road and will connect via Softphone, the rest of the extensions will be assigned to a SPA942.

The following services will need to be ordered:

- 1 x Business VoIP Service
- 5 x Additional Lines/Numbers
- 1 x Hosted PBX
- 4 x SPA942

Limitations of the Hosted PBX

The Hosted PBX is not designed for companies with a requirement of more than 10 extensions at one site. The reason for this is that all communication to and from the phones is sent over the Voice/Internet DSL service you are using back to Convergence, and does not stay within your network, increasing your bandwidth requirements. Also if there is an outage of your Voice/Internet DSL service, there are no fail-over options available to send calls to a backup PSTN Line (Unless a manual divert is made via the Convergence Website) and all phones will be down, preventing you from making Inter-Office calls. Further to this the following features are not supported on the Hosted PBX:

- Busy Line Feature – Extension use notification
- Auto Attendant/IVRs
- CRM Integration

Number Portability

Local Number Portability (LNP) provides a means for customers to change their physical network connection from one carrier to another and retain their existing telephone number(s). Number portability is a key requirement for effective competition as it removes one of the major barriers for penetration of markets for new services and providers, namely the reluctance of customers to change their telephone number(s).

LNP is available where number ranges from a competitor carrier can be ported to Convergence. To facilitate local number porting bilateral agreements must be in place between the losing carrier and the gaining carrier. Convergence can port numbers from the following carriers and carriage service providers:

- Telstra Corporation
- SingTel Optus
- Telecorp/GoTalk

Numbers can be ported from PSTN, ISDN and VoIP Services provided by these carriers and carriage service providers. Not all numbers can be ported from these carriers and some ports may be classified as Complex if they are being ported from an ISDN service or a PSTN service with Line Hunt/Rotary or Faxstream Duet for example.

Convergence can not port a number if your service address is located in another Call Zone (“Standard Zone Unit or SZU”) to that of the number.

Once your service has been established, we will be able to accept porting requests of numbers you wish to Transfer to Convergence. Once the numbers have been transferred, these will replace the numbers assigned to you by Convergence.

These are the charges for Number Porting, based on the type of numbers being ported. Prices include GST.

Port Category	Port Cost
Category A – Simple Port - Basic PSTN Numbers <i>(Connected Number with No Line Hunts, Faxstream Duet Services on the line – these must be removed first)</i>	\$44.00 per number
Category C – Complex Port - PSTN Numbers with services Attached and Numbers from an ISDN Service	\$285.00 for up to 100 numbers

Inbound 13/1300/1800 Numbers

Convergence can provide Toll Free/Free Call numbers in conjunction with your service. These services can be terminated to one or more different answering points depending on state, time and day, call splay, overflow on busy/not available or by postcode. All inbound calls will be charged based on their originating location.

Services are charged at the following rates. All Prices Include GST:

Monthly Recurring	
Number Type	Monthly Recurring per Service
1300xxxxxxx /1800xxxxxx	\$11.00
13xxxx	\$1100.00

13/1300 Inbound Number Call Charges

Terminating to a Landline number in the same Local Call Area as the Caller	10 minutes Free, 6.6 cents per minute
Terminating to a Landline number from another Landline Nationally	8.8 cents per minute
Calls Terminating to a Landline from a Mobile	13 cents per minute
Calls Terminating to a Mobile from a Landline or Mobile	38.5 cents per minute

1800 Inbound Number Call Charges

Terminating to a Landline number in the same Local Call Area as the Caller	6.6 cents per minute
Terminating to a Landline number from another Landline Nationally	8.8 cents per minute
Calls Terminating to a Landline from a Mobile	16.5 cents per minute
Calls Terminating to a Mobile from a Landline or Mobile	38.5 cents per minute

Ordering

Services can be ordered by filling in the IP Voice Order Form (Or MACD Form if an existing customer) faxed to Convergence on 1300 550 121.

Please be aware that ordering services can take up to 21 Business Days from the date of the order. Convergence will advise and send updates on the order provisioning as they are received.

Service Level Agreements

All individual tails/circuits (Voice DSL Services) and IP Voice Services are covered by a Service Level Agreement to ensure availability of services should they become unavailable. The SLA is based on the type of service supplied, and excludes the following;

- Planned Network outages
- Acts, omissions and delays by the customer including installation requirements beyond SLA activation period.
- Behavior of customer equipment, facilities or applications.
- Acts of God and any other situations beyond the reasonable control of Convergence.
- Unsuitability of the nominated telephone service for an ADSL connection.

Convergence's service assurance obligations do not extend to faults caused as a result of:

- Any fault in equipment, software or any network not forming part of the service or the Convergence Equipment.
- Damage from any external cause that may prevent the service or the Convergence Equipment working.
- Acts or omissions of the customer.
- Third party equipment that is not installed by Convergence
- The removal of Convergence Equipment.

Network Unavailability does not include any unavailability resulting from:

- Planned Network outages
- Acts or omissions an customer
- Acts of God and any other situations beyond the reasonable control of Convergence.
- Faults in the customer equipment or software.
- Damage due to external causes, e.g. Vandalism, theft, etc.

This SLA only applies to individual tails or Voice Services.

Convergence may, but is not obliged to provide the customer with on site technical support. This is a charged service with separate terms and conditions. Convergence may access customer content and other parts of the service as necessary to identify and resolve technical problems or to respond to service complaints.

Service Assurance

The customer is responsible for isolation and rectification of service faults their own equipment and where applicable their own network. In cases where the Customer believes that the fault is not in the network or End User equipment but in the Convergence network, the customer must lodge a Support Request with Convergence via the Convergence Support Desk on 1300 550 125 or via email to support@convergence.com.au. Faults can only be lodged to upstream Carriers during Business Hours, should the fault be outside the Convergence Network.

Fault Response & Restoration Time

Fault Response Time is the time taken by Convergence to acknowledge a fault reported during the Service Period.

Minor problem means a service problem that the Customer does not view as critical or major. Minor problems are those that do not significantly affect the End User service.

Major problem means a service problem that seriously affects the End User operation, maintenance, and administration, etc. and requires immediate attention, eg. Reduction of data carrying capacity, unable to make/receive calls from particular destinations, repeated short outages or significant increase in occurrence of Support Requests

Critical problem means a service problem in the Convergence network that severely affects the End User service, and requires immediate corrective action, e.g. loss of service connectivity, severely degraded service performance.

Response Times for each Category of service:

Minor: 24 Hours **Major:** 4 Hours **Critical:** 1 Hour

Restoration Times

Voice Services

Severity	Target Fault Restoration Time
Critical	30 Minutes
Major	4 Hours
Minor	24 Hours

Voice DSL Tails

Severity	Target Fault Restoration Time	
	Metropolitan Area	Regional Area
Critical	End of next Business Day	End of two Business Days
Major	End of two Business Days	End of three Business Days
Minor	End of three Business Days	End of four Business Days

1: Subject to the Carrier having access to the End User premises.

Service Rebates

If Convergence determines in its reasonable commercial judgment that during any calendar month, the Convergence service was unavailable for a total period longer than six Business Hours, then the Customer account will be credited as follows:

Service Unavailability (Business Hours)	Rebate(Only Recurring Monthly Charges)
Between 6 and 20.5 hours	10%
More than 20.5 hours but less than 42.5 hours	20%
More than 42.5 hours	50%

Business Days are weekdays, excluding National Public and gazetted Holidays, that commence at 8:00am and finish at 6:00pm.

Business Hours are 8:00am to 6:00pm weekdays excluding National Public and gazetted Holidays.

Frequently Asked Questions

Q. Do I need to take a Voice DSL Service from Comvergence if I already have an Internet Service?

A. No, you don't need to, however it is highly recommended as the DSL service supplied is a dedicated service, optimised just for the Comvergence IP Voice Network. If you don't take a Voice DSL service from Comvergence you may experience breakup or choppy calls if there is no quality control on the Internet Provider/Equipment you are using.

Q. Can I use a soft phone with my service?

A. Yes, you can use a Soft phone such as X-Lite, Eyebeam, Ninja or Bria with a standard Business VoIP Account or a Hosted PBX extension. The quality of the call will depend on the internet connection and the quality of the Microphone and Speakers used.

Q. I'm located in Melbourne, however I wanted to have a number in Brisbane as well, can I get this?

A. In order to get a number in a particular location, you will need to supply a physical service address in that calling area (known as a Standard Zone Unit - "SZU"). This address will be tied to the number and will appear if the number is published in the White pages and on calls to Emergency services. Please note that Calling Emergency Services (000) from your service may require you to provide your current full address should the service be used externally to the service address. If the physical address associated to the number changes, you must notify Comvergence Immediately. The number allocated may need to change if this service address is outside the calling area ("SZU") of the current number assigned.

Q. Can I fax over the service?

A. Faxing is supported using the T.38 Fax Protocol along with appropriate equipment. It is recommended however that if you do wish to fax over the network that your Fax Equipment is set to disable V.34, has the Fax speed set to 9600, Resolution set to Standard and ECM is disabled. You will need to contact the manufacturer of your fax equipment/software to ensure you can make these changes.

Q. We have a requirement for a PBX that supports more than 16 Extensions, is Comvergence able to supply a PBX of this size?

A. Comvergence only supplies Service Provider configurable equipment such as the Cisco Small Business IP PBX and IP Phones for the Hosted PBX. For larger solutions, Comvergence can still provide the Voice services; however Comvergence will put you in contact with a Local Dealer who can help you out further relating to the best IP PBX solution for your needs.