

In building Telecommunications Services



Overview

Comvergence is a leading next generation Telecommunications Service Provider delivering advanced communication solutions to businesses. Comvergence is a well known and respected leading Voice and Internet service provider.

Comvergence has been selected as a preferred Telecommunications Service Provider for Voice and Internet services in your building. Comvergence has deployed combined Fibre and Ethernet infrastructure for high speed internet access and advanced Telephony to each individual tenancy.

The following services are available from Comvergence:

- High Speed Internet services
- VoIP services
- Standard Telephone lines
- CAT 5/6 Cabling Services

What makes the Comvergence Solution different?

- High Speed Internet Options (Delivered by Fibre)
- Port your existing phone numbers from Telstra, Optus or AAPT
- Line Hunt and Voicemail Available at no extra charge
- Untimed Local and National (STD) calls
- Dedicated Support Team in Australia and at Aquavista

Internet Services

Comvergence Inbuilding Ethernet Services can deliver speeds up to 20Mbps down and 1Mbps Up (Comparable to ADSL+2). Each circuit includes a Static IP, connects via Ethernet CAT5 and authenticates via PPPoE.

Standard Service	Usage	Setup	Monthly
20Mbps/1Mbps	20Gb	\$150.00	\$75
20Mbps/1Mbps	50Gb	\$150.00	\$90
20Mbps/1Mbps	100Gb	\$150.00	\$120
20Mbps/2Mbps	50Gb	\$150.00	\$120
20Mbps/2Mbps	100Gb	\$150.00	\$150
10Mbps/10Mbps	250Gb	\$150.00	\$600
20Mbps/20Mbps	350Gb	\$150.00	\$1000

12 Month contract applies to each service. 50% off setup on 24 Month contracts.

- Including Termination of RJ 45 Base Plate to wall below MDF in office.

Other Charges:

- Download Usage metered only.
- Excess Download usage charged at \$5 per Gigabyte (1Gb)
- Linksys WRT120N Wireless Router (If customer has no router) - \$77.00
- All Services include a Static IP Address.
- Routed IPs
- 4 IP Addresses /30 - \$10.00 per month

VoIP Services

For in building services, Convergence delivers Telephony solutions as:

- Analogue Lines for connecting to Legacy PBX Systems
- Hosted PBX
- Multiline Services
- Onsite IP PBX Switchvox

Should you require a new PBX system, you may want to look at our Hosted PBX or Switchvox offering.

Call Charges

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 - 20c per minute Beyond \$200+ 15c 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 Refer to International Rate Table for more destinations	From 2.c per minute to UK, US, China, Singapore Landlines

Analogue Lines (Line Rental)

If Analogue Lines are required, these lines will be presented as RJ-11 Wall Sockets to your tenancy for connection to a Legacy PBX or standard Telephone Handsets/Fax Machines. These lines are connected to local infrastructure in the building and then devliered back to the Convergence Network via IP. These Lines do not support Dialup, back to base Alarm systems or ADSL Services.

All Services Support:

- Free Caller ID (CLI) and caller ID restriction at no additional charge.
- Advanced call forward, call diversion and follow-me functions (web interface)
- Free Line Hunting/Rotary
- Free Voicemail, including Voicemail to Email

Analogue Lines

Telephone Line	Once- Off Setup	Monthly Recurring Charge
Per Analogue Line	\$165.00	\$16.50

IP PBX Solutions

Convergence provides the following PBX solutions.

- 1) Hosted PBX (IP Centrix)
- 2) Switchvox (onsite IP PBX)

What type of IP PBX do I require?

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

Details	Hosted PBX	Switchvox SOHO	Switchvox AA65	Switchvox AA305	Switchvox AA355
Hosted in the Cloud (IP Centrix)	x				
Dedicated onsite		x	x	x	x
Amount of Extensions	1-20Ext	1-20Ext	1-40 Ext	1-200Ext	1-400Ext
Amount of Concurrent Calls	Unlimited*	8	12	45	75
Standard Phone Features & call functions					
Hunt Groups	x	x	x	x	x
Call Forward, Transfer, Parking	x	x	x	x	x
General Call Pickup, Intercom,	x	x	x	x	x
Directed Pickup			x	x	x
Call Recording		x	x	x	x
Conference Rooms Facility			x	x	x
Auto Attendant Basic	x				
Complex Auto Attendant		x	x	x	x
Call Line Appearance (BLF)			x	x	x
Call Queues, Click to Dial,		x	x	x	x
Iphone Application		x	x	x	x
Integrated Fax to Email		x	x	x	x
CRM Integration (sales force)		x	x	x	x
Remote Access	x	x	x	x	x
Analogue lines		x	x	x	x
ISDN Lines/E1				x	x
Failover Support	Mobile/PSTN	x	x	x	x

Hosted PBX

The Hosted PBX is suitable for companies that don't want to invest in a new onsite phone system but still require the basic features of a phone system without the investment or maintenance. The Hosted PBX is suitable for companies that have multiple sites and require flexibility with their phone system.

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 new businesses from 1-20 extensions that have a single or multiple locations.

The Hosted PBX service is offered as a "Per-Site" offering, whereby 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.

The Hosted PBX is delivered on a dedicated Voice circuit at Aquavista in order to maintain a high quality business service. 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.

Features:

Main Number	X	Night Switch	X
Voicemail to Email	X	Simple Transfer	X
Local Extension Numbers	X	Attended Transfer	X
Direct Indial	X	Auto Attendant (IVR)	X
Group Pickup	X	Complex Ring Groups	N/A
Intercom	X	Call recording	N/A
Parking	X	BLF/Line Appearance	N/A

Hosted PBX – Charges

Hosted PBX	Setup	Monthly
Hosted PBX (Inclusive of Directory Number and Auto Attendant)	\$20	\$20
Per Extension (Ext 100, 101, 102 etc)	\$6	\$6
Directory Numbers (additional main numbers)	\$10	\$10
Basic IVR –(Auto Attendant)	\$50	\$20
Complex IVR (Auto Attendant) Additional Menu Level	\$150	\$30
Dedicated Voice Circuit (including CPE equipment)*	\$200.00	\$16.50

Multiline Solutions

Convergence provides a dedicated business Multiline VoIP service which allows for the following VoIP services to be delivered:

- Onsite IP PBX's
- Traditional Analogue or ISDN PABX's
- Hosted PBX

What is a Convergence Multiline Service?

A service from two to thirty (2-30) VoIP telephone (SIP) lines delivered on a dedicated voice connection with quality of service (QOS).

- Dedicated Voice IP connection at Aquavista for VoIP only
- Directly connected into managed switch
- Secure VoIP connection (not routed via the Internet)

Multiline Service Description

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 provides a dedicated Ethernet service in Aquavista that sits within a Voice Private Network directly on the Convergence Network, which is dedicated for Voice over IP services connecting to the Convergence Voice Network. The service 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 service.

Business	Voice Circuit on Ethernet	Qty Lines/Numbers	Setup Cost	Per Month
Aqua Multiline 2	Y	2	\$200	\$33
Aqua Multiline 4	Y	4	\$200	\$45
Aqua Multiline 6	Y	6	\$200	\$55
Aqua Multiline 8	Y	8	\$200	\$65
Aqua Multiline 10	Y	10	\$200	\$75

The price quoted above is an end to end service delivered over a Ethernet service in Aquavista
 All services are based on a 12 month term, 50% off setup applies to 24 month terms.

Analogue or ISDN Gateways

The following table should be used in order to assist in selecting the type of gateway required for an existing Analogue or ISDN phone systems.

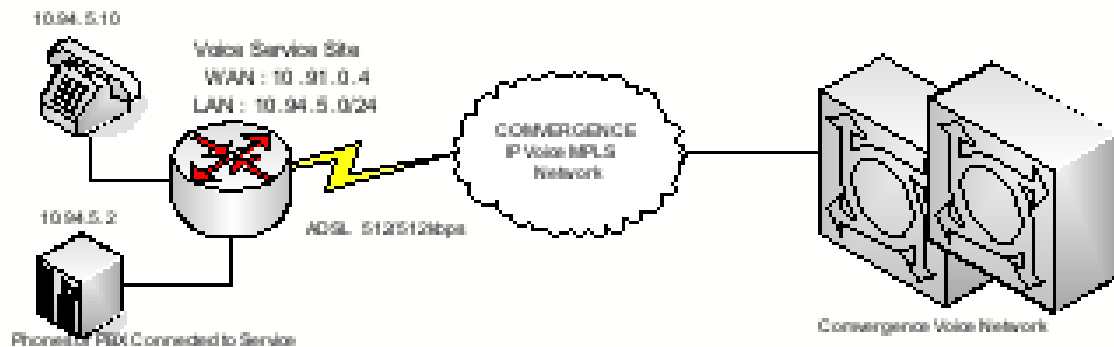
VoIP Gateways for Existing Analogue and ISDN PABX Devices

Features	Analogue Gateway SPA 2102	Analogue Gateway SPA 8000	Analogue Gateway SPA 8800	ISDN Gateway BX 408	ISDN Gateway DX2008	ISDN Gateway DX2010	ISDN Gateway DX2030
Multiline	2	4 - 8	4 - 8	4	8	10	15 - 30
FXS/ISDN Ports	2	8	4	4	8	10	30
FXO (pstn lines)			4				
Fax Support T.38	X	X	X	X	X	X	X
Failover PSTN /ISDN			X	X	X	X	X
Setup Cost Hardware Once off	\$100	\$300	\$450	\$950	\$2,500	\$2,750	\$3,500

*Hardware prices when purchased in combination with Multiline circuits.

How does the Multiline work?

Multiline 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.



Switchvox onsite IP PBX

The Switchvox onsite PBX is suitable for larger companies that require additional functionality, features and also might want the ability to maintain a combination of ISDN or Analogue/PSTN lines for inbound or additional resiliency.

The Switchvox IP PBX is a commercial grade IP PBX appliance delivered on purpose built hardware to deliver a comprehensive set of voice features for any demanding business. Some of the core features available include, call recording, conference facilities, Web based panels for call control, click to dial from outlook and CRM integration into google maps and sales force.

The SOHO version is designed for smaller companies with basic features while the rest of the Switchvox models include enhanced features.

PABX Components	Switchvox			
	SOHO	AA65	AA305	AA 355
Hardware	\$1,990.00	\$3,490.00	\$4,450.00	\$6,450.00
3 Year Hardware Warranty	\$165.00	\$165.00	\$413.00	\$999.00
10 Ext Licences included	x	x	x	x
Additional licence per Ext	\$69.00			
G729 Licence per concurrent call	\$14.00			
1 * PSTN FXO Port	\$320.00			
Additional PSTN FXO Ports	\$60.00			
1 * 4 BRI ISDN Card	\$900.00			
1 * E1 (ISND 10-30) Card	\$990.00			
Echo Cancellation for FXO or E1	\$350.00			
Onsite Installation	Approx \$30 per extension			
Training	Approx \$200 for 2 hours			

*See Hardware section for handsets and network switches.

Full set of features and comparisons can be found at:

<http://www.digium.com/en/products/switchvox/features.php>

Switchvox - Series

- Onsite IP PBX
- 1 – 400 Extensions (model dependent)
- Web based user Control Panel
- Conference Rooms
- Iphone application
- Call Queue for Helpdesks
- CRM Integration
- Google Maps Integration
- Click to dial from outlook
- Call Recording
- Backed up daily
- Cold spares available
- Remote support provided
- Strong security
- Rack mountable



Hardware for Hosted PBX/IP Switchvox

	Once Off Cost
IP Handsets	
Cisco SPA 504G IP Phone (Four line IP Handset with POE)	\$200.00
Cisco SPA 525G IP Phone (Four line with Colour screen, Bluetooth and Wi-fi)	\$350.00
Cisco PA-100 Power Supplies (Required for IP handsets not on POE switches)	\$15.00
Siemens Cordless IP Dect Handsets	
Siemens 580 IP Handset and base station using Dect Technology	\$165.00
Siemens 58H IP Handset only (attach up to 6 handsets to a single base station)	\$85.00
Polycom Conference Boardroom Phones	
Polycom Conference phone IP 5000 POE only suitable for 2-3 Meters	\$550.00
Polycom Conference phone IP 6000 POE only suitable for 4 -6 Meters	\$990.00
Cisco POE Network Switches (8 - 24 Port Switches)	
Cisco SF 302-08 8 Port Switch 10/100 POE with 2 combo Mini GBIC	\$350.00
Cisco SG 300-8P 8 Port Gigabit Switch POE with 2 combo Mini GBIC	\$500.00
Cisco SF 300-24P 24 Port Switch 10/100 POE with 2 combo Mini GBIC	\$650.00
Cisco SG 300 - 28P 28 Port Gigabit Switch 24 Port POE	\$880.00

All equipment is pre - configured and sent directly to site for installation by client or approved channel partner.
 All prices include GST.
 Standard courier charges apply.



Cisco SPA504G (IP Handset features and services)

- Monochrome Display
- 4 Line IP Handset
- Power over Ethernet (POE)
- Corporate Directory support via LDAP
- Redial, Missed, Receive or placed calls
- CLI (calling number display)
- DND (Do not disturb)
- Conference up to 3 people
- Transfer a call to an external number or mobile
- Headset compatible



Cisco SF300 – 24P 24 Port POE Switch

- Designed for all small networks up to 24 POE
- Support (POE) powers up IP Phones.
- Managed Switch
- Supports Vlans
- 24 10/100 POE Ports and 2 Combo Mini GBIC
- 180W over 24 ports
- Rack Mount or Wall Mount

Service Level Agreements

All individual tails/circuits (Internet 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 Comvergence.

Comvergence'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 Comvergence Equipment.
- Damage from any external cause that may prevent the service or the Comvergence Equipment working.
- Acts or omissions of the customer.
- Third party equipment that is not installed by Comvergence
- The removal of Comvergence 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 Comvergence.
- 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.

Comvergence may, but is not obliged to provide the customer with on site technical support. This is a charged service with separate terms and conditions. Comvergence 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 Comvergence network, the customer must lodge a Support Request with Comvergence via the Comvergence Support Desk on 1300 550 125 or via email to support@comvergence.com.au. Faults can only be lodged to upstream Carriers during Business Hours, should the fault be outside the Comvergence Network.

Fault Response & Restoration Time

Fault Response Time is the time taken by Comvergence 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 Comvergence 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

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

Subject to access to your tenancy

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

A. Convergence only supplies Service Provider configurable equipment such as the Cisco Small Business IP PBX and IP Phones for the Hosted PBX. For larger solutions, Convergence can still provide the Voice services; however Convergence 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.

Q. Are Internet speeds guaranteed? If not what is the min speed up/down?

A. Speeds are not guaranteed due to many factors out of our reasonable control due to the nature of the Internet. However speeds should be as described above. In cases where they are not, we log a support ticket with our Upstream Carriers by which they measure unacceptable speeds and respond accordingly. Please rest assured we take all measures and will make all inquiries into any speed related issues. If the problem is related to a fault on the Convergence network we have internal response and escalation times in place to attend to the problem in a timely manner. Should the issue be identified outside the Convergence Network and in the Wider Internet, Convergence will do what they can do to address the issue.

Q. Do I require a Phone Line for your in building Internet Service

A. No. The service is supplied over Ethernet from Convergence.

Q. I have servers that I'm hosting off my connection and they need to be publicly assessable to the Internet, can I get additional public IP's?

A. Additional routed IP addresses are available in blocked of 4, 8 or 16.