



Traditional Voice



Give us a ring. Find out why our Traditional Voice services are flexible, cost effective and hassle-free.

It's not always one size fits all. Different organisations – and indeed multiple sites within the same organisation – will invariably have different voice requirements. Telstra International provides consistently reliable telephony services via a choice of delivery methods. This flexibility means our customers can maximise cost efficiency by selecting the best service to meet their specific needs. All our voice services can be complemented with value added services, such as audio conferencing, and are backed up by free 24/7 customer support.

Benefits:

A flexible range of voice solutions

Telstra offers indirect and direct voice services. With the indirect voice service, Telstra manages your calls using your existing lines so it is quick and simple to transfer your services. Customers can elect for Telstra to take on responsibility for line rental and the routing of all voice calls or just the routing of selected calls, according to your own preferences. With Telstra's direct voice service, calls are routed over Telstra's own cable network, allowing customers to take advantage of our highly competitive tariffs. Organisations with multiple sites can elect to have a combination of direct and indirect services at different locations. As a result, they can take advantage of the most cost effective and appropriate services for each site, while still benefiting from the convenience of a single supplier.

Telephone support and online services available 24/7

Telstra offers free telephone support 24/7 via its European Customer Support Centre, which is staffed by fully trained engineers who can address any problems. Customers can also use the Telstra Hub to send support requests direct to Telstra's technical support team and attach letters and documents to these requests. The Telstra Hub is an Internet-based service that enables our customers to closely monitor their telephony usage. Accessible around the clock, the service provides clear visibility of all billed calls and includes full information on payments due and payments made.

Optional conferencing and collaboration services

Telstra helps its customers to get the most value from their voice services, through a range of additional conferencing and collaboration services. Capabilities such as audio conferencing, video conferencing and web collaboration complement our traditional voice services and help customers to enhance employee productivity.

Support for the future

We understand that your needs change. That's why flexibility and scalability are core features of all of our voice services. In the months and years ahead, Telstra will work with you to make sure that your telephony services continue to meet your business requirements. We can help you plan ahead for the future and develop migration strategies to enable you to take advantage of new Voice over IP services, when the time is right for your business.

Features summary:

24/7 free-phone customer support

Delivered by fully trained engineers in the Telstra European Customer Support Centre.

Optional additional service features

Includes Extension Level Billing, Call Diversion and Assurance, Direct Dial-In (DDI), Calling Line Identity (CLI) Presentation and CLI Restriction.

One bill

Helps customers manage and control costs across multiple sites.

Online access to bills and account information

Provides complete visibility and allows greater control of expenditure.

Number porting capabilities

Means that customer numbers can be transferred.

Telstra Voice Direct Access

Telstra Voice Direct Access enables organisations to benefit from highly competitive tariffs. The service delivers a direct connection from your organisation to Telstra's network and includes access to free 24/7 technical support.

Telstra Voice Direct Access supports ISDN and C7 signalling protocols and can handle calling card platforms and predictive dial platforms. Telstra offers a wide range of geographic and non-geographic numbers and will port existing numbers and services from incumbent providers, where possible.

Telstra Voice Indirect Access

Telstra Voice Indirect Access provides an easy way for organisations to move away from their current provider of voice calls and benefit from Telstra's enhanced offering without having to install new lines. The service is available in three ways:

- Indirect Access (IDA) – Your PBX maintainer can programme your PBX to route calls to Telstra, or End users can dial a four-digit prefix number to route just individual calls over the leased lines.
- Carrier Pre-Selection (CPS) – Telstra programmes the local exchange to route calls directly to Telstra. End users do not have to remember to use prefix codes, and no additional on-site equipment is required.
- Line Rental – Available for analogue, ISDN2e and ISDN 30e lines, Telstra's Line Rental service is offered in conjunction with either IDA or CPS (above). Customers that select Line Rental and IDA or CPS will benefit from one supplier and one bill for telecommunication services.

For more information and a quotation based on your requirements, please contact the Telstra sales team.

Telstra International trades in the UK and EMEA through Telstra Limited, a company registered in England and Wales with company number 03830643. Our registered address is Telstra House, 21 Tabernacle Street, London EC2A 4DE

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