

Optus MultiLine

Optus Businessnet Premier Digital Voice Service

About Optus MultiLine

Optus MultiLine is part of the Optus BusinessNet Premier product family, connecting you directly to Optus' advanced network and providing a complete voice telecommunications solution.

Direct connection to Optus' network provides your business with extra benefits such as:

- Competitive rates, particularly for calls between directly connected sites.
- A service you can depend on, with Optus' advanced digital network and 24 x 7 support.
- A wide range of features, to optimise the handling of incoming and outgoing calls.
- Disaster recovery options.
- The simplicity of dealing with a single telecommunications carrier.

Optus MultiLine is the digital format of the Optus BusinessNet Premier and is available in most CBD, metropolitan and major regional locations. Optus BusinessNet Premier is also available in an analogue format called Optus DirectLine.

Optus MultiLine is a digital trunk telephone service designed for connection to larger offices with digital PABXs.

Optus MultiLine provides primary rate ISDN voice services, with each connection supporting between ten and thirty trunk lines, and is available in formats complying to the Austel standard TS014 or ETSI TS038 common channel signalling protocol.

Local Number Portability allows you to move or 'port' your initial telephone numbers to Optus, so there is no need to change your contact numbers if you are changing carrier.

Optus MultiLine is supported 24 x 7 for fault management, and customer service and account management contacts are on hand to answer queries and provide assistance for your telecommunications business solutions.

Feature Summary

The table below summarises the features available with the Optus MultiLine service:

Feature	Options / Details
Optus Operator Services*	Dial 1234, 1225 or 1221
Directory services listing*	Main number listing
Battery backup*	2-4hrs
Malicious call tracing*	Available on request
PABX and modem interworking*	ETSI TS038 or TS014
Hunt groups*	ASEQ, DSEQ, CWC, CCWC or MIDL
Emergency Diversion*	Emergency 2hr SLA to divert incoming calls to an alternate location
Dual Exchange Homing*	Redundancy option to connect to two separate Optus exchanges
National 64k data calls* (within Australia)	64k ISDN data calls may be made to destinations on Optus and Telstra networks
Temporary call redirection	Incoming calls may be redirected to an alternate location for a limited period
Direct in dial	Direct in dial numbers are available in blocks of 100 numbers
Extension level billing	Billing may be itemised against individual extension numbers
Calling number display – outgoing*	The outgoing calling number for display at called parties may be selected as the main switchboard number for all calls, as the individual originating extension number, or may be suppressed
Calling number display - incoming	The calling number of incoming calls may be displayed on compatible handsets/CPE
Call barring	Calling to international and information services (1900) destinations may be barred at the Optus exchange

Charges and conditions may apply to some of the above features. For further information or to activate any of these features please contact your Optus Account Executive.

* Refer to further information in the Feature Details section below.

Feature Details

Optus Operator Services

National and International operator services are available 24 hours a day, 7 days a week, to help you keep in touch at any time:

Dial 1234 (call charges apply)

- General assistance
- Operator connections
- Time and charge calls
- Call rates, time zones and area codes
- Reverse charge (collect) calls

Dial 1225

- International directory assistance
- International time zones
- Country and area codes

Dial 1221

- International fault reporting

1223

- Telstra directory assistance

Directory and Emergency Services Listings

Optus will arrange a basic White Pages directory listing for each Optus MultiLine service, unless you have specified the service to be a Silent Line. Any special listing requirements must be arranged by you directly with White Pages.

All service numbers and customer address details are also forwarded to the Integrated Public Number Database, in accordance with ACA regulations. This database is used by Emergency Services to identify the originating location of any 000 calls made from any telephone line.

A single 'main number' will be listed for each Optus MultiLine service. This is typically the switchboard number within your number range.

Battery Backup

All Optus MultiLine services with network termination equipment at the customer site are provided with battery backup to ensure continuity of service in the case of site power outages, in accordance with the ACA/ACIF standard S002:2001. Battery backup units are dimensioned to provide two to four hours of backup.

Malicious Call Tracing

Malicious or unwelcome calls to any Optus MultiLine service may be reported to Optus Customer Service for investigation and appropriate Police action.

A Malicious Call Trace feature can be set up on your Optus MultiLine service if required, allowing you to activate an alarm signal to the exchange during an unwelcome call immediately identifying the call as being malicious. The Optus exchange records details of the unwelcome call, including A party number, and Optus can arrange for a letter to be sent to the originator of the unwelcome call or initiate further action.

PABX and Modem Interworking

Optus MultiLine will interwork with PABXs complying to the TS038 (ETSI) and TS014 (Australian) ISDN DSS1 signalling protocols.

Specific configuration parameters for interworking with PABXs may be specified in the application form for your Optus MultiLine service, including the number of digits sent by the Optus Network to the PABX (default 10), and whether the PABX requires the exchange to provide dial tone or ring tone (default no tones provided).

Optus MultiLines may also be used for modem calls.

Hunt groups

A hunt group type must be specified for all Optus MultiLine services, to specify how calls are distributed to the channels within the Optus MultiLine.

Available hunt group types are:

- **Ascending Sequential Trunk Hunt (ASEQ)**

Hunt working commences at the first line assigned to the trunk group, and then hunts through all lines in ascending order to find an idle line.

- **Descending Sequential Trunk Hunt (DSEQ)**

Hunt working commences at the last line assigned to the trunk group, and then hunts line through all lines in descending order to find an idle line.

- **Clockwise Circular Trunk Hunt (CWC)**

Hunt working commences at the most recently released line within the group, then hunts through all lines in a clockwise direction (as viewed from the customer equipment) to find an idle line.

- **Counter Clockwise Circular Trunk Hunt (CCWC)**

Hunt working commences at the most recently released line within the group, then hunt through all lines in a counter-clockwise direction (as viewed from the customer equipment) to find an idle line.

- **Most Idle Trunk Hunt (MIDL)**

Each call is assigned to the line within the group that, at the time, has been idle for the longest duration.

If all lines are busy then the caller will receive a busy tone for all hunt group types.

Emergency Diversion

Emergency Diversion allows you to rapidly redirect incoming traffic to another pre-defined site in the event that your site or voice network becomes unavailable.

Optus MultiLine's Emergency Diversion feature can form an integral part of your business's disaster recovery plans, covering situations such as PABX failure, total site outage, or failure in the circuits connecting the customer site and Optus exchange.

Emergency diversion must be pre-provisioned in the Optus network, to define the single number to which calls will be diverted, to define the number of simultaneous diverted calls required and to establish a password for activation of the diversion.

In the event of an emergency you may then contact the Optus service desk at any time (24 x 7) and request that the emergency diversion be 'invoked'. Optus will implement the diversion within a 2hr SLA, and all calls to the affected number ranges are then redirected to the nominated number.

Monthly charges apply for the emergency diversion facility, and customers will also be charged for the diverted leg of any incoming calls received while the emergency diversion is invoked.

Dual Exchange Homing

If you require very high service reliability then Dual Exchange Homing can provide exchange and access diversity for your Optus MultiLine services.

Dual Exchange Homing provides this improved service resilience by having the same number range associated with two or more circuits from your site connected to two Optus separate exchanges, resulting in:

- Fault tolerance on incoming and outgoing calls - if the voice circuits connected to one exchange become unavailable then calls will automatically be sent via other the exchange.
- The ability to evenly split traffic across the different voice circuits, with automatic overflow between circuits.

Restrictions applying to Dual Homing include:

- Dual Exchange Homing is only available in Sydney, Melbourne and Brisbane.
- A minimum of 40 voice channels must be ordered.
- An equal quantity of Optus MultiLines channels must be provided from each of the Optus exchanges, to ensure even traffic sharing.

Additional monthly charges apply for Dual Exchange Homing.

National 64k Data Calls

Optus MultiLine services can be configured to provide a limited National 64kbps data call facility, to support requirements such as videoconferencing and inter-PABX signalling

This data call capability is referred to in ISDN standards documentation as a bearer capability request, with the following characteristics:

Characteristic	Capability
Information transfer capability	Unrestricted digital information
Transfer mode	Circuit mode
Information transfer rate	64kbps (nx64 'MultiRate' values not supported)

Optus MultiLine circuits that are enabled for 64kbps data are able to originate and terminate both voice and data calls.

Customers may aggregate a number of Optus MultiLine 64kbps data channels within their own customer premise equipment in order to support requirements for higher bandwidth.

Calling Number Display - Outgoing

The outgoing Calling Number Display (CND) sent by Optus MultiLines for display at called parties may be selected as the main switchboard number for all calls, or as the individual originating extension number, or sending of the CND may be suppressed.

Individual callers may also override their choice on a call by call basis by dialling an override code in front of the dialled number as follows:

Override Code	CND status
11831	Restrict - disable sending of CND for that call
1832	Present - enable sending of CND for that call

Additional Services

Optus offers the following extensive range of additional services that provide integrated solutions for your business voice communications.

Optus Calling Card

The Optus Calling Card is an easy-to-use, inexpensive and cashless way for your employees to keep in touch with the office whether they are travelling within Australia or overseas. The card allows them to make local, national and international calls from most phones in Australia as well as calls to Australia from many countries around the world.

Optus Business Conferencing

Optus Business Conferencing provides a full range of telephone and web conferencing services for meetings and events, for 3 to 600 participants. Optus Business Conferencing makes your business communications more flexible and allows you to work more productively.

Optus Enhanced Fax Services

Optus Enhanced Fax Services can be used to send high volumes of faxes (e.g. price lists, purchase orders, invoices, newsletters, press releases) to multiple destinations.

Billing & Reporting

A range of billing and reporting services are available to enable easier analysis of your telecommunications spend, including:

- Single Bill – combining fixed line, mobile and data charges onto a single bill
- e-Bill - a web-based billing information service
- Optus Insight - a powerful PC-based reporting tool that provides analysis of call traffic, inventory and billing data.

Further Information

Optus MultiLine is part of a range of integrated communications services provided by Optus. For further information, contact your Optus Account Executive, phone 1800 555 937 or visit

www.optusbusiness.com.au