

## Optus MultiLine at a glance

Feature	Options/Details
Local Number Portability	Allows you to move or 'port' your indial telephone numbers to Optus, with no need to change your contact numbers if you are changing carrier
Optus Operator Services	Dial 1222, 1225 or 1221
Directory Services Listing	Main number listing
Battery Backup	2-4 hours
Malicious Call Tracking	Available on request
PABX and Modem Interworking	ETSI TS038 or TS014
Hunt Groups	ASEQ, DSEQ, CWC, CCWC or MIDL
Dual Exchange Homing	Redundancy option to connect to two separate Optus exchanges
National 64k Data Calls	64k ISDN data calls may be made to destinations on Optus and Telstra networks (within Australia)
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

Please contact your Optus Executive for charges and conditions attached to the Optus MultiLine service and to activate the above features.

- TO FIND OUT MORE GO TO [WWW.OPTUS.COM.AU/SMB](http://WWW.OPTUS.COM.AU/SMB)
- OR SIMPLY CALL 1300 OPTUSBIZ (1300 678872)

'yes'  
OPTUS

Business FIXED VOICE



Look's great from up here.

# Optus MultiLine

Advanced voice telephony services for business

What a perfect solution.



# Optus MultiLine

Multiple phone lines can be a powerful tool when they're used effectively, and efficiently. That's why Optus has developed the market-leading MultiLine service. Ideally suited to medium sized businesses with digital PABX systems, it provides the perfect combination of advanced features to handle your inbound and outbound calls – at highly competitive rates.

Just some of the ways Optus MultiLine can help your business include:

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

## What is Optus MultiLine?

Optus MultiLine is a digital trunk telephone service providing maximum functionality for larger offices with digital PABX systems. It 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.

Optus MultiLine is available in most CBD, metropolitan and major regional locations. Analogue services are also available through Optus' VoDSL product.

How can Optus MultiLine help your business?

### DIRECTORY AND EMERGENCY SERVICES LISTINGS

We'll arrange a basic White Pages directory listing for each of your Optus MultiLine services, unless you have specified for your service to be a Silent Line. A single 'main number' will be listed for each Optus MultiLine service.

All service numbers and address details are also forwarded to the Integrated Public Number Database used by Emergency Services, in accordance with ACA regulations.<sup>1</sup>

### HUNT GROUPS

'Hunt groups' help you to specify how your inbound calls are to be distributed to the different phone lines within your business.

### BATTERY BACKUP

If you have network termination equipment at your premises, battery backup ensures 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 2-4 hours of backup.

### MALICIOUS CALL TRACING

A Malicious Call Trace feature allows you to activate an alarm signal to the exchange during an unwelcome call. 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<sup>2</sup>

Optus MultiLine will interwork with PABXs complying to the TS038 (ETSI) and TS014 (Australian) ISDN DSS1 signalling protocols. Optus MultiLine can also be used for modem calls.

### 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 has the following characteristics:

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

1. This database is used by Emergency Services to identify the originating location of any 000 calls made from any telephone line. 2. Specific configuration parameters for interworking with PABXs may be specified in the application form for your 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).

