

PRODUCT SUMMARY

Cloud PBX



Information About the Service

Cloud PBX is a hosted PBX and calling solution for businesses. It is designed to help businesses manage their call flows and collaborate effectively.

The product has the following chargeable elements:

Element	Description	Price (excl. GST)
Base charge	Provides the Cloud PBX service, and connectivity for up to 3 users.	\$85/month
User charge	Provides connectivity for an additional user.	\$20/month
Add-ons	Additional chargeable services may be offered from time to time e.g., handset rental.	Varies

The base charge of \$85/month is applicable for all customers and provides the Cloud PBX capability along with three voice channels and three DDIs – sufficient for three Cloud PBX users. Additional users can be added for \$20/month each, which enables additional users to be connected to the service with a voice channel and DDI provided for each additional user.

New DDI numbers can be assigned to users as part of the provisioning process, or existing DDI numbers can be brought into the service (either transferred across if they are currently provided by MyRepublic or ported in if they are provided by another telecommunications services provider).

Calls to standard NZ and Australian landline and mobile numbers are included for Cloud PBX users. Fair use policy applies. Cloud PBX should not be used for high volume contact centres, auto-dialling, continuous calling forwarding or any other activity that we consider to be non-standard.

The following features are available with Cloud PBX. Not all features may be deployed with every Cloud PBX instance; deployed features will be determined by customer preference. All features are available for customers without additional charges.

Feature	Description
DDI	DDI (“Direct Dial In”) numbers are phone numbers assigned to each user/extension.
Caller Display	Shows the originating number of incoming calls if this is available.
Call Waiting	Allows you to answer a call while already on another call. When a second call comes in you'll hear a call waiting tone. You can choose to pick up the new call and place your current call on hold or reject the waiting call.
Call Forwarding (immediate/no answer/busy)	Redirects incoming calls to another extension, phone number or to voicemail all the time (immediate), if not answered (no answer), or if the line is already in use (busy).
Call Transfer	Transfers an existing call to a different extension.
Video Calling	Allows video calling to another user in the same Cloud PBX instance.
Conference Room	Provides an audio conferencing meeting point that users and non-users can dial in to.
Speed Dial	Ability to dial a number using a shorter pre-assigned short code.
Voicemail	Standard voicemail capability.
Voicemail to Email	Ability to save and/or send voicemails as audio files.
Auto Attendant	Allows you to provide callers with a pre-recorded greeting, and give them

	options on where their call should be directed (e.g., “Press 1 for sales, press 2 for service” etc.)
Hunt Groups	<p>Allow a range of Hunt options including:</p> <p>Sequence - Sends a call to the first phone number in the list. If this line is busy or the phone goes unanswered, the call goes to the second phone number, and so on through the extension list.</p> <p>Cycle - The first call rings one phone first and the next call rings the second phone in the group first and so on throughout each of the lines. This continues until the call reaches the end of the hunt group extensions, then starts over at the first line until someone answers the call.</p> <p>Ring All – Incoming calls ring all phones and can be answered on any.</p>
Call Park & Pick Up	Ability to put an incoming call on hold and retrieve it from the same or from another line.
Music On Hold	Ability to play music to customer who are waiting to be answered or who are on hold.
Call Recording	Ability to record calls.
Softphone	Ability to make and receive calls using a desktop or mobile app.
Status Console (for administrators)	Provides visibility of the status of all current calls on the customer’s Cloud PBX.
Administration Portal	Allows customers to make changes to their Cloud PBX configuration, so simple tasks can be done via self-service without needing to contact MyRepublic.

Equipment

No equipment is provided with the core Cloud PBX service. Handsets may be rented from MyRepublic, or other compatible SIP devices can be used.

Internet Connectivity

The Cloud PBX service requires internet connectivity. This connectivity could be from any available NZ provider, however MyRepublic internet is recommended as the ability to diagnose and remedy customer issues may be hampered if a third-party service is used.

No more than 10 users per site are recommended if using a VDSL connection, and no more than 20 users per site are recommended if using a standard fibre connection.

Limitations & qualifications

This service is available to business customers & may not be available in all areas or premises.

There may be technical or commercial reasons that affect our ability to connect a service at your address.

Cloud PBX Terms & Conditions apply.