CHERVIS VOICE PLANS

All prices are in AUD, exclusive of GST unless otherwise stated.

Inbound calls and Outbound calls mean Incoming and outgoing calls respectively. Voice services is for use only within Australia and in some cases New Zealand allowed. *International calls allowed with special approvals.*

Standard Rate Plans

1. Voice Rate Plans

Local or geographic numbers in Australia are those beginning with 02, 03, 07, or 08, each corresponding to different states, 13, 1300, 1800 are commonly used as inbound number/national numbers for receiving calls anywhere in Australia while mobile numbers start with 04. The country code +61, as well as 61, is automatically matched to all these numbers in your call records.

You can purchase a number and a plan from us and divert all inbound calls from that number to your mobile or landline number.

or alternatively, you can opt for a phone system that comes with an app. The app can be installed on your phone or laptop, allowing you to make and receive calls with your team and customers using the number you bought from us, no matter where you are in the world, all within the app.

To learn more on how the Phone system works, review the features and functions attached.

2. Private cloud phone system (2 months free)

(Allows you to make and receive calls anywhere anytime).

The phone system is simply a software designed to facilitate communication, for instance, you need a Router/Modem (**Similar with the phone System**) and NBN plans (**Similar with Voice Rate Plan**) to browse the internet (**Similar with Making and receiving a call**).

Local numbers plans & pricing (02, 03, 07, 08)

PLANS	Minimum Monthly Charge
Local PAYG	**$ 10.95** 0 Outbound or Inbound minutes, 1 DID and 1 Channel included
Local 300	**$ 24.95** 300 Outbound or Inbound minutes, 1 DID and 1 Channel included
Local 500	**$ 45.95** 500 Outbound or Inbound minutes, 1 DID and 1 Channel included
Local 700	**$ 55.95** 700 Outbound or Inbound minutes, 1 DID and 1 Channel included
Local 1000	**$ 77.95** 1000 Outbound or Inbound minutes, 1 DID and 1 Channel included
Local 1500	**$ 119.95** 1500 Outbound or Inbound minutes, 1 DID and 1 Channel included
Local 2000	**$ 160.95** 2000 Outbound or Inbound minutes, 1 DID and 1 Channel included
For Questions, discounts, and custom plans, please contact us.	

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1300 and 1800 Plan Pricing

1300/1800 PLANS	Minimum Monthly Charge
1300/1800 Casual	**$ 24.95** 100 National Inbound minutes, 1 DID and 1 Channel included
1300/1800 Standard	**$ 42.95** 300 National Inbound minutes, 1 DID and 1 Channel included
1300/1800 Basic	**$ 60.95** 500 National Inbound minutes, 1 DID and 1 Channel included
1300/1800 Advanced	**$ 74.95** 700 National Inbound minutes, 1 DID and 1 Channel included
1300/1800 Pro	**$ 99.95** 1000 National Inbound minutes, 1 DID and 1 Channel included
1300/1800 Premium	**$ 132.95** 1500 National Inbound minutes, 1 DID and 1 Channel included
1300/1800 Enterprise	**$ 172.95** 2000 National Inbound minutes, 1 DID and 1 Channel included
For Questions, discounts, and custom plans, please contact us.	

Outbound Call Rates

Call from anywhere and showcase your landline number to your customers. In essence, you will have the ability to maintain the appearance of a traditional landline phone connection, even when you're not physically at your landline phone location.

Description	Prefix	Billing Increment	Rate (Per Minute)	Decimal Places	Minimum Call Cost
Australian Mobile Numbers	04	Untimed	$0.13	2	$0.01
Australian Geographic Numbers	All	Untimed	$0.10	2	$0.01
Australian Mobile Numbers (PAYG & Casual plans only)	04	Untimed	$0.18	2	$0.01
Australian Geographic Numbers (PAYG & Casual plans only)	All	Untimed	$0.14	2	$0.01
13/ 1300 Numbers	13, 1300	Untimed	$0.00	2	$0.30
1800 Numbers	1800	Free call	Free call	2	$0.00
New Zealand Geographic	+64 (3-9)	1 Second	$0.18	2	$0.01
New Zealand Mobile	+64 (2)	1 Second	$0.20	2	$0.01
SMS message (per 160 characters)	+61 only	$0.15 per message			

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Inbound Call Rates

Description	Billing Increment	Rate (Per Minute)	Decimal Places	Minimum Call Cost
13/ 1300/1800 – Geographic Originating	1 Second	$0.10	2	$0.01
13/ 1300/1800 – Mobile Originating	1 Second	$0.13	2	$0.01
13/ 1300/1800 – Geographic Originating **(PAYG & Casual)**	1 Second	$0.14	2	$0.01
13/ 1300/1800 – Mobile Originating **(PAYG & Casual)**	1 Second	$0.18	2	$0.01
New Zealand Call Collection	Untimed	Free call	2	$0.00
New Zealand 0800 – Mobile Originating	1 Second	$0.60	2	$0.20
New Zealand 0800 – NZ Geographic Originating	1 Second	$0.30	2	$0.03

Features, Porting fees and Other Charges (GST Inc)

Description	Setup	Monthly
1 Local Number (02, 03, 07, 08)	–	$5.25
10 Local Numbers (02, 03, 07, 08)	–	$7.00
100 Local Numbers (02, 03, 07, 08)	–	$25.00
1300 Number	$85.00	$15.00
13xxxx Number (Government Numbers)	–	$895.00
1800 Number	$85.00	$15.00
Email to Fax	–	$15.00
Fax to Email	–	$10.00
MS Teams Calling enabled plans	$200.00	$15.00
Mobile Number	–	$15.00
Additional Inbound/Outbound Channels/Lines	–	$7.00
Call summary Reports	-	-
Business Intro	-	-
IVR Menu	-	-
State Based Routing	-	-
Time Based Routing	-	-
Voice2Email	-	-
Simple Routing to Mobile/Landline	–	-
Number Port Fee (1300)	$70.00	–
Number Port Fee (13xxxx)	$70.00	–
Number Port Fee (1800)	$70.00	–
Number Port Fee (Cat A)	$25.00	–
Number Port Fee (Cat C)	$280.00	–

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3CX Cloud Phone System – Discounted Pricing.

Phone System Plans Billed Annually	Price in AUD – GST Free Product	Description
Professional 4 *(Suitable for up to 10 extensions)*	A$390/Year *(2 Months Free Trial)*	Suitable for businesses making/receiving up to 4 calls at any given time. i.e., 4 channels max - Peak time.
Professional 8 *(Suitable for up to 25 extensions)*	A$690/Year *(2 Months Free Trial)*	Suitable for businesses making/receiving up to 8 calls at any given time. i.e., 8 channels max - Peak time.
Professional 16 *(Suitable for up to 50 extensions)*	A$1410/Year *(2 Months Free Trial)*	Suitable for businesses making/receiving up to 16 calls at any given time. i.e., 16 channels max - Peak time.
Professional 24 *(Suitable for up to 70 extensions)*	A$1925/Year *(2 Months Free Trial)*	Suitable for businesses making/receiving up to 24 calls at any given time. i.e., 24 channels max - Peak time.

- Suitability is based on global usage statistics; your business may have different usage needs.
- Initial one-off setup fee will be $350 for 1-10 extensions, then $35 for each additional extension setup.
- For advice, email us your business structure and the nature of your call usage to info@chervisgroup.com

We offer free maintenance support such as system updates and any critical issues, like inability to make or receive calls. Other support like deleting an extension, updating extension's out of office hours (holidays, leave etc) will be charged at $45/extension remotely and $99/extension on-site (within Sydney Metro only) based on SLA Agreement.
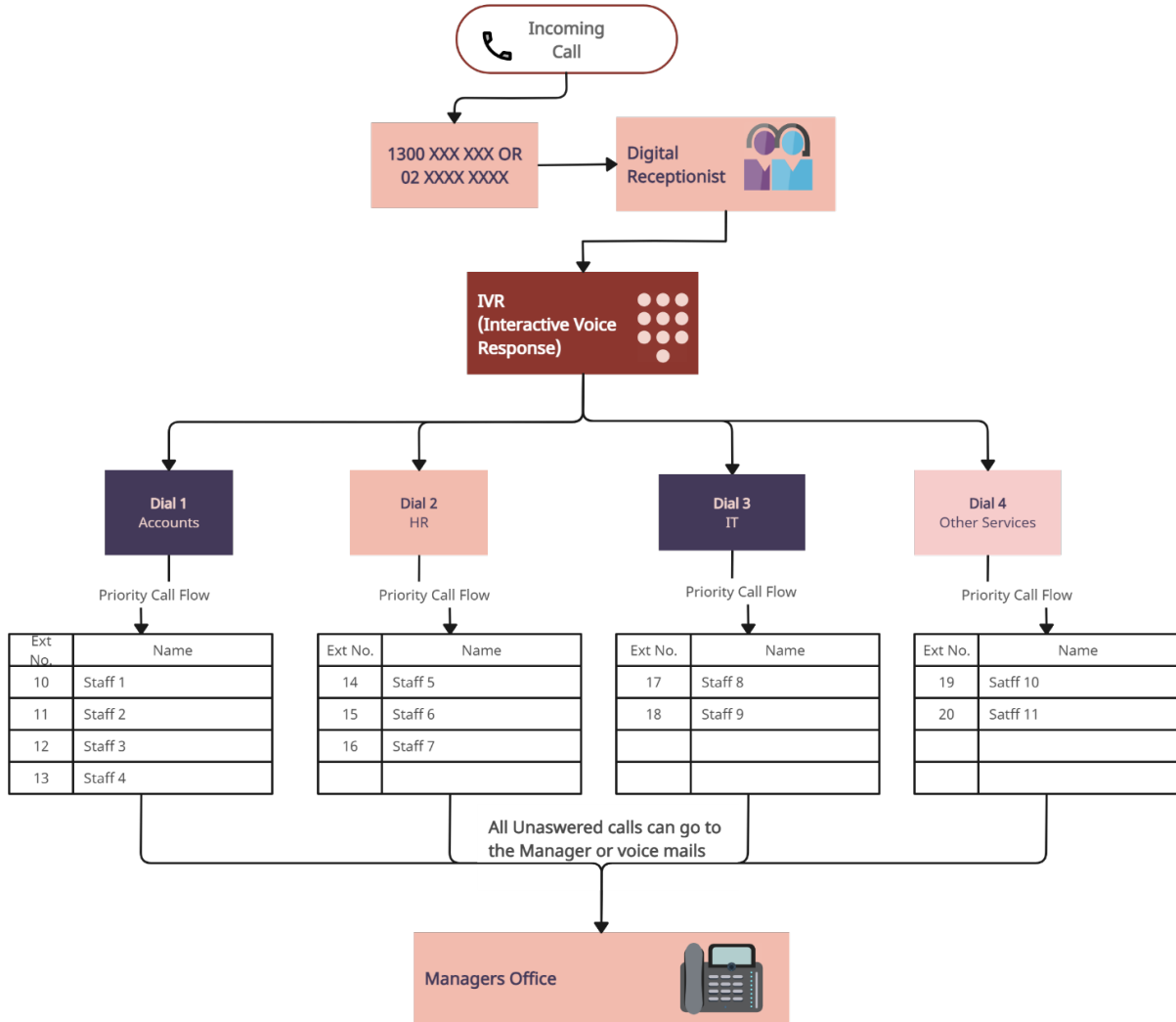
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3CX Phone System Features and Functions

Example Call Flow Chart

```
                    ┌──────────────────┐
                    │  📞  Incoming    │
                    │       Call       │
                    └──────────────────┘
                              │
                              ▼
         ┌──────────────────┐      ┌──────────────────┐
         │  1300 XXX XXX OR │ ───► │   Digital        │
         │   02 XXXX XXXX   │      │   Receptionist   │
         └──────────────────┘      └──────────────────┘
                                            │
                                            ▼
                              ┌──────────────────────┐
                              │  IVR                 │
                              │  (Interactive Voice  │
                              │  Response)           │
                              └──────────────────────┘
```

Dial 1 Accounts	**Dial 2** HR	**Dial 3** IT	**Dial 4** Other Services
Priority Call Flow	Priority Call Flow	Priority Call Flow	Priority Call Flow

Ext No.	Name
10	Staff 1
11	Staff 2
12	Staff 3
13	Staff 4

Ext No.	Name
14	Staff 5
15	Staff 6
16	Staff 7

Ext No.	Name
17	Staff 8
18	Staff 9

Ext No.	Name
19	Satff 10
20	Satff 11

All Unanswered calls can go to
the Manager or voice mails

Managers Office 📞

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Telecom Services

You can have the phone system routed in whichever way you need.

List of Compatible Desk Phones

1. Yealink T5 Series

- Desk phones are not included in any of your plans, they should be purchased separately.
- You need a phone system and internet access (with ethernet port) for the Desk Phones to work.
- One desk phone serves as an extension/user.

T53/T53W   T57W   VP59   T58A with Camera   T54W

Phone System Important Features – 3CX

Extensions	Voicemail	CRM Integration
Import/Export Extensions	Voicemail Transcription	Sync with Office 365 (Azure)
SIP Trunks Support	Custom FQDN	Call Queuing
Call Routing by DDI & CID	Custom SMTP Server	Supervisor Agent Override
Extensive Codec Support	Auto Attendant	SLA Alerting
Voicemail to Email	Ring Extension	Switchboard
Calling Line Identification Presentation	Integrated Fax Server	Wallboard
Call Transfers	Supported SIP Phones	Callback
Calling Line Identification Restriction	Manage IP Phones Network Wide	Call & Queue Reporting
Call Forward on Busy (CFB)	Automatic Phone Provisioning	Call Recording Transcription & Search
Call Forward on No Answer	3CX Apps	Listen In
Hold (CW) incl. Custom Music on Hold	Directory	See Group Recordings
Intercom	Sync with Office 365	Call Flow Designer
Call Parking	Call Query against DB & CRM	Hot Desking
Busy Lamp Field (BLF)	Hotel PBX Features	Scheduled Restore
Real Time System Status	Web Conferencing	Call Recording Restrictions
Backup & Restore	Call Logging	Skill Based Routing
VMware Compatibility	Click2Talk	Customise IP Phone Logo
Cloud Hosting	Click2Meet	Inbuilt Failover
3CX SBC Connectivity	Website Live Chat & Talk	

The Phone System and Important Features – 3CX

Switch to 3CX and enjoy huge savings. With one unified system, your team can work efficiently from anywhere at no extra cost. No need to purchase any add Ons for web conferencing, mobile apps, live chat, business text messaging, Facebook messaging and WhatsApp integration – all is included in your plan. Your team will only need the one system to connect with colleagues and respond to customers through their preferred channel of communication. Check out the yearly comparison for a 50-user system and see how much you too could save with 3CX.

	3CX	RINGCENTRAL®*	MICROSOFT TEAMS®*	8×8®*	AVAYA®*
Total Cost**	$7,795	$29,991	$33,000	$48,000	$59,694
Annual License Cost (Based on 50 users)	$595	$20,994	$21,000	$15,000	$20,994
Calling***	$7,200	Nationwide calling included	$12,000	Nationwide calling included	Nationwide calling included
Video Conferencing	Included	Included	Included	Included	Included
iOS / Android Apps	Included	Included	Included	Included	Included
Contact Center / Live Chat (Based on 25 users)****	Included	$8,997	N/A	$33,000	$38,700
Annual Savings with 3CX!		$22,196	$25,205	$40,205	$51,899

What our customers have to say

Alliance Healthcare's Communications saves €90,000 per year

"3CX, in addition to reducing costs, has allowed us to connect all our offices as if it were a single reality and gives us the full autonomy of management and configuration. 3CX is simply the best!"

Graziano Nugnes, I.T. Leader, Alliance Healthcare

Australian Property Developers reduce phone bills by 50%

"3CX has given us a highly efficient unified communications solution. We were able to install Fanvil and Yealink handsets at all our sites and register them to a central server, and reduced our telco bills by 50% with the C2 SIP trunks."

Sujith Kumar, I.T. and Infrastructure Manager, Pellicano

3CX - Your Communications System

3CX is a robust, fully equipped communications system, which allows you to communicate with your colleagues and customers - anywhere, anytime.

Here is a breakdown of why 3CX is the solution for your business:

- **Telephony**: Web client and mobile apps for remote working
- **Video**: Included in your system, no add-ons needed
- **Live Chat**: Talk with your customers in real time via your website or WhatsApp!
- **SMS**: Allow your customers to interact with you instantly.
- **Integrations**: CRMs and Microsoft 365
- **Low Cost**: Save on your phone bills, add Ons and hardware.
- **Flexible**: Keep your numbers, choose your phones and your provider
- **Secure**: 3CX includes advanced security features
- **Install anywhere**: Hosted or on-premises, MiniPC, Hyper-V, VMware or KVM!
- Backed by the vendor, supported by us.
- 600,000+ customers globally.

You can try a fully equipped 3CX System today!

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Our team will gladly give you a quick demo and answer any questions!

3CX Apps & Features

3CX enables you to take your extension with you wherever you go. With apps for Android, iOS, web browsers and Windows, you are guaranteed to be kept in the loop, always and everywhere. What's more, customers can

instantly reach you directly from your website with the 3CX Live Chat and WhatsApp integration.

3CX Apps for Android & iOS Device

- Make and take calls from anywhere.
- Video Conferencing
- Instant Messaging and Chat
- Answer WhatsApp messages
- Conference Calls
- Free VoIP calls with your smartphone
- Encrypted and Secure

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User-friendly Web Client / Desktop Apps

- Work from anywhere - multifunctional web app with inclusive UC features
- Call from your browser, control your IP phone or smartphone.
- Answer customer queries from live chat, WhatsApp, and SMS from one interface
- Video conferencing at the click of a button
- Native Desktop App for calls
- Launch calls directly from your CRM.
- Integrate seamlessly with Microsoft 365
- View the status of your colleagues.

3CX Live Chat: Next Level Customer Communications

- Chat with your customers on your website
- Create Chat queues.
- Answer from your web client or 3CX App
- Transfer chats to other team members
- Elevate a chat to a call or a video with a click.
- Chat reporting available.
- Chat monitoring feature for Managers!

WhatsApp Integration

- Manage WhatsApp messages directly from one platform.
- Messages are logged in, to ensure no response violates company policies.
- Staff do not need to give out their personal WhatsApp numbers.
- Chat conversations are logged centrally.
- WhatsApp messages can be sent to a queue of agents to share the load.

Send & receive Business SMS / MMS.

- Send SMS / MMS to your customers.
- Route SMS to multiple agents so no message goes unanswered.
- Keep personal mobile numbers private.

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Integrated Video Conferencing

- Free for up to 250 participants
- Initiate with a single click.
- Video conference dial-in
- Create as a conference or an online seminar.
- Remote control assistance for quick & easy troubleshooting
- Pre-upload PDFs before meetings
- Includes a whiteboard.
- Share your screen.
- Polling tool
- Record your videos.
- Includes chat.

The 3CX Call & Contact Centre

With 3CX you get advanced call center features. Increase your customer service, sales, boost productivity and offer support with 3CX's contact center technology.

- Switchboard and wallboard
- Call center Reporting – user activity, team queue, SLA and more!
- Queue Strategies and real-time statistics – round robin, hunt by threes and more
- Call & Chat Monitoring available for Managers.
- Integration with Microsoft 365
- CRM integration with popular CRMs – Salesforce, Freshdesk and more
- 3CX CRM API to develop your own CRM integration.
- Call Recordings
- Hot Desking
- Create your own call flows with 3CX CFD.

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Security & Backup

When it comes to VoIP security, 3CX sets the standard. 3CX's inbuilt security features have been exclusively developed to protect your PBX system from attacks.

- Increased secure web server configuration.
- Automatic detection & blacklisting of SIP attack tools
- Global IP Blocklist automatically updated for participating PBXs.
- Traffic to 3CX apps is encrypted via the 3CX Tunnel.
- Voice traffic is encrypted via SRTP.
- Automatic generation and management of SSL certs
- Qualys labs A+ rating and Immunilabs a Rating
- Automatic failover for instant backup
- Encryption between browser and the website ensured via HTTPS.
- Limit access to 3CX management console based on IP.

Call Flow Designer

By utilising 3CX's Call Flow Designer you can handle incoming calls effectively, efficiently, and much faster. Here are just a few examples of how 3CX can improve your customer service:

- Call routing based on customer authentication.
- Automatic outbound dialer
- Callback scheduler
- Credit Card Authentication
- Phone Orders
- Surveys
- Automated Text to Speech & Speech to Text in 120 languages

CRM Integration

3CX CRM integration can improve customer satisfaction, increase staff productivity, and save you time. It supports all major CRMs including Salesforce, Microsoft Dynamics, HubSpot and more!

This is how it can help you:

- Call journaling
- Creates a new customer record for new numbers.
- Saves agents time searching.

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- Chat journaling when using 3CX Live Chat
- Call logging in your CRM records - even when using 3CX Apps!

Hotel PBX

3CX's hotel module enables you to provide high-end service, minus the cost. The Hotel Module is optimized for internal and guest communication with features such as:

- Check-in/out of Guests
- Sets extension to match guest name.
- Billing of external calls
- Scheduling of wake-up calls

- Blocking of external calls in vacant rooms.