

## This is a quick guide to help you get the most out of your new Cloud Business eXchange.

Cloud Business eXchange extensions are free, allowing you to have an extension per staff member. Our CBX will allow you to create as many extensions as you need.

Our CBX is based on Premitel's industry strength call management infrastructure. It meets all the requirements of a PBX.

### Your free CBX includes:

- Inbound calls to your number will ring at the 'operator' extension, from where it may be transferred to any other extension, or even to an external telephone number.
- As many extensions as you require.
- Your extensions can call one another.
- Your extensions can make outbound calls to any telephone number.
- The number of simultaneous calls for the operator extension is limited to 5 concurrent calls. Other extensions are limited to 3 concurrent calls.
- Your free CBX has the following standard features:
  - Call forwarding.
  - Default call barring (choose between 7 standard options).
  - Voicemail to email.
  - Abbreviated dialling.
  - Call splitting.
  - Line busy lamp.
  - Do not disturb.
  - Call transfers (attended).
  - Music on hold (standard).
  - Call waiting.
  - Daily spending plans to combat fraudulent use.
  - Fraud traffic profiles.
  - Real time access to detailed call records and usage summaries.

These features can be selected and set up through an easy process. If you do not want to use the self-help facility, you may request our help at our standard fee for configuration changes.

## Calls

Calls are categorised as:

- Inbound (incoming) calls
  - Calls that are made to your telephone number (or numbers if you have multiple DIDs).
  - These calls can be set up to ring on your 'reception' extension (or switchboard).
  - Premitel does not charge for incoming calls (apart from tollfree numbers). Note that once transferred, the incoming call becomes an on-net call.
- Outbound (outgoing) calls
  - Calls that are made by your staff when using a phone assigned to an extension.
  - Outbound calls may be on-net or external:
    - On-net calls are those to any number on the Premitel network, including your own extensions.
    - External calls are those to any other routable number, local or international.

## Call rates

We offer our customers significantly reduced call rates for both on-net and external calls. The most popular destination networks and their rates, excl. VAT, are:

Telkom Local	Vodacom	MTN	Cell C	Telkom Mobile	Premitel/ On-net	UK landline	USA landline
R0.28	R0.55	R0.55	R0.75	R0.75	R0.10	R0.17	R0.13

A complete list of rates is available on request.

Our customers use our Client Zone to keep track of their spend in real time and to change call-handling settings.

## Premium features

Our base CBX is FREE. This includes one inbound number (DID), plus all the basic CBX call-handling features for all your extensions.

In addition, you can enrich your standard CBX with premium features. These features and their fees are described below. You may configure them in our Client Zone.

Premium features:

- DIDs - R25.00 per DID/month excl. VAT.
- Additional Operator Extension 5 concurrent calls - R30.00/month excl VAT.
  - Additional Operator Extension 10 concurrent calls - R40.00/month excl VAT.
  - Additional Operator Extension 20 concurrent calls - R50.00/month excl VAT.
- Auto Attendants (AVR) 6 concurrent calls - R60.00 per AVR/month excl. VAT.
  - High Capacity AVR 10 concurrent calls - R65.00 per AVR/month excl. VAT.
  - High Capacity AVR 15 concurrent calls - R70.00 per AVR/month excl. VAT.
  - High Capacity AVR 20 concurrent calls - R75.00 per AVR/month excl. VAT.
  - High Capacity AVR 30 concurrent calls - R83.00 per AVR/month excl. VAT.
  - High Capacity AVR 40 concurrent calls - R90.00 per AVR/month excl. VAT.
  - High Capacity AVR 50 concurrent calls - R100.00 per AVR/month excl. VAT.
  - High Capacity AVR 70 concurrent calls - R110.00 per AVR/month excl. VAT.
  - High Capacity AVR 100 concurrent calls - R120.00 per AVR/month excl. VAT.
  - The AVR does not include a routable DID. However you may rout your included DID to the AVR.
- Direct Hunt Groups (DHG) 6 concurrent calls - R60.00 per DHG/month excl. VAT.
  - High Capacity DHG 10 concurrent calls - R65.00 per AVR/month excl. VAT.
  - High Capacity DHG 15 concurrent calls - R70.00 per AVR/month excl. VAT.
  - High Capacity DHG 20 concurrent calls - R75.00 per AVR/month excl. VAT.
  - High Capacity DHG 30 concurrent calls - R83.00 per AVR/month excl. VAT.
  - High Capacity DHG 40 concurrent calls - R90.00 per AVR/month excl. VAT.
  - High Capacity DHG 50 concurrent calls - R100.00 per AVR/month excl. VAT.
  - High Capacity DHG 70 concurrent calls - R110.00 per AVR/month excl. VAT.
  - High Capacity DHG 100 concurrent calls - R120.00 per AVR/month excl. VAT.
  - The DHG includes a routable DID.
- Hunt Groups - R35.00 per Hunt Group/month excl. VAT.
- Pickup Groups - R35.00 per Pickup Group/month excl. VAT.
- Call Recording - R10.00 per month excl. VAT. plus 8 cents per hour excl. VAT. of your accumulated recorded data.
- Telecoms Management Service (TMS) - R40.00 per month excl. VAT.
- PIN Codes - R90.00 per month excl. VAT.
  - You may create as many PIN Codes as you need.
- LTE APN Connection for Voice - 512MB - R88.00 per month excl. VAT. and 19c/MB for overflow usage.
- Number porting - R275.00 /number once off, and R25.00 /month per number excl. VAT.

## Usage examples of premium features

Auto Attendant (AVR) as an example. As the name suggests, it automatically answers and redirects inbound calls to different destinations or hunt groups. It allows the caller to select an option from a voice menu via DTMF input by pressing keys on his keypad. This effectively reduces the number of calls that must be processed manually by the switchboard operator. In many cases AVR eliminates or reduces the need for a dedicated switchboard operator.

Another premium option is to apply additional DID numbers to one, or to all your extensions. This allows direct inbound call routing to these extensions, enabling clients to reach staff members directly without the need for time-consuming transfers. It gives the receptionist more time for other tasks and it increases productivity.

Premitel's TMS tool allows detailed budgeting control and automated accounting of your organisation's telephone expenses for each department. Advanced call barring and PIN codes also contribute to budget management by controlling outbound destinations and call authorisation.

Additional premium features include call queues, announcements, music on hold while queuing and hunt groups.

Although the premium features carry fees (once-off or recurring), they add value through saving time, reduced call billing, increased capacity, and by providing a better service to your clients.

It will be worth your while to investigate the benefits of the premium features to determine the best solution for your business.