

NexVoice Features

For All NexVoice Services

Introduction

This document describes the functionality and features available for NexVoice services. It is a supplement to the NexVoice Service Platform document and NexVoice Service Schedules.

NexVoice Features

NexVoice delivers to Channel Partners and end users a sophisticated range of features across the following feature categories:

Call-User Features

This feature set provides customers with a suite of intelligent call user features that are implemented in the NexVoice network, independent of the type of terminating device used.

NexVoice services are currently available with the following features:

NEXVOICE CALL USER FEATURE	NexVoice service		
	Call Out	Office	Enterprise
Standard feature	Monthly charge (GST Excl.)		
Calling Number Identification	N/A	\$0.00 (s)	\$1.50 (o)
Call Forwarding (Always, Never, Conditional)	N/A	\$0.00 (s)	\$1.50 (o)
Call Find	N/A	\$0.00 (s)	\$1.50 (o)
Call Screening	N/A	\$0.00 (s)	\$1.50 (o)
Call Blocking (Block Specified Numbers)	N/A	\$0.00 (s)	\$1.50 (o)
Call Blocking (Block Anonymous Calls)	N/A	\$0.00 (s)	\$1.50 (o)
Optional Feature			
V-mail ¹ (voicemail with email notification)	N/A	\$3.75 (o)	N/A

Legend:

s: standard
o: optional

¹: Access and manage a single voicemail account via an IVR menu or web-interface.

Call-User Feature Description

1. Calling Number Identification

The Calling Number Identification feature allows the user to display or block their calling identity to/from the called party.

- By enabling this feature, the called party allows the display of his NVSN (Caller-ID) at the called party end.

- By disabling this feature, the identity of the Calling party is not revealed to the called party.

2. Call Forwarding (Always, Never, Conditional)

The Call Forward (All, Never, Conditional) feature allows the subscriber to forward incoming calls to a pre-registered primary destination based on the following forwarding conditions:

All (unconditional) incoming calls are always forwarded to a primary pre-registered destination

Never forward incoming calls. i.e. deactivate Call Forwarding

Conditional forwarding options:

Busy is when the service is already engaged

No-answer is when the called party does not answer the call within a configurable time (60 seconds maximum).

Unavailable is when the subscriber is unavailable or does not want to be disturbed

3. Call Find

The Call Find feature allows the user to forward incoming calls to alternative destinations based on the following conditions:

All (unconditional) incoming calls are always forwarded to the nominated destination phone number(s).

Never forward incoming calls (deactivate call forwarding)

Conditional forwarding options:

Busy is when the user is already on a call.

No-answer is when the called party does not answer the call within a configurable time (60 seconds maximum).

Unavailable is when your NVA device has been turned off or disconnected from the network.

4. Call Screening

The Call Screening function lets you select telephone numbers you wish to receive calls from and the ability to automatically forward all other calls to another number. When someone rings you and their number is on your Call Screening list, your NexVoice service will ring, and any calls that do not appear on the screening list will be diverted to the number you have specified in your Call Forward destination.

5. Call Blocking (Block Specified Numbers)

This feature enables the subscriber to terminate or block a specified or registered incoming call under circumstances where the subscriber does not want to answer any call originated from the registered phone.

6. Call Blocking (Block Anonymous Calls)

This feature enables the subscriber to terminate or block all anonymous callers.

User Management

NexVoice Office provides you with an innovative and convenient way to manage your call profile settings, via:

1. A web-portal interface

Users can manage call features associated with their service using a web browser by navigating to the following URL:

- Browse to <http://nexvoice.nextep.com.au>

The user will be presented with a menu screen on the NexVoice welcome page. The user can access the NexVoice Customer Control system by clicking the "Login" option at the top right hand corner of the page and entering the portal with a secure user-id and password.

Your NexVoice Service

Your Number

Calling Number Identification On Off

Call Blocking

Setting Enabled

Blocked Numbers

Enter a list of up to 30 numbers (comma-separated) you want to block.

Block Anonymous Calls On Off

Call Forwarding Settings

Call Screening Enable call screening

Enter a list of up to 30 numbers (comma-separated) you want to accept, all other numbers will be forwarded.

Forwarding Options

Do not forward calls

Always forward calls

Forward calls when

Busy

No Answer

Unavailable

Primary Destination

Alternative Destinations

↓ ↑

↓ ↑

↑

Number of seconds to wait before forwarding (1-60 seconds)

2. An Interactive Voice Response (IVR) menu

Access the IVR menu by dialling the shortcut code *9900 from the handset connected to your NexVoice service or by dialling a remote access number from a non-NexVoice service (see below). The IVR system will respond with a welcome message and voice prompts that guide you through the available options.

Direct IVR Access



You will hear the following Welcome Message: **“Welcome to the NexVoice Main Menu”**

Availability of this feature is dependent on whether or not the service termination device used supports this feature.

Navigating the IVR menu

The IVR menu is navigated by responding to the voice menu options by pressing the appropriate handset number key to manage a particular call feature.

The # key is used to navigate back through the menu structure. The # key will terminate the IVR session if the IVR is already at the top level of the menu structure. Going On Hook will also terminate the IVR session.

If you access the IVR menu using a shortcut to a particular feature, the # key will terminate the IVR session immediately.

Remotely access the IVR menu

The IVR menu can be remotely accessed by dialling any of the following remote IVR numbers and entering a password.

Remote IVR numbers:

Melbourne (03) 8512 1400

Sydney (02) 8916 2900

Brisbane (07) 3105 1400

When you dial a remote IVR number, you will be prompted to enter your 10-digit telephone (including the area code) and associated password. This password can be changed online via the NexVoice web site under the “Voicemail/DTMF PIN” settings of the “My Service” menu. Alternatively, the password can be changed via the IVR menu by selecting option 0 in the main menu.

3. Customisation

Should the Channel Partner wish to brand the user management web portal interface, Nextep offer professional services to re-skin the web-interface to the Channel Partner’s requirements.

Customisation of the IVR messages can also be performed upon request. Charges are set out in the table below.

NexVoice Customer Control Integration	Once-off	Monthly Charge
Re-skin of the Customer Control Web Interface (optional)	\$1500.00	\$0.00
NexVoice customer control API (optional)	\$3500.00	\$0.00
Customisation of the IVR menu (optional)	\$750.00	\$0.00