



TIPT and Liberate feature packs – a solution to fit your needs

Be more productive and responsive with the right mix of IP Telephony and collaboration features.

Summary

TIPT with Liberate is a flexible, subscription-based calling and collaboration service ideal for large offices, branch offices, remote sites and call centres. It offers a wide range of feature packs, so you'll find it simple to choose the functions that best fit your business, with each pack providing a range of features for individuals or groups. What's more, we've created optional packs to meet any extra needs you may have. Select your solution from simple telephony features to fully featured collaboration. You can take advantage of these packs on a per-user, per-month basis over the period of your contract.

Whichever pack you choose, you can benefit from versatile features that help to improve the way you work. These include Click-to-Call functions, as well as Presence. Simultaneous Ring and Remote Working allow staff to respond faster from more places, while high-definition voice calling, video and conferencing (including Business-to-Business) can enhance collaboration. You'll also have powerful reporting tools to maximise business efficiency.

TIPT with Liberate is an all-in one unified communications (UC) solution that offers carrier-grade IP voice, video, instant messaging, and more with a consistent experience across devices and locations. The unique inclusion of Liberate allows users to unify the desk phone and mobile in a single network-integrated solution, which helps maintain your business identity while helping migrate your organisation to a mobile-first strategy.

Customisable to fit your unique business needs, with Webex for TIPT this solution also makes experiences more seamless even as your people switch between the office and their homes, as well as from their work computers, desk phones and mobiles.

And since our feature packs are all cloud-based, they can help you reduce the cost, complexity and time you spend on communication services. You won't have to invest in costly on-site telephony hardware and upgrades, or the resources to manage them. You can also minimise call costs with on-net calling.

Product benefits

- Staff need never miss a call, can respond faster and can collaborate more easily.
- Help mobile staff stay connected through rich communication options.
- Minimise the cost of maintaining phone infrastructure and dual networks.
- Minimise on-net call costs across your enterprise
- Web-based administration, plus usage and service reports
- Affordable and predictable pay by the month billing.
- A scalable solution that quickly adapts to changing business needs.
- Improve productivity and efficiencies through effective communication and collaboration tools across devices
- Support a remote workforce as they choose to work from home or from wherever they prefer
- Have the flexibility and scalability of a cloud service, all without maintaining and upgrading software and hardware
- Support business processes even with your teams working remotely
- Help ensure business continuity in the face of unexpected events and challenges
- Provide consistent customer service and business communications regardless of your teams' locations and devices

Product features

TIPT regular packs

Each of these packs delivers a range of features that can be used with IP phones, older handsets and desktop pickup technology. The services have been bundled to suit varying usage and budget needs. Choose the package that works best for you:

- **Basic IP Telephony Pack** – an entry-level package that provides simple telephony features to suit most common telephony requirements. It is ideal for warehouse or lobby areas
- **Standard IP Telephony Pack** – this pack provides a good balance of basic services, and includes additional features such as voicemail (including voicemail to email), web-based configuration. This is ideal for most enterprise situations including front office, back office and branches.

The Standard pack enables mobile and soft client integration, coming ready with: Telstra Liberate and Telstra Webex for TIPT softphone.

- **Executive IP Telephony Pack** – a comprehensive package of standard telephony services and advanced features, such as call-routing profiles, Simultaneous Ring and Remote Office functionality. It's an ideal pack for executives, their support staff and mobile workers.

The Executive pack enables mobile and soft client integration, coming ready with: Telstra Liberate and Telstra Webex for TIPT softphone.

Liberate integrates desk phones and mobiles, delivering a native network experience right from a mobile phone. There's no need to download and call from an app — and users never have to worry about data channel challenges experienced with VoIP applications.

Your people no longer have to rely exclusively on their desk phones to make official business calls, answer customer queries and concerns, or get in touch with colleagues and partners. Liberate enables users to enjoy what their desk phones allow them to do, right on their mobile and from just about anywhere they have coverage.

As a result, your business processes are supported, and your business and brand identities are maintained—even when your people are using their mobiles.

Using only the native dialler (not using VoIP or the data channel of the mobile), your mobile device can now:

- Maintain your corporate identity and present fixed line CLI for outbound calls from the mobile
- Show telephony presence back into reception and chat clients — even from the mobile
- Be part of TIPT hunt groups and call centre queues
- Access corporate music / message on hold
- Support business processes no matter what device
- Change your persona. Manage which outbound CLI you present from fixed or mobile
- Transfer calls. Transfer is not possible on a native mobile but will be enabled on Liberate
- Schedule when to send your fixed line caller ID and when to send mobile caller ID
- Shift calls from mobile to desk phone/soft clients with a simple touch

Use of the native dialler, not the VoIP or the data channel of the mobile, is integrated into our core networks, ensuring you have the optimal voice quality for your calls as you experience today.

The Liberate feature set comes included with TIPT Standard and Executive packs. Connection requires an eligible Telstra mobile service.

Webex for TIPT

Simplify your calling experience even further by adding Webex for TIPT, a simple and intuitive app for your users. Work with the tools you love.

Webex Integrates into your desktop applications such as Outlook, Microsoft Teams and Slack to deliver the experience you're after.

Whether you're at a desk, on the go, or together in a meeting room Webex helps speed up projects, build better relationships, and solve business challenges. It has all the team collaboration tools you need to help keep work moving forward and connects with the other tools you use to simplify life.

* Softphone is included within the TIPT Standard and Executive feature packs

**Webex for TIPT feature packs may be added to the TIPT Standard and Executive Packs

Key Features:

- **TIPT cloud calling:** A secure and feature rich calling experience across deskphone, desktop and mobile platforms delivered with all the flexibility of the cloud.
 - Click to call from Webex, Outlook, Microsoft Teams, Slack, and more.
 - **Reliable collaboration.** Choose to grow your calling solution by improving two of the most common elements of workplace collaboration - messaging and meetings.
 - **Messaging: Message,** file share and one-click calling in always-on spaces with people insides and outside your organisation
 - **Meeting:** High-def meeting, integrating scheduling, rich AI-powered transcriptions, translations, noise cancelling and people insights
- **Get work done with one app.** Go on video meetings, call, message, share and collaborate, all from one simple and secure Webex app.
 - **Connect from any compatible device.** Webex works on PCs and Macs, as well as iOS and Android smartphones and tablets.
 - **Always on content.** With persistent spaces, know where your content is. Quickly and easily find people, spaces, messages and files.
 - **Personal and public.** Select what and when to share, meet, or call within and outside of your organisation.
 - **Latest updates.** Stay up to date with the latest application at your fingertips – no need to worry if you have the latest.
 - **Single sign on.** Sign into a single application and be up and running fast.
 - **Secure.** Help keep your information safe and secure with Webex for TIPT.

- **Remote Office Pack** – perfect for teleworkers and mobile staff, the Remote Office Pack enables you to access your TIPT service from any end point, online or offline, while on the road or working from home.
- Please note: Remote Office is included in Executive Packs.
- **Voice Portal Pack** - voice mail features that give users access to the voice portal from any phone. After authentication, you can query, activate and deactivate your call-forward service, or retrieve and store voice messages.
- **Hoteling and Hot Desking Pack** – this service pack supports mobile workers with hot desking functions. ‘Hoteling’ users share office space and phones on an as-needed basis in much the same way as a hotel room. This allows TIPT users to link their service and call profile with another IP phone. While maintaining the profile of their own desk phone, users can log in to a host account via the voice or web portal, giving them the flexibility of working anywhere in the enterprise that’s connected to a compatible virtual private network.
- **MiReception Console** – this is an integrated, web-based, IP Telephony receptionist console for front-of- house receptionists or those screening inbound calls. It enables you to consolidate receptionist functionality to enhance business processes and deliver personalised services.
- **Web Attendant Console** – a web-based Attendant Console enables staff such as personal assistants to monitor a configurable set of users within their business group. The Attendant Console graphically displays user status like busy, idle or do not disturb, as well as detailed call information.
- **Call Centre Standard** – Call Centre Standard is a hosted call centre system that allows you to handle incoming voice calls for single or multiple sites and across multiple numbers. This suits smaller call centres or ones with less complex requirements. Features include: inbound voice calling, intelligent call routing and queuing with a maximum of 50 calls in a single queue and custom announcements, reporting, Web-based agent and supervisor interfaces.
- **Call Centre Premium** – all of the standard features plus enhanced functions to suit larger call centres and to provide more personalised service. Features include: incoming queue length of up to 525 calls with multiple inbound numbers per queue and the ability to set different priorities, announcements and wait times per number, disposition codes to collect call data, customised whispered announcements, silent monitoring, web based agent and supervisor interfaces, IP handsets with soft keys on the handset screen.
- **TIPT Complete: TIPT Call Plans** – capped offnet calling plans for your users. TIPT Complete call plans are capped offnet calling plans for your users (includes all calls to Local and National numbers, as well as calls to Mobiles).

Appendix 1: TIPT Features list with descriptions

TIPT Feature	Description	Basic Pack	Standard Pack	Executive Pack	Hot Desk/ Hoteling	Liberate Mobile*
Alternate Numbers	Allows a user to have alternate phone numbers and extensions.		X	X		X
Anonymous Call rejection	Allows a user to ignore incoming calls from anonymous callers (those with Calling Line ID Delivery blocked).		X	X		
Authentication	Allows a user to authenticate an IP phone to make calls.	X	X	X		
Automatic Callback	Allows a user to be notified when a busy line within their group becomes available.		X	X		
Barge-in Exempt	Allows a user to block barge-in attempts from other users with Directed Call Pickup with Barge-in.			X		
Basic Call Logs	Allows a user to see the most recently received, missed, or placed calls.	X	X	X	X	X
BroadWorks Anywhere	Extends your services so you can make and receive calls from any specified fixed phone, mobile phone or soft client just as if it were your primary device.		X	X		
BroadWorks Assistant - Enterprise	BroadWorks Assistant - Enterprise is a toolbar for Microsoft Outlook and Internet Explorer that enables users to perform basic call control, and configure commonly used services.		X	X		
Broadworks Mobility	BroadWorks Mobility extends the BroadWorks Centrex features transparently to a mobile phone.					X
Busy Lamp Field	Allows a user to monitor the phone status of a list of users via an attendant console phone.	X	X	X		
Call Forwarding Always	Allows a user to forward all calls to a specified phone number.	X	X	X		X
Call Forwarding Busy	Allows a user to forward calls to another phone number when the user's phone is busy.	X	X	X		X
Call Forwarding No Answer	Allows a user to forward calls to another phone number when the user's phone goes unanswered.	X	X	X		X
Call Forwarding Not Reachable	Allows a user to forward calls to another phone number when the user's phone is unreachable.	X	X	X		X
Call Forwarding Selective	Allows a user to forward calls from selected callers to another phone number.		X	X		X
Calling Line ID Delivery Blocking	Allows a user to restrict the public from seeing the user's phone number when making a call.	X	X	X		X
Calling Name Delivery	Allows the calling name to be displayed for external and internal calls.	X	X	X		X
Calling Name Retrieval	Allows the display of a PSTN-originated caller's name.	X	X	X		X
Calling Number Delivery	Allows the calling number to be displayed for external and internal calls.	X	X	X		X
Call Notify	Allows e-mail notifications of calls made to the user's phone number		X	X		
Call Return	Allows a user to return a call to the last party who called.	X	X	X		X
Call Transfer	Allows a user to transfer call to another phone	X	X	X	X	X
Call Waiting	Allows a user to receive an additional call while already in a call.	X	X	X		X
Collaborate - Sharing	Allows a user to use the sharing functionality of the BroadTouch Business Communicator.		X	X		

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Connected Line Identification Presentation	Provides the calling party with the ability to be presented with the identity of the connected party, which may or may not be the dialed party.	X	X	X		X
Connected Line Identification Restriction	Allows a user to restrict their connected identity when receiving a call.	X	X	X		X
Customer Originated Trace	Allows a user to originate a trace on the last call received.	X	X	X		X
Custom Ringback User	Allows a user to configure the ringback played to his callers, based on their phone number, and the time of day.		X	X		X
Custom Ringback User Call Waiting	Allows a user to configure different ringback media played for Call Waiting calls.		X	X		X
Customer Ringback User Video	Adds video support for Custom Ringback User.		X	X		
Directed Call Pickup	Allows user to pick up a call to another group member using a feature access code followed by the extension.	X	X	X		
Directed Call Pickup with Barge-in	Allows user to pick up or barge-in on a call to another group member using a feature access code followed by the extension.		X	X		
Diversion Inhibitor	Allows a user to inhibit the terminating party's redirection services.	X	X	X		X
Do Not Disturb	Allows a user to restrict all incoming phone calls.		X	X		X
Enhanced Call Logs	Allows a user to see the most recently received, missed, or placed calls.		X	X		
Executive	Allows a user to define an assistant pool to answer calls for the user. The executive can also define the call filtering, screening and altering settings.			X		
Executive Assistant	Allows assistant to Opt-in to an executive's Assistant pool if enabled. It also provides the assistants the ability to provision the executive's call filtering, screening and alerting setting on behalf of the executive.			X		
External Calling Line ID Delivery	Allows caller ID display for calls external to a group or enterprise.	X	X	X	X	X
External Custom Ringback	Allows a user to use an external source for ringback played to his callers.					X
Flash Call Hold	Allows a user to use a flash service for Call Hold.	X	X	X	X	X
Flexible SeatingGuest	Allows a guest user to use a host phone and provision the host phone with the guest user's			X	X	
Group Night Forwarding	Allows redirecting calls placed to a user to a specified phone number or SIP-URI. The redirection can be configured manually by the administrator or automatically by a programmed business and holiday hours schedule.			X	X	
Hoteling Guest	Allows a user to associate their service profile with a host user and use the host user's device as their primary device.	X**	X**	X**	X	
Hoteling Host	Designate a user as a host which allows another user with the hoteling guest service to use the host's device with the guest's service profile.	X**	X**	X**	X	
In-Call Service Activation	Allows BroadWorks users hosted on a TDM system to activate mid-call services.		X	X		

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Integrated IM&P	Allows the activation of the Integrated IM&P service hosted on the Messaging server. This enables flow-through provisioning into the Messaging server.		X	X		X
Intercept User	Allows a group administrator to graciously take users out of service by providing callers with informative announcements and options.	X	X	X	X	
Internal Calling Line ID Delivery	Allows caller ID display for calls within a group or enterprise.	X	X	X	X	X
Last Number Redial	Allows a user to access and dial the last dialed number using a feature access code.	X	X	X	X	X
Liberate Unified*	Integrates a user's desk and mobile phones		X	X		
Multiple Call Arrangement	Allows a shared call appearance user to have multiple locations in use simultaneously.	X	X	X		
N-Way Call	Allows a user to use N-Way Call conferencing.		X	X		
Outlook Integration	Allows a user to integrate Microsoft Outlook contacts with the TIPT Administration Portal		X	X		
Personal Assistant	Provides a do not disturb capability for the user with additional information as to why the user is not available and when they will return. This allows the caller to make better decisions on calling back and/or leaving a voice message.					X
Pre alerting Announcement	Allows a user to configure an announcement to be played to callers before ringing the phone, based on their phone number and time of day.		X	X		X
Priority Alert	Allows a user to receive a distinctive ringing pattern or distinctive call waiting tone for selected callers.		X	X		
Privacy	Allows users to set their visibility within an Enterprise or Group.		X	X		X
Push to Talk	Allows a user to make and selectively receive Push to Talk calls.	X	X	X		
Remote Office	Allows a user to assign a phone number at a remote site to be the user's current phone number.			X		
Selective Call Acceptance	Allows a user to accept phone calls from selected callers.		X	X		
Selective Call Rejection	Allows a user to reject phone calls from selected callers.		X	X		
Sequential Ring	Allows a user to configure a list of phone numbers to ring sequentially when the incoming call matches the specified criteria.		X	X		
Shared Call Appearance	Allows a user to have up to two additional location assignments.					X
Shared Call Appearance 15	Allows a user to have up to 15 additional location assignments.	X	X	X		
Simultaneous Ring Personal	Allows a user to configure secondary phone numbers to ring simultaneously when the user's primary phone number rings.		X	X		
Speed Dial 100	Allows a user to program up to 100 speed- calling codes.		X	X		
Speed Dial 8	Allows a user to program up to eight speed- calling codes.		X	X		
Third Party Voicemail Support	Allows a user to use voice mail hosted on a third-party voice mail system.					X
Three-Way Call	Allows a user to program up to eight speed- calling codes.	X	X	X		

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TIPT Feature	Description	Basic Pack	Standard Pack	Executive Pack	Hot Desk/ Hoteling	Liberate Mobile*
TIPT Administration Portal	A web-based call client which allows user to make calls, hold calls, transfer calls, and make conference calls.		X	X		
Voice Messaging User	When a user receives a voice mail, an e-mail with the voice mail attachment is also sent to the user.		X	X		
Voice Portal Calling	Allows a user to make a call from the Voice Portal.	X**	X	X		
Webex softphone	Software application that provides a dial-pad to enable user devices (PC, Android, or iOS) to make and receive video and voice calls		X	X		

* Must be taken with a compatible Telstra Mobile service

** May be selected, will incur additional charges

Webex Features	Softphone*	Basic Pack**	Standard Pack**	Premium Pack**
Calling	Included	Included	Included	Included
Dial Pad (Australian Voice Network – any call)	Included	Included	Included	Included
Messaging		Included	Included	Included
Space Meetings		Up to 25 participants	Up to 100 participants	Up to 300 participants
PMR Meetings		None	Up to 100 participants	Up to 1000 participants

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About Telstra


Telstra provides network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Telstra solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP® network and Next G® network.

To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems.

And they're backed by Telstra Enterprise-grade Customer Service® and one of Australia's largest and most qualified field and technical workforce.

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