

Managed Voice Product Sheet

Features

Rosh Tech Managed Voice solutions provide cloud-based phone systems along with handsets, headsets and softphones.

Each voice solution can be configured to meet most business requirements and a full range of PABX features such as

- Voice calling
- Auto attendant
- Call queues
- Ring groups
- Voicemail
- Conferencing
- Music on hold
- Time switches
- End user management portal
- Call recording (optional)
- eFax (optional)
- SMS (optional)

Includes

- Unlimited calls to local, national, mobile, 13/1300 numbers
- Unlimited helpdesk support
- Subject to a fair use policy – see below

Excludes

The following scenarios are not included in Rosh Tech's Managed Voice agreements

- Support for other Managed services (eg: Managed IT, Managed Server)
- Once off and/or recurring costs shown in the table below
- International calls
- 1300/1800 inbound calls
- 1900 and premium calls
- Cannot be used as part of an outbound call centre
- Rebuilds of the phone system

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- Installation of new / additional hardware or equipment outside scope of original agreement
- Rectification of damage caused accidentally or deliberately
- Labour charges relating to additional voice user/device setups
 - o See our fixed fee charges for more information on the above exclusion costs
 - o <https://roshtech.com.au/fixed-fee-services/>
- Phone charges relating to voice line items ordered after the initial setup period
 - o See our voice line item charges in the below table

Should services like the above or other out of scope work be required, they will be charged at fixed fee rates or on the basis of hourly rates as set out here (<https://roshtech.com.au/fixed-fee-services/>) or treated as fixed-price projects.

Once off	
13/1300/1800 Number - Setup	\$ 80.00
PORTING - CAT A Port	\$ 25.00
PORTING - CAT A Reject	\$ 18.00
PORTING - CAT C Port	\$ 220.00
PORTING - CAT C Port 101+	\$ 220.00
PORTING - CAT C Port 6-100	\$ 220.00
PORTING - CAT C Reject (Per Number)	\$ 18.00
PORTING - CAT I 13/1300/1800 Port	\$ 60.00
PORTING - CAT I 13/1300/1800 Reject	\$ 18.00
PORTING - CAT M Port	\$ 25.00
PORTING - CAT M Reject	\$ 18.00
Recurring per month	
1300 Number	\$ 15.00
1800 Number	\$ 25.00
DID BLOCK 10	\$ 20.00
DID BLOCK 100	\$ 100.00
DID SINGLE 1	\$ 4.00
DID SINGLE 10	\$ 20.00
DID SINGLE 100	\$ 110.00
DID SINGLE 50	\$ 50.00
Recordings (inc 1GB)	\$ 10.00
SMS	\$ 0.10
Virtual Mobile Number	\$ 15.00

Pricing is subject to change at any time.

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Important Notes

All equipment supplied under a Managed Voice agreement remains the property of Roshtech Pty Ltd and is provided to the customer on a rental basis. At the end of the agreement term, you may:

- a) Request to extend your agreement term;
- b) Upgrade your equipment to newer hardware, subject to a new agreement; or
- c) Return the equipment to Roshtech.

Fair Use Policy

Excessive usage: Customers may not use the service for excessive calling, faxing or messaging activity that exceeds normal usage patterns, or for auto-dialling, continuous call forwarding or other activities that may negatively impact the network.

Fraudulent activity: Customers may not use the service for fraudulent or illegal purposes, including but not limited to: telemarketing, spamming, spoofing, or conducting scams.

Unauthorised access or usage: Customers may not use the service for unauthorised access to networks or computers, or to interfere with the proper functioning of the network.

Prohibited content: Customers may not use the service to transmit or receive content that is unlawful, harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, libellous, invasive of another's privacy, or racially, ethnically or otherwise objectionable.

Misuse of numbers: Customers may not use the service to misrepresent or manipulate their Caller ID or to engage in number squatting or hoarding.