Lightwire Business

Voice Plans

July 2024

Contents

Our Revamped Voice Plans

On 1 July 2024, we launched an entirely new structure for our voice services, designed with your needs in mind. This new model simplifies your experience, offers greater transparency and flexibility, and ensures that you receive maximum value.

Key Enhancements:

- ✓ **Simplified Terms:** Our pricing terms are now easier to understand, making it simpler for you to choose the plan that best suits your needs.

- ✓ **Seamless Plan Changes:** Easily switch between plans as your needs change, with improved margins providing more value.

- ✓ **No Long Contracts:** We've eliminated long-term contracts, adjusting price points for greater competitiveness.

- ✓ **Enhanced Bundles:** Our bundled plans now include increased mobile minutes, and we've added a new mobile minute pack option for added flexibility.

- ✓ **Renamed Plans:** To better comply with regulations, our unlimited plans are now called "Boundless."

- ✓ **Granular Channel Counts:** We've introduced more granular channel counts across all voice services. Combined with our Voice Channel Utilisation tool, you'll receive proactive notifications when you're approaching your channel limits, helping you find the perfect size for every customer.

- ✓ **3CX Services:** We've separated hosting from SIP Trunk services, making it easier to change plans and providing more SIP options.

- ✓ **PAYG Plans:** More Pay-As-You-Go (PAYG) plans have been introduced, giving you additional flexibility.

- ✓ **Porting Simplified:** Porting has now been separated out to better reflect the complexities involved, ensuring a smoother process for you.

- ✓ **Volume Breaks on DDIs:** We're now offering volume breaks on DDI (Direct Dial-In) numbers, providing more cost-effective solutions for your growing needs.

We are committed to enhancing your experience and providing you with the tools and services you and your customers need to thrive in a digital world.

Understanding Our Voice Plan Structure

The Per Channel Model

Understanding Our Voice Services Channel Allocation
Our voice services are designed to offer the perfect balance of efficiency and cost-effectiveness based on the number of channels you need. Each channel can handle one incoming or outgoing call, ensuring that every user is able to make calls without paying a premium for unnecessary capacity.

Optimise Your Channel Count
To determine the right number of channels for your needs:
- **Simple Calculation:** Divide the total number of users by 4.
- **Safety Margin:** For a more conservative estimate, divide the total number of users by 3.

Adaptive Channel Management
Even if your initial estimate is off, our Channel Utilisation reporting and alerting system within illume, our user-friendly portal, ensures you can easily monitor usage patterns. This allows you to adjust your plan as needed, optimise your channel allocation, and control costs effectively.

Flexible Plan Options Tailored to Your Needs
We understand that different businesses have different needs, so we offer a variety of plans to ensure you get the best value for your voice services.

PAYG Plans
- ✔ **Perfect for Small Businesses:** Ideal for businesses that predominantly have inbound calling.
- ✔ **Low-Cost Option:** Provides a cost-effective solution without the need for large upfront commitments.

Boundless Plans
- ✔ **Budgetary Certainty:** Enjoy the peace of mind that comes with unlimited fixed national and mobile calls to New Zealand and Australian numbers.
- ✔ **Unlimited Inbound:** Inbound calls to 1800 and 1300 numbers in Australia are also unlimited, offering further cost savings and predictability.

Bundle Plans
- ✔ **Generous Allocations:** Includes a generous allocation of phone numbers and minutes, catering to a wide range of business needs.
- ✔ **Scalable Growth:** Additional mobile minute packs can be added and stacked, allowing for cost-effective growth in call volumes as your business expands.

These tailored options ensure that small businesses and growing enterprises have access to flexible, cost-effective, and reliable voice services.

3CX Services

Overview

Our 3CX Hosting service offers robust, reliable, and scalable communication solutions tailored for businesses of all sizes. Hosted in AWS, our platform ensures top-tier performance and security, backed by our team of 3CX advanced certified engineers.

Opting for our 3CX Hosting service means partnering with a provider that knows the ins and outs of business communication. From small businesses to large enterprises, our solutions are designed to meet diverse needs with exceptional reliability and support.

Key Features

- ✓ **24x7 Support:** Our dedicated support team is available around the clock to assist with any issues, ensuring uninterrupted service.
- ✓ **Expertise:** With over 200 customers currently running on our platform, we bring extensive experience from small businesses to large enterprises.
- ✓ **Hosting in AWS:** Leveraging AWS's powerful infrastructure, we guarantee high availability, scalability, and security for your communication needs.
- ✓ **Certified Engineers:** Our services are built and maintained by 3CX advanced certified engineers, ensuring best-in-class performance and reliability.
- ✓ **Simultaneous Call Channels:** Each channel allows for one internal or external simultaneous call, providing flexibility and efficiency in managing communication.

Choosing the Right Plan

Determine Channel Requirements: To decide on the number of simultaneous call channels needed, estimate the number of simultaneous calls your business will handle and divide by four. This calculation will help you choose a plan that fits your needs without over-committing resources.

- **Monitoring Platform:** Our monitoring platform provides insights on channel utilisation, helping you adjust and optimise your plan as your business grows.

Flexible Solutions

- **3CX Hosting Plans:** Choose a hosting plan that best fits your business requirements, whether you need basic functionality or advanced features.
- **SIP Trunk Options:** Select from our range of flexible SIP trunk options to optimise your communication setup and costs. Please note you can choose from any of our SIP or 3CX SIP Plans.

3CX Specific Boundless SIP Plans

All our SIP Trunks have been rigorously tested and certified to ensure flawless operation with 3CX Hosted and on-premise installations. As a supported SIP Trunk service this guarantees the best experience with the 3CX Platform. The 3CX team continually updates and tests all templates from us with each release, ensuring smooth, reliable performance for your communication needs.

Boundless Plans
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- ✓ **Unlimited Inbound:** Inbound calls to 1800 and 1300 numbers in Australia are also unlimited, offering further cost savings and predictability.

3CX Specific SIP Bundle Plans

Bundle Plans
- ✓ **Generous Allocations:** Includes a generous allocation of phone numbers and minutes, catering to a wide range of business needs.
- ✓ **Scalable Growth:** Additional mobile minute packs can be added and stacked, allowing for cost-effective growth in call volumes as your business expands.

SIP Trunking

Voice Platform
Our new voice platform ensures better call quality by filtering and fixing issues before they reach our main voice network. It offers reliable service across Australia and New Zealand, with added resiliency within each country to keep you connected even if one area faces issues. The platform is easily scalable to grow with your business needs, and we constantly monitor the network to maintain clear and reliable calls. Security is a top priority, with built-in protections against unauthorised access and fraud. Additionally, we can customise your credit limits to control spending.

Seamless Integration with SIP-Capable PBXs
Enhance your communication infrastructure effortlessly. If you provide SIP-capable PBXs or have your own system, we offer cost-effective PSTN VOIP access. Our SIP Trunks, rigorously tested and certified by 3CX and Yeastar, guarantee a plug-and-play experience with no manual configuration needed.

Certified and Proven
As a 3CX and Yeastar certified SIP Trunk provider, we ensure our services are compatible with each new release, providing you with end-to-end support. Our SIP Trunks are also trusted by a wide range of customers using systems including Avaya, NEC, Huawei, Asterisk, IPECS, Grandstream, Audiocodes, Yealink, Samsung, and more. Using a different platform? We'll work with you to ensure everything works seamlessly.

Risk-Free Trial
Experience our SIP Trunks risk-free with a 14-day trial. Test our services and see for yourself how we can support your communication needs.

Data-Driven Insights
Stay informed with illume, our powerful portal that transforms voice data into actionable insights. Monitor call volumes and simultaneous calls to make informed decisions about your voice service. Receive channel utilisation alerts when 75% and 100% thresholds are reached, ensuring you're always in the know.

SIP Trunks – PAYG Plans

PAYG Plans
- ✔ **Perfect for Small Businesses:** Ideal for businesses that predominantly have inbound calling.
- ✔ **Low-Cost Option:** Provides a cost-effective solution without the need for large upfront commitments.

Teams Phone

Transform Your Communication with Teams Phone (previously known as Teams Calling with Direct Routing) and Unleash Microsoft Teams Potential.

Elevate the Microsoft Teams experience by adding calling capabilities with Teams Phone. With direct routing and single sign-on (SSO), your clients can make and receive calls from anywhere, seamlessly integrating their communication tools in one place.

Benefits of Teams Phone
- ✓ **Enhanced Mobility:** Enable clients to make and receive calls from anywhere using any Teams-enabled device.
- ✓ **Productivity Boost:** Provide a true collaboration hub that enhances productivity, accessible anytime and anywhere.
- ✓ **Flexibility & Ease:** Teams with calling enabled is flexible, easy to set up, scale, use, manage, and secure.

Value Proposition
Partner Control: We don't interfere with the Microsoft tenancy, allowing Partners and IT providers to maintain security, control the setup and add value.
VoIP Integration: We supply the Session Border Controllers (SBCs) that integrate our VoIP platform with Microsoft Teams.
Expert Support: Partners handle the design, implementation, training, and ongoing support, including SIP Trunk plans and Microsoft licensing.
Cost efficiency: Reduce the number of dedicated phone channels and save up to 75% on comparison per user plans, with a suggested contention ratio of 1 channel per 4 users.

Teams Phone System Features
- Auto attendants
- Call queues
- Caller ID
- Call routing rules & time-of-day diverts
- Voicemail to email
- Call park and retrieve
- Ring groups

Risk-Free Trial
Offer your clients a risk-free 14-day trial to experience Teams Phone. We assist with:
- ✓ Setting up a 5-channel bundle
- ✓ Providing a configuration guide
- ✓ Ensuring a smooth start

During the trial, maintain full control over the Microsoft environment, enabling a comprehensive proof of concept with all necessary features to ensure compliance and functionality for your client.

Teams Licensing and Setup Questions

Each user and resource needs a license. We've prepared a guide to assist IT and Managed Services Providers in selecting and supplying the necessary licenses. Check out the resource here.

Looking for more details on setup and check out our Teams Phone Playbook and Teams Phone -Is It Right For My Business? video

Teams SIP Trunks – PAYG Plans

PAYG Plans
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Voice Add-ons and Porting

Our add-on services are designed to enhance our plans, providing flexible and scalable solutions to meet your needs. From additional mobile minute packs to number porting and toll-free numbers, our comprehensive range of services ensures seamless integration and superior customer experience.

Additional Mobile Minute Packs

Lower your mobile calling costs with our additional mobile minute packs for our bundle plans. Seamlessly integrate extra talk time into your bundle plans, ensuring low-cost uninterrupted calls.

Direct Dial-In (DDI) Costs for NZ and AU

Establish a stronger presence with additional DDI numbers in New Zealand and Australia. With cost-effective, localised numbers, enhance customer accessibility and streamline call management.

Toll-Free and Cost-Share Numbers

Provide an exceptional customer experience with toll-free and cost-share numbers. Ensure your customers can reach you effortlessly without incurring charges or share costs with AU 1300 numbers for a balanced, affordable communication option.

Number Porting

Transition smoothly with our number porting services. Keep your existing phone numbers while migrating to our platform with minimal disruption and competitive rates.

Faxmail

Revolutionise your old fax line with Faxmail. Send and receive faxes via email, eliminating the need for traditional fax machines. Enjoy secure, efficient, and convenient fax management in a digital format.

Product Rules

Direct Dial-In Numbers (DDIs)

- ✓ **Flexibility**: DDIs can be added at any time to meet your changing needs.
- ✓ **Billing**: When a DDI is removed, billing will cease at the end of the billing period, following the notice period.
- ✓ **Costs**: There is no one-off setup or provisioning cost for adding a new DDI via the portal. However, a porting fee will apply if DDIs are being ported from another carrier.
- ✓ **Volume Discounts**: The first 24 DDIs are priced at the standard rate. Any additional DDIs are priced at a discounted volume rate.

Mobile Minute Packs

- ✓ **Addition During Billing Cycle:** Mobile minute packs can be added at any time during a billing cycle.
- ✓ **Effective Date:** These packs will only start and apply from the beginning of the next billing cycle.
- ✓ **Stacking:** Mobile minute packs can be stacked using any combination of plans available, offering flexibility and scalability.
- ✓ **Bundle Plans Only:** Mobile minute packs can only be added to bundle plans, ensuring you get the most value out of your bundled services.

Contact Us

Need assistance? We're here to help

If you have any questions or need personalised support, our sales team and voice engineers are ready to help. Whether it's about design, process, pricing, support, or sales, we're more than happy to jump on a call and discuss your requirements with complementary presales assistance.

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