



Voice Services

Brennan Voice Services offer companies a number of ways to reduce costs, through simple and affordable telephony.

Challenge

We understand mid-size Australian companies are continually searching for ways to streamline their businesses, reduce unnecessary overheads and consolidate suppliers so they can operate more efficiently. An easy and obvious choice is to find a reputable, business grade Telecommunications supplier that is capable of providing all the elements of Telecommunications and Data Networking products. From traditional Voice Services, through to complex voice networks, Brennan can assist with all your needs.

Solution

Brennan can support all of your voice requirements – local calls, long-distance calls, fixed-to-mobile calls, service and equipment, inbound total access services and voice over IP solutions. Clients select products. A Brennan pre-sales consultant will work with you to decide on the best solution for your business.

At Brennan, we recognise that telecommunications services are a critical business tool and as such have an industry leading Service Level Agreement associated with all our Voice products. And in the unlikely even of a fault, we will manage the faults process direct with the involved carrier and keep you updated at each step, meaning disruption to your staff will be minimal.

Our voice services fall within three broad product offerings:

| Service Type | Deployment Scenario |
|----------------------------|---|
| 1. Direct Voice Services | Provided to customers who are looking for a premium voice service and maximum savings. Direct Voice is available to sites where Brennan has rolled out services in the local Telstra Exchange. Brennan will install lines directly connected to the Brennan Network and into the customer premises, and then port the existing telephone numbers from the current carrier to the Brennan Network. |
| 2. Indirect Voice Services | Indirect Voice is provided to offices in areas where Brennan has not rolled out Direct Voice services. Brennan will re-bill the Telstra line rental charges and provide the same voice rates as Brennan Fixed Voice Services. |
| 3. Inbound Voice Services | Provided to organisations that want to improve customer service to their clients. By using a special number to receive incoming calls from existing or potential customers, they can pay all or part of the charges associated with these calls. This includes 13, 1300 or 1800 numbers. |

Benefits

As a Brennan Voice client, you will enjoy the following benefits:

- **Competitive Voice Rates** – Also, thanks to our relationships with the top tier Australian carriers, Brennan can provide exceptionally competitive rates. In fact, Brennan commits to being able to save businesses between 20-30% on voice rates*.
- **Advanced Network Capabilities** – Peace of mind knowing that your voice services are with a reliable and resilient network.
- **24 x 7 x 365 Support** – Our Australian-based Network Operations Centre is available to deal with any support requests at any time of day.
- **Fully Managed** – As with all Brennan Voice & Data services, we take responsibility and ownership of the service, leaving you to focus on your business.
- **Designated Account Manager** – An experienced Brennan Account Manager will be assigned to your account to assist you with advice on Voice products and overall IT and Telecommunications strategy and finding more cost effective service options for your business.
- **Service Level Agreement** – The Brennan range of business grade voice products are robust, dependable and we have designed a Service Level Agreement specifically for our Voice products that includes guarantees on Lead Times and Restoration Targets.
- **Supplier Consolidation** – Reduced demand on your administration resources due to having a single supplier for all IT & Telecommunications services. This reduces the number of accounts to be reconciled, the number of payments to be raised, and the number of SLA's to manage.
- **Flexible billing options** – Full itemisation and cost centre allocation.
- **No Change to Company Collateral** – Ability to keep your existing phone numbers without having to update all your collateral that contain advertised numbers.
- **Full 'Cutover' Management** – Brennan will assign a dedicated provisioning co-ordinator to oversee transition from your old service provider to Brennan, managed by Brennan's service delivery team at no extra charge.
- **Flexible Commercial Agreements** – Brennan understands that your telecommunications will grow and change with your business and has designed our commercial agreements to be flexible and make it easy for you to upgrade or change as needed.

* Terms and Conditions apply.

To discuss a complete range of solutions, phone 1300 500 000
or visit: www.brennanit.com.au