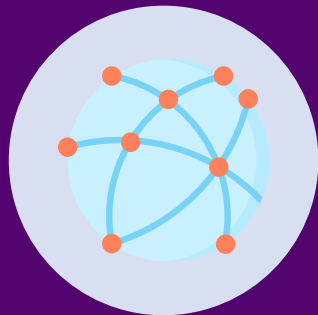




Product Guide

Wholesale VoIP



Not selling VoIP yet? You're missing out on incredible revenue opportunities.

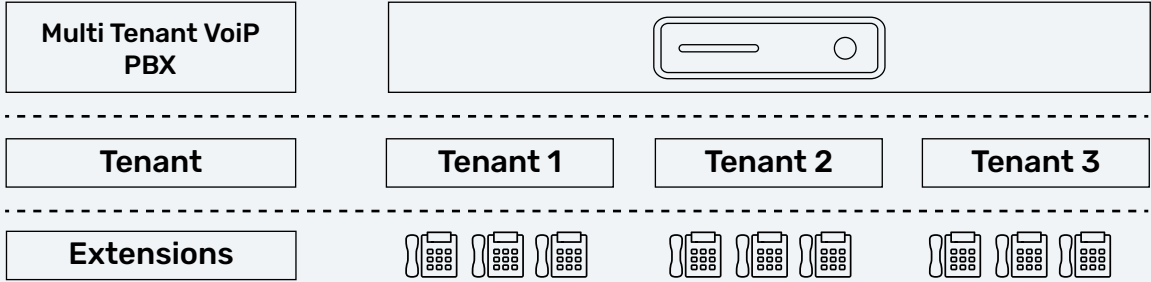
Keep up with your competitors in making profits through selling VoIP. As a Hosted Network Partner, you can offer a wide range of VoIP solutions that will suit your customers' varying needs.

Know the right VoIP solution to sell in this comprehensive VoIP product guide.

Hosted Network's VoIP offering comprises five products; Multi-Tenant PBX, VoIP Bundles, Hosted 3CX Bundles, SIP Trunks and Microsoft Teams Direct Routing. Powered by the same VoIPNow platform (excluding Teams Direct Routing and Hosted 3CX Bundles), each product is designed with our MSP Partners in mind.

Multi-Tenant PBX

Multi-Tenant Hosted PBX offers complete control over everything from configuration to margins. All your customers are under a single web interface for simple management. This product is designed for Partners who are experienced with PBX systems and are comfortable with the technical aspects of setting customers up. With multi-tenant PBX, you decide how you want to package and sell your VoIP offering.





VoIP Bundles

Our range of pre-packaged VoIP bundles are profitable, easy to understand, easy to sell and allow you to contend with the major players within the VoIP market.

What's more is if three bundles are purchased in the same transaction, you receive two complimentary advanced features (IVR and Hunt Group). Our VoIP Bundles have a range of device options including, softphone and Bring Your Own Device, desk phones, cordless phones, conference and video phones.



✓ Free PBX setup
(contracted services)

✓ Unlimited Local, National
and Australian Mobile Calls

✓ Includes 1 Free DID
(closest capital city)



To know more about our VoIP bundles - features, technical requirements, handset options, and considerations, you can watch our series of **VoIP Fundamentals** and **VoIP Deep Dive** on demand technical webinars.

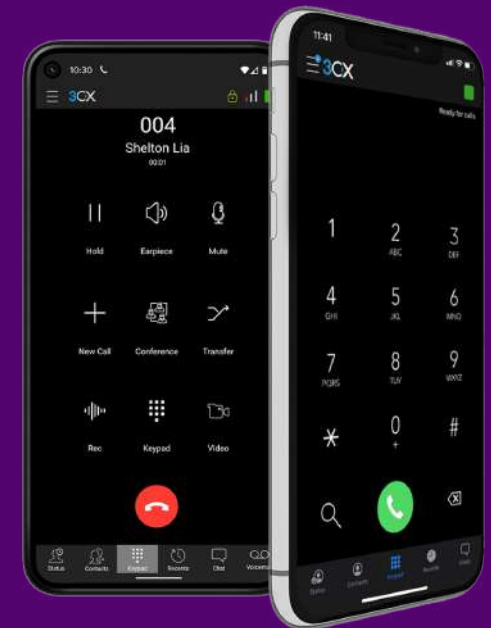
Hosted 3CX Bundles

Deliver greater value, increase your recurring revenue. Offer a complete VoIP solution that's easy to sell, deploy and support at a competitive cost.

- Premium Australian Hosting
- No upfront licensing cost
- Flexible deployment - managed or unmanaged options
- Unlimited local, national and Australian mobile calls
- Backed by certified 3CX engineers

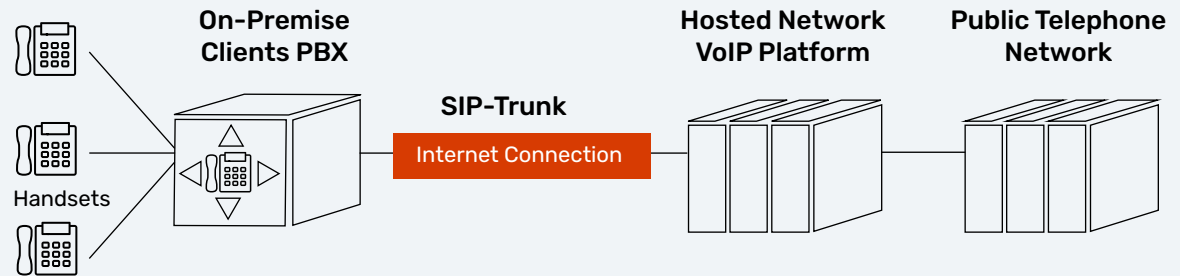


3CX[®]



SIP Trunks

SIP Trunking is how an on-premise VoIP PBX (Phone system) connects to the public telephone network. In order to make and receive phone calls from the public network, the PBX needs a SIP Trunk to route the calls.



Hosted Networks SIP Trunks allow your customer to keep their old SIP compatible PBX and handsets whilst lowering their call cost and concurrent (channel) call cost.

Here are just some of the major PBX brands that support SIP Trunking:



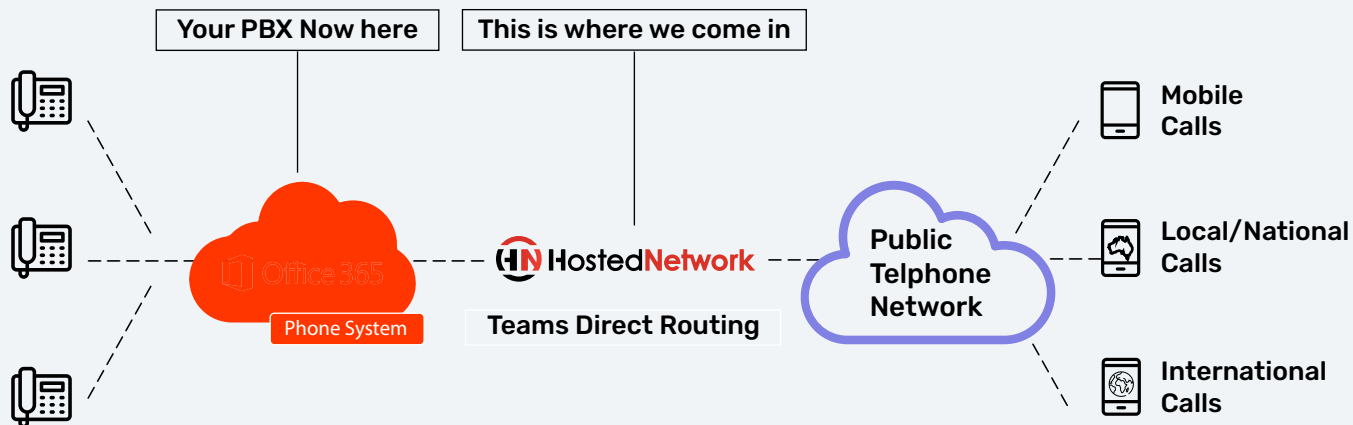
Teams Direct Routing

If you have customers currently using Microsoft Teams or Office 365, then they could greatly benefit from Teams Direct Routing.

Teams Direct Routing is the feature that enables Microsoft Teams to make calls to the public telephone network so your customers can call local, mobile and international numbers all within Teams.

It's a very elegant workaround to Microsoft phone system and calling plans and is fully scalable from just a few users to tens of thousands.

Learn everything you need to know about Teams Direct Routing with this comprehensive guide we created for MSPs. [Download Now.](#)



	Multi-Tenant PBX	VoIP Bundles	Hosted 3CX Bundles	SIP Trunks	Teams Direct Routing
Overview	<ul style="list-style-type: none"> • Highest margin • Complete system control • Auto provisioning • Productisation and go-to-market control • Single management portal • Volume discounts for extensions • Non-contracted 	<ul style="list-style-type: none"> • Easy / simple / ready to go, pre-packaged solutions • Softphone, Bring Your Own, and various handset options • Includes 1x DID and initial configuration 	<ul style="list-style-type: none"> • Easy / simple / ready to go, pre-packaged 3CX solution • Includes licensing, hosting and SIP Trunks 	<ul style="list-style-type: none"> • Utilise existing assets to maximise Return On Investment 	<ul style="list-style-type: none"> • Leverage clients existing O365 License and Teams Tenancy • Softphone, Bring Your Own, and various handset options
Use Cases	<ul style="list-style-type: none"> • Onsite PBX replacement • Multi-tenanted management • Scalable 	<ul style="list-style-type: none"> • Onsite PBX replacement • Outsource setup and configuration • Simplified billing management 	<ul style="list-style-type: none"> • Onsite PBX or self-hosted replacement • Simplified billing and platform management • Unpredictable bandwidth costs from self-hosting 	<ul style="list-style-type: none"> • Utilise existing PBX system & hardware 	<ul style="list-style-type: none"> • Enable calling within clients existing Teams tenancy
End-user Product Brochure Name	Pay As You Go (PAYG)	Unlimited Voice	Hosted 3CX Bundles	Bring your Own PBX	Teams Calling
Features					
Unlimited Local, Mobile, National Calls	No (PAYG)	Yes	Yes	Yes (PAYG Option)	Yes (PAYG Option)
Unlimited VoIP Channels	Yes	Yes	No	No	No
Included PBX Setup	No	Yes	Optional	No	No
Included Management	No	No	Optional	No	Optional
Includes handsets	Optional	Yes	Optional	PAYG	PAYG
Include DIDs	PAYG	Yes	PAYG	Yes	Yes
Free 14-day trial	Yes	-	-	Optional	Optional
Number Porting	Optional	Optional	Optional	Optional	Optional

Contracted	No	Yes	Yes	No	Options for both
99.99% Uptime SLA (Service Level Agreement)	Yes	Yes	Yes	Yes	Yes
Premium Numbers (1300 and 1800 Numbers)	Optional	Optional	Optional	Optional	Optional
Reseller Features					
Multi Tenantable -Manage all your customers from a single account	Yes	No	No	No	No
Whitelabel web interface -Brand the web interface as your own	Yes	Yes	No	No	No
Set your own margins -Control your own margins at a per customer level	Yes	Yes	Yes	Yes	Yes
Free Rebiling System -Create custom-branded invoices with Call Detail Reports	Yes	Yes	Yes	Yes	Yes
Free Training -Training with our PBX Experts	Yes	Yes	No	Limited	Limited
Marketing and Sales Assistance -Opportunity scoping, co-selling and access to marketing assets	Yes	Yes	Yes	Yes	Yes
Billable Components	<ul style="list-style-type: none"> • Extensions • DIDs • Call usage 	<ul style="list-style-type: none"> • Call plan with included handset rental (excluding BYO) • Ported or New DIDs • Calls to Special Numbers & International Numbers • Additional Advanced Features 	<ul style="list-style-type: none"> • 3CX Bundle with included SIP Channels • DIDs • Calls to Special Numbers & International Numbers • Additional SIP Channels • 3CX PBX setup (optional) • 3CX PBX management (optional) • Handsets (optional) 	<ul style="list-style-type: none"> • Channels • DIDs • Call plan: PAYG or Unlimited 	<p>Depends on selected Teams Direct Routing plan</p> <p>Teams Bundles</p> <ul style="list-style-type: none"> • Call Plan with included handset (excluding BYO) • Ported or New DIDs • Calls to Special Numbers & International Numbers <p>Teams Direct Routing SIP Trunks</p> <ul style="list-style-type: none"> • Channels • DIDs • Calls to Special Numbers & International Numbers

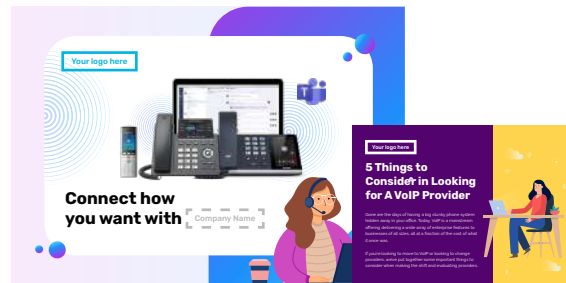
The Hosted Network Difference

White Labelling



All of our Wholesale VoIP options (excluding Teams Direct Routing and SIP Trunks) have a white label option allowing partners to upload their logo and company colours to rebrand the VoIP system as their own.

Marketing Concierge



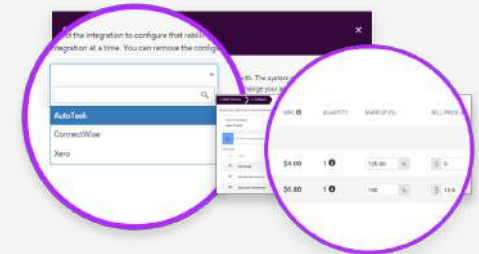
Focus on selling and scaling as you save time and effort in speeding up your sales and marketing strategies with tons of free and ready-to-use promotional assets available in our Marketing Concierge

Here you can find:

- Marketing kits
- Rebrandable brochures and social media banners
- Sales power plays
- MSP document templates

All you need to do is access it via our **Partner Portal**, browse, select the materials that you need and send us a "White Label Request" so we can customise according to your brand.

Rebilling Tool



We've made it easy for our partners to bill their Hosted Network VoIP customers with our free Rebilling Tool.

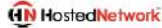
Built for and with our partners, our Rebilling Tool reduces the time and cost associated with invoice administration and ensures that our partners get the right profit in every deal.

Some of its major features include:

- Ability to issue one invoice not only for Hosted Network's offerings but for other vendors as well
- Bundling and naming of services
- Easy customisation of margins
- Ability to regenerate invoices
- Major PSA and accounting software integrations (Autotask, Connectwise and Xero)

Configure the Rebilling Module with your logo and invoice details and have these automatically generated and sent to your customers!

Sample Invoice



Tax Invoice Issued: 26 Sep 2017
 Billing Period: to 01 Aug 2017
 Bill Number: AAP 00005
 Anc Applications: ABN 98126845723

Customer Company
 1 Sydney Street
 Sydney New South Wales 2000

NEW CHARGES \$8.86	TOTAL DUE 10 Oct 2017 \$8.86
------------------------------	--

Summary	Including GST
Demo Product	\$8.86
Total Balance	\$8.86

GST included in new charges \$0.89

Contact Us
 Call us on 0433599757.

Payment Information
 Please add Invoice Number as a reference when paying.

Payment Details
 Account Name: Matthew Wood
 BSB: 111-222
 Account Number: 111222333

Bill history
 Last Bill: \$49.81

Sample VoIP Service Breakdown

Demo Product

ACCOUNT OVERVIEW to 01 Aug

Bill breakdown - Demo Product

Users	Call overview															
John Doe	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Landline</td> <td style="width: 10%;">35 Calls</td> <td style="width: 10%;">\$8.86</td> </tr> <tr> <td>Mobile</td> <td>0 Calls</td> <td>\$0.00</td> </tr> <tr> <td>Special</td> <td>0 Calls</td> <td>\$0.00</td> </tr> <tr> <td>International</td> <td>0 Calls</td> <td>\$0.00</td> </tr> <tr> <td>Premium</td> <td>0 Calls</td> <td>\$0.00</td> </tr> </table>	Landline	35 Calls	\$8.86	Mobile	0 Calls	\$0.00	Special	0 Calls	\$0.00	International	0 Calls	\$0.00	Premium	0 Calls	\$0.00
Landline	35 Calls	\$8.86														
Mobile	0 Calls	\$0.00														
Special	0 Calls	\$0.00														
International	0 Calls	\$0.00														
Premium	0 Calls	\$0.00														

By Service

Product/Source	Destination	Duration	Date	Start Time	Cos
John Doe					
0211223344	0255667788	00:03:45	11 Apr 2017	05:50 PM	\$0.253
0211223344	0255667788	00:03:45	11 Apr 2017	05:50 PM	\$0.253
0211223344	0255667788	00:03:45	11 Apr 2017	05:50 PM	\$0.253
0211223344	0255667788	00:03:45	11 Apr 2017	05:50 PM	\$0.253
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0211223344	0255667788	00:03:45	11 Apr 2017	05:50 PM	\$0.253
0211223344	0255667788	00:03:45	11 Apr 2017	05:50 PM	\$0.253
0211223344	0255667788	00:03:45	11 Apr 2017	05:50 PM	\$0.253
0211223344	0255667788	00:03:45	11 Apr 2017	05:50 PM	\$0.253
0211223344	0255667788	00:03:45	11 Apr 2017	05:50 PM	\$0.253

Simple number porting process

No need to worry about the time-consuming and cumbersome number porting process as we have made it simpler for our partners and all parties involved!

With a simple request form and a streamlined qualification and verification process, partners are able to maximise their time and ensure reliability of support to their customers.

Learn how we make number porting easy. Get a copy of our Number Porting Guide! [Download Now](#)

 1300 781 148

 sales@hostednetwork.com.au

 www.hostednetwork.com.au



Ready to get started? See VoIP in action.

Get a 14-day free trial

Speak with our sales team