



THE UNIVERSITY  
OF QUEENSLAND  
AUSTRALIA

Information Technology Services

# Catalogue of Standard Charges for Telephone Equipment and Services

## **PABX (Landline) Phone Services and Accessories**

**For any Queries, please call the ITS Telephone Helpline on extension 51000**

**August 2015**



These charges are standard for all core voice sites and are a one-off upfront cost for the installation of the service. For any new phone service, an account code/chart string for the re-billing of phone call charges will also be required.


For any queries, please call the ITS Telephone Helpline on extension 51000.

## TABLE OF CONTENTS


IP Telephones.....	3
<i>Standard Phone for new installations</i> .....	3
Relocation of Handsets / Services.....	4
<i>Move a phone</i> .....	4
Analogue Services.....	5
Digital Services .....	6
Phone and PABX Features.....	7
PC Based Softphones .....	9
Headsets & Accessories .....	9
IP-DECT Wireless Phone Services.....	11
Voicemail.....	12
Call Accounting Summaries .....	12
Call Centre Technology Q-Master .....	13
Other Services .....	14
Rental/Hire Services .....	15



CATALOGUE OF STANDARD CHARGES FOR TELEPHONE EQUIPMENT AND SERVICES  
(PABX / LANDLINE SERVICES)

JOB CODE	ITEM DESCRIPTION	UNIT COST INSTALLED
<b>IP TELEPHONES</b>		
<b>NIPT-24-CG</b>	<p><i>Standard Phone for new installations</i></p> <p><b>New IP Telephone – 24 Button – Colour Display – Gigabit Handset</b></p> <p>Provision of a colour display DT730 Series IP Telephone service. Includes a new extension number and multi-line programming.</p> <p>This is a SIP based handset which also provides an extra Gigabit switch-port for connectivity of a PC or laptop.</p> 	<b>\$520</b>
<b>NIPT-24-BW</b>	<p><i>Standard Phone for new installations</i></p> <p><b>New IP Telephone – 24 Button – Black &amp; White Display – Gigabit Handset</b></p> <p>Provision of a grey scale display DT830 Series IP Telephone service. Includes a new extension number and multi-line programming.</p> <p>This is a SIP based handset which also provides an extra Gigabit switch-port for connectivity of a PC or laptop.</p> 	<b>\$465</b>
<b>NIPT-24-8-Addon</b>	<p><b>8 Button Add-on Module for NIPT-24</b></p> <p>1 x Add On Module which consists of 8 additional buttons to be used for Multi-line appearances or Speed Dials. Note: handset not included.</p> 	<b>\$110</b>
<b>NIPT-24-60-Addon</b>	<p><b>60 Button Add-on Module for NIPT-24</b></p> <p>1 x Add On Module which consists of 60 additional buttons to be used for Multi-line appearances for receptionists, or Speed Dials. Note: handset not included.</p> 	<b>\$800</b>
<b>NIPT-24 -HO</b>	<p><b>New IP Telephone 24 Button – Handset Only</b></p> <p>Provision of a colour display DT700 Series IP handset only. A replacement handset for when a NIPT-24 is damaged or misplaced.</p> 	<b>\$360</b>



<p><b>NIPT-TS</b></p>	<p><b>New IP Telephone – Touch Screen</b> Provision of a DT750 Series IP Touch Screen Handset. A highly featured executive phone. This SIP based handset that also provides an extra 10/100 switch port for connectivity of desktop computer. Includes an extension number.</p>		<p><b>\$975</b></p>
<p><b>NIPT-TS-HO</b></p>	<p><b>New IP Telephone Touch Screen – Handset Only</b> Provision of a DT750 series IP Telephone, handset only – requires an active NIPT-ACC (New IP Telephone Account).</p>	<p><b>\$795</b></p>	
<p><b>NIPT-ACC</b></p>	<p><b>IP Telephone Account</b> The provision of a DT700 series phone account only. Includes an extension number and access to the UQ Telephony network.</p>	<p><b>\$220</b></p>	
<p><b>AD-IPH</b></p>	<p><b>Automatic Diversion for IP Handset</b> Provides automatic diversion in case of loss of IP connectivity or Log-out. Incoming calls are diverted to main Switchboard, nominated departmental receptionist or the user’s mobile phone.</p>	<p><b>\$25</b></p>	

## RELOCATION OF HANDSETS / SERVICES


<p><b>MAP</b></p>	<p><i>Move a phone</i> <b>Move a Phone (Analogue or Digital only)</b> Move an Analogue or Digital handset (and therefore the associated outlet activation also). Note: Keeping the same number is limited to within same the same site/campus. Cost is on a per phone basis.</p>	<p><b>\$110</b></p>
<p><b>MIPT</b></p>	<p><b>Move an IP Telephone</b> Move an IP telephone within the same campus. Note: Limited to buildings/floors on core voice sites/campuses where the IP Voice data network services have been deployed.</p>	<p><b>\$60</b></p>






## ANALOGUE SERVICES

<b>NAT</b>	<p><b>New Analogue Telephone</b> Provision of Interquartz IQ750 Handset, PABX port, new extension number. Requires an existing wall outlet. Note: This handset has hands-free and headset capability.</p>	 <p><b>\$445</b></p>
<b>NAO</b>	<p><b>New Analogue Outlet (Outlet activation only – No handset)</b> Suitable for a Fax machine, an analogue Polycom Sound Station, a “CAT” (see below) or a pre-existing analogue handset only. Provision of PABX Port and new extension number. Note: A wall outlet must already exist; the “Analogue” PABX service is activated on the existing outlet.</p>	<b>\$295</b>
<b>NAH</b>	<p><b>New Analogue Handset (Only)</b> This includes: Provision of Interquartz IQ750 handset only (as shown in NAT item above). A replacement handset for when a NAT is damaged or misplaced.</p>	<b>\$180</b>
<b>NAT-HS</b>	<p><b>New Analogue Telephone with Headset</b> Provision of Interquartz IQ750 Handset and a P261N cabled Headset Unit. Also includes new extension number and PABX Port. Requires an existing wall outlet. Headset as shown in “Headsets and Accessories” (HS-ADIP).</p>	<b>\$595</b>
<b>CAT</b>	<p><b>Cordless Analogue Telephone</b> Provision of base station and receiver (requires a NAO to function) 900 or 1900 MHz. (Also – See “Wireless Phone Services” for on campus roaming wireless capability).</p>	 <p><b>\$280</b></p>
<b>CAT- 2</b>	<p><b>Cordless Analogue Telephone (with a 2<sup>nd</sup> handset)</b> Provision of base station and receiver and a second base station with a second handset. (Requires a NAO to function) 900 or 1900 MHz (Also – See “Wireless Phone Services” for on campus roaming wireless capability).</p>	 <p><b>\$330</b></p>
<b>NAT-W</b>	<p><b>New Analogue Telephone Wall Mounted</b> Provision of Interquartz IQ750 Handset as per a NAT above and mounted on a wall. Wall mount bracket included. Ideal for Labs, hallways or lunch rooms. Requires an existing wall outlet.</p>	<b>\$499</b>
<b>POLY</b>	<p><b>Audio Conference Unit (Analogue only)</b> Provision of a Polycom Sound Station audio conferencing unit. Ideal for meeting/conference rooms for up to 6 people. Note: this requires a NAO or existing analogue outlet to function.</p>	 <p><b>\$1080</b></p>




<b>POLY-DUO</b>	<p><b>Audio Conference Unit (Analogue &amp; IP)</b> Provision of a Polycom Sound Station audio conferencing unit. Ideal for meeting/conference rooms for up to 6 people. Note: this requires an existing analogue outlet (NAO) and/or an existing IP Telephone Account (NIPT-ACC) and data outlet. Note IP connections cannot do 3-way conferencing.</p>		<b>\$1080</b>
<b>PTP-2</b>	<p><b>Point To Point</b> This is an “on campus” circuit connecting two points together for security circuits, alarms and miscellaneous telemetry circuits.</p>		<b>2 wire \$216</b>
<b>PTP-4</b>	<p>There are two types; 2 wire or 4 wire.</p>		<b>4 wire \$288</b>
<b>LSA</b>	<p><b>Loud Sounding Alarm</b> An LSA is connected to Analogue services only. Requires a NAO to work. Used for “night service bells”, annunciation of important service numbers and also large areas or noisy environments. Has adjustable level of volume.</p>		<b>\$320</b>
<b>DGA</b>	<p><b>Downgrade Digital Line to Analogue Line</b> This is treated as a new analogue outlet (NAO) and charged accordingly. The old digital service is recovered. Note: this does not include a handset.</p>		<b>\$295</b>

## DIGITAL SERVICES

<b>NDT</b>	<p><b>New Digital Telephone</b> Provision of new series NEC “DT300” Digital Handset, new extension number, PABX Port, programming, inclusion of any multi-line programming. Requires an existing wall outlet.</p>		<b>\$975</b>
<b>NDT-08-AddOn</b>	<p><b>8 Button Add-on Module for NDT</b> 1 x Add On Module which consists of 8 additional buttons to be used for Multi-line appearances or Speed Dials. Note: the handset is not included.</p>		<b>\$110</b>
<b>NDT-60-AddOn</b>	<p><b>60 Button Add-on Module for NDT</b> 1 x Add On Module which consists of 60 additional buttons to be used for Multi-line appearances for receptionists, or Speed Dials. Note: the handset is not included.</p>		<b>\$800</b>





<b>NDT - LCD-FK</b>	<b>New Digital Telephone – LCD Function Keys</b> Multiline and Memory buttons have LCD based designations. Ideal for Call Centre phones. Provision of Handset, new extension number, PABX Port, inclusion of any multi-line programming. Requires an existing wall outlet.	 <b>\$1100</b>
<b>NDT-W</b>	<b>New Digital Telephone Wall Mounted</b> Provision of NEC “DT300” Digital Handset (an NDT), mounted on a wall. Requires an existing wall outlet.	<b>\$1029</b>
<b>NDO</b>	<b>New Digital Outlet (Outlet activation only, does not include handset)</b> Provision of “DT 300” series or “E” series Digital PABX service to an existing wall outlet. Provision of PABX Port and new extension number. Note: A wall outlet must already exist; the “Digital” PABX service is activated on the existing outlet.	<b>\$384</b>
<b>NDH</b>	<b>New Digital Handset (Only)</b> Provision of a new NEC “DT300” Digital Telephone – handset only (requires NDO to function).	<b>\$600</b>

## PHONE AND PABX FEATURES

<b>MUT</b>	<b>Multiline Appearance</b> <table border="1" data-bbox="368 1173 884 1247"> <tr> <td>51000</td> <td>52000</td> <td>51602</td> <td></td> </tr> <tr> <td>My line</td> <td>Accounts</td> <td>Jane</td> <td></td> </tr> </table> Available for Digital Handsets, IP Handsets and Softphones. Not available for Analogue handsets. Cost covers up to seven multilines on an IP, Digital or soft phone, and multiline appearance programming for an Add-on module.	51000	52000	51602		My line	Accounts	Jane		<b>\$25</b>
51000	52000	51602								
My line	Accounts	Jane								
<b>CRC</b>	<b>Change Restriction Class</b> Allows change of restriction class on an extension (eg: International access to internal only access). Change the restriction class of up to 5 numbers.	<b>\$25 (per 5 no's)</b>								
<b>PIN</b>	<b>Assignment of a PIN to a Handset</b> Generally to provide security to a handset – especially in shared or open offices, no additional cost for change of restriction class if requested at the same time. Used also to modify an existing PIN.	<b>\$25 p.a.</b>								
<b>D-PIN</b>	<b>Delete PIN</b> Delete a PIN associated with an extension.	<b>No charge</b>								
<b>COA</b>	<b>Change of Account Code</b> An account code is automatically assigned at provision of the telephone service. This item is for subsequent changes. Up to 5 extensions.	<b>\$25</b>								
<b>CPU</b>	<b>Call Pick-up Group</b> Phones are placed in a “Call Pick-up Group”. This allows calls ringing on phones within the group to be picked up by the press of a button. Can be used on all PABX phone types in this catalogue. Maximum of 16 extensions per Call Pick-up Group.	<b>\$25</b>								





<b>CPU-Add</b>	<b>Add to an Existing Call Pick-up Group</b> Add an extension to an existing Call Pick-up Group. Cost covers the addition of up to 15 extensions (maximum of 16 extensions per Call Pick-up Group).	<b>\$25</b>
<b>HUNT-Pilot</b>	<b>Hunt Group – Pilot Type</b> This hunt group has a lead extension ( <i>the pilot</i> ). Calls come in to the pilot, if the pilot is busy, calls will step to the next free extension in the group, until all lines are busy. It is linear: Pilot, 2 <sup>nd</sup> line, 3 <sup>rd</sup> line, 4 <sup>th</sup> line, final line.	<b>\$80 (per 5 no's)</b>
<b>HUNT-Cir</b>	<b>Hunt Group – Circular Type</b> This hunt group is circular; calls will keep hunting around the group for a free extension. If all extensions in the group are busy the caller gets busy tone.	<b>\$50 (per 5 no's)</b>
<b>UCD</b>	<b>Universal Call Distribution (UCD) Group</b> Calls are distributed sequentially (uniformly) over a group of extensions. Users can put themselves 'in' or 'out' of the group by dialling a code. Can include up to 20 extensions.	<b>\$300</b>
<b>UCD-Ann-Q</b>	<b>Universal Call Distribution (UCD) - Announcement with Queue</b> Provision of a 23 second customised announcement and “call queuing” capability to the “UCD” mentioned above. The customised announcement is played once only to each caller and then the call is placed in a queue until a handset becomes available.	<b>\$1,140 (per announcement)</b>
<b>UCD-Add</b>	<b>Universal Call Distribution (UCD) - Add Extension</b> Add an extension to an existing UCD where calls are distributed uniformly over a group of extensions. Users can put themselves 'in' or 'out' of the group by dialling a code.	<b>\$25</b>
<b>CHG</b>	<b>Change Extension Number</b> For Analogue, Digital or IP Phone extensions.	<b>\$25</b>
<b>PHM</b>	<b>Assignment of Phantom Number</b> A Phantom Number is a second number that can assigned to an existing extension. It requires a pre-existing Virtual or Real number to function.	<b>\$50</b>
<b>SSPD</b>	<b>System Speed Dial</b> 1 to 10 numbers, then \$10 for every group of 10. Provision of a special speed dial number (only four digits long) which when dialled will translate into a full length outbound number. Handsets may be forwarded to these SSPD's as well.	<b>\$25</b>
<b>DIT</b>	<b>Direct – In – Terminate</b> Connects a Telstra line directly to an extension. Telstra line charges and ongoing call costs will apply.	<b>\$480</b>
<b>VIR</b>	<b>Virtual Extension</b> This is a logical assignment of a number that can exist as a “virtual” in the PABX. May be assigned to Multiline on Digital, IP Phones and softphones.	<b>\$144</b>






## PC BASED SOFTPHONES

<p><b>SP30</b></p>	<p><b>SP30 Softphone for PC</b> A software based phone that can be installed on a desktop PC or notebook. This softphone can interact with IP phones, NAT's and NDT's. Requires a PC headset to work (see <b>HS-Soft</b>).</p>		<p><b>\$160</b></p>
<p><b>SP350</b></p>	<p><b>SP350 Softphone for PC</b> Latest release software based phone that can be installed on a desktop PC or notebook. This softphone can interact with IP phones, NAT's and NDT's. Requires a PC headset to work (see <b>HS-Soft</b>).</p>		<p><b>\$220</b></p>

## HEADSETS & ACCESSORIES

<p><b>HS-ADIP</b></p>	<p><b>Headset for Analogue, Digital and IP Telephones</b> <i>Standard headset with cable</i> Provision of a HW251N headset only, which can be used on the Analogue, Digital or IP handsets. Call centre quality with enhanced noise cancellation. This is a wired headset.</p>		<p><b>\$198</b></p>
<p><b>HS-W</b></p>	<p><b>Wireless Headset – Standard</b> Supply of a Standard wireless headset only. Effective range is 20 metres. Performance may be affected by type of building materials. 1900 Mhz. Current unit is the CS540. For use on a pre-existing IQ750 analogue phone, E-term series digital phone, or IP Phone.</p>	<p><b>\$560</b></p>	
<p><b>HS-W-AU</b></p>	<p><b>In the case</b> where the existing handset is the older style <b>Analogue</b>, the older handset is swapped out for a new IQ750 (that has headset support).</p>	<p><b>\$848</b></p>	
<p><b>HS-W-DU</b></p>	<p><b>In the case</b> where the existing handset is the older style <b>Digital</b>, the older handset is swapped to latest model E-Term (that has headset support).</p>	<p><b>\$1060</b></p>	



<b>HS-BT</b>	<b>Wireless Bluetooth Headset</b> Can be used on existing analogue or digital telephone and/or compatible mobile phone. 8 hour talk time, 10 metre range	<b>\$299</b>
<b>HS-Soft</b>	<b>Softphone Headset</b> A USB or TRS jack type headset for PC's and/or Notebooks that are using a softphone.	<b>\$90</b>
<b>HS-Soft-Deluxe</b>	<b>Softphone Headset Deluxe</b> This is a highly featured wireless headset that connects to your PC/Notebook via a USB base station. Drivers are available to enable “click” to answer from the actual headset itself. When not used for softphone, can be used for default PC speaker/microphone (Plantronics model CS-60 onwards).	<b>\$480</b>
<b>HS-Shock</b>	<b>Headset with Acoustic Shock Protection</b> A headset with in-built protection against “acoustic shock” as caused by electrical disturbances. Product is Sennheiser ActiveGard.	<b>\$260</b>
<b>HS-Ear</b>	<b>Headset Ear Cushions</b> Plantronics replacement ear cushions for digital or analogue headset	<b>\$5 per pair</b>
<b>HS-VT</b>	<b>Headset Voice Tubes</b> Replacement voice tubes for Plantronics analogue, digital or IP Headset (HW251N).	<b>\$9 each</b>
<b>WMO</b>	<b>Wall Mounting Option</b> Wall mounting of an existing Handset. Provision and installation of wall face plate Wall Mounting Bracket and associated wiring – for existing Analogue or Digital handsets.	<b>\$70</b>





## IP-DECT WIRELESS PHONE SERVICES



A highly featured *digital cellular system* that is fully integrated into UQ's PABX system. No carrier charges for calls made between IP DECT phones and regular UQ PABX phones. The handsets can operate across multiple cell stations.

The Base Stations plug into the data network, the radio protocol to the handsets is digital Dect. Non-contended spectrum -1.95Ghz; it does not clash with wireless LAN. The product features very low radiation with a power level of only 10 milliwatts – this is 1/50<sup>th</sup> of the peak power generated by some GSM mobile phones.

IP-DECT replaces the previous PHS wireless system.

<b>IP-DECT-I755</b>	<p><b>IP-DECT Industrial Handset</b></p> <p>The IP-DECT I755 Industrial Handset is a sophisticated wireless handset for use in professional office environments providing the mobile user the optimum in mobility, accessibility, flexibility and comfort. The IP-DECT handset brings mobile communication for users to the highest level:</p> <ul style="list-style-type: none"> <li>• Colour display and icon based menu for ease of use;</li> <li>• Scratch-protected user design;</li> <li>• Provides many call control features seamlessly integrated with the PABX; <i>and</i></li> <li>• IP-DECT compliance for high quality speech and security.</li> </ul> <p>Provision of an IP-DECT I755 Industrial Handset, charger unit and extension number.</p>	<b>\$850</b>
<b>IP-DECT-CS</b>	<p><b>IP DECT Cell Station</b></p> <p>The base station or cell station required for IP-DECT Handsets.</p>	<b>\$1,480</b>
<b>IP-DECT-Net</b>	<p><b>IP-DECT Network</b></p> <p>Entry into system. Includes consultation, design and set up.</p>	<b>\$800</b>



## VOICEMAIL

<b>VMB-NM</b>	<b>New Voice Mailbox</b> Standard Voice Mail Package for University of Queensland Users. Includes: 3 Page introduction, glossy “at a glance brochure” and a handy wallet card containing helpful prompts and shortcuts.	<b>No Charge</b>
<b>VMB-CHG</b>	<b>Change Voicemail Mailbox Name and/or Number</b>	<b>No Charge</b>
<b>VMB-TFR</b>	<b>Transfer Voice Mail Box</b> A service that allows one or more telephones to work into a common mail box, which is normally administered by a Receptionist or Secretary.	<b>\$50</b>
<b>VMB-ARIA</b>	<b>Aria Tui User Interface</b> Held to be the most efficient Voice Mail interface in the world today by industry commentators. This is designed for <i>power users</i> and provides a more rapid prompting than the standard Serenade voicemail interface. It is available on our Lucent/Octel system – all existing system prompts are replaced with Aria Tui prompts. An Aria Tui kit is provided to users.	<b>No Charge</b>
<b>VMB-PA</b>	<b>Personal Attendant</b> When one calls an extension and receives Voice Mail, this feature gives the option for the caller to leave a message or press “0” to be transferred to another nominated extension (personal attendant) on the PABX network.	<b>\$50</b>
<b>VMB-ANN</b>	<b>Announcement Mail Box</b> This service allows callers to hear a pre-recorded “rote” message with no option to leave a message. Particularly useful for after-hours announcements and information lines.	<b>\$50</b>
<b>VMB-HI-CAP</b>	<b>High Capacity Mail Box</b> This extends the message storage capacity of a normal voice mailbox out to 60 or 90 messages. Good for service numbers that are prone to transient or flood calling patterns.	<b>\$145</b>

## CALL ACCOUNTING SUMMARIES

<b>CA-ESR</b>	<b>Extension Summary</b> Issued every month	<b>No Charge</b>
<b>CA-EDR</b>	<b>Extension Detail Report</b> per extension per month	<b>\$12 each</b>
<b>CA-EDF</b>	<b>Extension Detail (with filters)</b> per extension per month	<b>\$12 each</b>
<b>CA-ACR</b>	<b>Auth Code Summary</b> (User to nominate time period)	<b>\$12 each</b>



## CALL CENTRE TECHNOLOGY Q-MASTER



Fully featured modern Call Centre platform with computer integration to the desktop. A powerful technology designed to optimise both call delivery and resource management within high traffic service groups.

Note: The below quoted prices are correct for April 2014, and may vary due to factors beyond the control of ITS.

<b>Q-License</b>	<b>License for a “Queue” (mandatory)</b> Price on a per queue basis (minimum required is 1)	<b>\$626</b>
<b>Q-Phone</b>	<b>Q-Phone Control License (mandatory)</b> 1 license required for each handset on Q-Master. A Q-Master enabled handset is called a “Q-Agent”. A standard handset is required first, the standard handset is then Q-Master enabled by the abovementioned “Q-Phone” license.  <u>Handset Prices:</u> New = Digital + headset (\$1,263.00) Analogue + headset (\$625.00)	<b>\$769</b>   <b>\$1,263</b> <b>\$625</b>
<b>Q-Desktop</b>	<b>Q-Desktop (optional)</b> Displays queue and call status information on a PC in real time. Also allows call control and class /break selection via PC. 1 License required for each PC.	<b>\$906</b>
<b>Q-Superv</b>	<b>Q-Supervisor (Q-Agent Desktop plus Q-Reports) (optional)</b> Supervisor functionality and access to reporting software. Q-Agent Desktop plus Q-Reports	<b>\$1,088</b>
<b>Q-Ann-Prof</b>	<b>Announcements per Queue (optional)</b> Recording done professionally @ \$350.00 per hour	<b>\$350</b>
<b>Q-Ann-ITS</b>	Recording done by ITS @ \$90 per hour	<b>\$90</b>
<b>Q-Ann</b>	Own recording and sound file sent to be imported (.wav format only)	<b>\$25</b>
<b>Q-Report</b>	<b>Q-Report Module</b> For Q-Supervisors. Full reporting and statistics of Call Centre performance.	<b>\$880</b>
<b>Q-Auto-Attn</b>	<b>Auto Attendant Menu (optional)</b> Front end a Q-Master Queue, or several Queues with a menu. \$330 per tier.	<b>\$330</b>



<b>Q-Wall-Bd</b>	<b>QMaster Wall Board (Display Panel)</b> Display queue and agent real time statistics on a wall board / display panel. Provision of software, programming and driver to send content to a display panel. Panel not included but can be quoted on. Cost dependant on size of call centre and the degree of metrics. Price on Application.	<b>P.O.A.</b>
<b>Q-Console</b>	<b>Console for main receptionist</b> Fully featured control centre for a local telephony environment (up to 100 phones) from a single desktop display. Click to dial Icons for each phone, Queuing capability, voicemail, presence and chat messaging.	<b>\$3,700</b>
<b>Q-Change</b>	<b>Ongoing client initiated changes (1 to 5) (optional)</b> Includes any software based changes. e.g. Agent names, PIN resets, Holiday Schedules, Wrap-up codes, Security Classes, etc	<b>\$25</b>
<b>Q-Training</b>	<b>Training (optional)</b> Basic user training included as part of setup (also online tutorials available). Comprehensive Agent and Supervisor training run by NEC external trainer. Certified Supervisor and Administrator training by vendor Zeacom (see website for details and cost). <a href="http://www.zeacom.com/training">http://www.zeacom.com/training</a>	<b>\$876</b>
<b>Q-Forward</b>	<b>Old Number Translation (optional)</b> Allows user to keep old number with call forward into Q-Master handset \$144 per Number	<b>\$144</b>
<b>Q-Program</b>	<b>Programming of System (mandatory)</b> Initial setup, testing and cutover	<b>P.O.A</b>

## OTHER SERVICES

<b>CONSULT</b>	<b>Consultancy</b> <i>Available at client's premises or in the ITS (Prentice building) meeting rooms.</i> A full and comprehensive consultancy service covering all aspects of telecommunications engineering, service delivery and pricing. Also specialisation in lightning protection systems and high performance UPS systems.	<b>No Charge/ P.O.A dependant on scope.</b>
<b>ELS</b>	<b>Extension Leads</b> This includes: Supply only of telephone extension lead – Specify Analogue or Digital phone type and length required.	<b>\$3 per mtr</b>
<b>DEL-SERV</b>	<b>Delete a Service, Analogue, Digital or IP Phone service</b> Delete an existing Analogue, Digital or IP Service	<b>No charge</b>





<b>SOHO</b>	<b>Small Office Home Office phone system.</b> A state-of-the-art telephone package for the smaller and remote University operations. Features include integrated office utilities, unified messaging, IP Interface to recognised standards. For two to 24 extensions and 2 to 8 main lines.	<b>P.O.A.</b>
<b>CLEAN</b>	<b>Cleaning of Phone(s)</b> The normal desk phone is cleaned and disinfected on site. Damaged curly cords are replaced. Minimum quantity is 10 and phones at \$30 per phone.	<b>\$300</b>
<b>CUCS</b>	<b>Change of UniFi Chart-String</b> Change of UniFi chart-string(s) associated with an extension (or range of extensions). Can include up to 5 changes	<b>\$25</b>

## RENTAL/HIRE SERVICES

<b>Hire-Poly</b>	<b>Audio Conference Unit</b> Hire of a Polycom teleconference unit, suitable for midsized meeting rooms. Unit requires plugging into an existing analogue extension outlet. Single day (\$60) or session (\$30).	<b>\$30 per session (half day)</b>
<b>eREP</b>	<b>eReception</b> Voice Services offers organisational units at UQ eReception services. eReception services answer calls from the organisational units service lines. The service includes answering calls with a customised message, passing messages onto staff via email or directing callers to return-call at a specified time. This service is for short periods only.	<b>\$60 per day</b>