

Frequently Asked Questions

What are you selling?

OurIPTel has developed a piece of hardware which attaches to your existing phone lines that allows calls to be placed over the net. This means that after installation any calls made from your office will have the option of going over landline or being made via the web.

Why wouldn't all calls go over the internet?

We want to create a deal that provides the best value for you. If you have arranged for calls to certain numbers to be free of charge we want them to remain that way and will configure the gateway to send those calls over your landline.

I've heard of something like this before, what makes your system any better than Skype or VoIP?

Traditionally virtual calling has been highly unreliable. Sometimes reception is very clear other times it's like you're talking down a tunnel. Unlike previous methods of internet communication our gateway provides a unique failsafe system. This enables the hardware to pull calls that are experiencing poor reception and restore them to your landline connection which guarantees you'll get perfect reception every time.

What about the contract I have with my current provider?

There is absolutely no need to change from your current telephone provider. All we are doing is adding a piece of hardware to your existing setup so that you can get the most out of your internet connection.

What happens if it is faulty or I am not satisfied?

OurIPTel provides a 90 day money back guarantee on all boxes, no questions asked. Simply let us know and we'll refund you the money. On the rare occasion that a box is faulty OurIPTel's policy is to replace it free of charge so you can rest assured that you'll never be stuck with faulty hardware.

How much does it cost?

Prices can vary and will often depend on the number of outbound lines your business needs. Gateways usually start at \$900.00 for a 2 line PSTN Analogue connection and \$1400.00 for a 2 line ISDN Digital connection. Most installations are charged at \$385.00 and will be performed by your local communications specialist. We are also more than happy to talk with your current installers to arrange the installation with them.

How much do calls cost?

First of all there are no connection fees so you can only get charged for the time you're on the phone. Then any calls to a landline in Australia are charged at 3.5 cents/min and any calls to mobiles in Australia at 29 cents/min. Importantly calls are billed to the second. That means if you only talk for 30 seconds you'll only pay for 30 seconds worth of calls.

What are your terms and conditions?

We don't want to lock you into any contracts. You simply purchase the box, we install it and test it then you're right to go. From then on you only pay for the calls, sms or video conferencing that you use. The one thing you will need to do is sign a credit application for us to facilitate this process.

How much can I expect to save?

Our existing clients save at least 30% with some saving up to even 80% on their landline calls. Depending on the volume of calls you make this will quickly repay the cost of the hardware and allow you to make big savings on your telephone expenditure. In addition to saving on call costs many businesses also take advantage of the virtual links the gateway provides and decide to disconnect some of their on-ramps. Effectively, this saves on line rental and cuts infrastructure costs.

What do I need to get started?

The gateway needs an ADSL broadband facility to be able to place calls over the internet. Ideally that should have a speed of at least 512Kb/s. It's important to note that we are providing a business grade telecommunication facility. So to get the best value out of our system you really need to have at least 2 outbound lines. Smaller businesses will see savings but it will take them longer to recover the costs of the hardware.

Will I still be able to obtain call reporting if I use your system?

Yes. OurIPTel offers a comprehensive call reporting suite that allows you to identify how many calls are being made from each extension, where they are going to, and how long they are talking for.

Is calling the only thing I can do with OurIPTel?

No. Making cheaper calls is just the beginning of a great range of products that OurIPTel has to offer. Also included with the gateway is the ability to send SMS via computer. With this tool you can customise text messages and send out reminders, well wishes, or any type of notice your business wishes to communicate. You can even schedule it to happen automatically for regular events such as overdue fees or for a birthday text.

Another great function of OurIPTel's software is their video conferencing facility. There you can host your own video conference, inviting staff or prospective clients to join you in a face to face meeting regardless of the distance between your locations. It's a tool that is capable of complex functions but is presented in a very simple, easy to use, format. All you need is a web camera and microphone and you're ready to go.