

Makes mobile phones into analogue extensions

Migrate to mobile extensions safely and simply. Office Extension gives you better cost control with a fixed charge per month for all mobile traffic. And better availability improves service levels for your customers and co-workers.

Fixed-price mobile extension

Office Extension integrates your workers' mobile phones with the Company's PBX, making them into ordinary analogue extensions.

A call from a mobile extension goes to the PBX first of all. From there it is routed to its final destination just as if it had been initiated from an ordinary analogue extension.

There is a fixed monthly charge for inward calls from the mobile to the PBX. This fixed charge also covers calls in the other direction, from the PBX to the mobile extension. Outgoing external calls are billed according to the Traffic Agreement for the Telia fixed network.

The outcome is better cost control for you, as well as simpler budgeting and cost monitoring. Office Extension makes migration of workers from fixed to mobile extensions safe and simple.

Better service levels for customers and coworkers

With Office Extension the worker's existing direct dial number is associated with their mobile. Customers who want to contact a specific person at the Company only need to know one phone number. And having their phone extension in their pocket makes workers easier to reach.

Office Extension offers efficient functions for handling unanswered calls, such as forwarding to an alternative answering location. It also provides a smarter Mobilsvär voicemail service. On being connected to this service, the caller only needs to press 9 to speak to an operator.

Overall, Office Extension helps your workers provide better service — to customers and to their co-workers.

Customized to your needs

The numerous capabilities of Office Extension mean it is easily customized to the particular needs of your own Company. Prior to installation we make a careful study of your wishes to ensure that you and your co-workers get the right support from the very start.

Useful facts

Basefunctions

Private Numbering Plan

Basically this means that your mobiles function as PBX extensions. Fixed and mobile extensions share the same numbering plan, making it very simple for an employee to migrate from a fixed to a mobile extension.

Optional Prefix

Office Extension offers three prefix solutions (line prefix, service prefix, no prefix), all designed to simplify the calling process. Choose the scheme that best suits your business.

Enhanced Number Display

Calls coming in through the PBX from outside are displayed at the mobile extension with the correct calling number. The user can therefore see who is actually calling, not merely that the call was connected via the PBX. This function requires a PBX with original A number forwarding capability.

Alternative routing of externally dialled numbers

This function ensures continued accessibility even if the direct connection between the mobile network and your PBX is overloaded. When the user dials an ordinary phone number (not just an extension number), the call is automatically routed across to the Telia public network.

User Activation

Users of mobiles integrated with Office Extension can activate the service themselves. So you can take your time to educate users about the introduction of Office Extension.

Telia Office Extension

Useful facts

Additional functions

Optional Answering Location

Calls to an extension that does not answer can be forwarded to other destinations at certain times of the day. Example:

- Between 08:00 and 17:00 unanswered calls are forwarded to the operator.
- At other times they are forwarded to the user's Mobilsvär voicemail service.

Optional Prefix

If the caller has been connected to the user's Mobilsvär voicemail service, they can choose to leave a message or press 9 to speak to the operator. The function can be programmed depending on the times the operator's desk is serviced.

Call Transfer

An ongoing call to a mobile extension is easily transferred to another extension. The first extension is then released and can receive or make other calls immediately.

Direct-dial numbers as A-numbers

When a user makes a call on a mobile extension, the calling mobile's direct dial number is displayed on the called party's phone. In other words, the mobile extension is displayed as a number belonging to the PBX, just as happens with fixed extensions.

Alternative routing of internally dialled numbers

This function uses the fixed network as an alternative route if calls cannot be routed over the direct connection to the PBX. This ensures continued accessibility at times of peak load on the direct connection. Calls which are rerouted by the alternative routing function are priced according to the Mobile Framework Agreement.

Optimised Route Selection

Calls between two mobile extensions are routed by the shortest path through the mobile network instead of over the direct connection between the mobile network and the PBX. These calls therefore do not take up capacity on the direct connection. Optimised Route Selection is used if the call is made by dialling a mobile number. If the user dials a direct-dial or extension number, the call always goes through the PBX. Calls with Optimised Route Selection are priced according to the Mobile Framework Agreement.

Range Limiting

This function limits the user's ability to make and forward calls from a mobile. This keeps call costs down, enabling the Company to provide more of its workers with mobile extensions and thus improve accessibility. A number of barring conditions are available, including:

- internal calls only
- calls to certain numbers only
- calls between certain times or on certain days of the week only
- national calls only

The emergency number 112 is always available without regard to range limiting. Users can always receive all calls. The function is configurable at the user level.

Mobile Extension

This makes it possible to define Office Extension mobiles as fullyfledged Mobile Extensions, giving them approximately the same functionality as a fixed analogue extension.

Mobile Extension is installed at user level. It is designed for workers who need extensive support from the switchboard operator or access to special PBX functions.

Incoming calls to the mobile phone number can be routed either direct to the mobile or via the PBX extension. This enables the user to control whether they want to be available on their mobile even when their extension is on diversion. This can be a useful facility if a user is expecting an important phone call while in a meeting.

Options

Telia Traffic Agreement

Efficient communication at an optimal price. Place all your Company's telephony contracts with Telia to have a convenient overview of all your connections through us and of the traffic they generate.

Mobile Corporate Network

When you want to replace all your landline phones with mobiles while ensuring the best possible call quality. By setting up base stations in your offices and facilities, we can provide guaranteed coverage and capacity within a well-defined area.

Split billing

A user who wants to make a private call on their mobile extension dials the Split Billing prefix first. These calls are billed to the user personally, not to the Company. Charging is according to the Mobile Framework Agreement. Personal calls are not affected by the Outgoing Call Control function.

Special conditions

An Office Extension solution requires at least 80 mobile users to be connected to the service, and a Mobile Framework Agreement.

The customer must also provide the following (not included in the service):

- 2 Mbps direct interface
- Suitably equipped PBX, e.g. with interface card
- Suitable PBX configuration

Do you want to know more about Office Extension or place an order?
Enter your details at www.telia.se/foretagskontakt and one of our representatives will contact you shortly. You can also call us on 90 400.

