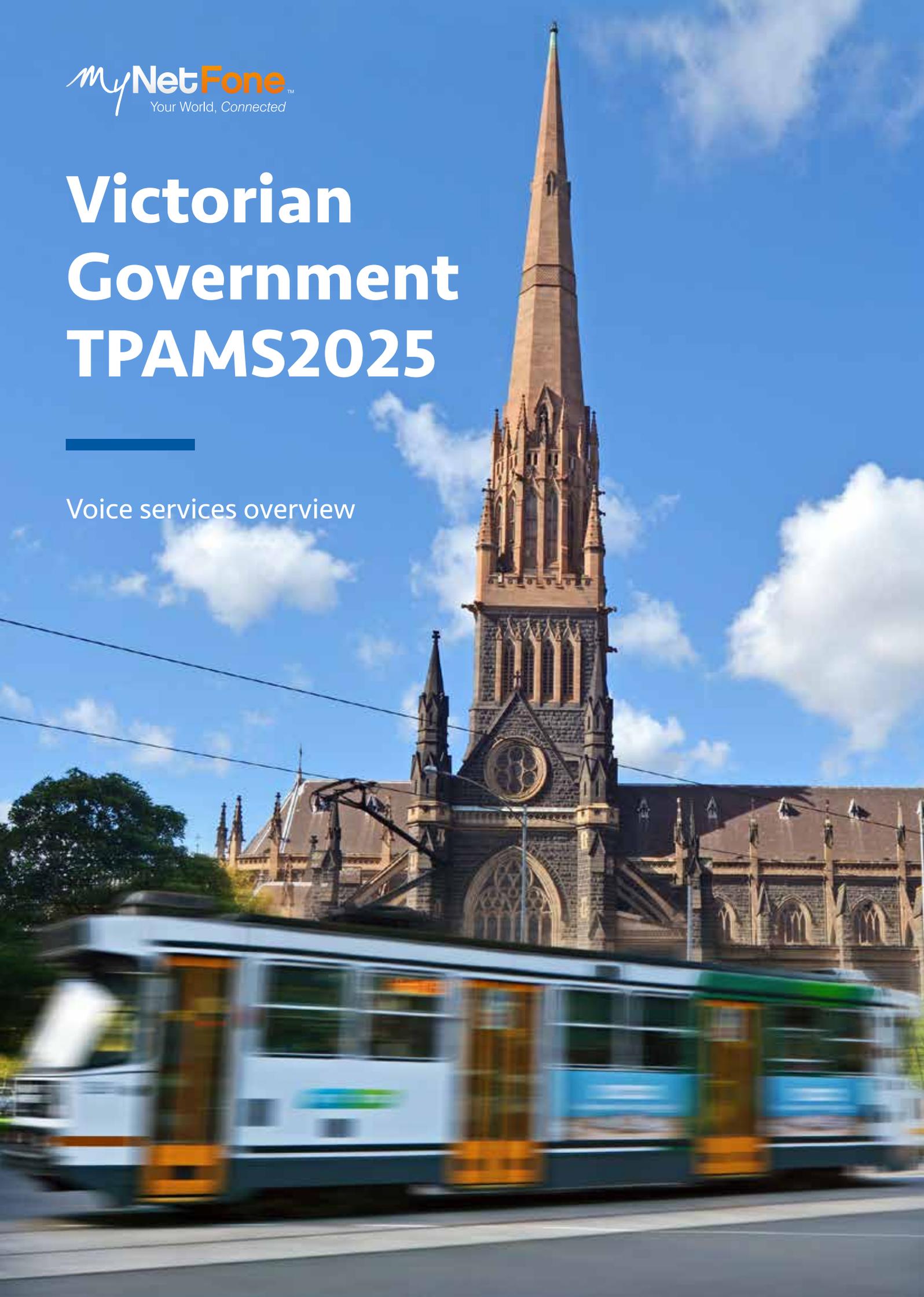


Victorian Government TPAMS2025

Voice services overview



Plan for the future. Benefit today.

MyNetFone empowers TPAMS entities to unlock the potential of IP voice services, and enable advanced reporting and Unified Communications, while also delivering value for money outcomes.

By partnering with MyNetFone, you'll have access to cost-efficient and future-proof voice services. You'll have a proven telco partner with the experience to meet your needs, the capability to support complex requirements, and the agility to respond as your organisation changes.

Backed by Victorian account management and customer support, MyNetFone is your local carriage service partner.



Australia's largest IP voice network

The MyNetFone network provides you with a robust and scalable backbone for modern voice communications. Our IP communications network delivers complete fixed line coverage within Australia, plus extensive route redundancy and dedicated TPAMS infrastructure.

Our network also delivers exclusive savings. TPAMS entities can call between offices for free and call externally at reduced rates. MyNetFone works with you to reduce telco costs.

New Generation Capabilities

Voice carriage services



Replace end-of-life PSTN and ISDN voice carriage services. Migrate to future-proof SIP trunks and eliminate the costs and complexity of legacy services. Enjoy free internal calling (between TPAMS entities on the MyNetFone network) and the ability to scale at low cost.

SIP trunks can also provide the foundation for voice calling and conferencing in partnership with your Unified Communications (UC) vendor.

Enterprise communications



Bring your telephony into the future. Unlock free and low cost calling on the MyNetFone network by connecting your IP-capable PBX with SIP trunks. Overcome legacy limitations by porting your phone numbers into the cloud so you can use them anywhere, on any device.

Enhance productivity with HD audio conferencing. Our modern, easy-to-use conferencing solutions can support conference calls of 1000+ participants.

Bill reporting and analytics



Even if your voice solution is complex, controlling costs shouldn't have to be. Advanced reporting tools enable you to understand when, where and how your organisation is spending money. Call data is provided in near real time, and can be broken down to individual extensions.

Choose from a range of common reports, including excess usage and inventory summaries. We can also develop custom reporting as your needs evolve.

Government Product Suite

Voice carriage



SIP trunks

Scalable, modern alternative to ISDN / PSTN.



UC voice

Enable low-cost calling via your UC platform.



Free calls

Enjoy free calls between all 'on-net' TPAMS entities.

Communications



IP telephony

Enable low-cost calling through your IP-PBX.



Conferencing

HD audio conferencing with 1000+ participants.



Cloud numbers

Virtual local and toll free numbers in Australia.

Reporting



Bill analysis

Securely access and review your monthly bill.



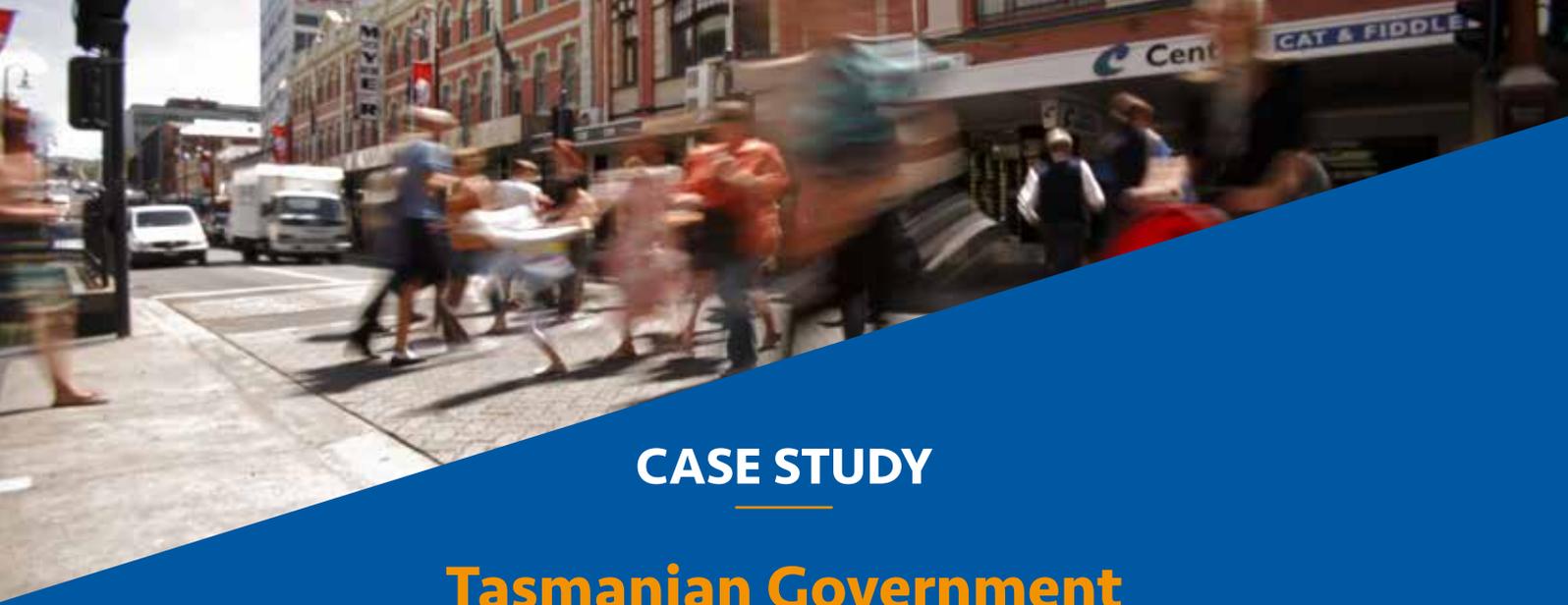
Cost control

Visualise usage and understand cost centres.



Custom reports

Turn complex call data into specific insights.



CASE STUDY

Tasmanian Government

Challenge

The Tasmanian Government relied on landlines and legacy telephony to underpin a wide variety of government entities, including Government agencies, hospitals and emergency services. However, a review of the State's IT revealed that modernising carriage services would provide a foundation to improve customer service and enhance staff productivity.

Solution and benefits

In an award-winning, first-of-its-kind initiative, the Tasmanian Government committed to migrate 12000+ staff and 300+ work sites to voice services provided by MyNetFone.

The first phase of the project replaced end-of-life landlines with SIP Trunks. By moving to SIP, the Government was able to virtualise numbers, consolidate landlines and replace aging PBX phone systems. This provided a number of benefits:

- Staff able to work flexibly
- Improved call quality in regional locations
- Increased call capacity for contact centres
- PBX features available to all offices
- Services able to recover rapidly from natural disasters

Following the successful migration to IP voice carriage, the Government and MyNetFone have piloted additional services to address the current and future requirements of the public service.

“ MyNetFone is a young, energetic and innovative company which has proven it is capable to develop services that meet the Government's requirements... We are looking forward to a long and successful partnership with them. ”

Piero Peroni
TMD General Manager





About MyNetFone

MyNetFone is an innovative, award-winning business and enterprise telecom provider – part of the global MNF Group (ASX: MNF). Founded in 2004, we have grown to become a leading provider of IP communications and NBN-ready telephony. Our proven products are used and trusted by over one hundred thousand customers - including government, enterprise and small business.

Government certified supplier

MyNetFone is an approved telecom and voice communications provider for government entities, public agencies and publicly-funded organisations throughout Victoria. Services can be provided through direct agreement or, where required, through approved procurement frameworks.

Strategic services for TPAMS entities

Our dedicated, local TPAMS solution experts can help you understand the telephony challenges and opportunities within your organisation. We explain voice services in a transparent, jargon-free way and work with you to develop a tailored solution.

Government enquiries:



1300 3 TPAMS (87267)

tpams@mynetfone.com.au