

A local team on your side

We're an independent ICT and telco provider based at 109 Scott Street, Cairns.

We're not tied to one supplier, so we recommend what suits your business, then deploy, manage and support it for you.

Since **1988**

1988 2000 2010 2020 Today

• Proudly headquartered in Cairns

• Weipa
• Cooktown
• Port Douglas
• Cairns
• Innisfail

1988

Serving Far North Queensland

5,000+

PBX systems supported, on-site and remotely

On-site

On-site support covered in Cairns metro

GETTING STARTED

1

Talk to us

Tell us about your team and how you take calls.

2

Site visit

A technician checks your premises before quoting.

3

Your quote

A clear quote for the plan and options that fit.

4

We set it up

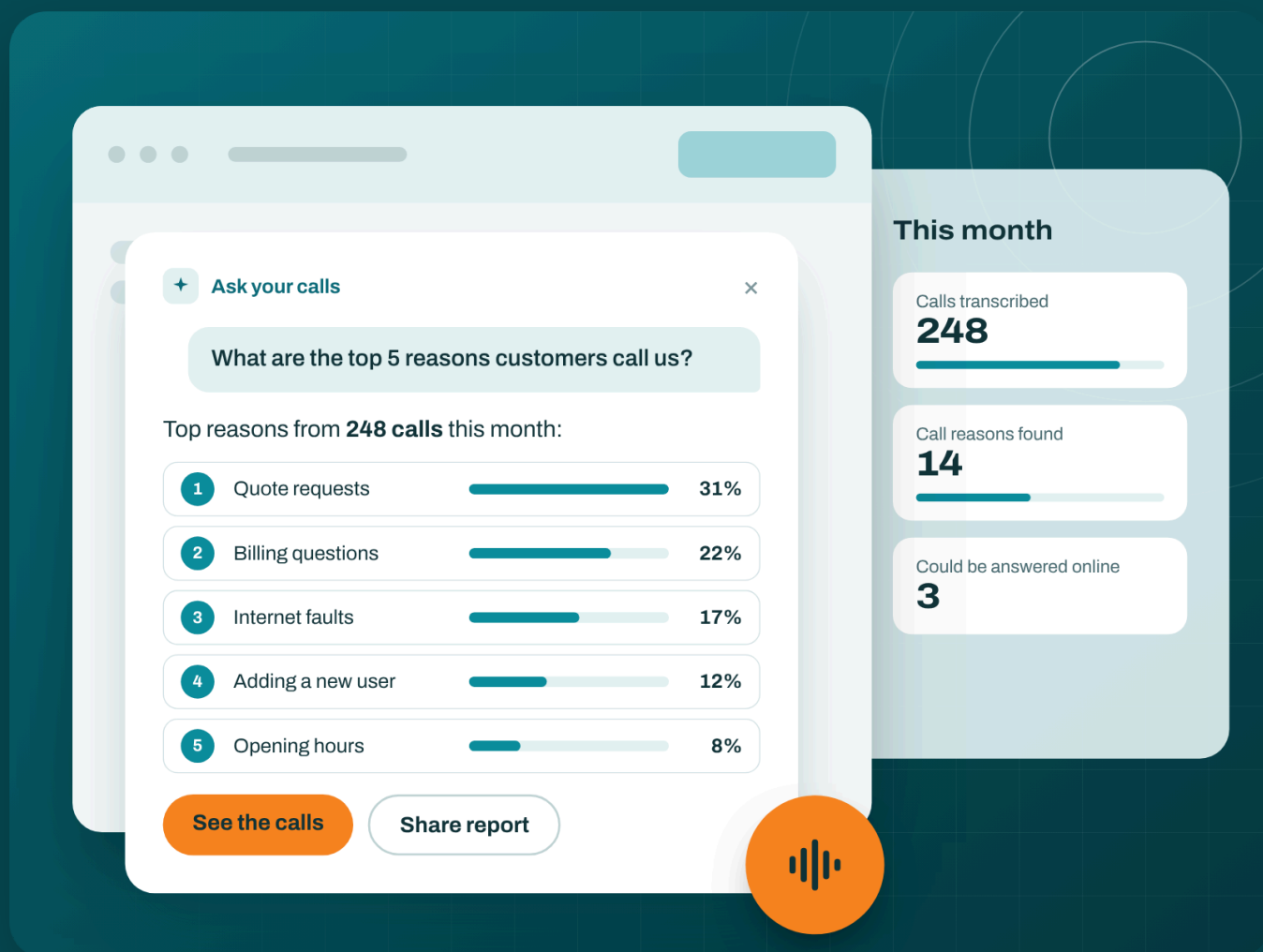
Installed, tested and supported locally, with on-site support covered in Cairns metro.

Ready to get connected?

Call us or email to book an on-site inspection and a quote tailored to your business.

Take control of every customer call

Every call is transcribed, so you can ask plain-English questions about what your customers actually said. Included in Voice Pro.



"What are the top 5 reasons customers call us?"

"Which questions could we answer on our website instead?"

"When are our busiest hours, and how many calls did we miss?"

01

Ask in plain English

No reports to build. Just ask your calls a question.

02

Know why customers call

See the top reasons people call, so you can fix the root cause.

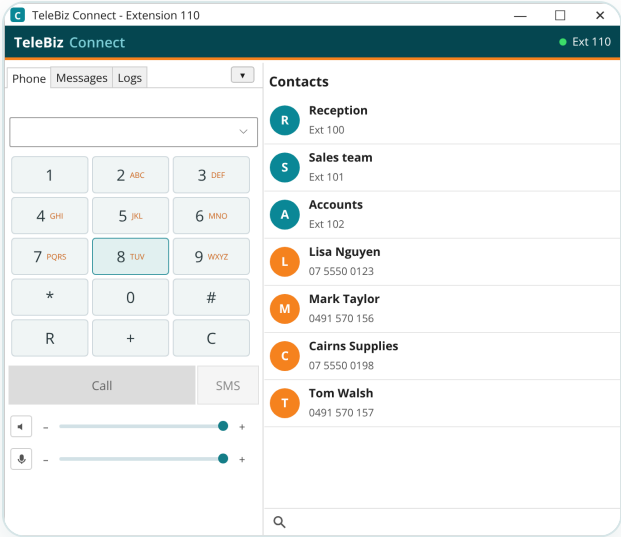
03

Plan for busy times

Find your busiest hours and how many calls were missed.

Your calls, at your fingertips

Take calls on your desk phone or your computer, and see how your phones are being used, day by day and number by number.



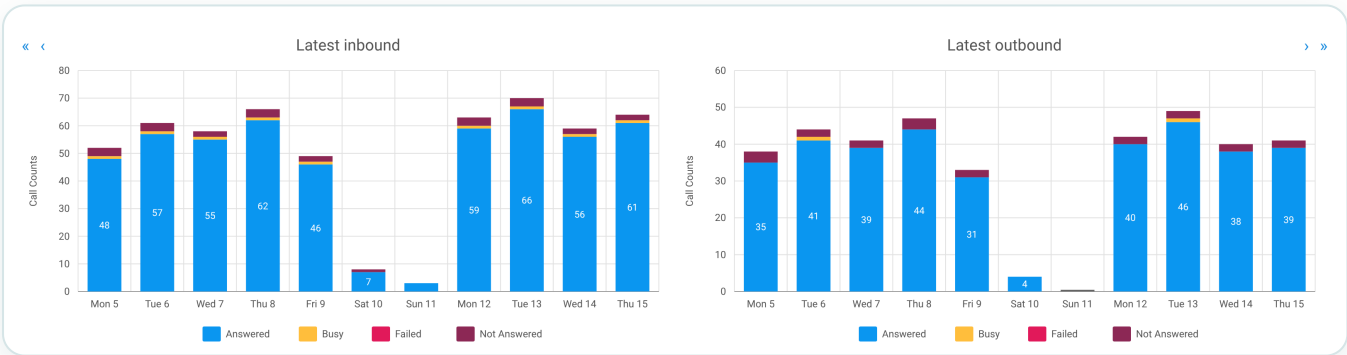
Desktop softphone

Your extension on your computer. Make and take calls without a desk phone, with your team and customer contacts one click away.

- Full dial pad, transfer and volume controls
- Team extensions and customer contacts in one list
- Call logs so you can see who called and when

Live call dashboard

Inbound and outbound calls for every day, with answered, busy and missed calls shown at a glance.



Calls by number

See how busy each of your numbers is, so you know where your calls come in.

Number	Calls	Answered	Talk time	Average call
(07) 4040 2000 Main line	186	171	9:42:15	3:24
(07) 4040 2001 Sales	94	88	5:08:16	3:30
(07) 4040 2002 Support	72	69	3:21:57	2:55
(07) 4040 2003 Accounts	41	40	1:37:20	2:26
Total	393	368	19:49:48	3:13

Example screens and report. Call reports are included in Voice Plus and Voice Pro.

CHOOSE YOUR PLAN

Three plans, built around your business

	VOICE Essential 3 users	VOICE Plus 6 users	VOICE Pro 12 users
PHONE SYSTEM			
All standard calls included	✓	✓	✓
Main business number, auto attendant, business hours	✓	✓	✓
Call distribution, transfer, music on hold	✓	✓	✓
Voicemail to email, missed-call notifications, contact list	✓	✓	✓
Call reports with SLA metrics, recording & archiving	—	✓	✓
VIP caller recognition	—	✓	✓
Agent-connected announcement	—	—	✓
AI call insights & AI integration	—	—	✓
Integration with your internal systems	—	—	✓
SUPPORT			
Local support & on-site support covered in Cairns metro	✓	✓	✓

Need more users?

Add people to any plan as your team grows. Your quote is tailored to your business.

About setup

Covers a standard install with no extra cabling. Anything out of the ordinary is quoted first.

Already have internet?

TeleBiz Voice runs over your existing business internet connection.

WHAT YOU GET

A complete phone system without the hardware headaches

TeleBiz Voice is a cloud phone system that handles every call into your business: answering, routing, recording and reporting. We set it up, run it and support it, so your team can get on with serving customers.



One main business number

Customers call one number and reach the right person, with all standard calls included.



Auto attendant

A professional greeting and menu ("press 1 for sales...") sends callers where they need to go.



Business hours schedule

Calls route automatically for open hours, after hours, weekends and public holidays.



Call distribution & transfer

Ring a team together or in turn, and pass calls between staff with ease.



Music on hold

Callers hear music or your own messages while they wait, not silence.



Voicemail to email

Messages land in your inbox, with missed-call notifications so nothing slips through.



Contact list & VIP caller recognition

A shared customer contact list, and priority handling for your most important callers.



Call reports & recording

See call volumes and SLA metrics, and record and archive calls for training or disputes.



Set up for you, supported locally

- A technician visits before we quote, so the solution fits your site.
- We install, configure and test everything, including your desk phones.
- Add users as your team grows.
- One local number to call for help, with on-site support covered in Cairns metro.