

# VPBX - Reseller Manual

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# Chapter 1. **VPBX**

***BE EMPOWERED*** by having complete control of the system. The ability to work from anywhere, by collaboration through voice and increasing productivity!

Let us have a look at the amazing benefits and features VPBX has to offer your business and your clients!

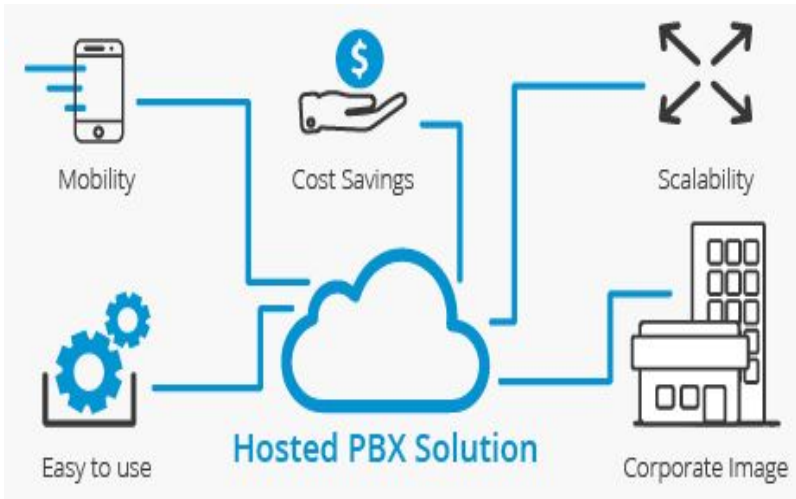


1. [Features and Benefits \(on page 4\)](#)

## VPBX Features and Benefits

*VPBX saves you money by saving time, streamlining workflow, capturing essential voice data and making your operation more efficient.*

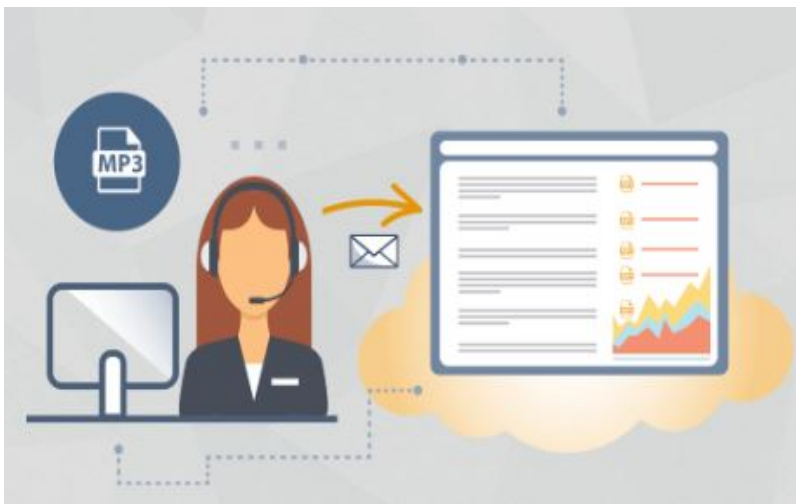
### **Call Features**



Our PBX system includes the following call features, but not limited to:

✓ Call Forwarding	✓ Call Hold
✓ Call Recording	✓ Call Transfer
✓ Advanced Call Flow	✓ Call Waiting
✓ Call Logs	

**Voicemail Features**



✓ Voicemail	✓ Password Protected Voicemail
✓ Voicemail Greeting Options	✓ Voicemail to Email

**Additional Features**



✓ Auto Attendant	✓ Real Time & Historical Reports
✓ Time of Day Call Direction	✓ Do Not Disturb
✓ Ring Groups	✓ Hunt Lists
✓ Personal Profile Editing	✓ Multi-Level IVR Menu Management
✓ Day & Night Mode Schedule	✓ Custom Greetings
✓ Easy Number Portin	

## Chapter 2. Getting Started

*VPBX is a business-class, cloud-based phone system that allows for mobility and scalability, putting the power in your hands!*

### VPBX Overview

*With VPBX, you now have the ability to fully manage your PBX, putting the power in your hands.*

For the purpose of this chapter, the following will be briefly discussed:

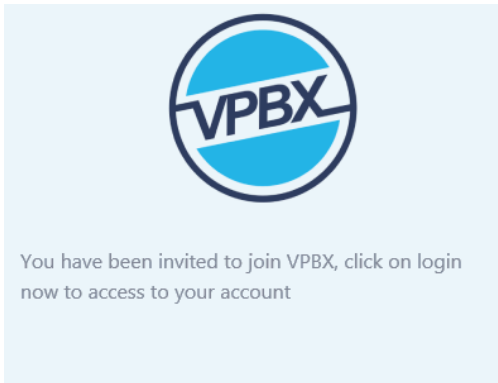
- [The Setup Wizard \(on page 7\)](#)
- [Your VPBX Application overview \(on page 7\)](#)

### Setup Wizard

*With the advanced VPBX services and features, you might want to get started eagerly. The following section provides all the needed guidelines to start your exciting new journey with VPBX.*

Before you can begin benefitting from your VPBX application, you need to login to your account from an Email invite send by your provider. The following actions should be performed once an invite was received to access your reseller VPBX account:

**Step 1:** Click on **Login Now** to access your reseller VPBX account

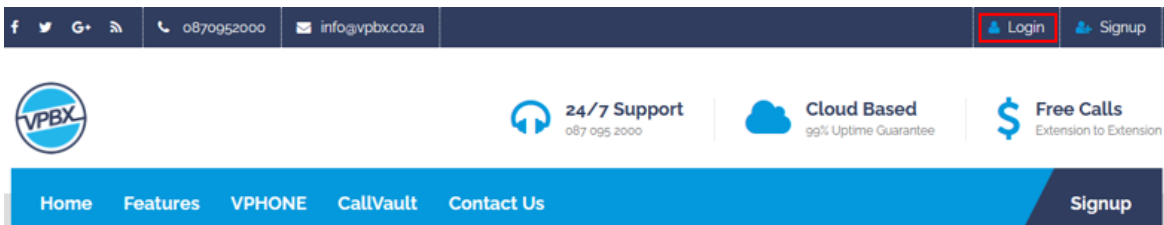


Email Address

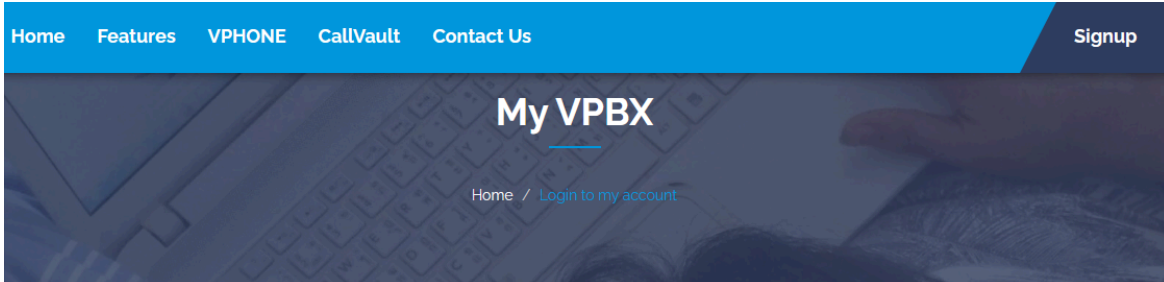
Password

[Login Now](#) →

**Step2:** Select **Login**, on the top-right corner



**Step3:** Click on **Login** making sure that the E-Mail Address and Password is the same as per the mail invite received





E-Mail Address

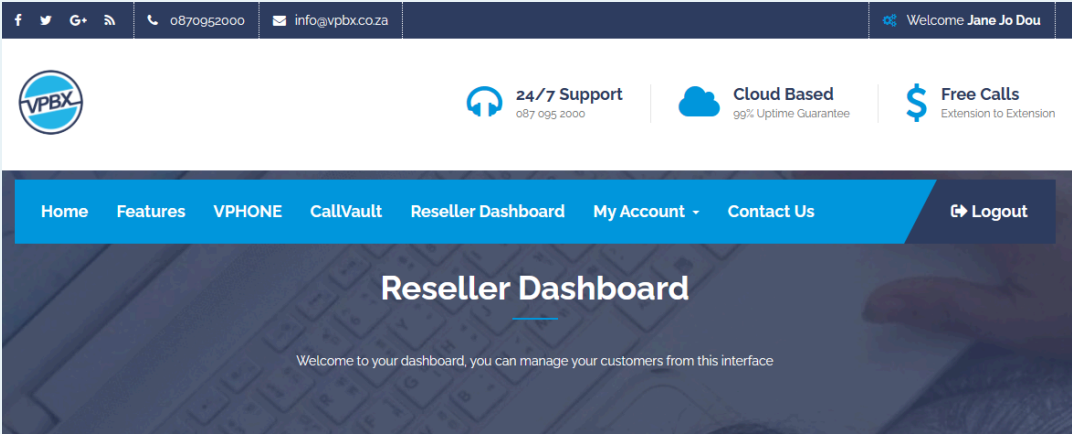
Password

Remember Me

[Forgot Your Password?](#)

 **Notice:**  
Confirm the Email address and password used for the invitation to VPBX with your reseller in order to login to your account.

 **Note:**



The screenshot shows the 'Reseller Dashboard' interface. At the top, there is a dark blue header with social media icons (Facebook, Twitter, Google+, RSS), contact information (phone: 0870952000, email: info@vpbx.co.za), and a user greeting 'Welcome Jane Jo Dou'. Below the header is a white section with the VPBX logo on the left and three service highlights: '24/7 Support 087 095 2000', 'Cloud Based 99% Uptime Guarantee', and 'Free Calls Extension to Extension'. A blue navigation bar below this contains 'Home', 'Features', 'VPHONE', 'CallVault', 'Reseller Dashboard', 'My Account', 'Contact Us', and 'Logout'. The main content area has a dark background with the text 'Reseller Dashboard' and a welcome message: 'Welcome to your dashboard, you can manage your customers from this interface'.

As part of the features included with the VPBX reseller solution, resellers has the ability to manage their clients VPBX services, create new customers, view and edit existing customers.

**Result:** You are now ready to benefit from the VPBX services.

## Chapter 3. VPBX Home Page

Your VPBX account was created successfully and you are now ready to explore and use the exciting new services available.



### Notice:

VPBX provides 24/7 Support, is Cloud Based with 99% Uptime Guaranteed, and provides FREE Calls between extensions

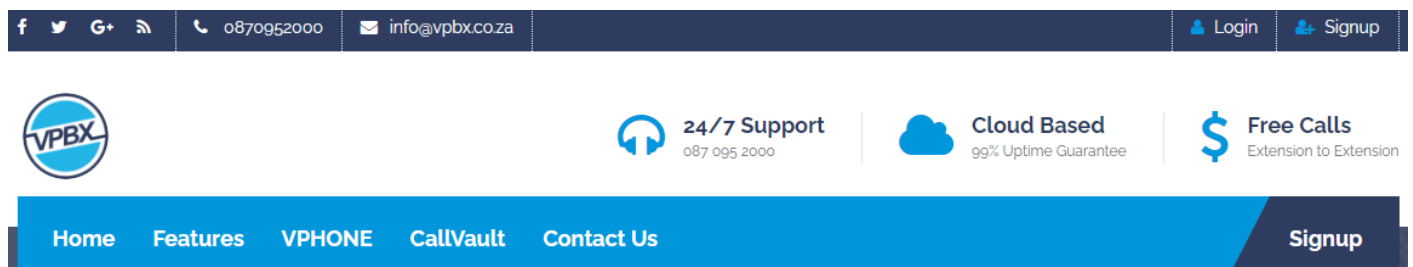
As a reseller, you have the ability to impersonate your customers. To be fully aware of your customers views, available functions, actions that can be performed and in the case were you might have to do some troubleshooting, we will cover all topics on both reseller and customer level.

Let's review the information and shortcuts available from the VPBX **Home** page:

At the top of the home page you will find quick links to our **Social Media** platforms, **Contact Number**, **Email Address**, and the options to either **Login** or **Signup**.

Additional shortcuts also provided at the top of the page, will redirect you to **Home**, **Features**, **VPHONE**, **CallVault**, and the option to **Contact Us**.

The following shows the viewable interface when redirecting to the VPBX website prior to signup or login on any user level:



1. [Home \(on page 11\)](#)
2. [Features \(on page 15\)](#)
3. [VPHONE \(on page 17\)](#)
4. [CallVault \(on page 17\)](#)
5. [Contact Us \(on page 19\)](#)

The middle section provides a short **Video** describing VPBX, the option to create a **Demo Account**, an outline of the **Features** and **Packages & Pricing**, (*for more information regarding pricing, it is recommended that you contact your provider*).

**WHAT IS VPBX?**

VPBX is a business-class cloud-based phone system that offers easy number porting, call recordings, advanced call flow, voicemail to email, auto attendant, real-time and historic reports, ring groups and more.

[View Features](#) [Watch Video](#)

[Create A VPBX Demo](#)

Up To **50% OFF**

From **R411.12** /mo Incl.

## VPBX Features

Including, But Not Limited To



### Auto Attendant

Auto Attendant allows callers to be automatically transferred to an extension without the intervention of a receptionist.



### Call Recording

Call Recordings are stored for seven days. CallVault can be activated if an extended period is required.



### Multi-Level IVR Menu Management

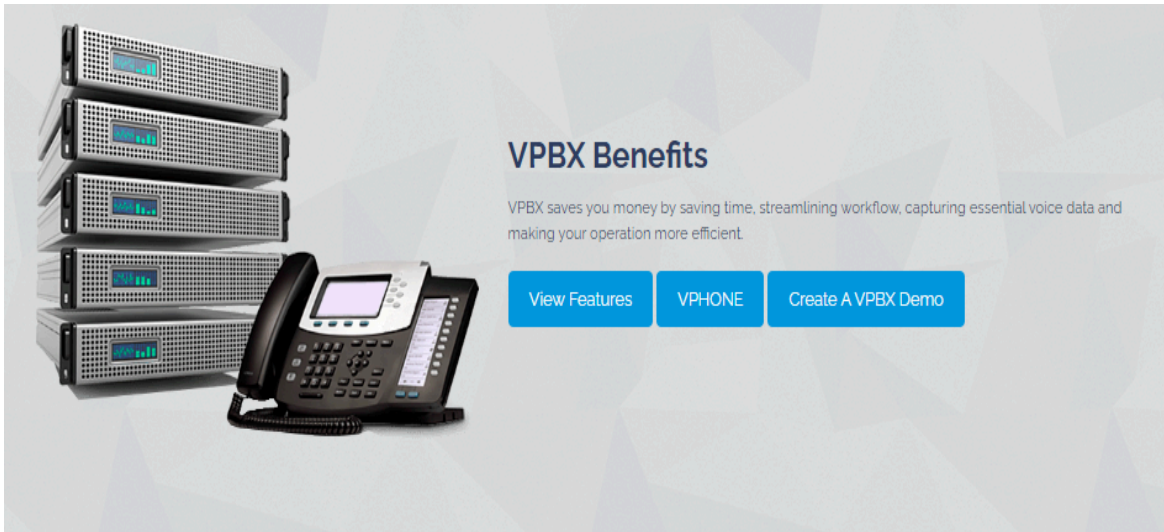
Multi-Level IVR Menu Management assists customers who dial in using a preconfigured recording to guide and provide a more efficient way to respond to customers.



### Easy Number porting

Automated access to number porting via the user interface.

On the bottom section, you will find some more **Quick Links**, **Customer Links** and the opportunity to **Subscribe** to our newsletter, ensuring you don't miss out on any new updates and features.




## VPBX Benefits

VPBX saves you money by saving time, streamlining workflow, capturing essential voice data and making your operation more efficient.

[View Features](#)
[VPHONE](#)
[Create A VPBX Demo](#)

---



Be empowered by having complete control of the system. The ability to work from anywhere, by collaboration through voice, increases productivity.

### Quick Links


- [Home](#)
- [Features](#)
- [CallVault](#)
- [Dashboard](#)


### Customer Links


- [Training Videos](#)
- [Privacy Policy](#)
- [Terms & Conditions](#)

### Subscribe

[Subscribe](#)

 24/7 Customer Support

 [info@vpbx.co.za](mailto:info@vpbx.co.za)

 0870952000

### Home Page Menu Shortcuts

Once your reseller account was setup, you can login to view your available services. Once logged into your VPBX, the menu will have two additional options including; **Reseller Dashboard** and **My Account**.




#### Fastpath:

Below menu image represents the menu options available once logged in to your VPBX reseller account. You can click on the; **Reseller Dashboard** or **My Account** option from the below menu image, in order to redirect to the additional menu selection options and the available functions for each.



 **24/7 Support**  
087 095 2000

 **Cloud Based**  
99% Uptime Guarantee

 **Free Calls**  
Extension to Extension

[Home](#) [Features](#) [VPHONE](#) [CallVault](#) [Reseller Dashboard](#) [My Account -](#) [Contact Us](#)

[Logout](#)

## Reseller Dashboard

Welcome to your dashboard, you can manage your customers from this interface

1. [Reseller Dashboard \(on page 20\)](#)
2. [My Account \(on page 40\)](#)

### Customer Menu View and Shortcuts

Once your customer has logged into their VPBX account the menu will have two additional options that the client can select; **My VPBX** and **My Account**, each with a selectable drop down menu.




#### Fastpath:

Below menu image represents the menu options available to a customer only. You can click on the; **My VPBX** or **My Account** option from the below menu image, in order to redirect to the additional menu selection options and the available functions for each.



 **24/7 Support**  
087 095 2000

 **Cloud Based**  
99% Uptime Guarantee

 **Free Calls**  
Extension to Extension

[Home](#) [Features](#) [VPHONE](#) [CallVault](#) [Contact Us](#) [My VPBX -](#) [My Account -](#)

[Stop Impersonation](#)

## Welcome To Your VPBX

Manage your phone system

1. [My VPBX \(on page 42\)](#)
2. [My Account \(on page 44\)](#)

## Features

*With the ever-evolving changes in business industries, we have the features to support your needs.*



## Call Features

Our PBX system includes the following call features, but not limited to.

- ✓ Call Forwarding
- ✓ Call Recording
- ✓ Advanced Call Flow
- ✓ Call Logs
- ✓ Call Hold
- ✓ Call Transfer
- ✓ Call Waiting

## Voicemail Features

Our PBX system includes the following voicemail features, but not limited to.

- ✓ Voicemail
- ✓ Voicemail Greeting Options
- ✓ Password Protected Voicemail
- ✓ Voicemail to Email



## Additional Features

Our PBX system includes the following additional features, but not limited to.

- ✓ Auto Attendant
- ✓ Time Of Day Call Directing
- ✓ Ring Groups
- ✓ Personal Profile Editing
- ✓ Day & Night Mode Schedule
- ✓ Easy Number Porting
- ✓ Real Time & Historical Reports
- ✓ Do Not Disturb
- ✓ Hunt Lists
- ✓ Multi-Level IVR Menu Management
- ✓ Custom Greetings



### Fastpath:

To the [Home Page \(on page 11\)](#) menu, my [Reseller Menu \(on page 14\)](#), or my [Customer Menu \(on page 14\)](#)

## VPHONE

*VPHONE is a web-based application, integrated with VPBX allowing seamless voice and video calling.*

VPHONE is the accompanying softphone application to the VPBX platform. A SIP softphone application that supports push notifications, HD voice, video, and more.

VPHONE can be accessed from your VPBX web application, or downloaded on your mobile device from the App store or Google play.



VPHONE includes the following features but not limited to:

✓ MS Teams Integration	✓ Initiate and Receive Calls via PC
✓ Video Calls Between Extensions	✓ Phone Book
✓ Real-Time Call Records	✓ Mobile Application
✓ Free calling between app users	✓ Data Safety

More information about [VPHONE \(on page 78\)](#) will be discussed in the menu section, referring to the sub-section; Extensions.



### Fastpath:

To the [Home Page \(on page 11\)](#) menu, my [Reseller Menu \(on page 14\)](#), or my [Customer Menu \(on page 14\)](#)

## CallVault

*CallVault gives you the peace of mind that call recordings is stored safely and separate from the clients PBX.*



### What is CallVault?

CallVault is a secure call recording platform that ensures untampered call recordings. The call recordings are stored safely and separate from the customer's PBX system. These encrypted call recordings are accessible only to pre-authorized personnel within the customer organization.

### Why Do I Need CallVault?

CallVault gives our customers peace of mind that their untampered call recordings are encrypted and stored safely and separate from their PBX system. Secure control and logging means total control over access to customer information.

### How it works



### The Features

-  Backup of Recordings



**256bit Encryption**



**Time-stamped**



**Ease of Accessibility**

- Multiple Logins per Company
- Multiple Access Levels



**Secure**



**2-Factor Authentication to Access Recordings**



**Access Logs**

For more information regarding CallVault, you can visit: <https://callvault.co.za/>



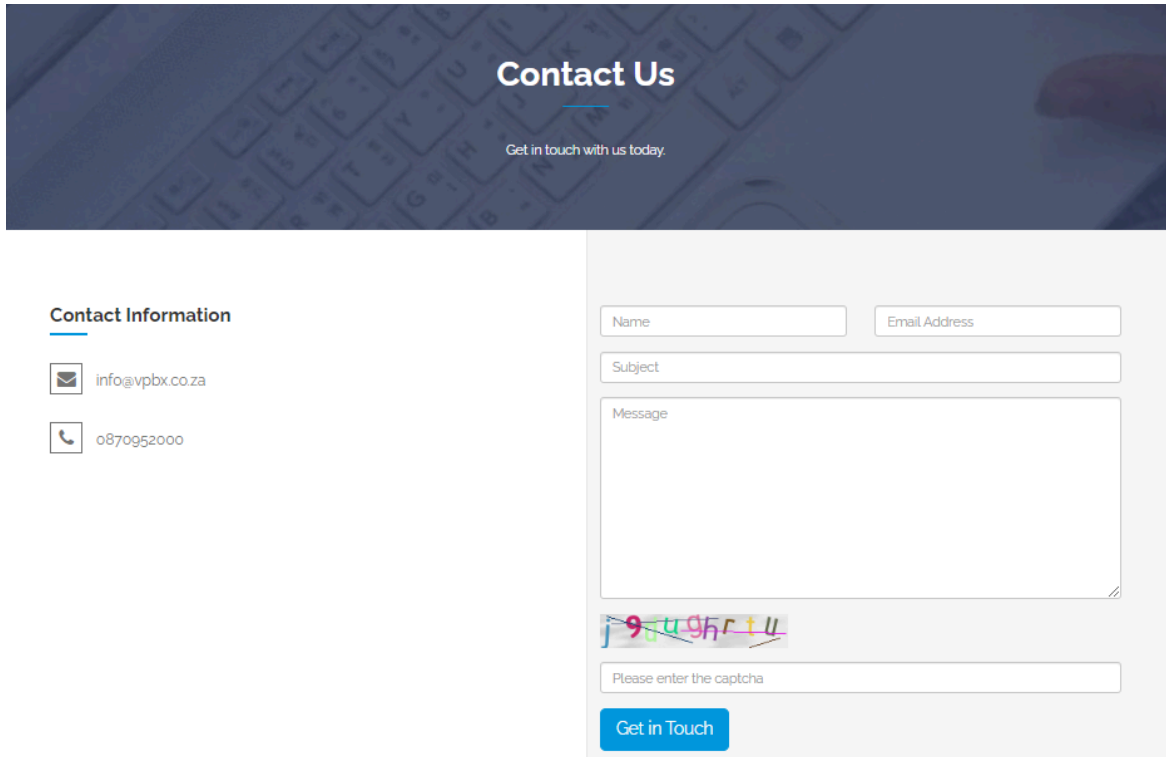
**Fastpath:**

To the [Home Page \(on page 11\)](#) menu, my [Reseller Menu \(on page 14\)](#), or my [Customer Menu \(on page 14\)](#)

## Contact Us

*At the top border of your menu our contact details is displayed however, you can also send a quick message by simply clicking on **Contact Us***


Get in touch with us today, by completing the required information:




**Contact Us**

Get in touch with us today.

**Contact Information**

 info@vpbx.co.za


 0870952000

Name

Email Address

Subject

Message



Please enter the captcha

**Get in Touch**

1. Your **Name**
2. Your **Email Address**
3. Your **Subject**
4. Your **Message**
5. **Please enter the captcha** provided
6. Click on **Get in Touch**



**Fastpath:**

To the [Home Page \(on page 11\)](#) menu, my [Reseller Menu \(on page 14\)](#), or my [Customer Menu \(on page 14\)](#)

## Reseller Dashboard


*The reseller dashboard, allows for a quick glance of your customer growth, quick customer find, and the way to your reseller menu from were additional actions can be performed.*


[f](#) [t](#) [G+](#) [RSS](#)

[0870952000](tel:0870952000)


[info@vpbx.co.za](mailto:info@vpbx.co.za)

[Welcome Jane Jo Dou](#)






**24/7 Support**  
087 095 2000



**Cloud Based**  
99% Uptime Guarantee



**Free Calls**  
Extension to Extension

[Home](#) [Features](#) [VPHONE](#) [CallVault](#) [Reseller Dashboard](#) [My Account](#) [Contact Us](#)


[Logout](#)

## Reseller Dashboard

Welcome to your dashboard, you can manage your customers from this interface

### Your Customer Growth

A Quick Glance At Your Customer Growth This Month



**★ Reseller Discount**

Discount Level: **Bronze**

It is important to note that discount levels are updated daily

### Quick Customer Find


Customer	Balance	Email	Status
John Snr Doe	<a href="#">View Balance</a>	john2@example.co.za	Active <a href="#">Manage</a>
John Jnr Doe	<a href="#">View Balance</a>		Active <a href="#">Manage</a>

### Menu

- [Dashboard](#)
- [New PBX](#)
- [My Customers](#)
- [Discount Levels](#)
- [Logout](#)

### Features & Bugs

- [Request Feature](#)
- [Report Bug](#)



Be empowered by having complete control of the system. The ability to work from anywhere, by collaboration through voice, increases productivity.

### Quick Links

- [Home](#)
- [Features](#)
- [CallVault](#)
- [Dashboard](#)

### Customer Links



- [Training Videos](#)
- [Privacy Policy](#)
- [Terms & Conditions](#)

### Subscribe

[Subscribe](#)

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[info@vpbx.co.za](mailto:info@vpbx.co.za)
0870952000

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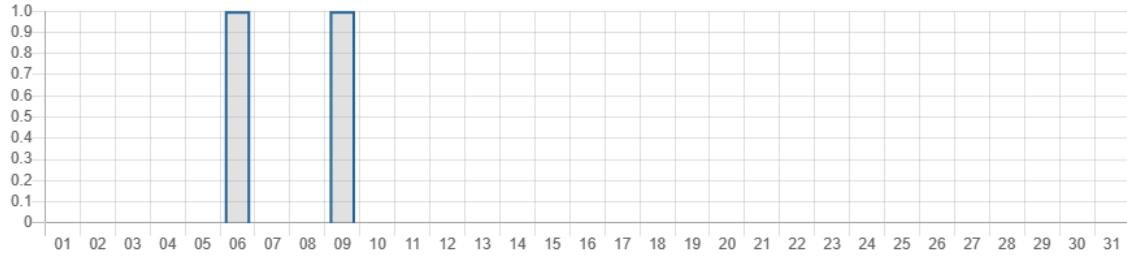
WE ACCEPT:  

## Your Customer Growth

The customer growth is presented in a bar chart, indicating your customers for the present month.

### Your Customer Growth

A Quick Glance At Your Customer Growth This Month



### Quick Customer Find

If you are searching for a specific customer, this option will assist in quickly finding the customer.

#### Quick Customer Find

### Customer Information

Here you will find a list of your first three customers, the option to view the balance for each, and the option to manage the customer account. All other customers will be listed under **My Customers** on the dashboard menu , as discussed later in this section.

Customer	Balance	Email	Status
John Snr Doe	<a href="#">View Balance</a>	john2@example.co.za	Active <a href="#">Manage</a>
John Jnr Doe	<a href="#">View Balance</a>		Active <a href="#">Manage</a>

We will look at both options respectfully:

#### View Customer Balance

When you click on show balance, the clients available funds will show.

## Balance

Show Balance

R 899,68

Show Balance

## Manage Customer

When this option is selected, you will be able to view the customer's profile, impersonate the customer, or suspend the customer account.



### Note:

Any information of a customer can only be updated through the customer profile by impersonating the customer.

### Customers' general information

First Name

Last Name

Email @gmail.com

Mobile

Information about a customer can only be updated through the customer's profile page.

Impersonate →

Suspend Account


Close

Upon impersonating a customer account, you will be redirected to the [customer dashboard \(on page 42\)](#) as shown in this section under VPBX Home Page.

## Features & Bugs

## Features & Bugs

---

 | Request Feature

 | Report Bug

By simply clicking on the relevant option, you can request additional features, or inform us of any issues experienced on your system.

### Feature Request

---

Let us know what feature you would like to add below.

 Close

 Submit Feature Request

### Bug Report

---

Let us know what bug you would like to report below.

 Close

 Submit Bug

### Reseller Menu

The reseller menu does not have as many functions as the customer PBX menu. Most services and configurations is done from the customer level, and therefore the customer needs to be impersonated

for certain configurations and changes to be done. The customer menu actions will be discussed in the following section of this manual, or alternatively can be viewed by clicking [here \(on page 52\)](#)

**Fastpath:**

You can select any option from the menu image below to redirect to the specific section. To return to the Menu options select the **Menu** option at the end of that section.

**Menu**

1. [Dashboard \(on page 25\)](#)
2. [New PBX \(on page 25\)](#)
3. [My Customers \(on page 36\)](#)
4. [Discount Levels \(on page 39\)](#)
5. [Logout \(on page 40\)](#)

**Reseller Dashboard**

Your reseller dashboard was already discussed at the start of this section, and includes the following features:

**Your Customer Growth** - For the current month

**Quick Customer Find** - To redirect to a customer quickly

**Customer Information** - Including balance information and management

**Features & Bugs** - To propose a new feature or to report a system bug

**New PBX**

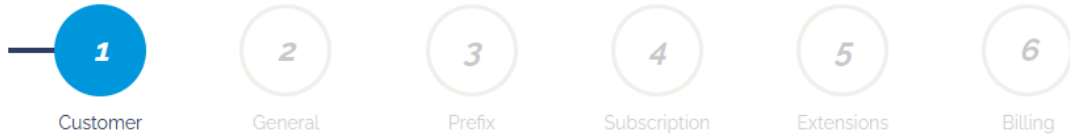
When this action is performed, you are creating a new VPBX instance. The VPBX can be created by either using an [existing \(on page 26\)](#) customer, or by creating a [new \(on page 31\)](#) customer.

The following steps is performed to create a new PBX for an existing customer:

**Before you begin:** Select the **New PBX** option from the menu on the right

New PBX

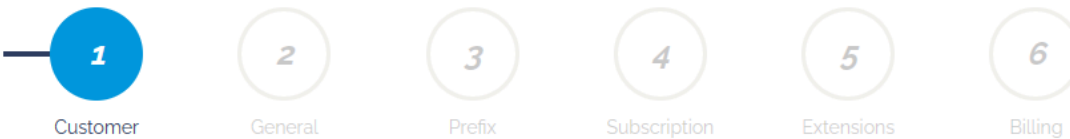
**Step 1.a:** Select **Link existing customer** from the drop-down list



Please select one of the following options

Please select...  
Please select...  
Link existing customer  
Create new customer

**Step 1.b:** Search for your customer either from the list, or by typing the customer name



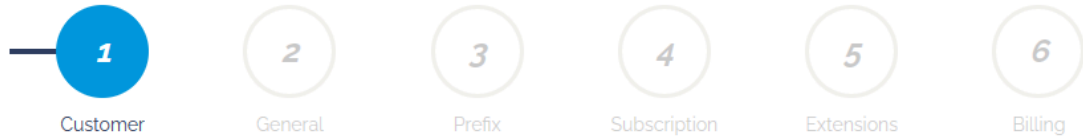
Please select one of the following options

Link existing customer

Search for your customer

VPBX

Name	Blocked	Type	
VPBX Dev 100	No	Prepaid	SELECT CUSTOMER
VPBX Dev 200	No	Postpaid	SELECT CUSTOMER



Please select one of the following options

Search for your customer

Company Name

First Name

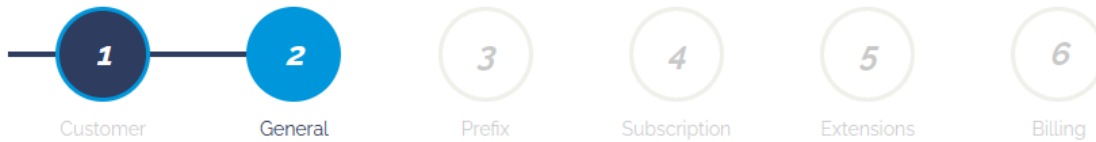
Last Name

Email Address

Contact Number

- Click on **Proceed To Next Step**

**Step 2:** Provide customer **General** information



First Name

Last Name

Email Address

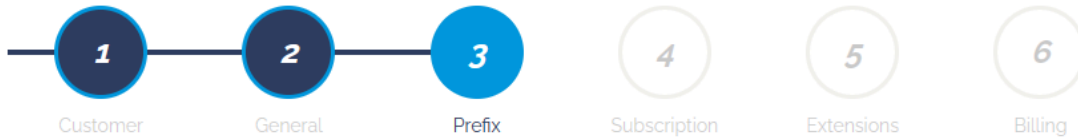
Mobile Number

Password

Password Confirmation

- Click on **Proceed To Next Step**

**Step 3:** Select your **Prefix**, and choose a **Number** from the available list



Please Select Your Prefix

- Please Select...
- 010
- 011
- 012
- 013
- 014
- 015
- 016
- 017
- 018
- 021
- 022
- 023**
- 027
- 028
- 031
- 032
- 033
- 034
- 035



Please Select Your Prefix

Please Select Your Number

- 27238800141
- 27238800143
- 27238800144
- 27238800145
- 27238800146
- 27238800149
- 27238800183
- 27238800184**

- Click on **Proceed To Next Step**

**Step 4:** Select the **Subscription** plan for the customer



Your monthly subscription plan

Please select one of the following subscription plans

<p><b>Free</b></p> <p>Up to 2 Extensions</p> <p>R0.00 Per Extension</p> <p>✓ Selected</p>	<p><b>Basic</b></p> <p>Up to 5 Extensions</p> <p>R 373.75 P/M</p> <p>✓ Select Plan</p>	<p><b>Regular</b></p> <p>Up to 10 Extensions</p> <p>R 690.00 P/M</p> <p>✓ Select Plan</p>
<p><b>Classic</b></p> <p>Up to 15 Extensions</p> <p>R 948.75 P/M</p> <p>✓ Select Plan</p>	<p><b>Deluxe</b></p> <p>Up to 20 Extensions</p> <p>R 1 150.00 P/M</p> <p>✓ Select Plan</p>	<p><b>Premium</b></p> <p>Up to 499 Extensions</p> <p>R 1 207.50 P/M</p> <p>✓ Select Plan</p>

License key

Detect my subscription package automatically based on my license key

✓ Verify License

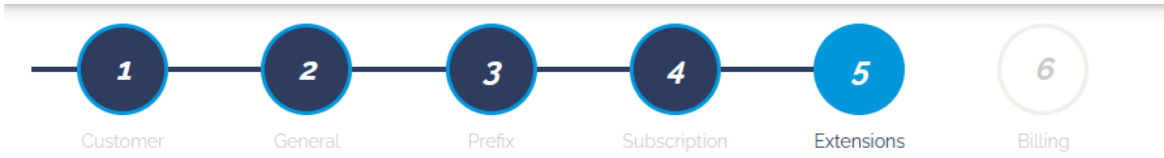
[Back To Previous Step](#)

[Proceed To Next Step](#)

**Notice:**  
We offer a free license package that includes all features

- Click on **Proceed To Next Step**

**Step 5: Extension information** to be confirmed; Name, Email and Mobile



**Your Extensions**

Your personal line in to your phone-system. Other people on the same phone-system can call you on your extension for free.

↻ Auto Re-Assign Extension Numbers
+ Add Extension

Name	Number	Email	Mobile	
<input type="text" value="Extension"/>	<input type="text" value="100"/>	<input type="text" value="john@example.co.za"/>	<input type="text" value="123456789"/>	<span style="background-color: #800000; color: white; padding: 2px 5px; border-radius: 3px;">Remove</span>

- Click on **Proceed To Next Step**

**Step 6: Confirm Billing Information**



**Payment Information**

Due to the free plan you selected, your customer will not be billed.

Setup My PBX →

[Pay Later](#)

- If the free monthly subscription plan was chosen, you do not need to provide billing information during check out.
- If one of the monthly subscriptions was selected that is not free, you should either enter a license key if the license was purchased before setup, or
- Choose either SnapScan or credit card to complete the payment.

**Order Payment Option**

---

License Key

SnapScan

Credit Card

- Click on **Setup My PBX**

⌄ Setting up your PBX...

**Result:** The new PBX will be configured.

John Jnr Doe

View Balance

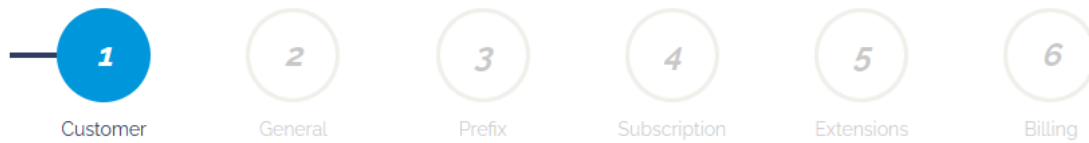
 **Fastpath:**  
Take me back to the reseller [menu \(on page 25\)](#)

The following steps is performed to create a new PBX for a new customer:

**Before you begin:** Select the **New PBX** option from the menu on the right

New PBX

**Step 1.a:** Select **Create new customer** from the drop-down list



Please select one of the following options

Please select...  
Please select...  
Link existing customer  
Create new customer

- Click on **Proceed To Next Step**

**Step 2:** Provide new customer **General** information

**1** Customer      **2** General      3 Prefix      4 Subscription      5 Extensions      6 Billing

**First Name**

**Last Name**

**Email Address**

**Mobile Number**

**Password**

**Password Confirmation**

- Click on **Proceed To Next Step**

**Step 3:** Select your **Prefix**, and choose a **Number** from the available list

**1** Customer      **2** General      **3** Prefix      4 Subscription      5 Extensions      6 Billing

Please Select...

- 010
- 011
- 012
- 013
- 014
- 015
- 016
- 017
- 018**
- 021
- 022
- 023
- 027
- 028
- 031
- 032
- 033
- 034
- 035

Please Select...

Please Select Your Number

A dropdown menu with a list of numbers. The first number, 27188800295, is highlighted in a dark grey bar. The other numbers are listed in a standard font.

27188800295
27188800296
27188800297
27188800298
27188800299
27188800454
27188800456
27188800457
27188800458
27188800459
27188800547
27188800548
27188800549

- Click on **Proceed To Next Step**


**Step 4:** Select the **Subscription** plan for the new customer



Your monthly subscription plan


Please select one of the following subscription plans

<p><b>Free</b></p> <p>Up to 2 Extensions</p> <p>R0.00 Per Extension</p> <p>✓ Selected</p>	<p><b>Basic</b></p> <p>Up to 5 Extensions</p> <p>R 373,75 P/M</p> <p>✓ Select Plan</p>	<p><b>Regular</b></p> <p>Up to 10 Extensions</p> <p>R 690,00 P/M</p> <p>✓ Select Plan</p>
<p><b>Classic</b></p> <p>Up to 15 Extensions</p> <p>R 948,75 P/M</p> <p>✓ Select Plan</p>	<p><b>Deluxe</b></p> <p>Up to 20 Extensions</p> <p>R 1 150,00 P/M</p> <p>✓ Select Plan</p>	<p><b>Premium</b></p> <p>Up to 499 Extensions</p> <p>R 1 207,50 P/M</p> <p>✓ Select Plan</p>

 **License key**

Detect my subscription package automatically based on my license key

✓ Verify License

 **Notice:**  
We offer a free license package that includes all features

- Click on **Proceed To Next Step**

**Step 5: Extension information** to be confirmed; Name, Email and Mobile



Your Extensions

Your personal line in to your phone-system. Other people on the same phone-system can call you on your extension for free.

[Auto Re-Assign Extension Numbers](#) [+ Add Extension](#)

Name	Number	Email	Mobile	
Extension	100	john2@example.com	9876543210	<a href="#">Remove</a>

- Click on **Proceed To Next Step**

**Step 6: Confirm Billing Information**



Payment Information

Due to the free plan you selected, your customer will not be billed.

[Setup My PBX →](#)

[Pay Later](#)

- If the free monthly subscription plan was chosen, you do not need to provide billing information during check out.
- If one of the monthly subscriptions was selected that is not free, you should either enter a license key if the license was purchased before setup, or
- Choose either the SnapScan or credit card payment option.

Order Payment Option

License Key

---

License Key

SnapScan

Credit Card

- Click on **Setup My PBX**

 Setting up your PBX...

**Result:** The new PBX will be configured.

John Snr Doe

[View Balance](#)



**Fastpath:**

Take me back to the reseller [menu \(on page 25\)](#)

### My Customers

From the dashboard view, only the first three customers is listed. When selecting **My Customers** from the right menu, a list of all your customers will be available. The list contains 10 customers per page. The **Quick Customer Find** option, is also available on this interface should you need to redirect to a customer account quickly.

**VPBX**

24/7 Support  
087 095 2000

Cloud Based  
99% Uptime Guarantee

Free Calls  
Extension to Extension

## My Customers

Manage your customers

Home Features VPHONE CallVault Reseller Dashboard My Account - Contact Us Logout

**Quick Customer Find**

Search Customers

C	Balance	Email	Status
Ei	<a href="#">View Balance</a>		Active <a href="#">Manage</a>
D	<a href="#">View Balance</a>		Active <a href="#">Manage</a>
E	<a href="#">View Balance</a>		Active <a href="#">Manage</a>
G	<a href="#">View Balance</a>		Active <a href="#">Manage</a>
D	<a href="#">View Balance</a>		Active <a href="#">Manage</a>
D	<a href="#">View Balance</a>		Active <a href="#">Manage</a>
Li	<a href="#">View Balance</a>		Active <a href="#">Manage</a>
D	<a href="#">View Balance</a>		Active <a href="#">Manage</a>
Ei	<a href="#">View Balance</a>		Active <a href="#">Manage</a>
G	<a href="#">View Balance</a>		Active <a href="#">Manage</a>

1 2 >

**Reseller Discount**

Discount Level: **Bronze**

It is important to note that discount levels are updated daily.

**Menu**

- Dashboard
- New PBX
- My Customers
- Discount Levels
- Logout

**Features & Bugs**

- Request Feature
- Report Bug

**Quick Links**

- Home
- Features
- CallVault
- Dashboard

**Customer Links**

- Training Videos
- Privacy Policy
- Terms & Conditions

**Subscribe**

Enter your full name

Enter your email address

**Subscribe**

24/7 Customer Support info@vpbx.co.za 0870952000

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WE ACCEPT: VISA

From here, you will be able to view current customer balances, as well as manage your customers.

We will look at both options respectfully:

### View Customer Balance

When you click on show balance, the clients current available balance will show.

### Balance

Show Balance

R 899,68

Show Balance



#### Important:

To increase the clients funds, an account topup should be made. This can ONLY be done on customer level, either by the customer, or by impersonating the customer. The steps is described on customer account section under [customer top-up \(on page 44\)](#).

### Manage Customer

When this option is selected, you will be able to view the customer's profile, impersonate the customer, or suspend the customer account.



#### Note:

Any information of a customer can only be updated through the customer profile by impersonating the customer.

#### Customers' general information

First Name

Last Name

Email

Mobile

Information about a customer can only be updated through the customer's profile page.

Impersonate →

Suspend Account

Close

Upon impersonating a customer account, you will be redirected to the [customer dashboard \(on page 42\)](#) as shown in this section under VPBX Home Page.



**Fastpath:**

Take me back to the reseller [menu \(on page 25\)](#)

**Discount Levels**

This section provide you with the information regarding the discount levels available, discount percentages for each and retail prices.



**Important:**

Discount levels is subject to change, depending on your provider.

**Discount Levels**

The Method For Determining Discount Levels

**Example 1:** If You Sell 5 **Basic** Subscription Packages, This Will Give You A Total Of 25 Extensions And You Will Be Placed On Bronze.

**Example 2:** If You Sell 10 **Regular** Subscription Packages, This Will Give You A Total Of 100 Extensions And You Will Be Placed On Silver.

**Example 3:** If You Sell 15 **Classic** Subscription Packages, This Will Give You A Total Of 225 Extensions And You Will Be Placed On Blue.

We Measure Discount Levels Based On A Progressive Structure: For More Information, Please Refer To Our [Terms And Conditions](#).



Subscription Packages	Extensions	Retail Price
Basic	Up to 5	R325.00 P/M excl.
Regular	Up to 10	R600.00 P/M excl.
Classic	Up to 15	R825.00 P/M excl.
Deluxe	Up to 20	R1,000.00 P/M excl.
Premium	21 +	R50.00 Per Extension excl.



**Fastpath:**

Take me back to the reseller [menu \(on page 25\)](#)

**Logout**

As the logout option describes, once selected, you will be logged out from your VPBX account and need to login again to access the services.



**Fastpath:**

Take me back to the reseller [menu \(on page 25\)](#)



**Fastpath:**

To the [Home Page \(on page 11\)](#) menu, my [Reseller Menu \(on page 14\)](#), or my [Customer Menu \(on page 14\)](#)

## My Account

The **My Account** section on your menu, allows you to edit your account profile easily.

How to edit your business profile:

**Prerequisite:** Navigate to the **My Account** option on your home menu



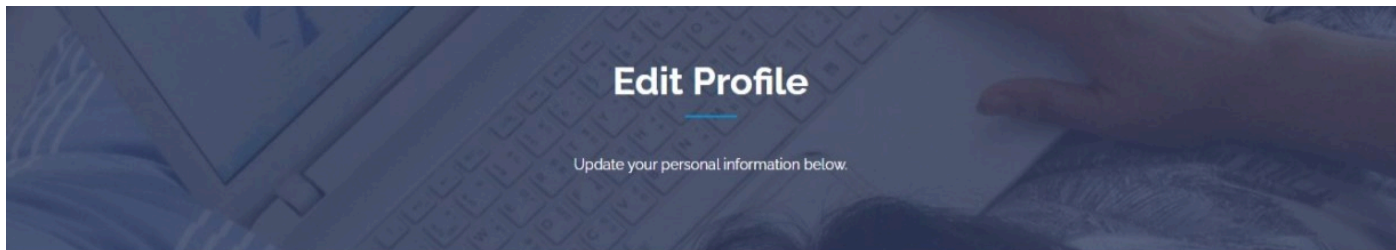
There is two options available to select from the **My Account** section: Edit Profile, and the option to Logout

**Step 1:** Select **Edit Profile** to change your current business profile information



**Logout**

Once selected you can update either your profile information, or change you password



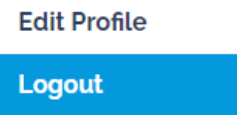
**Menu**

- Edit Profile
- Logout

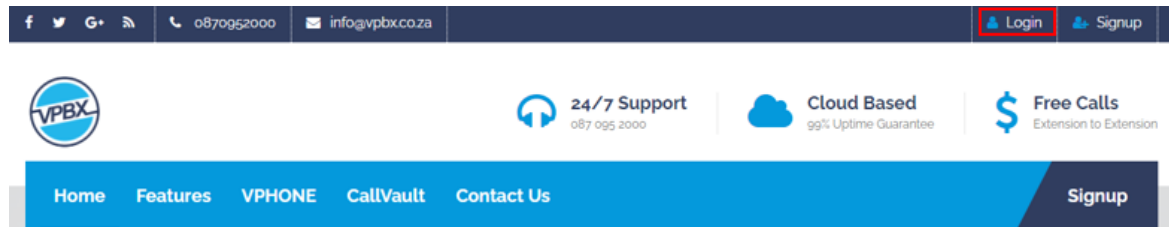
First Name	<input type="text" value="Testing"/>
Last Name	<input type="text" value="Account 2"/>
Company Name	<input type="text"/>
Contact Phone	<input type="text" value="0842869421"/>
Email Address	<input type="text" value="john@example.co.za"/>
<input type="button" value="Update Profile Information"/>	
New Password	<input type="password" value="....."/>
Confirm Password	<input type="text" value="Re-Password"/>
<input type="button" value="Change Password"/>	

- For personal information changes; select **Update Profile Information** to save your changes
- For password changes; select **Change Password** to save your new password

**Step 2:** Select **Logout** from the list



Quite straight forward, once the **Logout** option was selected; you will be logged out of your VPBX system, and need to login again in order to access you VPBX clients and services.





**Fastpath:**

To the [Home Page \(on page 11\)](#) menu, my [Reseller Menu \(on page 14\)](#), or my [Customer Menu \(on page 14\)](#)

## MY VPBX

From the home page menu, only available once logged in, **My VPBX** provides quick links to access your account from where you can either view existing, or add new services.

**My VPBX**, drop-down list includes links to your; **Dashboard, Extensions, Hunt Groups, Phone Lines, Call Records** and **CallVault**.



**Notice:**

As the reseller, please take note that the below describes the functions and actions that can be performed by a client once logged in to their **customer account**. The information might serve as a guideline to your customers or yourself to provide assistance were needed.

Home

Features

VPHONE

CallVault

Contact Us

My VPBX -

My Account -

Logout

1. [My VPBX \(on page 42\)](#)
2. [My Account \(on page 44\)](#)

**My VPBX -**

Dashboard

Extensions

Hunt Groups

Phone Lines

Call Records

Call Vault

**Note:**

For the purpose of this section, only the Dashboard will be briefly discussed. The other links provided from the My VPBX list, is discussed in more detail later in this manual, the customer [dashboard menu \(on page 52\)](#).

From the dashboard, you will have quick access to the following:

**Welcome To Your VPBX**  
Manage your phone system

**PBX Navigation**

- Dashboard
- Extensions
- Auto Provision
- Hunt Groups
- Phone Lines
- Call Records
- Call Vault
- Call Reports
- Logout

**Features & Bugs**

- Request Feature
- Report Bug

**Extensions Overview**  
A Quick Glance At Your PBX Extensions

Extension: 100 Status: Offline Last Updated: 11:48:45	Extension: 101 Status: Offline Last Updated: 11:48:45
---	---

**Important Notice**  
It is important to note that call recordings will only be available on your account for 7 days after the phone call took place without Call Vault enabled.  
If you would like to keep your recordings for longer than 7 days, please activate Call Vault. [Click here for more information regarding Call Vault.](#)

Please note that calls diverted to voicemail will not be recorded.

**Recent Calls & Recordings**  
Your 5 Most Recent Calls With Their Recordings, If Configured

Connect Time	Account	From	To	Duration	Cost	Recording
You have 0 call records.						

- **PBX Navigation Menu** - Quick navigation to the most basic functions, as will be elaborated on in section three of this guide.
- **Extensions Overview** - Displays your current extensions, their status and when last updated.

- **Features & Bugs** - We want to hear from you. You can request additional features, or inform us of a bug on the system.
- **Recent Calls & Recordings** - Your five most recent calls and their recordings, if configured, will be listed here.



**Fastpath:**

To the [Home Page \(on page 11\)](#) menu, my [Reseller Menu \(on page 14\)](#), or my [Customer Menu \(on page 14\)](#)

## My Account

*Only once logged in, you can access the **My Account** section from where you can view and edit your pending orders, and update your personal information*



**Notice:**

As the reseller, please take note that the below describes the functions and actions that can be performed by a client once logged in to their **customer account**. In this case, it should be noted that the My Account functions provided here, is different to the options available from your reseller menu. The information might serve as a guideline to your customers or yourself to provide assistance were needed.

From your customer Home Page, next to your name, your current available funds will show. In order to increase call credits on your account, the following actions can be taken:

**How to top-up the customer account with call credit:**

**Step 1:** Next to the customer name, on the far-right, select **Balance**



# Account Topup

Topup your account with call credit.

### 5 Latest Topup History

Your 5 Latest Transactions

Date	Type	Amount
You have not made any payments yet.		

[Refresh Transactions](#)
[+ View Pending](#)

### Call Credit

Select The Amount That You Would Like To Purchase And Continue With Payment.

How much call credit would you like to add?

Purchase Credits →

Be empowered by having complete control of the system. The ability to work from anywhere, by collaboration through voice, increases productivity.

#### Quick Links

- [Home](#)
- [Features](#)
- [CallVault](#)
- [Dashboard](#)

#### Customer Links

- [Training Videos](#)
- [Privacy Policy](#)
- [Terms & Conditions](#)

#### Subscribe

Subscribe

[24/7 Customer Support](#)

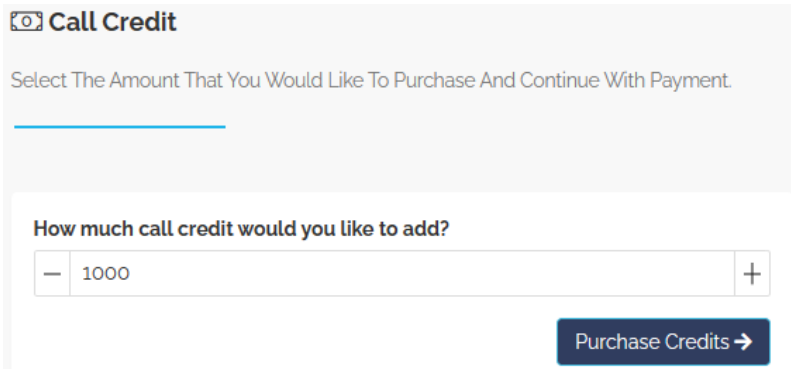
[info@vpbx.co.za](mailto:info@vpbx.co.za)

[0870952000](tel:0870952000)

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WE ACCEPT:

**Step 2:** Specify the amount of call credit you want to purchase



- Click on; **Purchase Credits**

**Step 3:** Proceed and complete the payment transaction

**Payment Information**

Please note that in order to continue, we require you to make a payment of R 1 000,00

**Payment Option**

Instant EFT ▼


Continue With Payment

Credit payments is made to the wholesale providers account. Reseller profit, is purely based on the discount structure and monthly rebates, or as per the agreement with your wholesale provider.



1. [My VPBX \(on page 42\)](#)
2. [My Account \(on page 44\)](#)

The following tasks can be performed from the **My Account** section available on the top menu:

 **Note:**  
You can also click on one of the options on the My Account list image, for more information regarding that section.

## My Account ▾

[My Orders](#)

[Edit Profile](#)

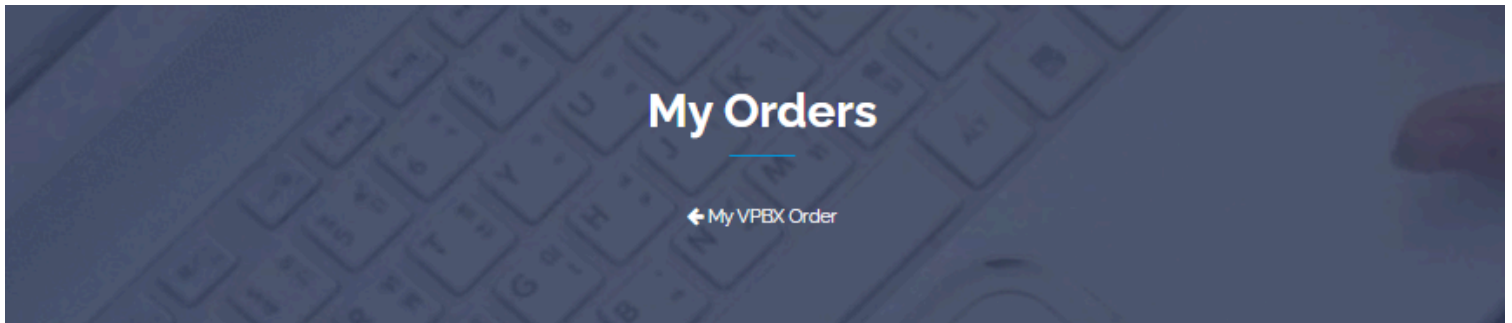
[Billing Information](#)

[My Subscription](#)

[Logout](#)

1. [My Orders \(on page 47\)](#)
2. [Edit Profile \(on page 48\)](#)
3. [Billing Information \(on page 49\)](#)
4. [My Subscription \(on page 49\)](#)
5. [Logout \(on page 51\)](#)

### My Orders



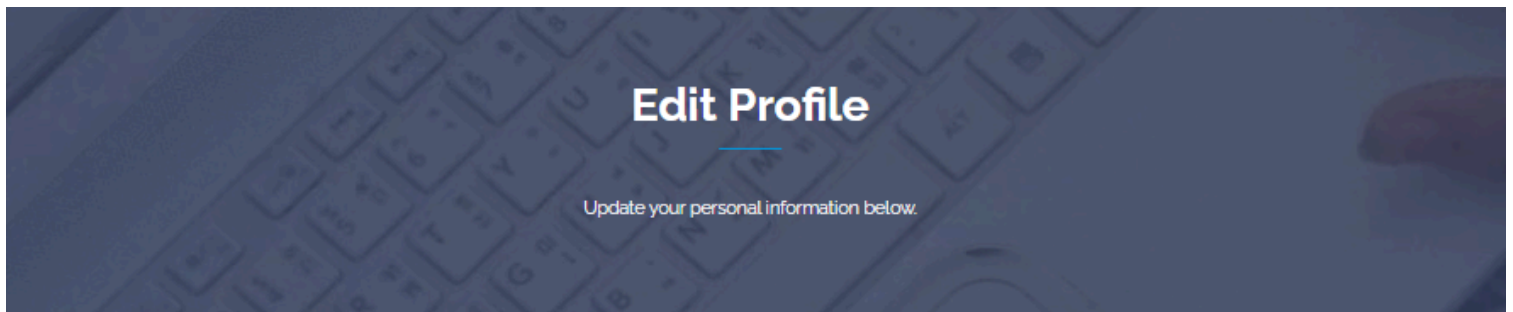
### My Orders

You Can Only View And Settle Pending Orders.

Extensions	Number	Status	Created	
2	27578800085	Completed	2022-11-23 10:34:30	<a href="#">Order Completed</a>

- On this section you will be able to view and settle pending orders
- Information displayed here regarding your orders includes:
  - **Extensions** - Amount of extensions
  - **Number** - Number associated with the extensions
  - **Status** - The status of the order
  - **Created** - Date and time on which the order was created

## Edit Profile



### Menu

- Edit Profile
- Billing Information
- Subscription Plan
- Subscription Plan History
- Terminate Account
- Logout

First Name	<input type="text" value="Jane"/>
Last Name	<input type="text" value="Doe"/>
Company Name	<input type="text" value="[5581] Jane Doe"/>
Contact Phone	<input type="text" value="0123456789"/>
Email Address	<input type="text" value="www.guj@gmail.com"/>
	<input type="button" value="✓ Update Profile Information"/>
New Password	<input type="text" value="New Password"/>
Confirm Password	<input type="text" value="Re-Password"/>
	<input type="button" value="✓ Change Password"/>

From the Edit Profile section, you will be able to edit the following personal information:

- **First Name** - Name of account holder
- **Last Name** - Surname of account holder
- **Company Name** - The name of your company
- **Email Address** - The Email address to receive all notifications

- **New Password** - In the case that you need to change your current password
- **Confirm Password** - Confirmation of the new password

## Billing Information

# Billing Information

Manage your billing information below.

### Menu

Edit Profile

Billing Information

Subscription Plan

Subscription Plan History

Terminate Account

Logout

**i** It is important to note that your subscription fee will be taken from your primary credit card each month.

Add New Credit Card

You have no credit card associated with your account yet, please update your credit card information in order to use credit cards as a payment method.

In this section, you will be able to view, add or change your Credit Card information, should you make use of the credit card payment method.

## My Subscription

# My Subscription

Your active VPBX subscription package.

## Menu

Edit Profile

Billing Information

Subscription Plan

Subscription Plan History

Terminate Account

Logout

## Subscription Management

Upgrade Your Monthly Subscription To A Package That Is More Suitable For Your Needs.

### My Active Subscription

You are currently subscribed to Free for R0.00 per month

### Upgrade Your Subscription Package

You Can Upgrade Your Subscription Package Anytime.

<b>Basic</b> Up to 5 Extensions R 325,00 P/M ✓ Select Plan	<b>Regular</b> Up to 10 Extensions R 600,00 P/M ✓ Selected	<b>Classic</b> Up to 15 Extensions R 825,00 P/M ✓ Select Plan	<b>Deluxe</b> Up to 20 Extensions R 1 000,00 P/M ✓ Select Plan	<b>Premium</b> More than 499 Extensions R 1 050,00 P/M ✓ Select Plan
---	---	--	---	---

**i** You have selected Regular as your new plan

Please note that we require OTP verification in order to change your plan.

Your OTP will be sent to the mobile number you enter

0123456789

Send OTP

In this section, you will be able to view your current subscription, as well as upgrade your subscription package.

Should you select one of the packages as your new plan, you can view or change the number that will receive the one-time-pin (OTP).



**Note:**

To view the previous subscription, you can select **Subscription Plan History**, available on the left menu of this section.

**Logout**

Once selected you will be redirected to the VPBX home page, from where you need to login to access your account.



**Fastpath:**

To the [Home Page \(on page 11\)](#) menu, my [Reseller Menu \(on page 14\)](#), or my [Customer Menu \(on page 14\)](#)

## Chapter 4. What's on the Menu?

*The **PBX Navigation Menu**, available on your customer Dashboard, provides quick access to services and features provisioned from your VPBX.*



### **Important:**

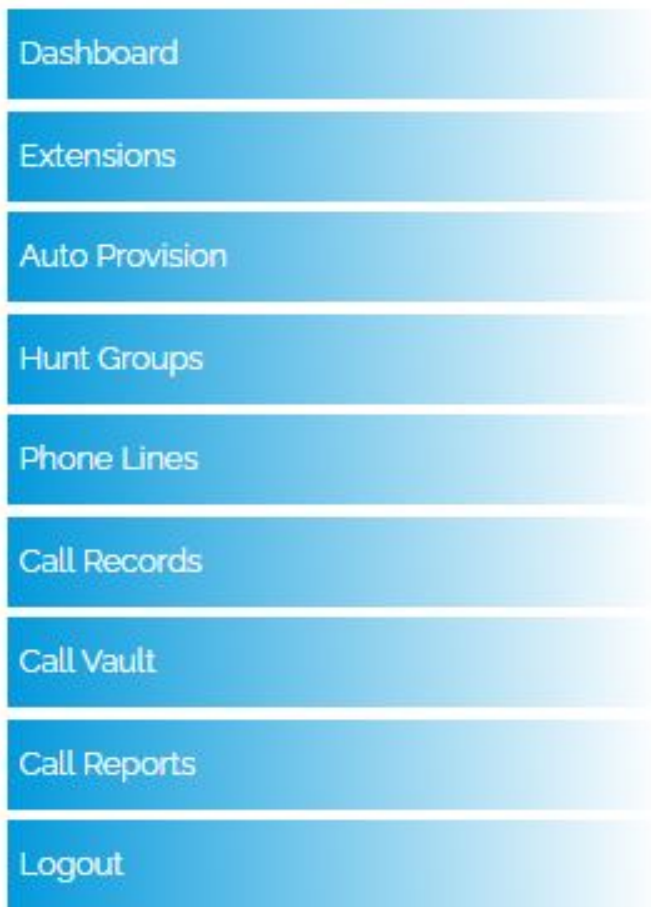
Most configurations, changes and services can only be done on the customer level. This chapter serves as a full guideline to all VPBX services and features available to you customers



### **Fastpath:**

You can select any option from the menu image below to redirect to the specific section. To return to the Menu options select the **Menu** option at the end of a section.

The following **Menu** topics is discussed as part of this guide:



1. [Getting Started \(on page 7\)](#)
2. [Extensions \(on page 53\)](#)
3. [Auto Provision \(on page 85\)](#)
4. [Hunt Groups \(on page 87\)](#)
5. [Phone Lines \(on page 90\)](#)
6. [Call Records \(on page 121\)](#)
7. [CallVault \(on page 119\)](#)
8. [Call Reports \(on page 120\)](#)

## Extensions

*VPBX extensions can be accessed either from the customer left menu, or from the 'My VPBX' drop down list found on the customer top menu.*

From **Extensions** the following sections will be available:

## 1. Extension Auto Assignment

Extension Auto Assignment, is the first option at the top when you navigate to 'Extensions' providing the option to assign extensions to hunt groups automatically.

### Extension Auto Assignment

A New Extension Can Be Automatically Assigned To A Specific Hunt Group

#### Enable Auto Assign

#### Please select your Hunt Group

✓ Save Configuration

You have the ability to choose whether to enable or disable 'Extension Auto Assignment'

- **Enable:** When set to 'Yes', the system will automatically assign new extensions to the selected Hunt Group
- **Disable:** When set to 'No', you will need to add extensions manually to a preferred Hunt Group.



**Note:**

The manual process to create a Hunt Group is further discussed in this section under [Hunt Groups \(on page 87\)](#).

## 2. Extension Management

On this section the following actions can be performed:

[+ Create New Extension](#)
[Upgrade Subscription Plan](#)
[Send Extensions Details To Email](#)

[Bulk Create Extensions](#)

Extension	Number	Call FWD			
Jane Doe	100			<a href="#">Registration Details</a>	<a href="#">Manage</a> <a href="#">X Remove Extension</a>

1. [Create New Extension \(on page 55\)](#)
2. [Upgrade Subscription Plan \(on page 56\)](#)
3. [Send Extensions Details to Email \(on page 56\)](#)
4. [Bulk Create Extensions \(on page 57\)](#)
5. [Send \(on page 58\)](#)
6. [Registration Details \(on page 58\)](#)
7. [Manage \(on page 59\)](#)
8. [Remove Extension \(on page 59\)](#)

[+ Create New Extension](#)

- Allows you to add an additional extension if supported by the chosen subscription plan

### Step 1: Select **Create New Extension**

#### Extension Management

Manage Existing Extensions Or Create New Ones.

[+ Create New Extension](#)
[Send Extensions Details To Email](#)
[Bulk Create Extensions](#)

Extension	Number	Call FWD			
Jane Doe	100			<a href="#">Registration Details</a>	<a href="#">Manage</a> <a href="#">X Remove Extension</a>

**Step 2:** Update the user information and email address for the new extension:

**Next Extension Number**

**Name**

**Email**

**Mobile Number**

✕ Close | ✓ Save changes

Click on; **Save Changes**

**Result:** The newly created extension will now be part of your list of extensions

+ Create New Extension | 🔒 Upgrade Subscription Plan | 📧 Send Extensions Details To Email  
Bulk Create Extensions

Extension	Name	Number	Call FWD			
🔴	Jane Doe	100	✕	📧	🔒 Registration Details	⚙️ Manage
🔴	John Doe	102	✕	📧	🔒 Registration Details	⚙️ Manage

✕ Remove Extension

🔒 Upgrade Subscription Plan - Provides the option to upgrade your current subscription plan, as discussed under My Account (*on page* ).

📧 Send Extensions Details To Email - Allows you to specify an email address and send the extension details:

**Step 1:** Select Send Extension Details to Email

**Step 2:** Provide the Email Address to where you want to send the extension details

Click on: Send Email

## Email Extension Registration Details

Please Enter Your Email Address Below To Receive All Your Extension Registration Information In One Email.

✉ Email Address

✕ Close

➤ Send Email

Result: Email example as send to the recipient:

Hi There!

Here are the extension registration details for you.

In order to change an email address linked to an extension, kindly log into your VPBX account and update it under the extensions tab.

The SIP server that should be used to register your extensions is [sip.vpbx.co.za](http://sip.vpbx.co.za)

EXT	Login	Password	Email
100	27578800085_100	[redacted]	<a href="mailto:janedoe@example.co.za">janedoe@example.co.za</a>
101	27578800085_101	[redacted]	<a href="mailto:johnDoe@example.co.za">johnDoe@example.co.za</a>

Thanks,  
VPBX

**Bulk Create Extensions**

- When this option is selected, you can create your VPBX extensions in bulk:

+ Add Extension
Auto Re-Assign Extension Numbers
Save Extensions

---

Name	Number	Email	Mobile	
<input type="text" value="Extension"/>	<input type="text" value="101"/>	<input type="text"/>	<input type="text"/>	<span style="color: red;">Remove</span>
<input type="text" value="Extension"/>	<input type="text" value="102"/>	<input type="text" value="john@example.com"/>	<input type="text" value="0841234567"/>	<span style="color: red;">Remove</span>

From the extension at the bottom, the following can be viewed or actioned:

Extension	Number	Call FWD
Jane Doe	100	✘

-The extension information that can be viewed includes,

**Extension** name, **Number**, and if **Call forwarding** is activated for that extension

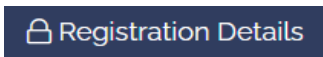


- By clicking on this option, the registration details will be send to the Email address provided with the creation of the extension:



### Email Sent!

Extension 100 registration details has been sent to janedoe@example.co.za



- Provides you with the registration details and QR code that can be scanned with your VPHONE application:

**Domain**

sip.vpbx.co.za

**Login**

27578800085\_100

**Password**

[Redacted]

**Your QR Code**

Scan with your Vphone app to autocomplete SIP registration details.



✕ Close

 **Manage**

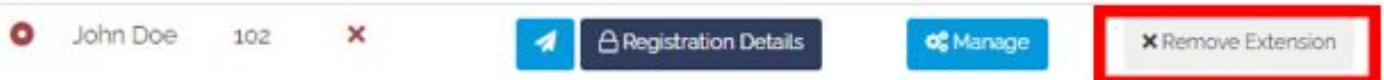
- The Manage option will redirect you to [Extension Management \(on page 62\)](#) where additional configuration options is available for your extension.

✕ **Remove Extension**

- In the case were a service is cancelled, or the extension was created in error, it can be removed by clicking on **Remove Extension**

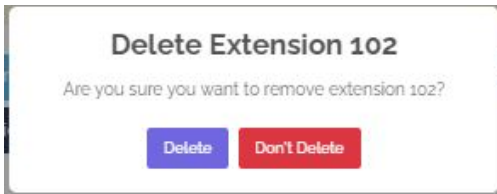
**To delete an extension:**

**Step 1:** From the specific extension, on the far right side, select ✕ **Remove Extension**

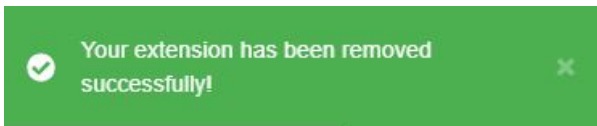


**Step 2:** You will be prompted to confirm the removal of the extension

When selecting **Delete**, the extension will be removed. When selecting **Don't Delete**, the action will be cancelled:




**Step 3:** Once the extension was removed, you will receive the confirmation on you VPBX interface



#### Additional Extension Configuration

For the purpose of call recording addon features, you can link extensions to groups.

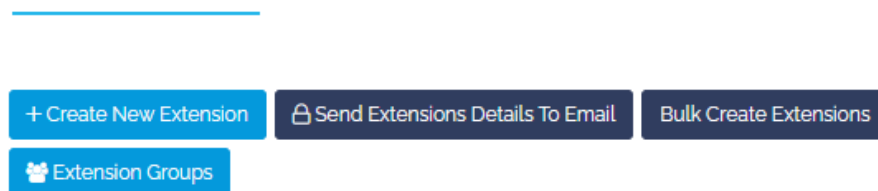
 **Restriction:**  
The **Extension Groups** option is only available once a call report addon was selected and applied to your account. [Call Report Addons \(on page 121\)](#) is discussed later in this chapter.

Once the Report Addon was activated, the following steps can be performed to create extension groups:

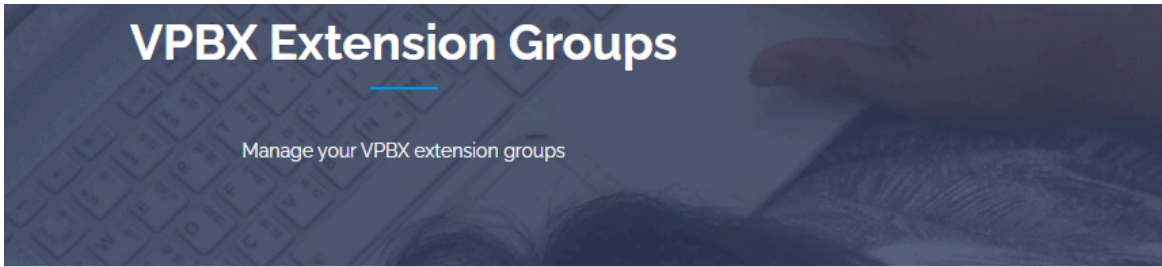
**Step 1:** Select **Extension Groups**

### Extension Management

Manage Existing Extensions Or Create New Ones



**Step 2:** Once redirected to the VPBX extension groups page click on; **create your first one now**



## Extension Groups

The extension groups are used for generating reports, giving you an easier way to download reports for multiple extensions.

Name	Description	Extensions
As you currently have no extension groups created, <a href="#">create your first one now.</a>		

**Step 3:** Provide the **Group Name**, **Group Description** (Optional) and select **Extension/s** applicable to the new group

### Create New Extension Group

#### Group Name

#### Group Description (Optional)

#### Extension 100 x

Extension 102

*Extension - test1@test.com*

Extension 100

*Extension - test3@test.com*

Extension 101

*Extension - test2@test.com*

**Step 4:** Repeat step 3 until all your extension groups was created

### Create New Extension Group

**Group Name**

Support

**Group Description (Optional)**

All call to support

Extension 102 ✕ Extension 101 ✕

✓ Save Group

✕ Cancel





**Result:** All your extension groups will be listed.

Extension groups can be edited or removed by selecting the preferred option to the left

### Extension Groups

The extension groups are used for generating reports, giving you an easier way to download reports for multiple extensions.

+ Create a new group

Name	Description	Extensions	
Reception	Incoming call to the receptionist	1	 
Support	All call to support	2	 

Take me back to my dashboard [Menu \(on page 52\)](#). Take me to my [Extension Management \(on page 63\)](#)

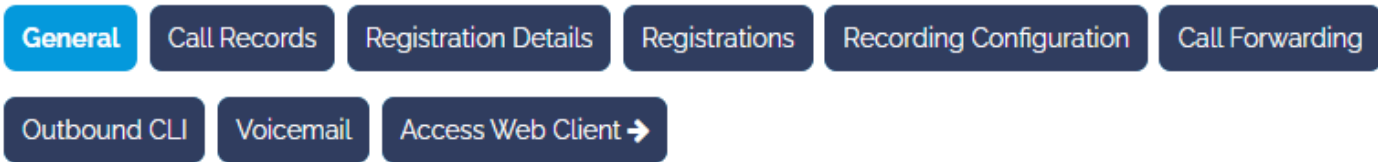
### Extension Management

*Extensions can be customized on customer login, based on the clients needs.*

As part of this section, you have the following additional functions available to customize your extension:

**Notice:**

You can select any option from the menu image below to redirect to the specific section, or simply return to you main dashboard menu by selecting the menu option.



1. [General \(on page 63\)](#)
2. [Call Records \(on page 65\)](#)
3. [Registration Details \(on page 71\)](#)
4. [Registrations \(on page 72\)](#)
5. [Recording Configuration \(on page 73\)](#)
6. [Call Forwarding \(on page 74\)](#)
7. [OUTbound CLI \(on page 77\)](#)
8. [Voicemail \(on page 77\)](#)
9. [Access Web Client \(on page 78\)](#)

**Fastpath:**

Take me back to my dashboard [Menu \(on page 52\)](#). Take me to my [Extension Management \(on page 63\)](#)

## Extension General Management

. From the customer login; General Management is the first available option when selecting Manage, next to an extension. General modifications can be done on the extension.

From the **General** extension management, we will be looking at the following modification options:

**Extension Number** - Example: Extension number was changed from 103 to 104 on the **Extension Number** value field, by typing in the new extension number.

**Extension Name** - Example: Extension name was changed from Jane to Marketing on the **Extension Name** value field, by typing in the new extension name.

**Email Address** - Example: Extension email address was changed from janedoe@example.co.za to doeMarketing@example.co.za, on the **Email Address** value field, by typing in the new email address.

**Mobile Number** - Example: Mobile Number was changed from 0123456789 to 0900000000, on the **Mobile Number** value field, by typing in the new mobile number.

After the information was captured, click on **Update Extension Information** to complete the update and changes:

Before the extension information was changed:

Navigation menu with buttons: **General**, Call Records, Registration Details, Registrations, Recording Configuration, Call Forwarding, Outbound CLI, Voicemail, Access Web Client →

Extension Number

Extension Name

Email Address

Mobile Number

✓ Update Extension Information

After the extension information was updated, you will be redirected to list of extensions.

	Moses	102			Registration Details	Manage	Remove Extension
	Marketing	104			Registration Details	Manage	Remove Extension

To verify that the information is now correct, select **Manage** from the changed extension and review the updated information:

**Extension Number**

104

**Extension Name**

Marketing

**Email Address**

doeMarketing@example.co.za

**Mobile Number**

0900000000

**Fastpath:**

Take me back to my dashboard [Menu \(on page 52\)](#). Take me to my [Extension Management \(on page 63\)](#)

## Extension Call Records

*From the customer account, you can filter call records according to date, view extension call records, and download recordings per extension. You can also view the call details such as caller ID, should you need to log a request with support.*

For extension call records, you have a variety of actions that can be performed, including; [Filter \(on page 65\)](#), [View \(on page 69\)](#) and [Downloading \(on page 70\)](#) of recordings.

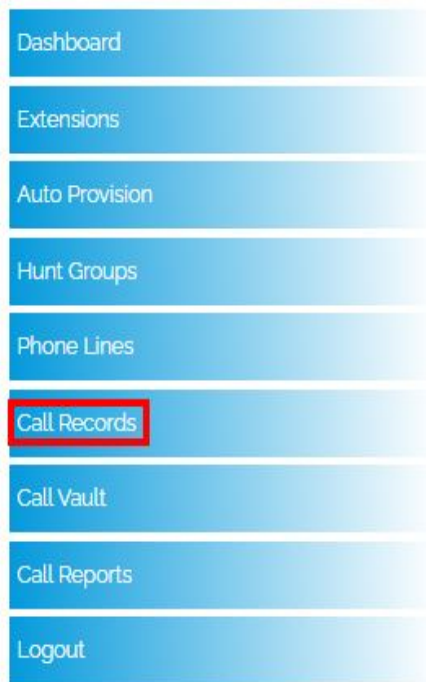
**Note:**

It is important to note that call recordings will only be available on your account for 7 days after the phone call took place without Call Vault enabled.

If you would like to keep recordings for longer than 7 days, please activate Call Vault. For more information refer to the [CallVault \(on page 17\)](#) section .

There are two ways to access call records:

1. From the left menu on the dashboard, select **Call Records**



This selection will include a list of records for all extensions in order of latest date and time, should the client have more that 1 extension.

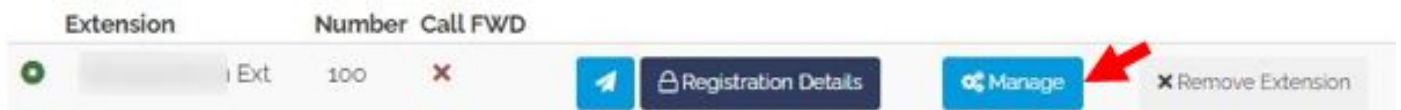
# Call Records

Below you will find a list of calls made or received through your PBX.

## Call Records

### Search For Call Records & Recordings

2. Select **Extensions** from the left menu, then select the **Manage** option, next to the required extension.



Select **Extensions** from the left menu, then select the **Manage** option, next to the required extension

From the extension management section, select **Call Records**

This selection will provide a list of recordings relevant to the specific extension only

# Call Records EXT: 100

[← Back to all extensions](#)

General

**Call Records**

Registration Details

Registrations

Recording Configuration

Call Forwarding

Outbound CLI

Voicemail

Access Web Client →

## Filter Call Records

When selecting Call Records, either from the menu, or from the extension, the top section presented, allows for call records filtering. The following steps, describes the process:

**Step 1:** Provide the **From** and **To** date values

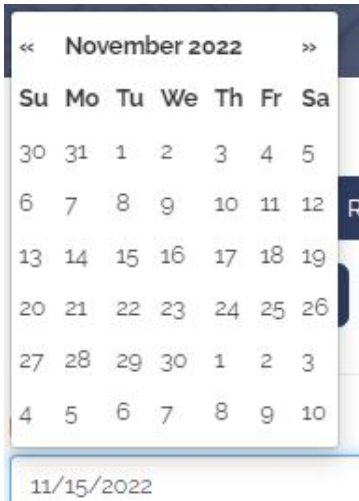
From

11/15/2022

To

11/23/2022

The dates can either be typed manually, or selected from the calendar by clicking on the day of the month















**Step 2:** When the dates was selected, click on **Filter Records**



Once filtered, you will have a list of all the available call records between the provided dates

**Result:** Once filtered, you will have a list of all the available call records between the provided dates

Connect Time	Account	From	To	Duration	Recording
2022-11-23 15:58:42	100	100	27	27 sec	 
2022-11-23 15:38:34	100	100	27	91 sec	 
2022-11-23 14:41:24	100	100	27	63 sec	 
2022-11-23 14:32:01	100	100	27	50 sec	 
2022-11-23 13:32:00	100	100	27	92 sec	 
2022-11-23 13:30:42	100	100	27	60 sec	 



**Remember:**

If you are not making use of CallVault, you will only have access to the last 7 days of recordings.

**View Call Records**

**Step 1:** From the call records list, select the **information** option

Connect Time	Account	From	To	Duration	Recording
2022-11-23 15:58:42	100	100	27	27 sec	 

Result: The following information will be available to view:

**From** - Number from where the call originated

**To** - Number that was called

**h232 Conf ID** - h232 Configuration ID, very helpful to the support team to investigate any issues quicker if the h232 ID is provided

**Disconnect Reason** - Describes the manner on which the call was ended

Additional options is available at the bottom to either **Close** the viewing, or to **Submit Ticket** to the support team, should you require additional information or assistance with the selected call record.

Need some assistance with this call?

Please complete the field below and one of our agents will get back to you shortly.

<b>From</b>	27
<b>To</b>	27
<b>h323 Conf ID</b>	46659188 4D2FF5C4 6A4BDFAD 06D3E2AA
<b>Call ID</b>	LU-1669354656700356-907234169@bcf.isbc.mncoo1.mcc655.3gppnetwork.org
<b>Disconnect Reason</b>	Normal call clearing

✕ Close
📄 Submit Ticket

**Download Call Records** per extension

**Step 1:** From the call records list, select the **tape** icon on the left

Connect Time	Account	From	To	Duration	Recording
2022-11-23 15:58:42	100	100	27	27 sec	 

**Result:** The recording will now be available from your list of downloads on your PC

 to_.wav	2022/11/25 09:02	Wave Sound
---	------------------	------------



**Fastpath:**

Take me back to my dashboard [Menu \(on page 52\)](#). Take me to my [Extension Management \(on page 63\)](#)

## Extension Registration Details

. The extension registration details from the customer view, allow you to view the domain that the extension will register to, and the login and password for the extension.

**Step 1:** On the **Extension Management** tab, select **Registration Details**

**Result:** Domain, login, password and QR code can be viewed

**Domain**

sip.vpbx.co.za

**Login**

27578800085\_100

**Password**

\*\*\*\*\*

**Your QR Code**

Scan with your Vphone app to autocomplete SIP registration details.



✕ Close



**Fastpath:**

Take me back to my dashboard [Menu \(on page 52\)](#). Take me to my [Extension Management \(on page 63\)](#)

## Account Registrations

*Account registrations allow you to view the user agents that have registered to a specific extension.*



**Note:**

The Account Registrations, can only be accessed from the extension / account by selecting the **Manage** option.

The following information will be available:

- User-agent
- Registration Time

- Login
- Registration log ID
- SIP server IP address
- The IP address where the user agent registered from
- Data and time of last successful registration

Yeastar S20-30.15.0.102	2022-11-25 07:59:37
_____ _100	4176.200.38
99a79b04-e793-490f-8ebe-b255027d0b91	10.11 _____
5060	N/A
2022-11-25 08:04:37	



#### Fastpath:

Take me back to my dashboard [Menu \(on page 52\)](#). Take me to my [Extension Management \(on page 63\)](#)

## Recording Configuration

*Call recording allows you to enable and disable call recording per extension.*



#### Note:

The **Recording Configurations**, can only be accessed from the extension / account by selecting the **Manage** option.

**Step 1:** You can choose to record incoming and / or outgoing calls, and enable or disable recording of redirected calls.

#### Configure Call Recording

Enabled ▼

Recording Outgoing Calls

Yes ▼

Recording Incoming Calls

Yes ▼

Recording Redirect Calls

Yes ▼

Should the **Configure Call Recording** option, be disabled, none of the other fields will be available

#### Configure Call Recording

Disabled ▼

✓ Save Call Recording Configuration

Click on; **Save Call Recording Configuration**, once your preferred settings was selected



#### Fastpath:

Take me back to my dashboard [Menu \(on page 52\)](#). Take me to my [Extension Management \(on page 63\)](#)

## Call Forwarding

*The call forwarding section allows you to manage the forwarding of incoming calls, answering mode and more.*



#### Note:

The **Call Forwarding**, can only be accessed from the extension / account by selecting the **Manage** option.

Call Forwarding allows you to:

- Enable or disable call forwarding on incoming calls to an extension
- Set default answering mode for an extension
- Set timeout seconds for an extension
- Forward calls to hunt-group, other extension, mobile or external number

**Note:**

By default this feature is disabled

**Manage Incoming Call Forwarding**

Disabled

**Please select one of the following default answering modes**

Ring, Forward, Voicemail

**Timeout**

30

**Configure or edit Call Forwarding**

**Step 1:** Set **Manage Incoming Call Forwarding** to *Enabled*

**Manage Incoming Call Forwarding**

Enabled

**Step 2:** Select one of the provided default answering modes from the drop-down list

**Please select one of the following default answering modes**

Ring, Forward, Voicemail

**Note:**

Default answering mode is; Ring, Forward, Voicemail

The following answering modes is available to choose:

- Reject
- Ring Only
- Forward Only
- Ring Then Forward
- Voicemail Only
- Ring Then Voicemail
- Forward Then Voicemail
- Ring, Forward, Voicemail

**Step 3:** Specify the **Timeout** seconds**Timeout**


Default timeout specification is 30 seconds. Timeout seconds can be changed by selecting the up, or down arrow at the right, or by typing the preferred seconds.

This will be the total time in seconds that a call will ring. After the timeout period was completed, the call will be forwarded as per the selected answering mode.

**Step 4:** Select one of the forwarding options for your phone line

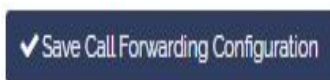
**Please select one of the following options for your phone line.**

The following forwarding options is available to choose from:

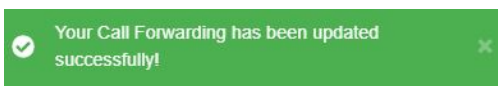
- **Huntgroup** - If selected, and if there is more than one hunt groups, select the preferred hunt group from the list.
- **Extension** - If selected, and if there is more than one extension for the client, select the preferred extension from the list.
- **Mobile Number** - If selected, the mobile number as provided during client setup will be provided by default. The number can be changed by typing a new number.
- **External Number** - If selected, this field will be blank, you can provide the external number for forwarding by typing the number in the provided field.

**Please enter your number:**

- Click on; **Save Call Forwarding Configuration**



**Result:** Once the Call Forwarding was configured, you will receive a notification on you VPBX interface



**Fastpath:**

Take me back to my dashboard [Menu \(on page 52\)](#). Take me to my [Extension Management \(on page 63\)](#)

## Extension Outbound CLI

*You can change the Caller Line Identity of an extension based on the numbers you have linked to your VPBX.*

**Note:**

The **Outbound CLI**, can only be accessed from the extension / account by selecting the **Manage** option. Only numbers linked to your VPBX can be chosen from the list to override the outbound CLI

### How to override the outbound CLI

**Step 1:** Select **Outbound CLI** from Extension Management

**Step 2:** Select the number from the drop-down list, *only available if there is more than one number associated to your VPBX*

Outbound CLI

- Once the number was selected, click on **Save Changes**

**Fastpath:**

Take me back to my dashboard [Menu \(on page 52\)](#). Take me to my [Extension Management \(on page 63\)](#)

## Extension Voicemail




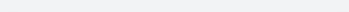

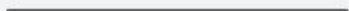


*Missed a call? Not to worry, VPBX stores your voicemails so you do not lose any important messages.*


Extension Voicemail can be accessed on two ways:

1. You can dial \*98 to access voicemails from your extensions, or

2. from the extension click on **Manage** and select **Voicemail**

Voice mails for the extension will be listed and can be played:

From	Date	
27824154961	2022-09-08 13:56:02	▶ 0:00 / 0:04   
27836964035	2022-09-14 10:12:03	▶ 0:00 / 0:08   
27827846386	2022-10-07 10:26:03	▶ 0:00 / 0:15   



**Fastpath:**  
 Take me back to my dashboard [Menu \(on page 52\)](#). Take me to my [Extension Management \(on page 63\)](#)

## Access Web Client

*VPHONE is a web-based application, integrated with VPBX allowing seamless voice and video calling.*

VPHONE is the accompanying softphone application to the VPBX platform. A SIP softphone application that supports push notifications, HD voice, video, and more.


VPHONE can be accessed from your [VPBX web application \(on page 78\)](#), or downloaded on your [mobile \(on page 80\)](#) device from the App Store, or Google Play

VPHONE includes the following features but not limited to:

✓ MS Teams Integration	✓ Initiate and Receive Calls via PC
✓ Video Calls Between Extensions	✓ Phone Book
✓ Real-Time Call Records	✓ Mobile Application
✓ Free calling between app users	✓ Data Safety

### **VPHONE Web-Client**

VPHONE can be accessed from your VPBX dashboard, or extension on two ways:

From the Extension Management, when selecting Access Web Client , or from the following link: <https://vphone.vpbx.co.za/login>

### How does VPHONE work?

Login to your extension / account.

1. Your phone/extension number:

Your phone number

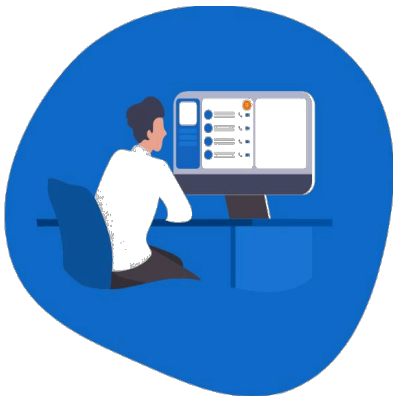
Enter your phone number

2. Click on the "PROCEED" button:



3. Verification will be sent via email to the registered email address.
4. Click on "verify"
5. Once completed, you will be redirected to the web-client home screen, from where you will be able to make and receive calls.

### How to make a call:



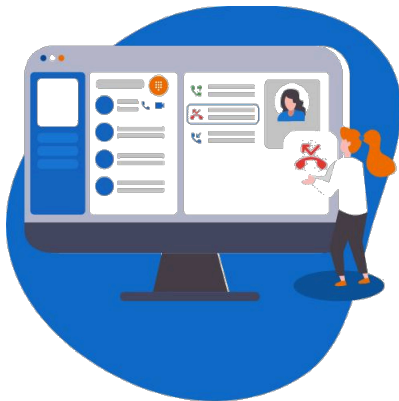
- Select a person from the contact list
- Click to enter the info menu and click Video Call
- Quick call in one click

### How to get a call record



- From the Info menu, or
- From Call history

#### How to find out who called you while you were away



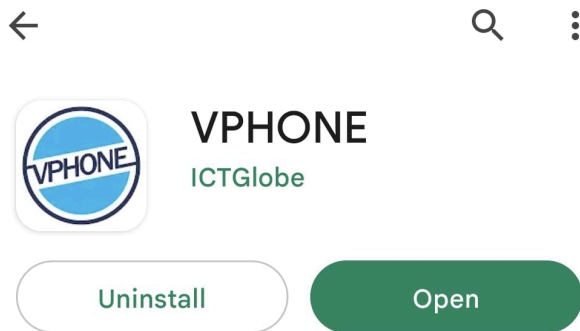
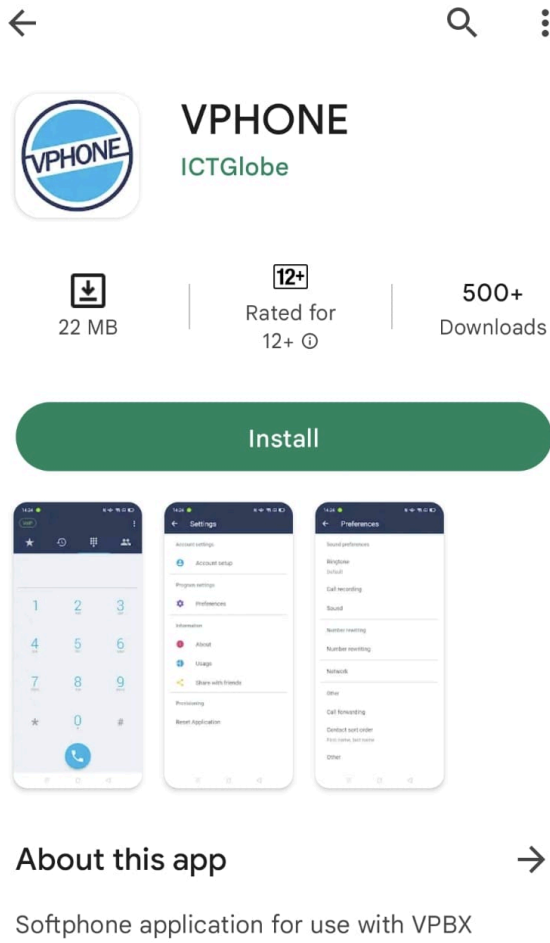
- In the right pane you will find 'Recent calls', and a red icon that indicates a missed call, with the number or contact who called you.

#### VPHONE Mobile Application

In order to use the mobile application, you need to have an active VPBX account. The mobile application can be downloaded from the following links:

- Download for Android device: <https://play.google.com/store/apps/details?id=com.vphone.android&gl=ZA&pli=1>
- Download for iPhone: <https://apps.apple.com/us/app/vphone-za/id1635556819>

1. Install the VPHONE application on your mobile device:



2. Login using your Username and Password, or by scanning the QR code:



Username

Password

Sign in

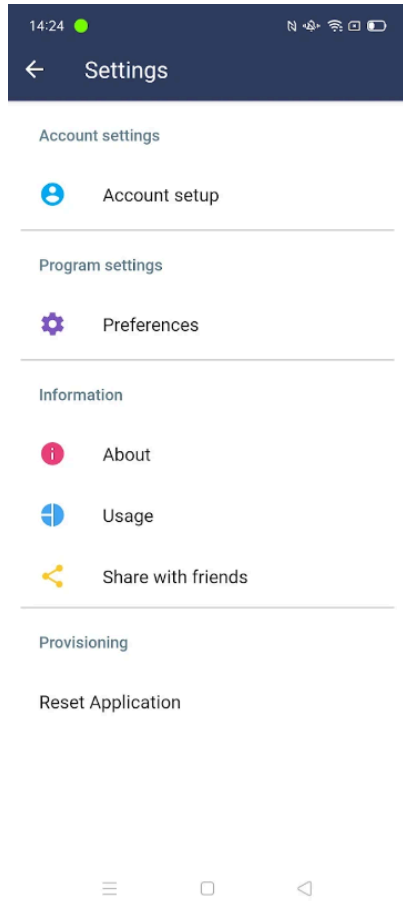
OR



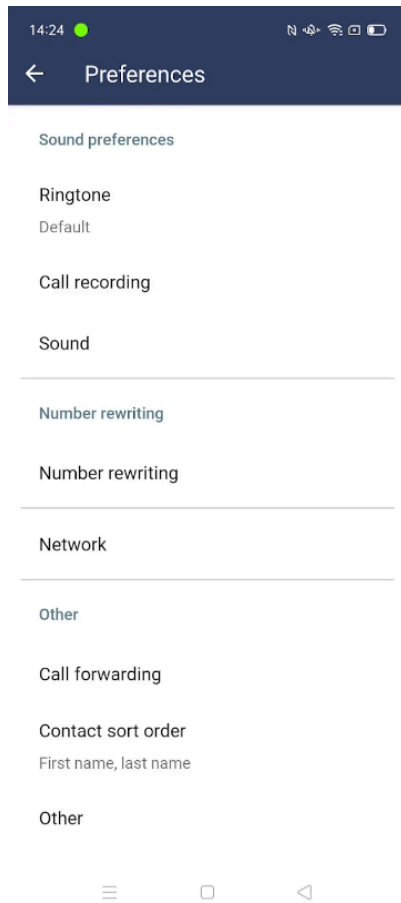
Scan QR

[Privacy policy](#)

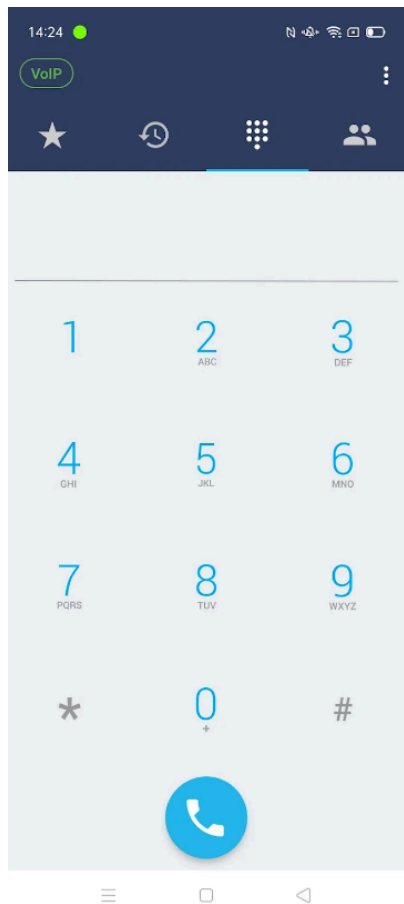
3. From the 'Settings' section, you can review or change your account setup and preferences. You can also review your usage and share the application with friends.



4. Set your preferences from the application.



5. Once your preferences was selected, and contacts added you can start to use the application on your mobile device.

**Fastpath:**

Take me back to my dashboard [Menu \(on page 52\)](#). Take me to my [Extension Management \(on page 63\)](#)

## Auto Provision

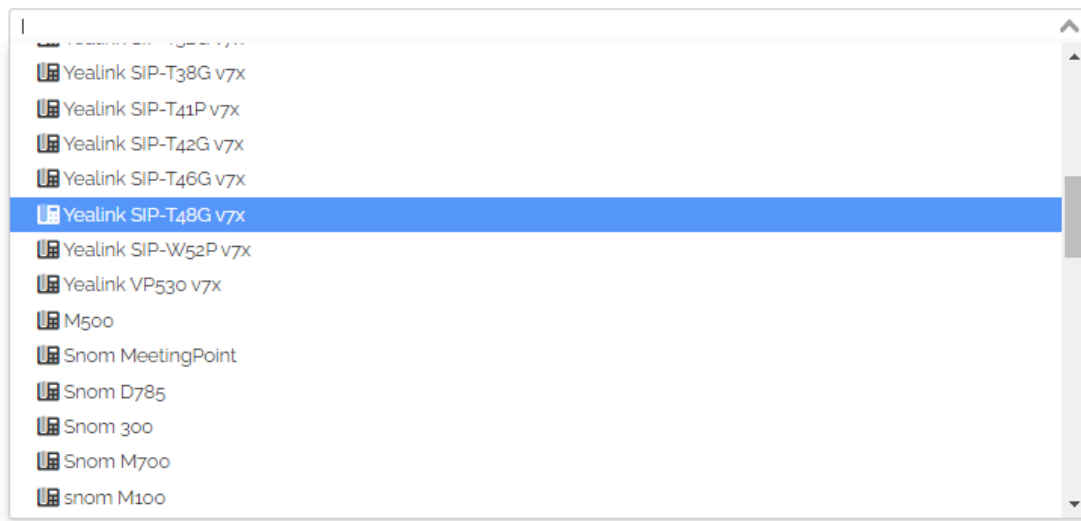
Available from your dashboard, the **Auto Provision** function allows you to assign a phone for auto provisioning.

**How to assign a phone for auto-provisioning:**

**Step 1:** Choose **Phone** model from the drop-down list

*Yealink and Snom are available*

**Find your IP Phone**



**Step 2.** Enter the **Mac Address** that you want to associate with the desired extension

**IP Phones**

Yealink SIP-T26P ✕

**Bulk Assign IP Phones**

**Available Extensions**

IP Phone	Number	Mac Address
Ready to Link	100	805000412456
Ready to Link	101	

**Save Configuration**

**Step 3:** Drag and drop your IP phone onto the correct extension, or use the bulk assignment feature.

**IP Phones**

You have not added any IP Phones.

**Available Extensions**

IP Phone	Number	Mac Address
Yealink SIP-T26P <span>✕</span>	100	805000412456
Ready to Link	101	

**Save Configuration**

- Click on; **Save Configuration**

**Fastpath:**

Take me back to my dashboard [Menu \(on page 52\)](#).

## Hunt Groups

*A hunt group distributes phone calls from a single telephone number to a group of phone lines as part of a line hunting method. VPBX provides the option to customize your hunt group based on your needs.*

A HuntGroup refers to the process or algorithm used to select which line or lines will receive the call .



This section describes the following:

[Create a Hunt Group \(on page 87\)](#)

[Manage a Hunt Group \(on page 89\)](#)

### Creating a Hunt Group

Before you can create a Hunt Group, you need to have at least two extensions available to assign to a Hunt Group.

**Note:**

If you have enabled the Auto Assign option and selected Hunt Group (as discussed in the [Extensions \(on page 54\)](#) section, a default Hunt Group will be assigned. You can still change the default Hunt Group, or add a new Hunt Group.

**Creating a Hunt Group**

**Prerequisite:** Select **Hunt Groups** from the menu to view or create a new Hunt Group

**Step 1:** Under Hunt Groups, select **Create New HuntGroup**

**Step 2:** Confirm the **Hunt Group Name**

**Step 3:** Select one of the options available for the **Hunt Sequence**

Select **Extension Order**, from the drop-down list::

- **Random** - Ring Random Extension
- **Least Used** - Ring Least Used Extension
- **Simultaneous** - Ring All Extensions
  
- Click; **Save Changes**

Create A New HuntGroup

**Next Huntgroup Number**

801

**Name**

Sales Hunt Group

**Hunt Sequence**

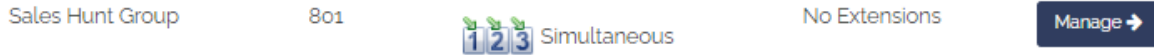
Least Used (Ring Least Used Extension)



Close

Save changes

**Result:** Your Hunt Group will now be listed under Hunt Groups:



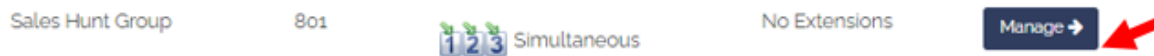
Once the Hunt Group was created, by selecting **Manage**, you can manage extensions in the Hunt Group.

### Manage a Hunt Group

After you have created a Hunt Group, you can customize your Hunt Group based on your needs.

Newly created Hunt Groups can be configured and existing Hunt Groups can be updated.

**Prerequisite:** From the left menu select Hunt Groups and then the **Manage** option next to the HuntGroup you will be configuring or updating:




In the following steps we will configure a newly created Hunt Group:

**Step 1:** Under **Manage Extensions In HuntGroup**, you will need to add the extension, or extensions to the list to include it as part of the HuntGroup. Available extensions for the HuntGroup will be listed on the right, under Unassociated Extensions


### Manage Extensions In HuntGroup


You Can Drag And Drop Your Extensions To The Associated Or Unassociated Queue.

#### Associated Extensions

 You have 0 associated extensions.

#### Unassociated Extensions

 Name: John Doe  
Number: 101


 Name: Jane Doe  
Number: 100

**Step 2:** You can either drag and drop your extensions to the associated or unassociated queue


#### Associated Extensions

-  Name: John Doe  
Number: 101
-  Name: Jane Doe  
Number: 100

#### Unassociated Extensions


 You have 0 unassociated extensions.

Click on; **Save HuntGroup Information**

 **Save HuntGroup Information**

**Result:** Once the HuntGroup information was saved, you will receive the notification on you VPBX interface

You can update or change the General Information or extension list of a HuntGroup, from the HuntGroup **Manage** section.

 **Fastpath:**  
Take me back to my dashboard [Menu \(on page 52\)](#).

## Phone Lines

*Manage Phone Lines, allows you to set Routing for incoming calls, Music On Hold, Create a New Phone Line, Number Porting and more.*

On the general page for Phone Lines, you will have the following options available; General and Music On Hold, at the top, and the additional options to [Create New Phone Line \(on page 91\)](#), [Manage \(on page 93\)](#) your phone line and [Port My Number \(on page 113\)](#).

**General**   **Music On Hold**   **+ Create New Phone Line**   **+ Port My Number**   **Manage →**

**General** - Provides the general information for each phone line created for the customer account as presented on the screen.

**Music On Hold** - Music on hold, audio files can be selected or new files can be uploaded. There is a default music file assigned, in order to change the Music On Hold, click on the Upload New Audio File

 Upload New Audio File

No Frills Cumbia (c) 2001 Kevin MacLeod. Latin



**Fastpath:**


Take me back to my dashboard [Menu \(on page 52\)](#).

## Create New Phone Line

*In this section we will create a new phone line in just six steps.*

**Create New Phone Line** - Select Create New Phone Line, from the phone line management page.

**Step 1:** Select one of the account options

 Refresh accounts list

Please select one of the following account options

Please Select..	▼
Please Select..	
Create a new alias	
Create a new account	

**Step 2:** Select one of the prefixes from the available list

[Refresh accounts list](#)

Please select one of the following account options

Create a new account

Please select one of the following prefixes

053

027  
028  
031  
032  
033  
034  
035  
036  
039  
041  
042  
043  
044  
045  
046  
047  
048  
049  
051  
053

**Step 3:** Select one of the available numbers from the list

Please select one of the following numbers

Please Select...

Please Select...  
27538800421  
27538800422  
27538800423  
27538800424  
27538800425  
27538800426  
27538800427  
27538800428

**Step 4:** Select one of the forwarding options

Please select one of the following options

Please Select...

Please Select...  
Forward calls to selected extension  
Forward calls to selected hunt group

**Step 5:** Select one of the options provided based on you previous forwarding preference selected

Please select one of the following hunt groups

Please Select..

Please Select..

800 | DEFAULT HUNTGROUP

801 | SALES HUNT GROUP

- Click on: **Save changes**



**Fastpath:**

Take me back to my dashboard [Menu \(on page 52\)](#). Take me to [Phone Line Management \(on page 93\)](#)

## Phone Line Management

*Phone Line Management provides you with the options to configure **Call Forwarding**, an **Auto Attendant**, **Call Queues**, and to change your **Outbound CLI***



1. [Call Forwarding \(on page 94\)](#)
2. [Auto Attendant \(on page 95\)](#)
3. [Call Queues \(on page 108\)](#)
4. [Outbound CLI \(on page 112\)](#)



**Notice:**

Once the Auto Attendant is enabled, you will have access to the Auto Attendant Simple Setup, and your Virtual Receptionist Settings.



1. [Virtual Receptionist Settings \(on page 101\)](#)



**Fastpath:**

Take me back to my dashboard [Menu \(on page 52\)](#).

## Call Forwarding

*Call Forwarding from the Phone Line section allows forwarding of incoming calls to either a Hunt Group, Extension or External Number*



**Note:**

Call Forwarding default answering mode and timeout seconds, is set on the [Extensions \(on page 62\)](#) section and cannot be set from the Phone Line section

How to change **Call Forwarding** of a phone line:

**Step 1:** Select **Call Forwarding**



**Step 2:** Select one of the following options for your phone line

Please select one of the following options for your phone line.

Hunt Group	▼
Please select one of the following options.	
Hunt Group	
Extension	
External Number	

**Step 3:** Select one of the provided options

Please select one of the following extensions

101   John Doe	▼
Please select one of the following options.	
100   Jane Doe	
101   John Doe	

- Click on; **Save call forwarding information**

Number	Incoming Routing	Created	
27578800085	To: Virtual Receptionist	2022-11-23 10:49:18	<a href="#">Manage</a> →
27538800424	To: 101   Extension	2022-12-01 14:49:54	<a href="#">Manage</a> →



#### Fastpath:

Take me back to my dashboard [Menu \(on page 52\)](#). Take me back to [Phone Line Management \(on page 93\)](#)

## Auto Attendant

*Let Your Virtual Receptionist Do All The Work! Auto Attendant provides the options to configure call routing during Business Hours, After Hours, and Public Holidays. Once configured, calls will be routed automatically. The Auto Attendant serves as the basic, and first step to configuring your Virtual Receptionist.*



#### Note:

Once the Auto Attendant is enabled, call forwarding will be disabled.

In the following steps we will look at the **Auto Attendant** configuration options:

**Step 1:** Select the Manage option next to the line for which **Auto Attendant** will be configured

Number	Incoming Routing	Created	
27578800085	To: 101   Hunt Group	2022-11-23 10:49:18	<a href="#">Manage</a> →


**Step 2:** From the **Manage Phone Line** options, select **Auto Attendant**, choose **Enable**

- Call Forwarding
- Auto Attendant**
- Call Queues
- Outbound CLI

## Auto Attendant

Let Your Virtual Receptionist Do All The Work

### Auto Attendant

 Save Changes

**Step 3:** Click **Save** to activate the Auto Attendant

### Auto Attendant Setup

In this example, we will use the **Simple Setup** scenario:



### Auto Attendant Setup



Take me to the simple setup

### Step1: Configure Business Hours

There is two options to configure your business hours:

1. Select the **Start Time and End Time** for each day of the week:

 Start Time	 End Time
<input type="text" value="08:00"/>	<input type="text" value="17:00"/>

 Close  Save changes

**1** Configure Business Hours

**2** Configure After Hours

**3** Configure Public Holidays

Monday	Tuesday	Wednesday	Thursday
Start Time 08.00	Start Time 08.00	Start Time 08.00	Start Time :
End Time 17.00	End Time 17.00	End Time 17.00	End Time :
<b>+ Change</b> <b>Reset</b>	<b>+ Change</b> <b>Reset</b>	<b>+ Change</b> <b>Reset</b>	<b>+ Change</b> <b>Reset</b>

Friday	Saturday	Sunday	Quick Complete
Start Time :	Start Time :	Start Time :	✓ Quick Complete.
End Time :	End Time :	End Time :	Quick complete all office hours.
<b>+ Change</b> <b>Reset</b>	<b>+ Change</b> <b>Reset</b>	<b>+ Change</b> <b>Reset</b>	<b>+ Change</b>

2. Select the Quick Complete all office hours:

✓ Quick Complete.

Quick complete all office hours.

**+ Change**

🕒 Start Time

08:00

🕒 End Time

17:00

**Close** **Save changes**

**Note:** Start and End time selected here will be applied to all the days of the week. Should you need to change, for example hours over the weekend, you can do so by selecting **Change** by the specific day for which you need to change the business hours, and select the applicable start and end times for that day.

**1** Configure Business Hours

**2** Configure After Hours

**3** Configure Public Holidays

Monday	Tuesday	Wednesday	Thursday
Start Time 08.00	Start Time 08.00	Start Time 08.00	Start Time 08.00
End Time 17.00	End Time 17.00	End Time 17.00	End Time 17.00
+ Change Reset	+ Change Reset	+ Change Reset	+ Change Reset

Friday	Saturday	Sunday	Quick Complete
Start Time 08.00	Start Time 08.00	Start Time 08.00	✓ Quick Complete.
End Time 17.00	End Time 17.00	End Time 17.00	Quick complete all office hours.
+ Change Reset	+ Change Reset	+ Change Reset	+ Change

Once your Start and End times was defined, confirm how you would like to handle your incoming calls during those hours by selecting the preferred configuration from the list. Click on Proceed To Next Step:

### Incoming Call Configuration

How Would You Like To Handle Your Incoming Call During Those Hours?

Please select one of the following options

Transfer call to hunt group

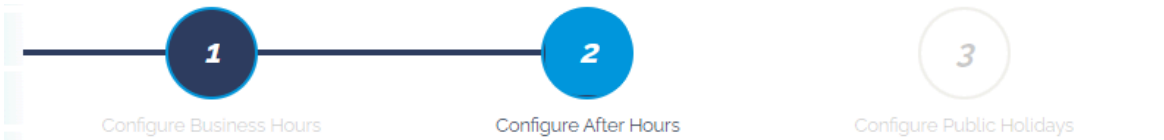
Please select one of the following hunt groups

800 | DEFAULT HUNTGROU

Proceed To Next Step

### Step 2: Configure After Hours

Confirm how you would like to handle incoming calls after hours:



### Incoming Call Configuration

How Would You Like To Handle Your Incoming Call During After Hours?

Please select one of the following options

Transfer call to extension

Please select..

Transfer call to extension

Transfer call to hunt group

Transfer call to external number

Transfer call to virtual receptionist

[Back To Previous Step](#)

[Proceed To Next Step](#)

### Incoming Call Configuration

How Would You Like To Handle Your Incoming Call During After Hours?

Please select one of the following options

Transfer call to extension

Please select..

Please select one of the following extensions

101 | JOHN DOE

Please select..

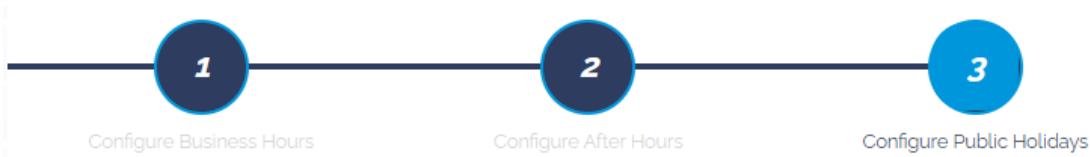
100 | JANE DOE

101 | JOHN DOE

Click on **Proceed To Next Step**.

### Step 3: Configure Public Holidays

Enable or disable predefined public holidays by selecting your country from the list:



### Enable Pre Defined Public Holidays

We Have A Pre-Defined List Of Public Holidays, Would You Like Us To Add This By Default?

Please select one of the following options:


Yes, add the public holidays menu ▼

### Please Select One Of The Following Countries Below

We Have Selected South Africa By Default

Choose a country from the list below

South Africa ▼

 **Note:**  
A list of public holidays for the selected country will be displayed.

### Public Holidays For South Africa Selected

Please Ensure That The Public Holidays Below Are Correct Before Proceeding.

Date	Name
2022-01-01	New Year's Day
2022-03-21	Human Rights Day
2022-04-15	Good Friday
2022-04-18	Family Day
2022-04-27	Freedom Day
2022-05-01	Workers' Day
2022-06-16	Youth Day
2022-08-09	National Women's Day
2022-09-24	Heritage Day
2022-12-16	Day of Reconciliation
2022-12-25	Christmas Day
2022-12-26	St. Stephen's Day

To complete the Auto Attendant, confirm how you would like to handle incoming calls during public holidays:

### Incoming Call Configuration

How Would You Like To Handle Your Incoming Call During Those Hours?

Please select one of the following options

Transfer call to extension



Please select one of the following extensions

101 | JOHN DOE

[Back To Previous Step](#)

[Complete Quick Setup](#)

Click: **Complete Quick Setup**.

 Your auto attendant setup has been completed successfully, We are redirecting you to your phone line dashboard, please wait.. 



#### Fastpath:

Take me back to my dashboard [Menu \(on page 52\)](#). Take me back to [Phone Line Management \(on page 93\)](#)

## Virtual Receptionist Configuration

*Your virtual receptionist ensures that no call goes unanswered, fielding incoming calls and resolving basic customer needs, reducing wait time for your customers.*

Virtual receptionists can help small companies efficiently scale their support infrastructure, and large companies to reduce call center spending.

The Virtual Receptionists, is available from the Phone Line configuration options.



#### Note:

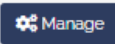


In order to configure the Virtual Receptionists, you first need to enable or complete the [Auto Attendant \(on page 95\)](#) setup, as covered in this section of the manual.

For each of the available configuration options, (Public Holidays, Office Hours and After Hours), there is four steps that needs to be completed.

## Virtual Receptionists

Manage Your Virtual Receptionist Settings



Name	Active	
Public Holidays	Active only for specified periods	
Office Hours	Active only for specified periods	
After Hours	Active only for specified periods	

- [General Configuration \(on page 102\)](#)
- [Voice Prompts \(on page 103\)](#)
- [Business Hours \(on page 104\)](#)
- [Behaviour \(on page 106\)](#)

### 1. General Configuration



- Auto Attendant Name
- Auto Attendant Status
- Allow calls to dial a known extension directly

Select the preferred options, and click on **Save Information**:

## Virtual Assistant Settings

Configure Your Virtual Assistant According To Your Needs.

[← Back To Phone Line Configuration](#)

### Auto Attendant Name

### Auto Attendant Status

### Allow callers to dial a known extension directly

**Save Information**

Once your options was selected, click on **Save Information**.

## 2. Voice Prompts

General
Voice Prompts
Business Hours
Behaviour

## Virtual Assistant Settings






Configure Your Virtual Assistant According To Your Needs.

[← Back To Phone Line Configuration](#)

Please note that the appropriate file types are . wav, . mp3 or .au.

The maximum file size is currently set to 5MB.

**✓ Save Configuration**

				
<b>Incoming Call</b>	<b>Greeting</b>	<b>Menu</b>	<b>Timeout</b>	<b>Invalid / Disabled</b>
When your customer phones <b>27538800424</b>	Would you like to greet your clients through voice recording?	Do you want to play a voice recording on the main menu?	Would you like to play a voice recording when there is no interaction on your menu ?	Would you like to play a voice recording when the selected input option is not available ?
	<b>Upload File</b>	<b>Upload File</b>	<b>Upload File</b>	<b>Upload File</b>

- **Greeting** - Should you like to greet your clients through voice recording, then upload your greeting audio file
- **Menu** - Should you like to play a voice recording on the menu, then upload your menu audio file.
- **Timeout** - Should you like to play a voice recording if there is no interaction on the menu, then upload your timeout audio file.
- **Invalid / Disabled** - Should you like to play a voice recording when the selected input option is not available, then upload. your notification audio file

Once all your audio files was uploaded, click on **Save Configuration**.

### 3. Business Hours



- Set business hours (advanced configuration).
- All periods must be set manually.
- You can choose the days of the month, days of the week and which months you want active.
- You should also specify the Start Time and End Time.

## Virtual Assistant Settings

Configure Your Virtual Assistant According To Your Needs.

[← Back To Phone Line Configuration](#)

⌚ Start Time

⌚ End Time

Day of the Month

Example: 1, 3, 7

+ Select All Days

+ Select All Months

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

January

February

March

April

May

June

July

August

September

October

November

December

+ Save & Add New Period

OR


🕒 From: 00: - 23:59 ✕

📅 On: 26,

📅 Of: December,

---

[✔ Save Time Periods](#)

 **Note:**  
For Public Holidays, it is recommended to keep the public holidays as was defined with the [Auto Attendant \(on page 95\)](#) simple setup.

#### 4. Behavior

- [General](#)
- [Voice Prompts](#)
- [Business Hours](#)
- [Behaviour](#)**

- Add New Behavior

#### Virtual Assistant Settings

Configure Your Virtual Assistant According To Your Needs.

[← Back To Phone Line Configuration](#)

☆ Configure the auto attendant Behaviour.

[Add New Behaviour](#)

User Input	Action	Additional Information	
No input	Menu "ROOT"	Timeout: 1 sec	<a href="#">Edit</a>

- When caller press a number, choose an option from the list:

Caller presses number

Please select. ▼

Please select.

1

2

3

4

5

6

7

8

9

0

\*

#

Fax

- When the number is pressed, choose sufficient behaviour from the listed options:

Caller presses number

3 ▼

What Happens

Please select. ▼

Please select.

Do Nothing

Disconnect Call

Send To Call Queue

Send To Extension

Send To Hunt Group

Send To Virtual Receptionist

Transfer To Voicemail

Transfer to External Number

- Depending on the selected behavior, choose one of the options from the list:

Caller presses number

3 ▼

What Happens

Send To Virtual Receptionist ▼

Please select one of Virtual Receptionists

VR | OFFICE HOURS ▼

Please select.

VR | AFTER HOURS

VR | OFFICE HOURS

VR | Public Holidays

- Once all the information was selected, click **Save changes**, to add the behavior to the current configuration scenario for the virtual receptionist.

## Virtual Assistant Settings

Configure Your Virtual Assistant According To Your Needs.

[← Back To Phone Line Configuration](#)

☆ Configure the auto attendant Behaviour.

Add New Behaviour

User Input	Action	Additional Information	
No input	Menu "ROOT"	Timeout: 1 sec	Edit

- Continue with adding behaviors, until all your preferred options was configured.
- Available behaviors can be viewed, and edited.

☆ Configure the auto attendant Behaviour.

Add New Behaviour

User Input	Action	Additional Information	
0	Transfer	Transfer the call to: 100	Edit
3	Menu "Office Hours"		Edit
No input	Menu "ROOT"	Timeout: 15 sec	Edit

Repeat steps 1 to 4, for **Public Holidays**, **Business Hours** and **After Hours**.



### Fastpath:

Take me back to my dashboard [Menu \(on page 52\)](#). Take me back to [Phone Line Management \(on page 93\)](#)

## Call Queues

*Call queues, considered as the waiting area for callers, allows a client to be connected to a group of agents with a particular specialty who can assist them, rather than a specific person.*

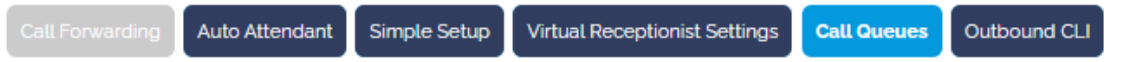
In this section we will look on how to [create \(on page 109\)](#) and [manage \(on page 111\)](#) Call Queues.

Select **Phone Line** from the left menu, and then **Manage** next to the phone line for which you will create the **Call Queue**.



### Note:

Call queues can only be used when auto attendant is switched on.



## Call Queues

Manage Existing Call Queues Or Create New Ones

 Create Call queue

HuntGroup Name	HuntGroup Number	Music On Hold
You have not configured any call queues.		

### Create Call Queue

**Step 1:** To create a new call queue click on **Create Call queue**

**Step 2:** Select the **Hunt Group** from the available list

Hunt Group

▼

800 | Default HuntGroup

801 | Sales Hunt Group

Announce the number of callers ahead of them in the queue:

Announce the number of wait time:

✕ Close
✓ Save changes

**Step 3:** Set the **Maximum incoming calls set on hold**, by either typing the number or by using the arrows on the right

**Hunt Group**  
801 | Sales Hunt Group

**Maximum incoming calls set on hold**  
50

**Announce the number of callers ahead of them in the queue:**

**Announce the number of wait time:**

**Step 4:** Disable or enable the option to **Announce the number of callers ahead of them in the queue**

**Hunt Group**  
801 | Sales Hunt Group

**Maximum incoming calls set on hold**  
50

**Announce the number of callers ahead of them in the queue:**

Disable Announcements  
Enable Announcements

**Step 5:** Disable or enable the option to **Announce the number of wait time**

**Hunt Group**  
801 | Sales Hunt Group

**Maximum incoming calls set on hold**  
50

**Announce the number of callers ahead of them in the queue:**  
Enable Announcements

**Announce the number of wait time:**

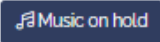
Disable Announcements  
Disable Announcements  
Enable Announcements

- Click on; **Save changes**

## Manage Call Queues

**Step 1:** Once your call queue was created, you can either enable or disable the **Music on hold** option

HuntGroup Name	HuntGroup Number	Music On Hold
Sales Hunt Group	801	No



**Step 2:** To play music on hold click on **Music on hold** and select **Yes** from the options

By default, the **Music on hold** option is set to **No**

Play music on hold?

No

Please select one of the following options.

**Yes**


No

**Step 3:** Select **Upload New Audio File**, then upload your audio file:

Play music on hold?

Yes

Please note that the appropriate file types are .wav, .mp3 or .au.  
The maximum file size is currently set to 3MB.



- Click on; **Save Audio File**

## Disabling Music on Hold

**Step 1:** To Disable the Music on Hold, select the **Disable** option

HuntGroup Name	HuntGroup Number	Music On Hold
Sales Hunt Group	801	Yes - <b>Disable</b>

**Step 2:** To delete the call queue, click on **Delete Queue:**

HuntGroup Name	HuntGroup Number	Music On Hold
Sales Hunt Group	801	Yes - <span style="color: red;">Disable</span>

🎵 Music on hold  
✖ Delete Queue

**Fastpath:**

Take me back to my dashboard [Menu \(on page 52\)](#). Take me back to [Phone Line Management \(on page 93\)](#)

## Outbound CLI

*You can change the Caller Line Identity of an extension based on the numbers you have linked to your VPBX.*

**Note:**

The **Outbound CLI**, can only be accessed from the extension / account by selecting the **Manage** option. Only numbers that is linked to your VPBX can be chosen from the list to override the outbound CLI.

### How to override the outbound CLI

**Step 1:** Select **Outbound CLI** from Extension Management

**Step 2:** Select the number from the drop-down list, *only available if there is more than one number associated to your VPBX*

Outbound CLI

Click on; **Save Chnages**, once the number was selected

**Fastpath:**

Take me back to my dashboard [Menu \(on page 52\)](#). Take me back to [Phone Line Management \(on page 93\)](#)

## Create New IVR

From the Phone Line management screen, you have the option to Create New Virtual Receptionist.

**Prerequisite:** Select; **Create New (VR) Virtual receptionist**



**Step 1:** Provide the name for the new virtual receptionist and click **Save changes**


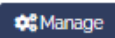
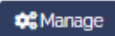


Please enter a name for your menu below

My Virtual Receptionist

Close

Save changes

**Step 2:** Once the new virtual receptionist was saved, it will form part of the default list from where it can be configured, changed or removed

Name	Active	
Public Holidays	Active only for specified periods	
Office Hours	Active only for specified periods	
After Hours	Active only for specified periods	
My Virtual Receptionist	Active only for specified periods	 

Refer to the [Virtual Receptionist \(on page 101\)](#) section for the additional configuration steps.



### Fastpath:

Take me back to my dashboard [Menu \(on page 52\)](#). Take me back to [Phone Line Management \(on page 93\)](#)

## Number Porting

Want to keep your number? VPBX provides you with the option to port your number easily.

Number porting is the process of transferring your existing number, or numbers, from one service provider to another. In order to proceed with the porting process, you first need to enable number porting on your account:

From either the left menu, or drop-down list from the top menu, under 'MyVPBX' select **Phone Lines** to enable **Number Porting**.

To enable porting, select **Port My Number**, on the Phone Line page:

+ Create New Phone Line
+ Port My Number

Number	Incoming Routing	Created	
2757	To: 800   Hunt Group	2022-11-23 10:49:18	<span style="background-color: #34495e; color: white; padding: 5px 10px; border-radius: 4px;">Manage →</span>

The following information will be required to enable number porting:

- Confirm if you have an existing porting account
- Your Name
- Email address
- Password
- Confirm Password

### Enable Or Connect Your Porting Account

Once Your Account Has Been Activated / Connected, You Can Load Your New Porting Application

Do you have an existing porting account?

No
▼

Name

Jane Doe

Email Address

[Redacted]

Password

[Redacted]

Password Confirmation

[Redacted]

Enable Porting →

Select **Enable Porting** .

The porting application process will also be much faster if you have the required documents at hand.  
Documents required for number porting:

- **ID / Passport Copy** of the customer in who's name the account is and / or for who porting is being requested.
- **Latest Account**, as received from the current service provider.
- **Customer Signed Authorization Letter**, confirming that the customer is aware of the porting request and change of service provider.

As a licensed ICASA operator, we can help you to move your number through the process of number porting in 5 easy to follow steps.

**Step 1:** The following information is required to start the process:

- Customer Name
- Contact Number
- ID Number
- Address

Port your existing number and link the number to your VPBX

1 General    2 Number information    3 Documents    4 Configure    5 Review

Customer Name: VPBX ONE    Contact Number: 000000000

ID Number: 921    Address / Business Address: 3 Bauhuina street

Client Consent  
 I hereby agree that I have written consent from my client to proceed with this porting application.

Proceed to Next Step

Click: **Proceed to Next Step**.

**Step 2:** The following information is required in order to proceed:

- Customer / Account Number
- Client or Business Name
- Porting of Single, or Bulk Numbers
- Add New Number

Port your existing number and link the number to your VPBX

1 General 2 Number Information 3 Documents 4 Configure 5 Review

Customer Number / Account Number  
VPBX01010

Client or Business Name as Stated on Account  
VPBX ONE TEST

Please select one of the following number options.  
Individual Number Range

oooooooo

+ Add New Number

Back to Previous Step Proceed to Next Step

Click: **Proceed to Next Step.**

**Step 3:** The following documents is required:

- **ID / Passport Copy** of the customer in who's name the account is and / or for who porting is being requested.
- **Latest Account**, as received from the current service provider

- **Customer Signed Authorization Letter**, confirming that the customer is aware of the porting request and change of service provider.

Port your existing number and link the number to your VPBX

1 General 2 Number Information 3 Documents 4 Configure 5 Review

ID/Passport - .PDF only

Upload File

ID/Latest Account / (Service Provider) - .PDF only

Upload File

Customer Authorization Letter - .PDF only

Upload File


Back to Previous Step Proceed to Next Step

**Step 4:** Confirm how to set up your ported number:

- Add the ported number as a DID or as a separate SIP account.
- Provide the mail address who will receive notifications regarding the port request.
- Accept that all other services linked to the requested number will be terminated.

- Proceed to the next step.

Port your existing number and link the number to your VPBX



1 General 2 Number information 3 Documents 4 Configure 5 Review

What would you like to do with the number once ported?

Create a new account

Email Address for Porting Notifications and Communication

admin@vpbxtest.co.za

ADSL Functionality \*  
We acknowledge that DSL functionality, or any other services linked to the line will be lost and will not be recoverable after porting takes place. (i.e. Once the porting is completed, you will not be able to request for a port back and reinstatement of DSL).

ADSL Functionality \*  
Replace number being ported with a new number in order to keep the DSL Functionality (i.e. Assign a new number)

Managed Porting \*  
We acknowledge that any numbers in the range that are not ported will be lost and cannot be recovered.

Back to Previous Step Proceed to Next Step

**Step 5:** Review all the client details:

- Customer Details
- Number/s to be ported
- Email for porting notifications

- Click on **Finish**, once all details have been verified

Port your existing number and link the number to your VPBX

<p><b>Customer Name</b></p> <input type="text" value="VPBX ONE"/>	<p><b>Contact Number</b></p> <input type="text" value="000000000"/>
<p><b>ID Number</b></p> <input type="text" value="921203 4567 893"/>	<p><b>Address / Business Address</b></p> <input type="text" value="3 Bauhuinia street"/>
<p><b>Customer Number / Account Number</b></p> <input type="text" value="VPBX1010"/>	<p><b>Client or Business Name as Stated on Account</b></p> <input type="text" value="VPBX ONE TEST"/>
<p><b>Email Address for Porting Notifications and Communication</b></p> <input type="text" value="admin@vpbtest.co.za"/>	

[Back to Previous Step](#)
[Finish](#)

**Step 6:** Click **Finish**.

Your porting application will now be send to be reviewed and processed should all the documents and information provided, be correct.



**Fastpath:**

Take me back to my dashboard [Menu \(on page 52\)](#).

## CallVault

*CallVault gives you the peace of mind that call recordings is stored safely and separate from the clients PBX.*



More information about [CallVault](#) (on page 17) benefits and features can be viewed in section two of this manual.

Alternatively, you can visit: <https://callvault.co.za/>



**Fastpath:**

Take me back to my dashboard [Menu](#) (on page 52).

## Call Reports

*Call reports allow you to review statistics derived from your phone system usage, including but not limited to; call count, time of the day, duration of the call, caller geography and other call information.*

Extension Call Reports is available from your left menu.

Reports will be send to the email address provided upon creating the customer account and can also be viewed from your VPBX account.

### Extension Call Report

Please note that reports will be sent via email to your email address [redacted]@mweb.co.za).

<p><b>▼ From Filter</b></p> <p>Use this section to filter records from an extension, group or an external number.</p>	<p><b>▼ To Filter</b></p> <p>Use this section to filter records to an extension, group or an external number.</p>
<p><b>From Date</b></p> <input type="text" value="01 Nov 2022"/>	<p><b>To Date</b></p> <input type="text" value="30 Nov 2022"/>
<p>Please select one of the from options.</p> <input type="text" value="Any"/>	<p>Please select one of the to options.</p> <input type="text" value="Any"/>
<input type="button" value="View My Report"/>	<input type="button" value="★ Activate Addon"/>

Once your **From** and **To** dates was confirmed, select **View My Report**, to view the call usage for the requested period.



**Note:**

Additional report features can be accessed by activating the [Add-on \(on page 121\)](#) feature. Additional report information will include call cost and extension group reports to the Report, at and additional monthly charge.



**Fastpath:**

Take me back to my dashboard [Menu \(on page 52\)](#).

## Call Reports Addons

*In this section we will look on more advance call recording configuration and available features provided by VPBX.*

### How to activate the report addon options for more advanced call reports:

**Step 1:** From your customer left menu, select **Call Reports**

**Step 2:** For access to additional report features, click on; **Activate Addon**

### Extension Call Report

Please note that reports will be sent via email to your email address (riaanvanstryp791@gmail.com\_old).

<div style="background-color: #334d5d; color: white; padding: 10px; border-radius: 5px;"> <p><b>▼ From Filter</b></p> <p>Use this section to filter records from an extension, group or an external number.</p> </div> <p><b>From Date</b></p> <input type="text" value="17 Jan 2023"/> <p><b>Please select one of the from options.</b></p> <input type="text" value="Any"/>	<div style="background-color: #334d5d; color: white; padding: 10px; border-radius: 5px;"> <p><b>▼ To Filter</b></p> <p>Use this section to filter records to an extension, group or an external number.</p> </div> <p><b>To Date</b></p> <input type="text" value="17 Jan 2023"/> <p><b>Please select one of the to options.</b></p> <input type="text" value="Any"/>
<input type="button" value="View My Report"/> <input style="border: 2px solid red;" type="button" value="★ Activate Addon"/>	

**Step 3:** Select **Confirm** in order to proceed

This service is charged extra per month, as indicated by the provided monthly fee

### Extension Call Report

Please note that reports will be sent via email to your email address

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Please note that you will be charged an additional R 25,00 per month when activating this addon.

Addon	Price
Report 5 Extensions	R 25,00 P/M

**Step 4:** The following report filters is available to select

4.1; From and To Date

**From Filter**  
Use this section to filter records from an extension, group or an external number.

**To Filter**  
Use this section to filter records to an extension, group or an external number.

**From Date**

17 Jan 2023

**To Date**

17 Jan 2023

4.2 Select the option from were the call generated from

**▼ From Filter**  
Use this section to filter records from an extension, group or an external number.

**From Date**  
17 Jan 2023

Please select one of the from options.

- Any
- Any
- Extension
- Extension Group
- External Number

**▼ To Filter**  
Use this section to filter records to an extension, group or an external number.

**To Date**  
17 Jan 2023

Please select one of the to options.

- Any

	Duration	Cost
--	----------	------

**Restriction:**  
In order to select an extension group, the extension group should first be created, as was described under [Extensions \(on page 60\)](#).

Extension Groups is setup on extension level, as can be viewed here

4.3 Select one of the options to were the call was made

**▼ From Filter**  
Use this section to filter records from an extension, group or an external number.

**From Date**  
17 Jan 2023

Please select one of the from options.

- Any

[View My Report](#)

**▼ To Filter**  
Use this section to filter records to an extension, group or an external number.

**To Date**  
17 Jan 2023

Please select one of the to options.

- Any
- Any
- Extension
- Extension Group
- External Number

Date	CLI (FROM)	CLD (TO)
------	------------	----------


**Restriction:**  
In order to select an extension group, the extension group should first be created, as was described under Extensions.

Extension Groups is setup on customer level, as can be viewed [here \(on page 60\)](#)

<b>From Date</b> <input type="text" value="17 Jan 2023"/>	<b>To Date</b> <input type="text" value="17 Jan 2023"/>
<b>Please select one of the from options.</b> <input type="text" value="Extension Group"/>	<b>Please select one of the to options.</b> <input type="text" value="External Number"/>
<b>Please select one of your groups</b> <input type="text" value="Please Select..."/> <input type="text" value="Please Select..."/> <input type="text" value="Group - Reception"/> <input type="text" value="Group - Support"/>	<b>Please specify your number below</b> <input type="text" value="123456"/>

Click on; **View My Report**, once the report filters was specified

<b>From Filter</b> Use this section to filter records from an extension, group or an external number.	<b>To Filter</b> Use this section to filter records to an extension, group or an external number.
<b>From Date</b> <input type="text" value="17 Jan 2023"/>	<b>To Date</b> <input type="text" value="17 Jan 2023"/>
<b>Please select one of the from options.</b> <input type="text" value="Extension"/>	<b>Please select one of the to options.</b> <input type="text" value="Extension"/>
<b>Please select one of your extensions</b> <input type="text" value="Extension 102 (Extension)"/>	<b>Please select one of your extensions</b> <input type="text" value="Extension 100 (Extension)"/>
<input type="button" value="View My Report"/>	

 **Fastpath:**  
Take me back to my dashboard [Menu \(on page 52\)](#).

## Chapter 5. The VPBX AAA

We provide assistance and support when needed. Regarding VPBX you can **Ask us Anything for Assistance**. You can get in touch through either our [24/7 support \(on page 125\)](#), or by dropping us an [Email \(on page 126\)](#).

To submit a request to support, the following steps can be taken:

From the call records list, select the information option

Connect Time	Account	From	To	Duration	Recording
2022-11-23 15:58:42	100	100	27	27 SEC	 

The following information will be available to view:

- **From** - Number from where the call originated.
- **To** - Number that was called.
- **h232 Conf ID** - h232 Configuration ID, very helpful to the support team to investigate any issues quicker if the h232 ID is provided.
- **Disconnect Reason** - Describes the manner on which the call was ended.

Additional options is available at the bottom to either **Close** the viewing, or to **Submit Ticket** to the support team, should you require additional information or assistance with the selected call record.

**Need some assistance with this call?**

Please complete the field below and one of our agents will get back to you shortly.

<b>From</b>	27 [REDACTED]
<b>To</b>	27 [REDACTED]
<b>h323 Conf ID</b>	46659188_4D2FF5C4_6A4BDFAD_06D3E2AA
<b>Call ID</b>	LU-1669354656700356-907234169@bcf.isbc.mncoo1.mcc655.3gppnetwork.org
<b>Disconnect Reason</b>	Normal call clearing

✖ Close
➤ Submit Ticket

Once you have selected; **Submit Ticket**, your enquiry will be send to our support team and one of the staff will call you back.

**Get in Touch**

From the top menu, available from any section on your VPBX, select **Contact Us**, and complete the following required fields:

- Your **Name**
- Your **Email Address**
- Your **Subject**
- Your **Message**
- **Please enter the captcha** provided
- Click on **Get in Touch**

Once you have selected; **Get in Touch**, your Email enquiry will be send to our support team and one of the staff will be in contact.

# Chapter 6. Terms and Conditions

## ***ICTGLOBE'S STANDARD TERMS AND CONDITIONS FOR THE PROVISION OF ELECTRONIC COMMUNICATIONS SERVICES & PRODUCTS***

### **1. INTRODUCTION**

1. The Applicant more fully described in the Service Order Application form must take note of the details set out under these terms and conditions.
2. If you cannot understand these standard terms and conditions, please visit ICTGlobe's website at; or send an e-mail to:
3. These terms and conditions will become binding and apply to you, the Applicant, once ICTGlobe has agreed to provide you with the service or device, which you have requested under the Service Order Application form.

### **2. EXCLUSION OR LIMITATION OF LIABILITY CLAUSES**

1. In terms of section 49 of the Consumer Protection Act, 2008 (the CPA), a term or notice which purports to limit in any way the risk or liability of the supplier or any other person or constitutes an assumption of risk or liability by the consumer or imposes an obligation on the consumer to indemnify the supplier or any other person for any cause, or constitutes the acknowledgement of any fact by the consumer, must be written in plain language and the fact, nature and effect of such provision must be drawn to the attention of the consumer before the consumer concludes the transaction or is required to offer consideration under it
2. This must be done in a conspicuous manner and form likely to attract the attention of the ordinarily "alert" consumer having regard to the circumstances and the consumer must be given adequate opportunity to comprehend the notice or provision. ICTGlobe has housed certain clauses, which contain certain limitations under its Standard Terms and Conditions.
3. These clauses are highlighted in red/ capital letters and include:
  - Clause 10.5 Cancellation or variation of the ICTGlobe Services – if you cancel or vary any of the ICTGlobe Services, before the Connection date, in whole or in part, ICTGlobe will have the right to charge you all Abortive Costs which ICTGlobe has incurred as a result of the cancellation or variation.
  - Clause 10.6 Termination of a Fixed Term Agreement by a Consumer for no cause– if you as a Consumer, conclude a Fixed Term Agreement with ICTGlobe, you will have the right to terminate the Fixed Term Agreement, for no particular reason or cause, at any time, on 20 (Twenty) Business days written notice, which termination will be subject

to payment of a reasonable cancellation fee, determined using the guidelines set out under section 14 and Regulation 5(2) of the CPA.

- Clause 12.2.10 Migration- Any request by you to migrate, will be subject to certain conditions, including the payment of any additional Migration charges, levied by ICTGlobe, which charges are detailed under the Tariff List or as advised by ICTGlobe and the signing of a new Agreement.
  - Clause 12.3 Charges and payment- ICTGlobe will levy certain charges in respect of the use by you of the ICTGlobe Services and Selected SE. ICTGlobe also has the right to ask for a deposit and set credit limits and levy interest on unpaid charges.
  - Clause 11.27 Change in numbers due to reasons beyond ICTGlobe's control -ICTGlobe may be forced to change your number by a regulator or a supplier of ICTGlobe, and if this occurs ICTGlobe will not be liable to you or to any other person for any loss, damage or costs (direct, consequential or otherwise) which may be incurred in consequence of any change to the number.
  - Clause 14.3 Incorrect use of SE or use of illegal equipment - ICTGlobe reserves the right to disconnect from the TECN or Network and suspend or terminate the ICTGlobe Service, where any unlicensed or illegal SE is used in connection with the ICTGlobe Services in such case you will indemnify ICTGlobe against any liability, loss or damage which you or ICTGlobe may incur as a result of the unlawful or incorrect usage of such SE.
  - Clause 15 Limited liability and indemnity -ICTGlobe, under certain circumstances will not be responsible for certain damages or losses which may be incurred as a result of the purchase and /or use of the ICTGlobe Services and / or Goods.
4. The Applicant must before it concludes the Application, carefully consider the ICTGlobe standard terms and conditions housed under the Agreement, and applicable to the ICTGlobe SE and / or Services which purport to limit the risk or liability of ICTGlobe and other third parties acting on behalf of ICTGlobe

### **3. APPLICATION OF STANDARD TERMS AND CONDITIONS**

1. These standard terms and conditions, as amended by ICTGlobe from time to time in accordance with the provisions of ICTGlobe's Electronic Communications Service (ECS) license, the Electronic Communications Act 36 of 2005, the Consumer Protection Act, 68 of 2008 or any other applicable legislation, are applicable to the provision and use of all electronic communications services and products provided by ICTGlobe to customers.
2. The Customer accepts and agrees that these terms and conditions become binding on it once ICTGlobe has processed the Customer's Application and agreed to provide the Customer with the ICTGlobe Services and where applicable the Selected SE. ICTGlobe will notify the Customer

of its acceptance or non-acceptance and where applicable the deposit which it may require in order to secure the ICTGlobe Services and or Selected SE.

3. Persons wishing to obtain, ICTGlobe Services and where applicable, the SE, must apply for the ICTGlobe Service and SE by signing the standard ICTGlobe Application Form, which can be either downloaded from the ICTGlobe Website or obtained on request from ICTGlobe's customer service branches or by following any other application procedure determined by ICTGlobe from time to time.
4. ICTGlobe reserves the right to decline and / or reject the Application and the offer to contract.

#### **4. AMENDMENT OF THE ICTGLOBE STANDARD TERMS AND CONDITIONS**

1. ICTGlobe reserves the right to amend its standard terms and conditions from time to time, subject to the provisions of the Consumer Protection Act, 68 of 2008, in so far as these amendments may relate to a Consumer, as defined.
2. ICTGlobe will place the amended terms and conditions on the ICTGlobe website [www.ictglobe.com](http://www.ictglobe.com) and the Consumer Commission, which amendment, from date of such filing, will thereafter be deemed to be incorporated into the Agreement.

#### **5. CREDIT REFERENCING**

1. The Applicant and Customer give ICTGlobe express permission to carry out general and specific credit reference enquiries about the Applicant who has applied for ICTGlobe Services or Selected SE. In addition the Applicant and Customer expressly give ICTGlobe permission to check the correctness of any of the information supplied by the Applicant when applying for a service.

#### **6. WARRANTY BY APPLICANT**

1. THE APPLICANT WARRANTS AND REPRESENTS THAT ALL INFORMATION SUPPLIED BY IT IN APPLYING FOR THE ICTGLOBE SERVICE AND WHERE APPLICABLE THE SELECTED SE, IS TRUE, CORRECT AND COMPLETE AND INDEMNIFIES AND HOLDS ICTGLOBE HARMLESS AGAINST ALL CLAIMS, OF WHATSOEVER NATURE, THAT ARISE, DIRECTLY OR INDIRECTLY, AS A RESULT OF THE APPLICANT OR ITS AGENT PROVIDING ICTGLOBE WITH ANY INCORRECT INFORMATION
2. ICTGlobe will use the Applicant's/Customer's information strictly in accordance with the Regulations promulgated in terms of Section 69 of the Act, being Regulation 1740 headed: Code of Conduct for electronic communications and electronic communications network services licenses (Government Gazette No. 30553) and Regulation 3.8 which states as follows:
3. Licensees must protect the confidentiality of consumer information, and in particular, must
  - (a) use the information only for the purpose permitted or required, (b) report or release that

information only to the consumer or prospective consumer, (c) only release that information to another person:

- ▪ when directed by the written instruction of the consumer or prospective consumer, or
- when directed by an order of a court
- during the process of collection of debts owed to the licensees to accredited debt collection agencies
  - by the licensees' auditors for the purpose of auditing their accounts
  - in terms of any applicable law.

## **7. MEANINGS OF CERTAIN WORDS AND PHRASES**

1. This section sets out the meaning of certain words and phrases, which are used throughout the Agreement. To enable the Customer to read and understand the contents of Agreement, the Customer must first understand the meanings of these words and phrases.
2. Unless it appears differently from the context or under this clause 7, words, terms and phrases used in the Agreement shall have the same meaning as the definitions set out in the Electronic Communications Act, 36 of 2005 (Act) and under ICTGlobe's Individual Electronic Communications Services License, which Act and related content can be viewed on the ICASA Website;; <https://www.icasa.org.za/> under the heading "Legislation";
3. Words importing the singular shall include the plural and vice versa.
4. Words denoting persons shall include natural human beings, legal entities and unincorporated associations of persons, and vice versa.
5. The headings in these terms and conditions shall not affect their interpretation.
6. In addition to the above provisions, unless inconsistent with the terms set out under the acts and/or license referred to under clause 7.2 or otherwise indicated by the context, the words and phrases set out below shall mean as follows
7. "Abortive costs" has the meaning as set out in clause 12.2.8;

"Act" means the Electronic Communications Act 36 of 2005, as amended from time to time, and any regulations, as may be amended or replaced from time to time, which Act, amongst other things, regulates the telecommunications industry and related sectors and the provision by them of certain electronic communications network services and electronic communication services. The Act and related content can be viewed on the ICASA Website at <https://www.icasa.org.za/>"

"Applicant" means the person whose details are reflected on the Service Order Application Form, whether captured on paper, or via electronic means such as voice recordings, computer generated and captured data or similar means;

“Agreement” means the Application Form, the Tariff List, and these terms and conditions which will apply to the Customer, in respect of the ICTGlobe Services and Selected SE, together with any Renewal Addendum (where applicable);

“Application Form” means the official ICTGlobe Service Order Application Form which is completed by the Applicant in writing, electronically or telephonically, which houses the Applicant’s details and the Applicant’s/Customer’s request that ICTGlobe provide it with certain ICTGlobe Services and/or the Selected SE;

“Authority” means the Independent Communications Authority of South Africa established in terms of section 3 of the Independent Communications Authority of South Africa Act, 2000 and its successors who govern and oversee the telecommunications and electronic communications industry;

“Applicable Law” means any of the following, to the extent it applies to ICTGlobe, the Customer or the Goods and Services:

- (i) any statute, regulation, by-law, ordinance or subordinate legislation in force from time to time;
- (ii) the common law and the law of equity;
- (iii) any applicable industry code, policy or standard enforceable by law; and

any applicable direction, rule, pronouncement, policy or order that is given by a regulator.

“Basic telephone service” means an electronic communications service comprising technical features, which are the minimum necessary to allow the establishment of a telephony channel for the purpose of providing an electronic communications service in order to convey voice grade signals between two items of SE connected to TECN;

“Business Day” means Monday to Friday, excluding Saturday and Sunday and excluding any public holiday as defined under the Public Holiday Act, 36 of 1994;;

“Connections” means the licensed ECNS Connections, which ICTGlobe or an ICTGlobe supplier or contractor, will install at the Customer’s premises as reflected under the Application Form, which allows the Customer to use the ICTGlobe Service, through the service provider;

“Connection date” means the date when ICTGlobe installs the Connections at the Customer’s premises where the ICTGlobe Service will be used, which allows the Customer to utilize the ICTGlobe Services and Selected SE or the SE;

“Consumer” means a Customer who is a “consumer” as defined under section 1, section 6 and Regulation GN 294 of 2011 of the CPA;;

“Charges” means the amounts charged by ICTGlobe in respect of the Selected SE, where purchased or leased from ICTGlobe, and the ICTGlobe Services, which charges are set out under the Tariff List or as notified by ICTGlobe from time to time, and which Charges will be set out under the Invoice which will be submitted to the Customer in terms of the Agreement;

“CPA” means the Consumer Protection Act, 68 of 2008, as amended and any regulations published in terms thereof, as amended or replaced from time to time;;

“Credit referencing procedure” means the procedure set up by ICTGlobe to determine the creditworthiness of an Applicant;

“Commencement date” means the date when ICTGlobe has processed the Application and notified the Customer that it has agreed to provide the Customer with the ICTGlobe Services and where applicable the Selected SE;

“Customer” means the person who has applied for and who ICTGlobe has agreed to provide the ICTGlobe Services and Selected SE, where applicable, and who will be liable for the payment of the Charges and for compliance with the Agreement. Customer will also include “Subscriber” and “End-user” as defined in section 1 of the Act;

“Due date” means the date on which any amounts owed by Customer to ICTGlobe in respect of the ICTGlobe Services and the Selected SE, where applicable, become due and payable, and which is printed on the Invoice;

“Electronic Communications” means the emission, transmission or reception of information, including without limitation, voice, sound, data, text, video, animation, visual images, moving images and pictures, signals or a combination thereof by means of magnetism, radio or other electromagnetic waves, optical, electromagnetic systems or any agency of a like nature, whether with or without the aid of tangible conductor/conduit, but does not include content service as defined in section 1 of the Act;;

“Electronic Communications Network” or “ECN” means any system of electronic communications facilities (excluding Selected SE and SE), as defined under section 1 of the Act, including without limitation satellite systems; fixed systems (circuit- and packet--switched); mobile systems;; fiber optic cables (undersea and land--based);; electricity cable systems (to the extent used for electronic communications services);; and other transmission systems, used for conveyance of electronic communications;;

“Electronic Communications Network Service” or “ECNS” means a service as defined under section 1 of the Act, whereby a person makes available an electronic communications network, whether by sale, lease or otherwise, for that person’s own use for the provision of an electronic communications service or broadcasting service;; to another person for that other person’s use in the provision of an electronic communications service or broadcasting service;; or for resale to an electronic communications service licensee, broadcasting service licensee or any other service contemplated in the Act, and ‘network services’ is construed accordingly;;

“Electronic Communications Service” or “ECS” means any service provided to the public, sections of the public, the State, or the Customers to such service, which consists wholly or mainly of the conveyance by any means of electronic communications over an electronic communications network, but excludes broadcasting services;

“Exchange connection” means the line that connects a main telephone service to an exchange which is also referred to as a private branch exchange line (PBX line) when terminated in a private branch exchange (PBX) or in any other type of telephone system;

“Fixed Term Agreement” means an Agreement concluded by ICTGlobe with a Customer which is in excess of a one month period, as selected by the Applicant under the Application Form, and which for any avoidance of doubt will be limited in the case of a Consumer, to a maximum period of 5 (five years) together with any renewed period or term as requested by the Consumer in accordance with options granted by ICTGlobe to the Consumer as per the provisions of section 14 of the CPA;

“Initial Period” means the number of months which the Customer has selected under the Application Form under the line item “contract period“ for which the Agreement will run, which period will start running on the Connection date;

“Individual Consumer” means a Consumer who is natural person;

“Interest rate” means the interest rate determined by ICTGlobe from time to time levied on any outstanding amounts due to ICTGlobe which will not exceed the maximum rate allowed under the National Credit Act, 34 of 2005 and provided that the said rate shall be uniformly applied to all amounts outstanding and due;

“Invoice” shall mean the notification of Charges sent to the Customer setting out all amounts due and owing to ICTGlobe by the Customer in respect of the ICTGlobe Services and/or where applicable, the Selected SE;

“Migration” means the Customer’s election to change the ICTGlobe Services and or Selected SE received under the Agreement to another, which if accepted by ICTGlobe will give rise to a review and amendment of the Charges;

“Minimum Service Standards” means the minimum service standards for end users and subscribers set by the Authority (ICASA), housed under the Act, titled Regulations Setting Out The

Minimum Standards For End-User And Subscriber Service Charters, GNR.774 of 24 July 2009, Government Gazette no 32431, as amended or replaced from time to time;

“Month to Month Agreement” means the Agreement, which has been concluded between ICTGlobe and the Customer, which will run on a month to month basis and which is capable of being terminated by either party on 1 (one) month written notice, which option the Customer has selected under the Application Form under the line item “contract period”, or being the default contract term once a fixed term agreement between ICTGlobe and the Customer has expired, which the Customer chose not to renew or cancel;

“Office hours” means ICTGlobe’s normal business hours, as determined by ICTGlobe from time to time, currently being Monday to Friday, 8h00 to 17h00, but excluding public holidays;

“Private branch exchange (PBX) switching unit” means a telephone-switching unit installed on the Customer’s premises, or intended for such an installation, that is capable of being connected to an Electronic Communications Network by means of one or more exchange connections. Such a unit functions as an intermediary switching device for traffic between exchange Connections and extension circuits of the PBX (extensions), or between those extensions;;

“Private electronic communications network” or “PECN” means an electronic communications network used primarily for providing electronic communications for the owner’s own use as envisaged in Section 6 (2) (c) of the Act;

“Parties” means collectively, ICTGlobe and the Customer;;

“Personal Data” means all personal details conveyed to ICTGlobe by the Applicant/Customer such as his/her identity, whereabouts, credit levels, financial status, earning capabilities, family members, likes, preferences and dislikes, which are required in order to process the application and required to determine current and future customer requirements;

“Regulations” means any regulations promulgated in terms of section 95 of the Act;

“Renewal period” means the additional number of months which the Parties have agreed to renew the Agreement for, as set out under the Renewal Addendum/ Application Form, which period will start on the day following the last day of the Initial Period, where applicable;

“Renewal Addendum” means the renewal agreement concluded by the Parties, which sets out the additional terms applicable to the Renewal period;

“RICA” means the Regulation of Interception of Communication and Provision of Communication Regulated Information Act 70 of 2002, as amended/replaced from time to time, and its related provisions, which apply to ICTGlobe and to the Customer;

“SE” means the equipment used by Customers to access, use or receive electronic communications services or the ICTGlobe Services and as defined in section 1 of the Act

“Selected SE” means the equipment used by Customers to access, use or receive electronic communications services or the ICTGlobe Services and as defined in section 1 of the Act, which SE is leased or purchased by the Customer from ICTGlobe in terms of the Agreement;

“Standard terms and conditions” means the standard terms and conditions as described in this Agreement and any annexures or amendments thereto and the word “conditions” shall bear the same meaning;

“Tariff List” means the list of Charges levied by ICTGlobe in respect of the ICTGlobe Services and where applicable the Selected SE, as amended from time to time, and payable to ICTGlobe by the Customer;

“ICTGlobe” means ICTGlobe Management (Pty) Ltd Limited, Registration number 2000/015690/07, a private company incorporated in terms of the laws of the Republic of South Africa;

“ICTGlobe Services” means the electronic communication services, as selected by the Customer under the Application Form, which ICTGlobe will provide to the Customer in terms of the Agreement;

“ECN” means the electronic communications network used by ICTGlobe to render electronic communications services in terms of ICTGlobe’s Individual Electronic Communications Service License or supplied by another ECS License holder contracted to supply such services for an on behalf of ICTGlobe and “Network” shall have the same meaning; and

“Terminal connection equipment” or “TCE” means the electronic communications equipment and/or electronic communication facility on which ICTGlobe terminates Electronic Communication Service(s).

“Terminal connection equipment” or “TCE” means the electronic communications equipment and/or electronic communication facility on which ICTGlobe terminates Electronic Communication Service(s).

8. The Customer is to note that the provisions of the Electronic Communications and Transactions Act, 25 of 2002 (ECTA) shall apply, the Parties expressly agreeing:
9. that where a provision of the Agreement requires that a document must be signed or initialed, that signing or initialing may be effected in any manner recognized by law, including the use of an electronic signature, as defined in ECTA;; ICTGlobe/ in this regard will take reasonable measures to prevent the use of the Consumer’s electronic signature for any purpose other than the signing or initialing of the particular document that the consumer intended to sign or initial; and
10. that where anything is required to be in writing, unless expressly stipulated to the contrary by ICTGlobe, any electronic communication, including an SMS, telephonic call or electronic message such as an email, exchanged between the Parties, will meet this requirement.
11. The Customer is to note that when a particular number of days is provided for between the happening of one event and another, the number of days must be calculated by:
  12. excluding the day on which the first such event occurs;
  13. including the day on or by which the second event is to occur; and
  14. excluding any public holiday, Saturday or Sunday that falls on or between the days contemplated in clauses 17.1 and 1.7.2, respectively.

## **8. AGREEMENT TO CONTRACT AND APPLICATION OF THESE TERMS AND CONDITIONS**

1. This clause confirms that you, the Customer, have asked ICTGlobe to provide you with certain electronic communication services and equipment, which you selected when you completed the Application Form. ICTGlobe has agreed to provide you with the selected services and equipment, but these will be provided on condition that you will comply with the terms and conditions set out under the Agreement.
2. The Customer accepts and agrees that the terms and conditions set out under the Agreement will become binding on it once ICTGlobe has processed the Application Form and agreed to provide the Customer with the ICTGlobe Services and where applicable, the Selected SE.
3. ICTGlobe reserves the right to amend these terms and conditions from time to time. ICTGlobe will give written notice to each Consumer of such amendments and will place the amended terms and conditions on ICTGlobe’s website [www.ictglobe.com](http://www.ictglobe.com) and file such amended terms and conditions with the Authority, if required by law, which amendment will be deemed to be incorporated into the Agreement and bind the Customer from the date that the amendment has been filed with the Authority or published on ICTGlobe’s website.

4. Where, as a result of any amendment anticipated under clause 8.3 a Consumer is of the view that such amendment is to its detriment; the Consumer may terminate the Agreement without penalty provided that it gives ICTGlobe 20 (twenty) Business days' notice in writing of its election to terminate the Agreement. Where a Consumer terminates the Agreement as per his rights under this clause 8.3, such termination will be WITHOUT PENALTY, SAVE WHERE THE CONSUMER HAS BEEN GIVEN OR HAS PURCHASED BUT NOT YET PAID FOR, SELECTED SE. IN SUCH A CASE THE CONSUMER WILL HAVE A LEGAL DUTY AND ICTGLOBE WILL HAVE A LEGAL RIGHT TO DEMAND FROM THE CONSUMER, FULL PAYMENT IN RESPECT OF THE SELECTED SE, LESS ANY AMOUNTS WHICH HAVE ALREADY BEEN PAID TO ICTGLOBE IN RESPECT THEREOF PRIOR TO SUCH TERMINATION.

## **9. PROCESSING OF PERSONAL INFORMATION, RIGHTS TO PRIVACY AND RICA**

1. Although ICTGlobe respects you, the Customer's privacy and to this end your right not to have your personal data misused or distributed to other persons, you, the Customer must comply with the provisions of RICA, which is a law which requires that bodies such as ICTGlobe verify your details before they are able to provide you with a communication service or device. This clause sets out ICTGlobe's undertaking to protect and respect your personal data and not to misuse it.
2. It also sets out your undertaking to comply with RICA.
3. ICTGlobe at any time reserves the right to make general credit reference enquiries about the Customer and to check the correctness of the information that has been supplied.
4. ICTGlobe shall also be entitled to furnish any information relating to the Customer's account and compliance with these conditions to any registered credit bureau.
5. THE CUSTOMER WARRANTS AND REPRESENTS THAT ALL INFORMATION SUPPLIED BY IT IS TRUE, CORRECT AND COMPLETE AND INDEMNIFIES AND HOLDS ICTGLOBE HARMLESS AGAINST ALL CLAIMS, OF WHATSOEVER NATURE, THAT ARISE, DIRECTLY OR INDIRECTLY, AS A RESULT OF ANY INCORRECT INFORMATION BEING FURNISHED.
6. ICTGlobe will use the Customer's information strictly in accordance with the Regulations promulgated in terms of Section 69 of the Act and undertakes to process and use the Customer personal data only for the purpose for which it has been collected and undertakes that this processing will be carried out in accordance with any notice, consent or other requirement which may be required by any applicable law in force in South Africa from time to time. ICTGlobe furthermore will use the Customer's information strictly in accordance with the provisions housed under its ICTGlobe Individual Communications Service License.
7. THE CUSTOMER ACKNOWLEDGES AND ACCEPTS THAT WHERE IT DOES NOT COMPLY WITH THESE PROVISIONS THAT THIS WILL AMOUNT TO A MATERIAL BREACH BY THE CUSTOMER

OF THIS AGREEMENT WHICH WILL ALLOW ICTGLOBE TO CANCEL THE AGREEMENT AND TO CLAIM DAMAGES AS A RESULT OF THE CANCELLATION.

8. The Customer also acknowledges and accepts that where it does not comply with the provisions set out under clause 9, that this will be a breach of RICA and this will give rise to a possible criminal charge and sanction being imposed against the Customer as per the requirements of RICA.

#### **10. DURATION, RENEWAL AND TERMINATION FOR NO CAUSE**

1. The clause sets out how long the Agreement will run for and your rights to cancel the Agreement.
2. Notwithstanding the Connection date, the Agreement will start on the Commencement date and will carry on for either the Initial Period or on a Month to Month basis, as selected by the Customer under the Application Form and for any Renewal Period, where renewed by the Customer, save for where the Agreement is terminated earlier by either of the Parties in accordance with their respective rights set out under this Agreement.
3. On expiration of the Initial Period, the Customer will have the right to terminate the Agreement by giving ICTGlobe written notice of its election to terminate the Agreement or enter into a Renewal Addendum or complete a new Application Form, which Renewal Addendum or Application Form will set out the Renewal Period, and the applicable terms and conditions pertaining to such renewal. ICTGlobe will notify Individual Customers, who have concluded a fixed term agreement with ICTGlobe, not more than 80 nor less than 40 business days prior to the date of expiry of the Initial Period of the impending expiry of their fixed term agreement as per Section 14(2) (c) of the Consumer Protection Act, 2008.
4. Should a Customer fail to notify ICTGlobe of its election to terminate or renew the Agreement, and more in particular where a Consumer fails to notify ICTGlobe of its election to either terminate or renew the Agreement as permitted under section 14 of the CPA, then the Agreement will continue on a month to month basis on the same terms and conditions as contained under the Agreement except for the adjustment of the charges associated with the month to month term and subject always to any variations in accordance with the Tariff List. Any month to month Agreement as envisaged in terms of this clause may be terminated by either party by giving 1 (One) months written notice to the other party.
5. Cancellation or variation of the ICTGlobe Services or Selected SE before the Connection date WHERE THE CUSTOMER CANCELS OR VARIES ANY OF THE ICTGLOBE SERVICES, AND / OR THE SELECTED SE AS SELECTED UNDER THE APPLICATION FORM, WHICH CANCELLATION IS NOT AS A RESULT OF ANY BREACH ON THE PART OF ICTGLOBE, BEFORE THE CONNECTION DATE, IN WHOLE OR IN PART, ICTGLOBE WILL HAVE THE RIGHT TO CHARGE THE CUSTOMER ALL

ABORTIVE COSTS WHICH ICTGLOBE HAS INCURRED AS A RESULT OF THE CANCELLATION OR VARIATION, WHICH AMOUNT SHALL BE PAYABLE BY THE CUSTOMER ON DEMAND.

6. Termination of a Fixed Term Agreement by an Individual Consumer for no cause where an Individual Consumer has concluded a Fixed Term Agreement, the Individual Consumer will have the right to terminate the Fixed Term Agreement, for no particular reason or cause, at any time, provided the Consumer gives ICTGlobe at least 20 (Twenty) Business days written notice of its election to terminate the Agreement, WHICH TERMINATION WILL BE SUBJECT TO PAYMENT OF A REASONABLE CANCELLATION FEE, WHICH WILL BE DETERMINED AND CALCULATED AT THE TIME WHEN THE NOTICE TO TERMINATE IS GIVEN BY THE CONSUMER, USING THE GUIDELINES SET OUT UNDER SECTION 14 AND REGULATION 5(2) OF THE CPA.
7. Should the Individual Consumer elect to terminate the Agreement earlier than anticipated, as envisaged and permitted under clause 4.3.1, I.E. BEFORE THE EXPIRATION OF THE INITIAL PERIOD, then on receipt of the termination notice, ICTGlobe will advise the Individual Consumer of the amounts which are still owed to it, namely all the arrears amounts owing to ICTGlobe in terms of the Agreement up to date of termination;; and the cancellation fee, as determined by ICTGlobe as per the provisions of clause 10.6. The Consumer will pay ICTGlobe the amounts referred to under clause 10.6 by the Due date indicated on the Invoice setting out the arrears amounts and the cancellation fee

## **11. INSTALLATIONS AND PROVISION OF THE ICTGLOBE SERVICES**

1. This clause sets out the type and quality of ICTGlobe Services and where applicable the Selected SE which ICTGlobe has agreed to provide you, the Customer with, who bears the risk of any misuse of the ICTGlobe Services and Selected SE and what will happen when the ICTGlobe Services are interrupted due to events/incidents which is beyond ICTGlobe's control. It also covers your right to change the ICTGlobe Service, and ICTGlobe's right to change your number or the ICTGlobe Services and or the Selected SE where required.
2. The ICTGlobe Service, including any Basic telephone service, is exclusive of any required SE, unless the Customer has expressly, under the Application Form, requested that ICTGlobe provide it with the Selected SE. The Selected SE will be either leased or sold to the Customer at the prices, fees or rates set out under the Tariff List or as notified by ICTGlobe to the Customer.
3. WHERE ANY SE IS REQUIRED FOR THE USE AND ENJOYMENT OF THE ICTGLOBE SERVICES WHICH IS NOT PROVIDED BY ICTGLOBE, THE CUSTOMER WILL BE RESPONSIBLE FOR INSTALLING SUCH SE AT ITS OWN RISK, COST AND EXPENSE.
4. ICTGlobe shall install the Connections required for the use of the ICTGlobe Services and where applicable, the Selected SE at the Customer's premises as set out under the Application Form,

as requested by the Customer, against payment of the relevant installation fee and deposit, if applicable, as set out in the Tariff List or as quoted by ICTGlobe.

5. ICTGlobe shall make reasonable endeavors to meet the installation date as requested by the Customer. However it is a condition of the Agreement that ICTGlobe gives no undertakings that it will be able to meet any installation date requested by the Customer, the Customer accepting that ICTGlobe will install the Connections required for the use of the ICTGlobe Services and where applicable the Selected SE when it is in a position to do so, which will depend on the availability of spares, parts and service providers or ICTGlobe contractors, whatever the case may be.
6. ICTGlobe will give the Customer notice of the installation date once it has received the Selected SE and secured the services of its ICTGlobe contractors and service providers for the purposes of installing the Connections and selected SE.
7. ICTGlobe will ensure that it complies with all installation requirements set out under the Minimum Standard in so far as installation of the Connections and the Selected SE is concerned.
8. ICTGlobe's duty to physically install the Connections required for the use of the ICTGlobe Services and where applicable the responsibility to install the Selected SE or SE will terminate once the Connections and where applicable the Selected SE or SE have been supplied, installed and the Customer is able to receive, via the Selected SE, the ICTGlobe Services.
9. Only SE that has been type approved by the Authority may be used in conjunction with the ICTGlobe Service, which SE must have all the technical and operational characteristics and modifications of the type that has been approved.
10. If the SE is modified, it may not be used in conjunction with the ICTGlobe Service until such time that the Authority has approved the modification.
11. ICTGLOBE RESERVES THE RIGHT TO DISCONNECT FROM THE TECN OR NETWORK AND SUSPEND OR TERMINATE THE ICTGLOBE SERVICE, WHERE ANY SE THAT HAS NOT BEEN APPROVED BY THE AUTHORITY OR THAT HAS BEEN LICENSED OR APPROVED BUT HAS BEEN MODIFIED WITHOUT THE APPROVAL OF THE AUTHORITY IN TERMS OF SECTION 35 OF THE ACT HAS BEEN USED IN CONNECTION WITH THE ICTGLOBE SERVICES OR WHERE THE SE HAS BEEN INCORRECTLY INSTALLED OR CONNECTED TO THE CONNECTIONS AND THE CUSTOMER INDEMNIFIES ICTGLOBE AGAINST ANY LIABILITY, LOSS OR DAMAGE WHICH ICTGLOBE AND/OR THE CUSTOMER MAY INCUR AS A RESULT OF THE UNLAWFUL OR INCORRECT USAGE OF SUCH SE OR THE INCORRECT INSTALLATION OF THE SE, WHAT EVER THE CASE MAY BE.
12. A PBX switching unit may only be connected to the TECN, if it has been installed, or modified after installation, and/or commissioned by ICTGlobe or by a person duly licensed by the Authority to install, modify, and/or commission such equipment, as the case may be.

13. If the Customer is not the owner of the premises where the ICTGlobe Service and / or where applicable the Selected SE is to be installed, the Customer must prior to any installation by ICTGlobe, AT ITS OWN COST AND EXPENSE, OBTAIN WRITTEN PERMISSION FROM THE OWNER OF SUCH PREMISES FOR ANY SUCH INSTALLATION AND THE CUSTOMER INDEMNIFIES ICTGLOBE AGAINST DAMAGES OR CLAIMS RESULTING FROM THE FAILURE TO OBTAIN SUCH PERMISSION INCLUDING ALL AND ANY ABORTIVE COSTS WHICH MAY HAVE TO BE INCURRED BY ICTGLOBE SHOULD ICTGLOBE HAVE TO REMOVE ANY CONNECTIONS AND / OR THE SELECTED SE FROM THE PREMISES.
14. The Customer must at its own cost and expense provide suitable and adequate electrical power supply as may be required for the proper functioning of the Connections and the Selected SE or SE.
15. THE CUSTOMER MUST AT ITS OWN COST AND EXPENSE ENSURE THAT OPTIMUM ENVIRONMENTAL CONDITIONS AS MAY BE REQUIRED FOR THE PROPER MANAGEMENT AND/OR FUNCTIONING OF THE CONNECTIONS AND THE SELECTED SE OR SE ARE PROVIDED, SUCH AS ADEQUATE VENTILATION, LIGHTING AND WALL/RACK SPACE.
16. Where an exchange connection or group of exchange connections rented by the Customer is used to such an extent that the number of calls to such lines cannot be completed because of engaged conditions become such that it causes an undue overload of the exchange, ICTGlobe will notify the Customer in writing of the need to increase the number of exchange connections by a specified amount. Where the Customer fails to allow the installation of the additional exchange connections indicated in the notification ICTGlobe may suspend the ICTGlobe Service, until such time as the Customer has made contact with ICTGlobe and has made arrangements for the installation of additional exchange connections. ICTGLOBE TAKES NO RESPONSIBILITY FOR THE QUALITY OF THE ICTGLOBE SERVICE, WHICH MAY RESULT FROM ANY CIRCUMSTANCES AS ENVISAGED IN TERMS OF THIS CLAUSE.
17. WHILST ICTGLOBE PROVIDES THE SERVICES HEREIN, ICTGLOBE HEREBY EXPRESSLY ADVISES THE CUSTOMER THAT ICTGLOBE DOES NOT OPERATE IN ISOLATION BUT INSTEAD RELIES ON FUNCTIONALITIES, EQUIPMENT AND/OR INFRASTRUCTURE WHICH ARE PROVIDED BY A NUMBER OF SERVICE PROVIDERS WHO PROVIDE SEPARATE BUT INTERRELATED AND CONNECTED SERVICES WHICH AS A WHOLE, ALLOWS THE ECN/NETWORK, THE SELECTED SE AND SE TO FUNCTION. THESE SERVICE PROVIDERS OPERATE AS INDEPENDENT SERVICE PROVIDERS WHO ARE NOT NECESSARILY CONTRACTED BY ICTGLOBE AND THE CUSTOMER ACCEPTS AND ACKNOWLEDGES THIS FACT.
18. WHILST ICTGLOBE WILL COMPLY WITH AND MEET THE MINIMUM SERVICE STANDARDS AND USE ITS BEST ENDEAVORS TO ENSURE THAT THE ICTGLOBE SERVICES AND ANY SELECTED SE ARE OPERATIONAL AT ALL TIMES, ICTGLOBE DOES NOT WARRANT THAT THE ICTGLOBE SERVICES WILL BE OPERATIONAL ON A 24 (TWENTY FOUR) HOUR 365 (THREE

HUNDRED AND SIXTY FIVE) DAYS PER YEAR BASIS, THIS BEING DUE TO THE NATURE OF THE TELECOMMUNICATIONS INDUSTRY AND THE NETWORK, WHICH IS DEPENDENT ON THE ACTIONS AND/OR INPUT OF A NUMBER OF INDEPENDENT SERVICE PROVIDERS WHOM ICTGLOBE HAS NO DIRECT CONTROL OVER.

19. ICTGlobe will use its best endeavors to notify the Customer in advance of any failure of, or interruption to the ICTGlobe Services/ Selected SE or the Connections and where applicable any required maintenance and repairs which may result from such failure, interruption or unavailability, where ICTGlobe is in a position to do this.
20. ICTGLOBE IN ADDITION EXPRESSLY ADVISES AND THE CUSTOMER ACKNOWLEDGES AND ACCEPTS THAT THE CERTAIN SELECTED SE ARE NOT MANUFACTURED BY ICTGLOBE, BUT ARE MANUFACTURED BY THIRD PARTIES. IN MOST CASES, DUE TO THE PROVISIONS OF THE ACT READ TOGETHER WITH THE AUTHORITY CODE OF PRACTICE AND GUIDELINES, ICTGLOBE WILL NOT BE IN A POSITION TO OPEN CERTAIN SELECTED SE OR TO TEST OR OPERATE THE SELECTED SE BEFORE THEY ARE HANDED TO THE CUSTOMER IN ORDER TO ENSURE THAT THEY ARE FIT FOR PURPOSE AND / OR ARE INTACT.
21. IN LIGHT OF THE DISCLOSURES HOUSED UNDER CLAUSES 5.4.1- 5.4.4 ICTGLOBE EXPRESSLY STIPULATES AND THE CUSTOMER ACKNOWLEDGES THAT ICTGLOBE CANNOT WARRANT OR GUARANTEE THAT THE ICTGLOBE SERVICES AND / OR THE SELECTED SE WILL:
  - AT ALL TIMES BE FREE OF ERRORS OR INTERRUPTIONS;
  - ALWAYS ARE AVAILABLE;
  - BE FIT FOR ANY PURPOSE;
  - NOT INFRINGE ON ANY THIRD PARTY RIGHTS;
  - NOT INFRINGE ON ANY THIRD PARTY RIGHTS;
22. Notwithstanding the provisions of clause 11.21 above, ICTGlobe will use its best endeavors to notify the Customer in advance of any failure of, or interruption to the ICTGlobe Services Connections and / or the Selected SE and where applicable any required maintenance and repairs which may result from such failure, interruption or unavailability, where ICTGlobe is in a position to do so
23. ICTGLOBE AND THE CUSTOMER AND MORE IN PARTICULAR THE CONSUMER CONFIRM THAT THE PROVISIONS HOUSED UNDER CLAUSE 11 EXPRESSLY SET OUT THE THAT THE SELECTED SE AND THE ICTGLOBE SERVICES ARE SOLD OR OFFERED IN A SPECIFIC CONDITION. IN LIGHT OF THE ABOVE DISCLOSURES, WHICH ARE PERMITTED UNDER SECTION 54(1) OR 55 (6) OF THE CPA, THE CUSTOMER AND MORE IN PARTICULAR THE CONSUMER, ACKNOWLEDGES THAT IT WILL NOT BE ALLOWED TO:
  - withhold any amounts due and owing to ICTGlobe; or
  - deduct any monies,

24. In respect of “dropped” or discontinued calls and/or connections or any temporarily unavailability of the ICTGlobe Services, the Connections or the Selected SE, including as an example, extra traffic on the Network, excessive use by users or technical problems which result in line congestion, fatigue and the general unavailability of the Network, except and to the degree that ICTGlobe is solely responsible for any such unavailability, or failure and in such case the Customer’s remedies will be limited, at the Customer’s election, to either having the defect remedied by ICTGlobe or the right to receive a refund from ICTGlobe of any reasonable portion of the price paid for the Selected ICTGlobe Services which have not been performed or which have not been available, having regard to the extent of the failure.
25. Furthermore, where the Connections or the Selected SE are defective, or faulty, then in such an event the Consumer’s rights will be limited to those set out under clause 14.
26. Change in numbers due to reasons beyond ICTGlobe’s control
27. Notwithstanding anything to the contrary contained in the Agreement, the Customer acknowledges that it does not own the telephone number that is allocated to it in respect of the ICTGlobe Service or Selected SE, which number is owned by the Authority and which has been allocated to ICTGlobe as per the provisions of the Act.
28. ICTGlobe reserves the right to change any number within the existing numbering plan, code, password, user identity or name allocated by ICTGlobe from time to time for use in connection with the ICTGlobe Services, the Selected SE or SE which change has been necessitated by the Authority who owns the number range and/or where ICTGlobe may have to change the aforementioned numbers if it changes its technology and/or due to other operational requirements and/or where a customer moves to another location which falls within a different exchange area and this necessitates a change to the numbering scheme. Adequate notice where possible will be provided to the Customer of the number change, the reasons therefore and the new number.
29. ICTGLOBE WILL NOT BE LIABLE TO THE CUSTOMER OR ANY OTHER PERSON FOR ANY LOSS, DAMAGE OR COSTS (DIRECT, CONSEQUENTIAL OR OTHERWISE) WHICH MAY BE INCURRED IN CONSEQUENCE OF ANY CHANGE TO THE NUMBER AS ANTICIPATED AND SET OUT IN THIS CLAUSE 11.

## **12. CHARGES AND PAYMENT**

1. This clause sets out the Charges which ICTGlobe is entitled to levy in respect of the use of the ICTGlobe Services and Selected SE which you, the Customer, have asked ICTGlobe to provide you with, its right to ask for a deposit and set credit limits and how the invoice will be paid by yourself once you receive it.

2. In return for the supply of and access to the ICTGlobe Services and the Selected SE, the Customer agrees and undertakes to pay to ICTGlobe the Charges as per the Tariff List or as advised by ICTGlobe and as set out under the Invoice.
3. For the avoidance of doubt any Invoice, which will be submitted to the Customer, will set out and detail the following Charges, where applicable:
  - installation charge: the installation charge, and any other introductory charges which will be charged during the first month of the Agreement and levied as a once off initial charge in respect of the connection of the ICTGlobe Services and the Selected SE;
  - reconnection charge: levied, where the Customer's right to use the ICTGlobe Services and Selected SE is suspended due to non-payment, and which fee is in respect of any restoration of the ICTGlobe Service or Selected SE, which fee is payable in advance, together with any outstanding amounts which are due to ICTGlobe and any deposit which ICTGlobe requests to be paid;
  - service charges: levied on each occasion for the provision of miscellaneous services requested by the Customer;
  - rental charges: levied periodically, usually on a monthly basis, in respect of the use and availability of the ICTGlobe Services and Selected SE and subject to a minimum rental period of one calendar month. Rental charges are payable in advance for the first and any subsequent rental period, with effect from the Connection date;
  - maintenance charges: levied periodically, usually on a monthly basis, or on performance, depending on the type of maintenance contract, for maintenance of the ICTGlobe Services and or Selected SE that ICTGlobe has contracted to provide to the Customer and which are not covered by the rental charge, which amounts are payable in advance for the first and any subsequent maintenance period, as from the date on which the maintenance contract is signed, or as performed, as the case may be;
  - cancellation fee: levied to recover any costs incurred by ICTGlobe in respect of the Customer electing to terminate the Agreement as per the provisions of clauses
  - call/usage charges: levied on the use of the ICTGlobe Service or on any element thereof, where such use is metered. Calls are metered from the moment that a connection is established up until the moment it is terminated. Call charges are billed to the Customer at the end of each billing period and are payable on the due date of the Invoice;
  - Abortive costs: levied to recover abortive costs incurred by ICTGlobe in relation to the provision or maintenance of services. These will include, without limitation, the recovery of costs including any cost relating to the de-installation of the service (or any element or part thereof) that may result from changes to an application before the service is provided, or for work to repair faults caused by non-ICTGlobe equipment.

Abortive Costs are billed to the Customer at the end of the billing period in which they are incurred and are payable on the due date of the Invoice;

- interest on overdue amounts: any amount due by the Customer to ICTGlobe not paid on or before the Due date indicated on the Invoice, shall bear interest at the Interest rate, compounded monthly, calculated from the date of issue of the Invoice until date of actual payment thereof.
  - migration costs: levied in respect of any agreement reached by the Parties in respect of a Migration by the Customer; and
  - VAT: value added tax levied on the Charges as required under the Value Added Act 89 of 1991
4. ICTGlobe shall be entitled to levy and collect from the Customer the payment of a deposit, as determined by ICTGlobe in its sole discretion, and communicated to the Customer when ICTGlobe accepts the Customer's application and agrees to provide the Customer with the ICTGlobe Services and Selected SE, where applicable, which will be a pre-condition for providing the ICTGlobe Services and Selected SE. The deposit is to serve as security for payment of any amounts set out under the Invoice which are due to ICTGlobe by the Customer, but not paid on Due date
  5. Where any amounts due to ICTGlobe by the Customer, are not paid on Due date, ICTGlobe shall have the right, without prejudice to any of its rights, to:
    - suspend the ICTGlobe Services and use of the Selected SE, and give the Customer 20 (Twenty) days' notice to pay all arrears/outstanding amounts which suspension will stay in place until the Customer has paid all arrears amounts and Interest in full;
    - use the deposit (where one has been paid) to settle any amount due to ICTGlobe by the Customer together with interest thereon at the Interest rate, and
    - demand from the Customer:
      - the payment of a deposit where none has been paid;
      - payment of an additional or an increased deposit; and
      - payment of a reconnection charge, as determined by ICTGlobe as a pre-condition for restoring the ICTGlobe Services.
  6. ICTGlobe will periodically provide the Customer, usually on a monthly basis, with an account, which constitutes a statement in respect of the ICTGlobe Services and where applicable, in respect of the use of the Selected SE, and an Invoice for the amounts payable by the Customer. The invoice will at the Customer's election be sent by electronic means (email/MMS/etc.) at no charge to the customer or by mail, which may attract reasonable additional charges.
  7. Detailed billing is available to the Customer and will be provided on request against the payment of the applicable service charge set out under the Tariff List.

8. Where ICTGlobe notices that there is a significant increase in call/usage charges since the Customer's last Invoice, ICTGlobe may, at its own discretion, issue to the Customer an Invoice outside the normal billing cycle, and/or demand immediate payment of any amounts due by the Customer in respect of such Invoice.
9. In the event that a faulty condition in the ECN which prevents an accurate determination of the number of units on which the call charges are determined for a billing period, the call charge for the period in question shall be set as the average call charge for the preceding 6 (six) billing periods (or lesser billing periods if the ICTGlobe Service has been provided for a shorter time).
10. The Invoice rendered by ICTGlobe to the Customer is on the face of it, and until the contrary is proved, (prima facie) proof of the amount due by the Customer to ICTGlobe. The Customer is, however, entitled to query or dispute any element of the Invoice in accordance with the provisions of this Agreement. All undisputed portions of the Invoice must, however, be paid by the Due date.
11. If ICTGlobe determines that the disputed amount is in error, ICTGlobe shall reverse the amount incorrectly debited, on the Customer's next Invoice. Should ICTGlobe, however, determine and inform the Customer that the disputed amount was billed correctly, such, payment together with interest at the Interest rate shall be paid by no later than the Due date of the next Invoice.
12. The Customer is liable for the payment of all Charges as reflected in the Invoice, extraordinary Invoice or interim Invoice, as the case may be
13. ICTGlobe Services and SE are subject to an annual increase. The customers shall be notified of such annual increase 30 days before it is given effect to.

### **13. RISK AND OWNERSHIP**

1. Ownership in and to the ICTGlobe Services and the Selected SE, where applicable, will remain vested in ICTGlobe unless the Customer has bought and paid for in full, the Selected SE.
2. Notwithstanding the provisions of clause 13.1, risk in and to the ICTGlobe Services and the Selected SE will pass to the Customer on the date of delivery of the Connections and the Selected SE to the Customer's premises, including risk of loss, theft, destruction or damage.

### **14. DEFECTS, LIABILITY, WARRANTIES, REPAIRS AND SUSPENSION OF THE ICTGLOBE SERVICE**

1. Consumer's Implied Warranty On Selected SE
  - ICTGlobe expressly stipulates and the Consumer acknowledges that ICTGlobe provides the Selected SE in a sealed package and hence it will not have been able to ascertain if the Selected SE is free from defect or in good order and condition. In other words ICTGlobe cannot warrant or guarantee that the Selected SE will at all times be available,

suitable for the intended purpose, are of good quality and in good working order, free of defects, free of errors or interruptions, fit for any purpose, do not infringe on any third party rights, or that they are secure and reliable.

- Notwithstanding the above exclusions, should the Selected SE including the software and battery used in connection with the Selected SE, fall short of the standards set out under section 55(2) of the CPA, and such defect or fault becomes apparent within 6 (Six) months after the Selected SE has been delivered by ICTGlobe to the Consumer, then the Consumer must immediately notify ICTGlobe of the defect and /or failure and bring the Selected SE to a nominated ICTGlobe repair center.
- No return will be accepted by ICTGlobe unless the Consumer returns the complete unit of the Selected SE including packaging, accessories (including but not limited to CD's containing software, manuals, AC Adapter (charger) and any other inclusive part of the Selected SE) and can and does provide proof of purchase of the Selected SE from ICTGlobe, which must be in the form of a sales record or Invoice. The Consumer must retain the packaging for the warranty period as stipulated by the manufacturer. ICTGlobe will not be responsible for ordinary wear and tear on the SE or negligence on the part of the customer having given rise to the SE defect.
- On return of the Selected SE, the Consumer must:
  - describe what caused the Selected SE to malfunction or to stop functioning; and
  - allow the ICTGlobe representative to inspect the Selected SE for physical damage and/ or signs of liquid damage.
- The acceptance of the returned SE by ICTGlobe is subject to the following terms and conditions:
  - the Selected SE will be sent to the ICTGlobe technical center for further examination, and analysis, which will take no longer than 3 (Three) weeks or such a longer period as notified by ICTGlobe;
  - acceptance of the Selected SE is on behalf of the manufacturer and is not an admission of liability by ICTGlobe, or ICTGlobe acting on behalf of its suppliers or manufacturers, that the Selected SE is defective or that it is not in accordance with the standards as set out in section 55(2) of the CPA;
  - ICTGlobe will notify the Consumer as soon as is reasonably possible and within the prescribed period set out under sub clause 14.1.5.1 read together with the periods set out under the Minimum Service Standards of the results of any inspection and/ or analysis and the cause of the defect and/or failure and whether ICTGlobe or the manufacturer of the Selected SE accepts responsibility or not for such defect and or failure

- Where on inspection it has been found that the Selected SE is not in accordance with the standards set out in section 55(2) of the CPA as the case may be, then ICTGlobe, either itself, or on behalf of the supplier and / or manufacturer of the Selected SE will either, at the option of the Consumer:
  - repair or replace the failed, unsafe or defective part of the Selected SE; or
  - instead, at the election of the Consumer, refund to the Consumer the price paid by the Consumer, for the returned Selected SE, less any reasonable Usage charges.
- any acceptance of the Selected SE for repairs and maintenance will be done on or under the condition that ICTGlobe is acting as an agent on behalf of the manufacturer or local supplier of the Selected SE; and
- ICTGlobe will not be liable for any loss, damage, destruction, theft or negligent workmanship howsoever or by whomsoever caused to the Selected SE whilst under the manufacturer or local supplier's control who is performing the repair or maintenance work; and
- the costs of any such maintenance or repair work, which will be quoted for before commencement of the service and or repair work, will once accepted by the Consumer, be for the Consumer's account

## 2. Customer's warranty on Selected SE

- Where clause 14.1 does not apply, because the Customer is not a Consumer, as defined, and where the Customer is of the view that the Selected SE is faulty, then the Customer must immediately notify ICTGlobe of the extent of the defect and /or failure
- Upon receipt of the complaint ICTGlobe will notify the Customer where to take the faulty Selected SE for the purposes of inspecting the Selected SE, which is faulty or defective.
- The acceptance of any returned goods by ICTGlobe in terms of this clause 14.2.3, is subject to the following terms and conditions:
  - the Selected SE will be sent to the ICTGlobe technical center for further examination, and analysis, which will take no longer than 3 (Three) weeks or such a longer period as notified by ICTGlobe;
  - acceptance of the Selected SE is on behalf of the manufacturer and is not an admission of liability by ICTGlobe, or ICTGlobe acting on behalf of its suppliers or manufacturers, that the Selected SE is defective;
  - ICTGlobe will notify the Customer as soon as is reasonably possible and within the prescribed period set out under sub clause 14.2.3.1 of the results of any inspection and/or analysis and the cause of the defect and/or failure and whether ICTGlobe or the manufacturer accepts responsibility or not for such defect and/or failure;

- Where on inspection it has been found that the Selected SE is defective and is covered under the manufacturer's warranty, then ICTGlobe will submit on behalf of the Customer to the supplier and / or manufacturer the defective Selected SE for repair and/or replacement as per the standard manufacturer's warranty;
- Where any returned Selected SE are found to fall outside of the manufacturer's warranty, then the supplier, manufacturer and in particular ICTGlobe will have no further responsibility or liability in relation to the returned Selected SE.

### 3. Suspension and Withdrawal of the Selected ICTGlobe Service and or Selected SE

ICTGlobe may from time to time, and on notice where this is possible, or without notice where this is not possible, suspend the ICTGlobe Service and where applicable the right to use the Selected SE, or in its discretion disconnect the Selected SE from the TECN in any of the following circumstances:

- for modifications to, or planned maintenance of the TECN;
- for routine maintenance of international facilities;
- if the Customer has failed to pay any amounts due to ICTGlobe by Due date as reflected in the Invoice;
- where the ICTGlobe Services are suspended or discontinued as a result of 3rd parties experiencing problems on their infrastructure which has affected or disrupted the ICTGlobe Service;
- where certain ICTGlobe Services are being abused by the Customer or by customers in general; and/or
- where the ICTGlobe Service or Selected SE is found to contain a security risk or shortcoming which enables the Customer to exploit the ICTGlobe Service to the detriment of ICTGlobe;

The Customer accepts that the rights to suspend the ICTGlobe Services and or Selected SE are necessary in order to protect the interest of both the Customer and ICTGlobe and that during such period of suspension, despite the fact that limited or no ICTGlobe Services will be available, that it will nonetheless in the case of the circumstances set out under clauses 14.3.1.3, 14.3.1.5, or 14.3.1.6 remain liable for all Charges due and set out under any Invoice which may be levied by ICTGlobe during the period of suspension

- No interruption of the ICTGlobe Service referred to under clause 14.3.1 shall be deemed to have occurred during any modifications and/or maintenance window or any authorised suspension of a service and the Customer acknowledges that it shall have no claim against ICTGlobe in respect of all or any of the interruptions described under clause 14.3.1, save that the Customer will in the case of the circumstances set out under clauses 14.3.1.1, 14.3.1.2, and 14.3.1.4 be entitled to receive a reduction of the Charges

levied by ICTGlobe on a pro rata basis, taking into consideration the length and severity of the suspension or unavailability.

- ICTGlobe may from time to time, and on notice where this is possible, or without notice where this is not possible, and without prejudice to any other claims or remedies, which ICTGlobe may have in terms hereof or in law, discontinue or terminate any part of the ICTGlobe Service and where applicable the right to use the Selected SE, or in its discretion disconnect the Selected SE from the TECN in any of the following circumstances:
  - where the ICTGlobe Service or Selected SE is found to contain a defect which enables the Customer to exploit the ICTGlobe Service to the detriment of ICTGlobe;
  - where the ICTGlobe Service or Selected SE has reached the end of its lifespan and is uneconomical to maintain or continue;
  - where it is unduly burdensome and/or unfeasible for ICTGlobe to provide such services, or
  - where there has been an insignificant interest in the use of a particular ICTGlobe Service or Selected SE; and/or
  - in response to an instruction from the Authority or in terms of the Act or some other law or body the ICTGlobe Service or Selected SE or SE is discontinued
  - where the Customer uses SE that is not approved by the Authority for such use;
  - if the Customer has received the ICTGlobe Service as a result of fraud or misrepresentation;
  - if the Customer uses in connection with the ICTGlobe Service, SE that belongs to ICTGlobe but which the Customer has obtained illegally
  - if the Customer makes or offers to make any arrangement or composition with its creditors or commits any act of insolvency in terms of the Insolvency Act or any other applicable legislation;
  - if the Customer does or allows to be done any act or omission, which in ICTGlobe's opinion will or may have the effect of negatively affecting the operation of the ICTGlobe Service or the TECN;
  - if the Customer is using, or permitting the use of the ICTGlobe Service or any element thereof for any illegal purpose or in contravention of the Act, CPA and/or any act of Parliament;
  - if ICTGlobe has been instructed to do so by any authority competent to issue such instruction

- where the ICTGlobe Service is provided as a dedicated private international circuit, ICTGlobe may terminate the service immediately where any remote portion of the circuit is suspended or terminated by the foreign service provider;;
- for any other reason incidental to 14.3.4.1 - 14.3.4.14 inclusive.
- The Customer accepts that the rights to terminate or discontinue the Services and or Selected SE are necessary in order to protect the interest of both the Customer and ICTGlobe and that where any such Service or Selected SE is discontinued that the Customer will be entitled to receive a reduction of the Charge levied by ICTGlobe pro rata to such discontinuation or termination.
- Where a ICTGlobe Service or Selected SE is discontinued or suspended, as per this clause 14.3 then the Customer agrees that it will not:
  - withhold any amounts which are or which may become due and owing to ICTGlobe;
  - deduct any monies from the Charges, save for the amounts which ICTGlobe may agree to as per the provisions of clause 14.3.5 above;; and/ or
  - demand any refund, or bring any action for damages or otherwise against ICTGlobe, in respect of any such discontinued service.

## **15. LIMITED LIABILITY AND INDEMNITY**

This section sets out ICTGlobe's liability in respect of the ICTGlobe Services, the Selected SE or the SE, which you, the Customer, should take careful note of.

- ICTGlobe assumes no responsibility for the integrity, correctness, retention or content of information transported via the TECN.
- ICTGlobe is not liable for any damages or loss suffered by the Customer as a result of any entry, incorrect entry or omission of an entry in the Directory, which is beyond ICTGlobe's control.
- LIABILITY FOR DAMAGES CAUSED BY ICTGLOBE WHICH ARISES OR OCCURS AS A RESULT OF THE USE, INSTALLATION, MAINTENANCE OR REMOVAL OF THE ICTGLOBE CONNECTIONS, SERVICES, SELECTED SE AND SE WILL BE SUBJECT TO THE PROVISIONS OF SECTION 61 OF THE CONSUMER PROTECTION ACT. THE CONSUMER IN THIS CASE WILL BE ALLOWED TO AVAIL ITSELF TO THE PROVISIONS HOUSED UNDER SECTION 61 OF THE CPA SO LONG AS THE CONSUMER IS ABLE TO SHOW THAT THE ICTGLOBE CONNECTIONS, SERVICES, SELECTED SE OR SE WERE OR ARE DEFECTIVE AND THAT SUCH DEFECT GAVE RISE TO THE LOSS OR DAMAGE BUT SUBJECT ALWAYS TO THE DEFENSES PERMISSIBLE AND AVAILABLE TO ICTGLOBE AND ITS SERVICE PROVIDERS UNDER SECTION 61 OF THE CPA.
- SUBJECT TO THE PROVISIONS OF CLAUSE 15.3 ABOVE, ICTGLOBE SHALL NOT BE LIABLE TO THE CUSTOMER OR ANY OTHER PERSON WHOMSOEVER, UNDER ANY CIRCUMSTANCES

WHATSOEVER, OR INCUR ANY LIABILITY FOR ANY LOSS OR DAMAGES TO THE CUSTOMER OR ANY OTHER PERSON OR USER; WHICH ARISES OR OCCURS AS A RESULT OF THE USE OF, OR ARISING OUT OF THE PROVISION OF, THE CONNECTIONS;; THE ICTGLOBE SERVICES;; THE SELECTED SE;; THE SE;; OR THE INSTALLATION, MAINTENANCE OR REMOVAL OF THE CONNECTION, THE ICTGLOBE SERVICES, SELECTED SE OR SE, AND WHETHER SUCH CLAIM, ACTION OR DAMAGE IS DIRECT OR INDIRECT, CONSEQUENTIAL OR CONTINGENT AND IN PARTICULAR ICTGLOBE SHALL NOT BE LIABLE FOR ANY:

- LOSS OF LIFE,
  - INJURY,
  - MEDICAL EXPENSES,
  - SUPPORT,
  - FINANCIAL LOSS OR FINANCIAL SUPPORT,
  - LOSS OF EARNINGS,
  - LOSS OF PROFIT AND/OR INCOME,
  - LOSS OF REVENUE,
  - LOSS OF BUSINESS OR GOODWILL, OR
  - ANY OTHER SPECIAL DAMAGES,
  - INCURRED BY THE CUSTOMER, ANY USER OR ANY OTHER PERSON WHO MAY BE USING THE ICTGLOBE SERVICES, SE, SELECTED SE OR THE CONNECTIONS, HOWSOEVER ARISING, AND THE CUSTOMER INDEMNIFIES ICTGLOBE AGAINST ANY CLAIM OR ACTION, AS DESCRIBED ABOVE, WHICH MAY BE BROUGHT BY ANY PERSON IN THIS REGARD.
- ICTGlobe only provides access to the Internet. ICTGlobe does not operate or control the information, services, opinions or other content of the Internet, and ICTGlobe makes no warranties or representation regarding any such information, services, opinions or other content. The Customer agrees that it shall make no claim whatsoever against ICTGlobe relating to the content of the Internet or respecting any information, product, service or software ordered through or provided by virtue of the Internet. ICTGlobe reserves the right to take measures as may be necessary, in ICTGlobe's sole discretion, to ensure security and continuity of service on the ICTGlobe network, including but not limited to identification and blocking or filtering of internet traffic sources which ICTGlobe deems to pose a security risk or operational risk or a violation of its acceptable use policy. In addition, the Customer understands that ICTGlobe does not own or control other third party networks outside of the ICTGlobe network, and ICTGlobe is not responsible or liable for filtering or access restrictions imposed by such networks or for the performance (or non-performance) within such networks or within interconnection points between ICTGlobe network and other third party networks.

- The provision of the ICTGlobe Internet access is further subject to the Internet Terms and Conditions as well as the acceptable use policy as available on the ICTGlobe web site ([www.ictglobe.com](http://www.ictglobe.com))
- The Customer is responsible for maintaining the security of its internal network from unauthorised access through the Internet. ICTGlobe shall not be liable for unauthorized access to the Customer's network or other breaches of the Customer's network security.
- The limitation on liability set out above is addition to any limitation of liability set out elsewhere under the Agreement.

## **16. CUSTOMER ASSISTANCE, COMPLAINTS AND DISPUTES**

This section sets out how you, the Customer, can contact ICTGlobe for assistance and how you must lodge a complaint, should one arise.

- ICTGlobe provides Customer care to all Customers during Office hours, excluding times when it is unable to assist due to reasons beyond its reasonable control.
- The Customer must, once it experiences any trouble with any of the ICTGlobe Services and/ or Selected Customer Equipment bring the suspected problem to ICTGlobe's attention by contacting the relevant Customer care office at the number listed on the Invoice and website. The suspected problem will then be logged and detailed, and the Customer will be provided with a reference number.
- ICTGlobe will use its best endeavors to attend to the complaint as soon as it is possible, which will depend on the complexity and nature of the suspected problem, as logged, as well as resource/manpower availability, but subject always to the minimum service standards set out under the Minimum Service Standards.
- Where a Customer is of the view that the matter has not been resolved to the satisfaction of the Customer, the Customer will have the right to elevate the matter to the Authority, which can be done by contacting either:
  - the complaints website <https://www.icasa.org.za> and selecting the tab "complaints"; or by email at [Customers@icasa.org.za](mailto:Customers@icasa.org.za).
- The above rights set out under clauses 16.1 to 16.4 are without prejudice to both parties' respective rights to pursue a complaint or action in any other forum, which has jurisdiction over the matter including the rights to submit the complaint, dispute or action to the National Consumer Commission or to arbitration.

## **17. BREACH AND TERMINATION**

This section sets out what will happen when one of the parties to the Agreement fails to comply with the terms and conditions, which is known as a breach of the agreement which will allow the party who has not breached the agreement to cancel the Agreement and claim damages.

- Should the Customer breach any term of this Agreement including any failure to pay ICTGlobe any monies on Due date, then ICTGlobe shall give the Customer 20 (Twenty) Business Days' notice to rectify the breach. Should the Customer neglect or fail to rectify the breach within the 20 (Twenty) Business Days' notice period, then ICTGlobe will have the right to either suspend or to cancel the Agreement, without prejudice (meaning to preserve your respective rights and positions) to ICTGlobe's rights to claim all and any damages which ICTGlobe has incurred in consequence of such breach.
- Should ICTGlobe breach any material term of this Agreement, then the Customer will have the right to provide ICTGlobe with a letter requiring ICTGlobe to rectify the breach within a period of 20 (Twenty) Business Days. Should ICTGlobe neglect or fail to rectify such breach within the 20 (Twenty) Business Days' notice period, then the Customer may cancel the Agreement, which will be without prejudice (meaning to preserve your respective rights and positions) to the Customer's rights to claim any damages which it may have incurred in consequence of ICTGlobe's breach.
- Should the Customer be sequestrated, liquidated, ICTGlobe shall be entitled to immediately cancel this Agreement upon notice to the Customer.
- The Customer agrees that ICTGlobe may register the details of the manner in which payments have been conducted by it or its agent, with any registered credit bureau
- The Customer shall be liable for all costs, including legal costs on an attorney and client scale, and tracing cost and collection commission incurred by ICTGlobe in respect of the enforcement of any obligations of the Customer in terms of this Agreement and in the case of a Consumer, subject to the provisions housed under Regulation 44 (3) (aa) of the CPA
- Without prejudice to any other claims or remedies which ICTGlobe may have against the Customer in terms of this Agreement or in law, ICTGlobe may on 20 (Twenty) Business Days' notice terminate the Agreement if the Customer has delayed the installation of the Selected ICTGlobe Service for longer than 3 (Three) months and hold the Customer liable for all and any abortive costs incurred by ICTGlobe in this regard.

## **18. CONSEQUENCES OF ANY TERMINATION**

This section sets out what will happen when the Agreement is cancelled.

- After termination of the Agreement for whatever reason,
- ICTGlobe may, on reasonable notice and in the Customer's presence enter the Customer's premises to remove the Selected SE and / or Connection, which is owned by ICTGlobe; and
- the Customer will remain liable for and will pay on demand all charges and/or costs outstanding at the time of termination, or accrued thereafter because of the termination.
- **LEGAL ADDRESS FOR SERVICE (DOMICILIUM AND NOTICES)**

This section sets out the addresses of each party where the other party can serve legal documents and notices on the other.

- The parties choose the addresses set out below as their chosen place to receive legal notices (domicilium citandi et executandi)
- ICTGlobe Management (Pty) Ltd, 10 Oxford Office Park, 3 Bauhinia Str, Highveld, Centurion, and
- the Customer at the physical or residential address specified in the Application Form.
- All notices given in terms of this Agreement shall be in writing.

## 19. GENERAL

The details below are all general in content and should be read and considered carefully.

- Consumer status

In consequence of the recently released CPA, certain rights have been granted to a Customer who is a Consumer, as defined under the CPA. ICTGlobe reserves the right to withhold any of these rights and / or resultant benefits until such time as the Customer is able to prove to ICTGlobe, which proof may be in the form of a set of Financial statements or an identity document, that it is a Consumer / and or in the case of a right which it is wanting to exercise under section 14 of the CPA, that it is an Individual Consumer. Where the Customer is unable to show that it is a Consumer or Individual Consumer, in such an event ICTGlobe reserves the right to reverse or call for restitution (a refund) of any rights or benefits which are permitted under the CPA and which the Customer has unlawfully taken advantage of.

- Customer details and changes thereto

The Customer agrees to supply ICTGlobe with such information, documentation and signatures that ICTGlobe may reasonably require at the time that the Agreement is concluded, in order to give effect to the payment arrangements of the Agreement. Any subsequent changes that affect the information supplied to ICTGlobe such as bank account, legal service address referred to under clause 19 and credit card details must be brought to the immediate attention of ICTGlobe by the Customer in writing.

- Cession

ICTGlobe shall be entitled to transfer (cede) its rights and/or to delegate its obligations arising from the Agreement and/or (hand over) assign the Agreement, wholly or partly, to any third party and it will give the Customer reasonable notice of this fact. The Customer shall not be entitled to cede, assign, encumber or delegate his obligations arising out of the Agreement without the prior written consent of ICTGlobe, which will not be unreasonably withheld.

- Variation and Amendment

Subject to and save where the right to amend the Agreement, has been specifically mentioned under the Agreement, neither party may vary the terms of the Agreement unless the other party agrees to such variation and the variation is reduced to writing and signed by both parties.

- Whole Agreement

This document read with the relevant application form (which is deemed incorporated herein by reference), contains the sole and entire record of the Agreement between the parties. No party shall be bound by any express or implied term, representation, warranty, promise or the like not recorded herein or otherwise created by operation of law and no indulgence, leniency or extension of time which either party ("the grantor") may grant or show to the other, shall in any way prejudice the grantor or preclude the grantor from exercising any of its rights in the future.

- Authority

Where ICTGlobe is represented by any duly authorised representative, ICTGlobe's authority need not be proved.

- Duplicate and scanned version in place of original

The Customer agrees that the Application Form and the Agreement, in particular the face page may be scanned and the paper version destroyed, and agrees to the scanned version and waives his right to dispute the authenticity of the scanned version.

- Unsolicited marketing and right to opt out

The Customer understands that, in terms of section 45 of the Electronic Communications, Transactions Act 25 of 2002, and Protection of Personal Information Act (when enacted) the Customer and in terms of the provisions of the CPA in the case of a Consumer, the Consumer or the Customer has the option to request ICTGlobe to remove its relevant contact particulars

from its data base in respect of direct marketing and / or unsolicited commercial and/or marketing communications by ICTGlob

- Severability

In the event of any one or more of these terms and conditions being unenforceable, these clauses will be deleted and severed from the remainder of the Agreement, which will nevertheless continue to apply, be binding and enforceable.

- Acts of God

Except as specifically provided under the Agreement, ICTGlobe shall not be liable to the Customer for any breach of these conditions or failure to perform any obligation as a result of any force majeure (event beyond its reasonable control) event, including but not limited to technical problems relating to the TECN/Network, acts of God, Government controls, restrictions or prohibitions or any other Government act or omission, whether local or national, any act or default of any supplier, agent or sub- contractor, industrial disputes, strikes, lockouts or work stoppages of any kind or any other similar or dissimilar cause, in so far as these are beyond ICTGlobe's reasonable control.

- Indulgence and relaxing

The failure of ICTGlobe to enforce at any time the Agreement or any part thereof, or any right with regard thereto, must in no way be construed to be a waiver of the provision of the Agreement or to be an estoppel or novation or in any way to affect the validity of the Agreement. Any indulgence towards the Customer or the relaxing of the provisions of the Agreement must not prejudice the right of ICTGlobe to insist on the strict compliance by the Customer of its undertakings and obligations in terms of the Agreement.

- Intellectual property rights

Any intellectual property rights vesting in ICTGlobe, whether by statute or common law, will remain vested in ICTGlobe and the Customer agrees not to do anything or allow anything to be done that may infringe ICTGlobe's rights and the Customer hereby INDEMNIFIES ICTGlobe against any claims, actions and proceeding that may arise as a result of the Customer infringing or violating ICTGlobe's intellectual property rights.

- Applicable laws and Jurisdiction

This Agreement will be interpreted and governed by the Laws of South Africa.

## 20. Contacts Usage

This part of the privacy statement describes how the ICTGlobe collects and uses the contact information you provide by granting the contacts access permission in the VPHONE Android and iOS application. It also describes the choices available to you regarding our use of your information and how you can access and update this information.

We access the following personal information from your address book:

- Contacts' names
- Contacts' email
- Contacts' telephones
- Contacts' organization
- Contacts' postal address
- Contacts' birthday
- Contacts' gender
- Populate your Contacts data in the app.
- To import your favorite contacts into the QuickDial list, if you also enable the "Busy Lamp Field" feature on a contact, the favorite contact's number (URI) will be included in your SIP traffic, but will not be stored anywhere.

We will only use your Contacts information for the specific reason for which it was provided to us. You can execute your right to erase the collected contact data by uninstalling VPHONE application at any time. For any question regarding contact information usage in VPHONE application, please contact Support by sending an email to [info@vpbx.co.za](mailto:info@vpbx.co.za).