



Fixel

CAPABILITIES STATEMENT

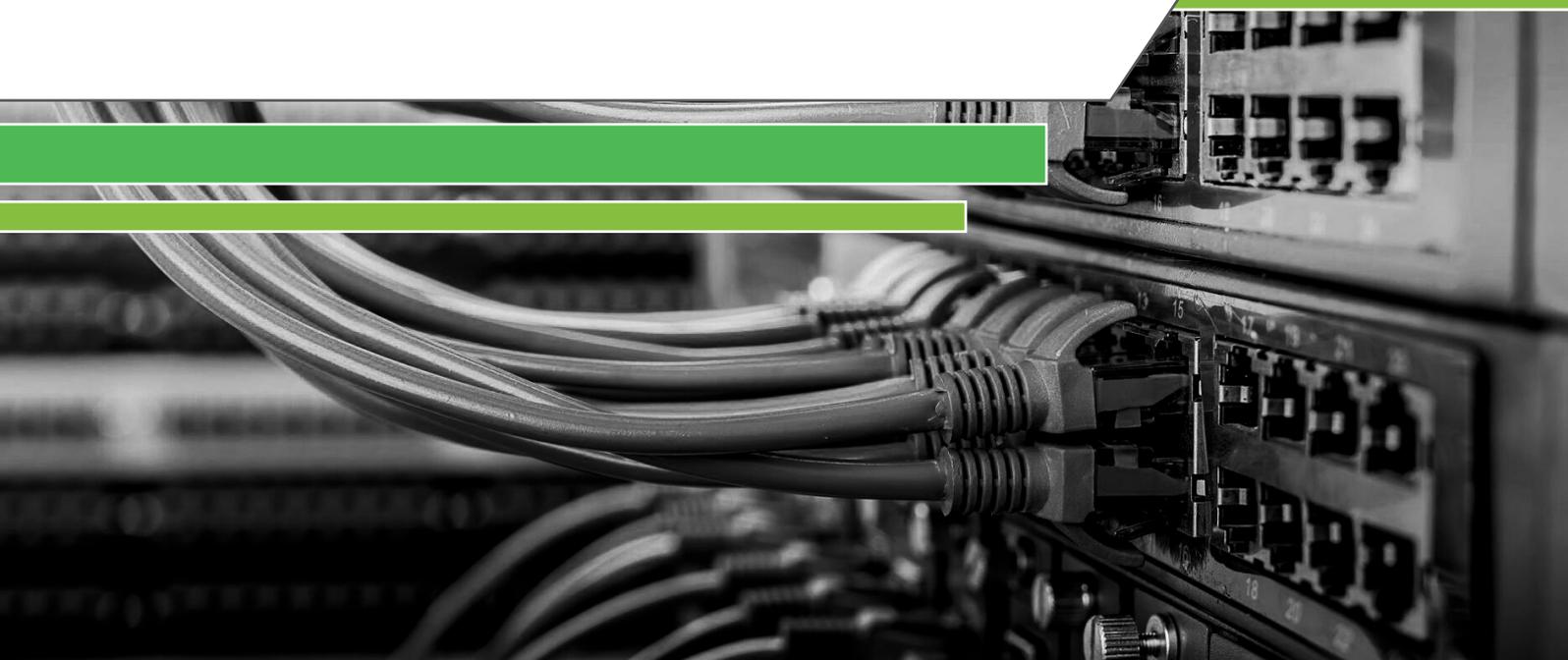


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About Fixtel

Fixtel is a leading Australian owned and operated Telecommunications company which was formed after the sale of Sholl Communications (Aust) in 2007. Our highly trained technicians are experts in providing quality telecommunications services and solutions.

Customers for over 30 years have followed us to Fixtel. We have more than 30 years' experience in the installation, maintenance and support for phone systems, IT networks and all other related services. Fixtel has the capability to meet all the communications needs for private and public businesses, schools, government agencies and other telecommunications organisations.

Fixtel value long term relationships with our clients, employees, contractors and suppliers. We are always striving to be safe, honest, efficient and fair to all our clients big and small. We have offices Australia wide in Melbourne, Sydney, Brisbane, Canberra, Adelaide, Perth, Darwin and Hobart.

Our Core Values

At Fixtel, we pride ourselves on offering quality service, solutions and value for money. We value our relationships with new and long-standing clientele and strive to provide only the best services and solutions.

Fixtel understands value is not just cost, but productivity, effectiveness and lifecycle management. Reactive and Preventative maintenance are delivered with the highest quality to ensure the best return on investment and the optimum customer experience.

Our motto is to treat customers as "long term" partners. We have customers that have been with us for over 30 years and their recommendations are how we measure our success.

Accreditation

Fixtel have Accreditation for:

ISO 4801: O.H & S Management Systems



**Health & Safety
AS 4801**



Best Practices

Project Management

Project Management Institute (PMI)



Managed Services Delivery

Information Technology Infrastructure Library (ITIL)



Process Framework

TM Forum, Business Process Framework (eTom)



Corporate Governance

Australian Institute of Company Directors



Cabling Standards

Australian Communications Media Authority (ACMA)



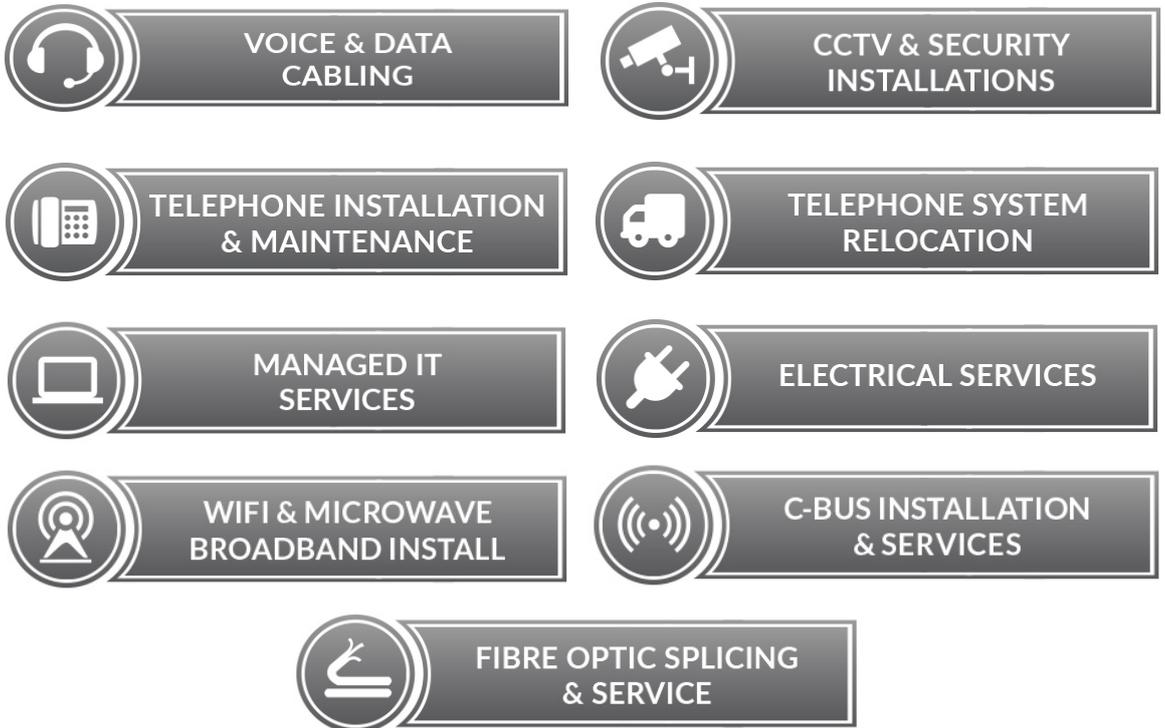
Cabling Standards

BICSI South Pacific



Services

Fixtel has expert technicians that specialise in the following services:



Voice and Data Cabling

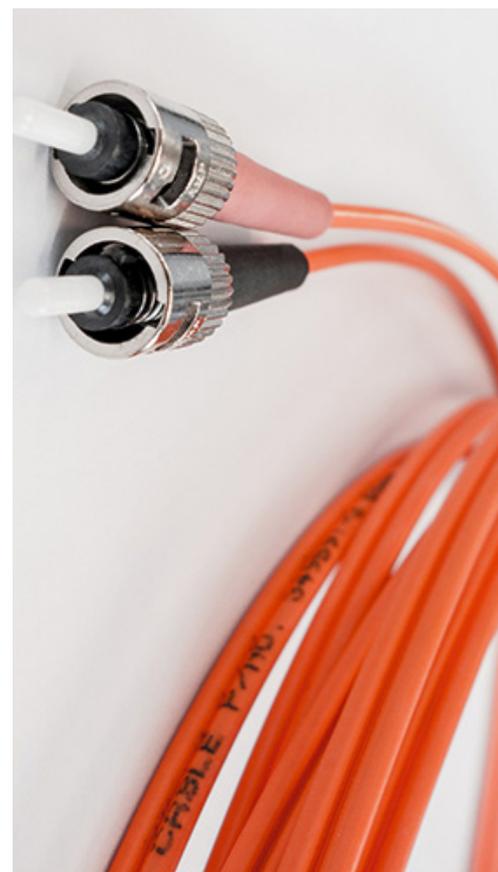
Fixtel can provide voice and data cabling solutions to meet your business network requirements. Whether you are a growing small business or a large multinational, we have the experience and knowledge to assist with your data and voice communication requirements.

In today's global environment we understand that voice, data and video communications play a pivotal role in businesses being able to operate effectively and efficiently.

Our experienced team can provide expert advice, planning and service to deliver your data, voice and structured cabling needs. We complete testing for all our work to the latest International and Australian standards.

Fixtel specialise in:

- Design & Project Management
- Fibre Optic Splicing & Testing
- Underground Data Cabling Solutions
- Structured Network Cabling Installations
- Repair & Maintenance
- All Insurance Work



CCTV & Security Installations

Fixtel provide installation and maintenance for a complete range of security video surveillance solutions, from CCTV cameras and network IP security cameras to complete integrated security systems. We can also design and install a solution to meet your needs, from external CCTV and monitoring solutions for small warehouses to internal CCTV security monitoring systems for offices, factories or retail outlets, with controllable video cameras to monitor live viewing.



Telephone System Installation & Maintenance

Fixtel provide a wide range of telecommunication services whether your company has a need for a basic phone system or the latest in VoIP Hosted solutions.

Telephone systems require installation by qualified and competent technicians who are manufacturer specialists. Fixtel have been dealing with phone system installations for all leading brands and manufacturers for more than 30 years. We always aim to ensure that all installations will be completed to the highest quality standards.



Managed IT Services

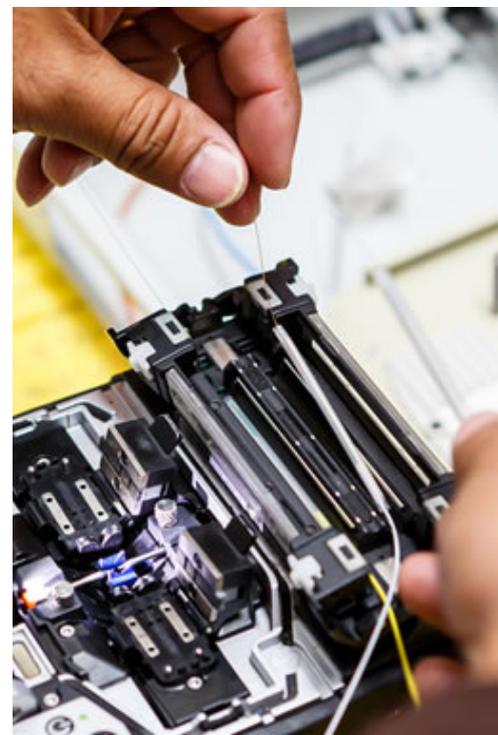
Fixtel offer IT Managed Services to clients that need expert advice and online support with their PC's, Laptops, LAN's, WAN's Switches, Hubs and Routers which in turn boosts business productivity.

We have a dedicated IT Support Team that works closely with our Phone System Engineers to find solutions to any problems quickly and efficiently. Our Service Desk and Service Team are based in Australia and NOT OFF SHORE!

Fibre Optic Splicing & Service

With todays technology requiring more bandwidth than ever, optic fibre is one of the best solutions that can give networks a much greater capacity to carry high amounts of data with minimum cost. As opposed to traditional copper networks where bandwidth is pushed through multiple cables, optic fibre has the ability to push the same amount of bandwidth through a single cable.

Fixtel can assist with all your optic fibre requirements. All our technicians have ACA optic fibre endorsements and are all experienced in terminating and splicing methods. We also specialise in fibre optic maintenance and repair. Our splicing and test equipment is carrier grade and is calibrated on a regular basis to ensure your optic fibre network is fault free.



Wifi & Microwave Broadband Installations

At Fixel, we understand that organisations utilize broadband, satellite and wireless technologies to ensure staff have access to the tools they need for maximum productivity.

Fixel is a leading installation provider of 5G microwave link services and microwave technology in Australia. Microwave (wireless technology) works at close to the speed of light and is the best solution for low latency networks. Fibre optic are seamless and reliable between exchanges but are slower than microwave technology at only close to two-thirds of the speed of light.



C-BUS Installation & Services

C-Bus is a microprocessor-based control and management system for buildings and homes. It is used to control lighting and other electrical services such as pumps, audio visual devices and motors. Whether its a simple on/off control of a lighting circuit, or a variable (analogue) type of control, such as electronic dimmable fluorescent ballasts, C-Bus can be used to easily control virtually any type of electrical load.

To ensure fast and reliable operation, each C-Bus device has its own in-built microprocessor and intelligence, allowing units to be individually programmed. C-Bus uses a patented method for updating the status of units. This method does not require a central computer or central controller to handle databases or lookup tables to operate. The status of each C-Bus unit is initiated at specific time intervals, without the need of a central controller.



Telephone System Relocation

Fixel are experts in telephone systems and are here to assist with pre planning, new office phone systems, computer network setup and other relocation requirements. We understand that the process of moving your IT and telecommunications systems takes a significant amount of resources and planning. The faster and more efficient the approach, the less downtime for your business. We understand that time is money!

Electrical Services

Fixel has licenced electricians that are skilled and well-experienced in assessing your current power and electrical requirements. We can design, install, commission and maintain all your electrical needs.

Fixel is considered to be a leader in the electrical field, well-equipped with the appropriate skills and knowledge when it comes to electrical, telecommunications, data cabling and phone systems.

Products



AVAYA IP OFFICE &
AURA (CMS)



DATA CABINETS & SERVER
RACKS



PHONE SYSTEMS &
HANDSETS



OFFICE HEADSETS



BUSINESS BROADBAND
SOLUTIONS



CONFERENCE PHONES



ACCESS CONTROL



MOBILE SIGNAL
REPEATERS



AUDIO & VISUAL



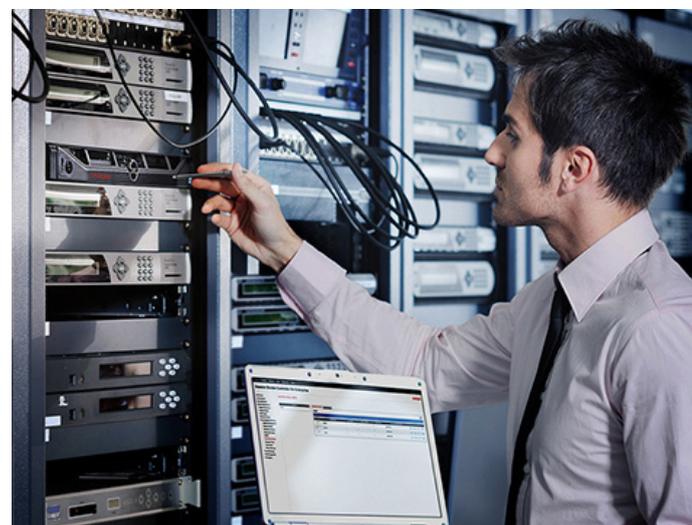
UNINTERRUPTED
POWER SUPPLY (UPS)

Avaya IP Office & Aura (CMS)

The Avaya IP Office phone system creates a seamless experience for your customers and employees using the latest state of art Telephony technology. Our Avaya IP Office 500 telephone system solution includes voice, video and mobile communications for your team and customers across a single or multi-networked sites.

The Avaya IP Office phone system can easily expand from 4 to 2000+ users, at a single site or up to 150 locations networked across Australia. We also offer call centre solutions using Avaya IP Office™ Contact Centre and Avaya Contact Centre Select.

Fixtel offer sales and support services at affordable rates for your telecommunication needs to keep your systems running trouble-free and at peak levels. Fixtel are backed through a global network of highly qualified Avaya authorized partners to service and maintain your telephony network.



RENT, BUY or LEASE

We can arrange finance to assist with your purchase of any Avaya solution for businesses of all sizes across Australia including, Brisbane, Sydney, Melbourne, Perth, Adelaide, Canberra, Hobart and Darwin.

We offer 12 to 60-month extended warranty on all Avaya phone systems and provide full maintenance services for complete peace of mind.

Phone Systems & Handsets

Fixtel provides complete telephone system and handset packages to suit your business requirements. Fixtel have been dealing with phone system installation for all leading brands and manufacturers. Fixtel can assist you in your telephone system product selection by:

- Ascertaining compatibility of the equipment and network services
- Minimising the conflict of transition on your business
- Provide both new & used telephone systems solutions
- Provide hosted telephone networks
- Provide commander telephone service and maintenance
- Providing office cabling and telephone system relocation services

Fixtel can provide and install telephone systems from all the major brands including:

- Avaya
- Alcatel
- Samsung
- Mitel
- Aristel
- Panasonic
- CISCO
- Commander

From consultation for your telephone system needs to product selection, installation and training, Fixtel can guide you through the complete process and offer full after sales support.

Business Broadband Solutions

Fixtel supply and install Fibre to the Building (FTTB) at exceptionally fast speeds of up to 1Gbps and extremely low latency. Fibre Optic Cable is faster and more secure than ADSL or SHDSL broadband services. Unlike the old copper cables, Fibre optic broadband is not affected by the distance from your telephone exchange to your premises. Our broadband services have to be flexible as every customers requirements are different, from the need for unlimited access to bandwidth to budgeted solutions.

Our broadband products include:

- Symmetrical Residential Fibre broadband up 200/200 Mbps
- SIP Trunks / VoIP Services
- Fully Managed National MPLS VPN
- Fibre Optic data and voice solutions
- Fibre Optic Broadband Services
- Mid-Band Ethernet (MBE) / Ethernet Over Copper (EoC)
- Fixed Wireless Ethernet
- Hosted Phone System
- Wi-Fi Installation

We can also organize scalable upgrades when you need more bandwidth. Fixtel are backed by industry standard service level agreements for peace of mind.



Access Control

We partner with the best Access Control suppliers to enable us to provide clients with greater flexibility no matter what the size of the organization. Our Access Control Systems include proximity card readers and electronic locking devices for the management and admission of personnel into specific areas.

Each installation of hardware and software can manage access and produce detailed reports. Depending on information and rights of staff, access to this data is then distributed to the various door, elevator and control panels to enable access to be granted to valid holders on presentation of their access cards.



Audio & Visual

Fixtel audio visual services include design, installation and maintenance of integrated audio, video and control facilities for a wide variety of customers. Our Technicians specialise in the design and integration of AV solutions for:

- Corporate boardrooms
- Healthcare facilities
- Hospitality and conferencing centres
- Sporting arenas and Clubs
- Secure data centre environments
- Shopping centres
- University lecture theatres



Our knowledge and project management in the design and implementation of AV solutions for commercial business allows us to provide quality advice to our clients to assist with their new or existing audio visual needs. Fixtel engineers are also trained in other areas of AV expertise including the implementation of PA systems and Interactive Wall Displays for education institutions.

Data Cabinets & Server Racks

Fixtel can cater to all requirements, from smaller home office networking solutions to large complete data room needs. Rack solutions vary, but can include high powered fans, shelving and safety glass doors. Wall Cabinets start from as small as a 4RU, 6RU, 9RU, 12RU, through a 18RU cabinet. We can supply and install:

- Data centre racks
- Full height server racks
- Half height server racks
- Wall mount server racks
- Enclosures and racking
- Floor mount cabinets
- Shelves and power rails
- Safety glass front doors
- Patch panels
- Cat 6 & 7E cabling
- Patch cord minders
- UPS

Office Headsets

Fixtel have a wide range of wired, wireless and bluetooth headsets from all the leading brands, including Sennheiser, Plantronics and Jabra / GN Netcom. Fixtel stocks only the best headsets providing communication solutions for office, home and mobile use. Our wired and wireless headsets deliver exceptional superior sound, style and comfort.



Conference Phones

Fixtel has business conference telephones and equipment to ensure you're always in touch with your clients, partners and suppliers; no matter if they are local, interstate or overseas. Our range of business conference phones and equipment feature all the leading brands including ClearOne, Panasonic and Polycom.



Mobile Signal Repeaters

Fixtel can provide and install a wide range of Cel-Fi Mobile Signal Repeaters to suit any business needs. Mobile Signal Repeaters are designed to improve the mobile signal inside your home, office or commercial building. Our experienced technicians are able to supply and install mobile signal repeaters for Telstra, Optus and Vodafone networks.

Uninterruptible Power Supplies (UPS)

Fixtel partner with Australia's leading specialist in Uninterruptible Power Supplies Featuring Eaton, APC, ION, Emerson, Socomec, and Liebert. We offer our clients the latest UPS technology to ensure your critical IT and operating systems have continuous, reliable power.

- Online UPS
- Standby UPS
- Line Interactive UPS
- 3 Phase UPS
- Legacy UPS
- Bypass Switch
- Management Cards
- Line Interactive UPS
- Out Door - High Temperature UPS

Fixtel Clients

Our current and past projects:



Previous Projects

Telstra Telephone Booth & Wi-Fi Rollout

We were engaged by Visionstream (on behalf of Telstra) to deliver Complete Turnkey Solutions to meet Telstra's connectivity requirements. Our experienced technicians planned and implemented a statewide rollout of Wi-Fi Services for Telstra's phone booths. The project was delivered on time and well within the agreed budget.



TAB Security Systems Upgrade

TAB engaged (Sholl Communications Aust) now Fixel in the rollout of authorized security systems within TAB venues across Victoria. Our team of technical experts provided on time first time installation and avoided any downtime for our client.



State Schools Telephone and Data Cabling Upgrades

Fixel was involved in the upgrade of Telephone Equipment along with new Data Cabling, Wi-Fi, CCTV and Data Cabinets to over 400 hundred Schools across Australia.



Avaya & BMW Avaya Aura Platform Installation & Maintenance

Fixel was recently selected to roll out a new Avaya Aura Platform for BMW Australia Offices in Melbourne, Sydney & Auckland. BMW uses Avaya world wide along with other major corporate organisations. Our engineers remotely maintain and service the equipment via our Melbourne offices.



Australia & New Zealand Coverage Offices in:

- Melbourne
- Brisbane
- Perth
- Hobart
- Auckland
- Sydney
- Darwin
- Adelaide
- Canberra
- Christchurch

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