



# Fixtel

## **VOICE & DATA**

EXPERTS SINCE 1986

Fixtel is a leading Australian owned and operated telecommunications company, formed by industry experts to provide quality telecommunications services and solutions.



1300 FIXTEL (34 98 35)

# VOICE & DATA EXPERTS SPECIALISING IN PRIVATE & PUBLIC HEALTH AGED CARE & RETIREMENT COMMUNITIES

1

## TELECOMMUNICATION SOLUTIONS

Fixtel offers a complete end to end Telecommunication technology design and build for the healthcare industries. We tailor solutions to include a specific focus on retirement villages and can embed a host of services on our CoreFibre Network.

2

## INDUSTRY EXPERTS

When you partner with Fixtel, you're guaranteed your Voice & Data needs will be installed by a Team of industry experts with backgrounds in healthcare technology and Telecommunication. Fixtel has accreditation ISO 4801 OHS Management Systems.

3

## TURN-KEY EMBEDDED FIBRE OPTIC NETWORK

**Fixtel**, our Installations, Service and Sales Team  
**Truetelco.com.au**, is our Internet Service Provider (ISP)  
**CoreFibre Networks** is our Licensed Carrier (533)

4

## WE ARE YOUR AGED CARE COMMUNITY TELCO

Fixtel provides tailored Broadband solutions designed to enhance the connection to loved ones far and wide.



## WHO WE ARE?



Fixtel is a leading Australian owned and operated telecommunications company, providing quality TURN-KEY telecommunications services and solutions.

We have more than 30 years' experience in installation, maintenance and support for everything from the traditional PABX Phone Systems, to VoIP cloud based phone systems, IT networks, Broadband Sales, Fibre Optic Embedded Networks to all other related services. We specialize in the Private and Public Health Industry, Hospitals, Aged Care, and Retirement Villages. Fixtel values long term relationships with our clients, employees, contractors and suppliers. We have office around Australia and look after major companies like Lendlease, Brookfield, Multiplex, StockLand Retirement Living, AVEO, AVIVA Communities and others.

We are very proud to say we have had some clients for over the last 25 years!



# AGED CARE TECHNOLOGY SERVICES

WE CREATE & DELIVER TELCO  
SOLUTIONS TO SUIT ALL BUDGETS

We care about delivering all the varied Telco services for Aged Care Nursing Homes and Retirement Communities. Functionality and deployment of new services with minimal disruption are the cornerstones of our business.

## WE COVER:

- VoIP Cloud-Based Systems
- Nurse Call Installations and Service
- Maintenance of existing PABX Systems
- Digital Subscriber Line Access Multiplexer (DSLAM)
- CEL-FI Mobile Phone Boosters
- Cordless Handsets (DECT)
- Embedded Fibre Optic Network Solutions
- Distributed Antenna Systems (DAS)
- COVID SAFE Intercom System Technology.
- MATV, Free to Air and FOXTEL



## TELEPHONY CLOUD-BASED

VOICE OVER IP (VoIP) CAPABILITY

- Hosted VoIP Phone Systems
- Analogue Telephone to SIP adaptor which will allow the inter operations with the existing analogue phones in each Villa.
- New IP handsets for Administration with onsite SIP servers.
- Connection to homes and villas via a multiport ATA to SIP servers
- Unlimited call packages for both admin and villas, unlimited local, national and calls to AU mobiles.
- White label billing can be simplified to fixed monthly charges on the residents' management services fees each month.
- Maintenance and Service of existing PABX and old cabling infrastructure.





# INTERNET BROADBAND

**COST SENSITIVE FAST & RELIABLE CONNECTIONS FOR EVERY CUSTOMER.**

- Fixel partner our sister company truetelco and can deliver network service and internet connections superior to NBNC0.
- We have access to all super-fast broadband infrastructure and so we can design and deliver specialised solutions for our customers.
- Telstra Wholesale, TPG/AAPT/Pipe Networks, VOCUS, Spirit Telcom, Lightning Broadband network and more.
- We can build you a customised network solution to suit your needs
- Our Embedded CoreFibre Network can be built to add value to brownfield and greenfield sites.

# TAILORED INTERNET PLANS FOR Nursing Homes, Independent Living and Serviced Apartments

The data network is designed to be future-proofed and scalable. We deploy fibre optic networks and use mainstream providers for our backhaul, compatible with ADSL, ADSL 2, cable and wireless/satellite - the system is designed to plug in and go. We ensure the network is equipped to work with the fastest speed available to your location

The Communication network is critical in the healthcare sector and the right voice and data solution is central to this. Each healthcare provider has its own unique needs, so solutions need to be just as unique. Whether you're an existing client or you're looking for a new partner to guide you through the upgrade process for a digital environment and new technology, our team of trained experienced engineers and technicians are ready to take your call.

- We can upgrade your current broadband services and remove all ADSL services and associated telephone lines used to support the ADSL services with unlimited fibre broadband service which will dramatically upgrade your broadband access speeds and support all voice services.
- The new broadband services includes our managed router service and this includes the router at no upfront costs and the configuration of the router to support prioritized voice traffic and Internet access. This router is monitored 24/7 by our National Operation Centre (NOC).
- The new fibre backhaul service by expanding the bandwidth further (i.e. not impacting on the Admin business service) to support fast reliable broadband services at significantly lower prices than NBNC0 retail service providers.
- We offer Dual band concurrent Wi-Fi routers in dwellings with no setup fees to residents who want to take up a service.
- We offer a wide range of options and features to suit a variety of needs and budgets.
- One of the advantages of the router we use is that it will support special private network services such as medical alarm monitoring if your village requires this in the future.
- New tenants can keep their Telstra BigPond email address and Telephone number.\*

## THE SOLUTIONS

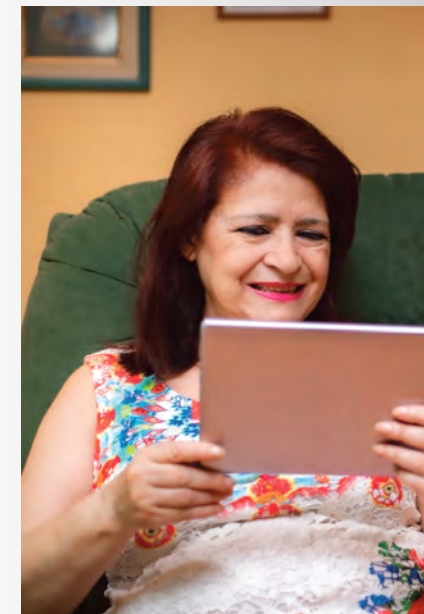
**Better quality – SLA of 99.9% reliability guaranteed**

**Business Grade Services – Broadband and Voice**

**Secure backhaul**

**Australian Based Monitored and Supported 24/7 (NOC)**

**Local customer support**



## WHY OUR TEAM?

We offer a FULL TURN-KEY solution for Aged Care

### Fixtel

Cabling Design, Installations, Equipment Sales and Service.

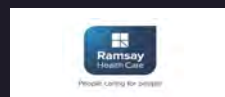
### TrueTelco

Our Internet Service Provider (ISP)

### CoreFibre Networks

(Licensed Carrier No.533)

## SOME OF OUR CLIENTS



1300 34 98 35



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