

Westcon UCaaS Solution

Powered by AVAYA IP Office

FAQs

Where are the solution's data centers located?

Tier 3 data centers are located in New York, Los Angeles, and Montreal.

What can the reseller sell directly?

Resellers can sell phones, PoE switches, headsets, and button modules.

How does the reseller get paid?

Once credit card/EFT payment is received from your customer to TelAgility accounts, TelAgility will ACH the funds to your bank account the next day.

Who owns the customer?

The reseller owns and provides services to the customer.

How long is the reseller onboarding process?

As long as you fulfill the reseller requirements and are a Westcon partner you can start selling within minutes. TelAgility will need your bank account information.

Why can't the reseller do their own billing?

They would have to be registered with the FCC and in each state and jurisdiction that they do business for interconnect VoIP sales, have a billing platform that supports rating/mediation of telecom usage, and then collect, report, and remit said tax.

Can resellers sell MPLS and managed Internet services?

Yes, you will have access to a very profitable AT&T offering within the quoting and billing portal.

Are the minutes pooled?

Yes, each user has 500 minutes that are pooled for the entire customer company to use.

What happens if the customer goes over the allotted minutes?

They will be charged for the overage, or they can buy buckets of minutes to ensure they don't incur overage fees.

What about telephone numbers?

There's one DID/E911 enabled number included for each customer. Additional numbers are available and can be resold at \$1 each. All DIDs are enabled for E911 and SMS.

How large can each instance be?

The system is based on IP Office Server Select 9.1, which currently scales to 2,500 users and 250 VM ports.

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How small can each instance be?

They can be as small as the reseller wants. However, systems with less than 20 seats include a \$25 monthly recurring small-system surcharge.

Can we offer high availability?

All systems larger than 200 seats will automatically be built out in our East Coast and West Coast data centers. Systems smaller than 200 seats have to pay a monthly HA fee of \$135.

Is this a white label offer?

The invoices are branded with your logo, you will have access to your own instance within the billing platform and your customers can go to branded self-service payment and catalog portals. You can do the branding yourself or we have a third party company that can assist you for a reasonable fee.

Do you offer fax?

Yes, we provide fax-to-PDF/Email and Email/MFP functionality as an option with additional cost.

Are international and 800-number services included?

Each system has the ability to make and receive international and 800 calls, but each call is billed at a per-minute rate and is not part of the pool.

Tell me about the MSRP?

MSRP is just that, a suggested retail price that we think will help you win customers. On smaller deals, you should be able to charge more, and on larger deals there is more than enough margin to discount to an aggressive price.

Which licenses are available for the offer?

Both the Telephony User and UC User licenses are available for this solution same as in Server Select.

What are the fees associated with selling this offer?

The offer is fee simple, which means there are no fees unless you sell your own items. See the matrix below.

Can we migrate existing customers?

Yes, you can reuse the 500v2 and digital phones. You can use the existing PRI if you want. The cloud licensing will take precedence and cannot be used in conjunction with other licenses. On smaller customers, the economics of replacing a PRI with a hosted solution is very strong.

| MRC/NRC | Items | Billing Fee |
|---------|----------------------------|-------------|
| MRC/NRC | TelAgility Items | No |
| MRC/NRC | One Time Installation Fees | 4% |
| MRC/NRC | Reseller Recurring Items | 4% |

[Click here](#) for more information about this offer, or please contact:

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