

How We Can Help You with Your Telephone Services

What We Offer

- ✓ Telephony services that have a proven track record
- ✓ Full Service Level Agreements for complete peace of mind
- ✓ Reliable equipment from reputable suppliers that can be expanded to manage your requirements
- ✓ Comprehensive warranties and service backup
- ✓ Complete installation, commissioning, and fine tuning of telephony equipment
- ✓ Hands-on training for you and your staff
- ✓ A minimum of three months on-call support. This means we'll fix any problem that comes along, even if it's human error on the part of your operators
- ✓ Ongoing, minimal-cost telephone support

Hardware

Your business telephone system is the most important tool you need to install when starting a new business. It's essential to use a good quality internet service and the latest telephone equipment so you and your staff are able to easily communicate with clients.

When your business upgrades to new premises, it's also time to upgrade your telephony. And with us, you can take your old numbers with you to your new offices - even if you are moving out of area.

Are you confused at how to get started with installing a telephone system into your business? At Talking Business we take away the pain of you having to find the right service. Let us do the hard work for you.

No longer will you need to call multiple suppliers to have the newest technology on the market, all running at high speed and working seamlessly. We'll investigate all services available and offer experienced advice so you can make an informed decision about your telephony options.

We'll take care of all your number transfers, temporary redirections and make the move as smooth and non-invasive to you and your staff as possible. In other words, your front end will be seamless, while the transition at the back end will go unnoticed. We offer a complete, tailor-made solution that perfectly fits your business. Plus we provide exceptional call clarity and cost savings.

A note from our experience:

Please don't assume the internet service supplied to your business premises is good quality. Don't fall into the trap of thinking it will all run smoothly. This is a mistake. Find out what service exists at your business address. If you would like assistance with this, then feel free to call us.

Line Services

We offer all the usual stuff that is expected without the 'stuff' that comes with it. Our systems simply work or we fix them. The Line Services that we provide include but are not limited to:

- NBN for both Residential and Corporate
- Business PSTN and ISDN services
- ADSL2 with or without a bundled PSTN service
- 13, 1300, and 1800 national telephone services
- Wireless Broadband Ethernet
- BDSL, SHDSL, EFM, and MBE services
- Carrier Grade IP Telephony Services

Not all services are available in all areas however we are not limited to one single provider so we can evaluate your options and offer the best solution for your location and your budget.

Our ADSL2 services have very low 10:1 contention ratio and our ADSL2 Voice services are fully Layer 3 managed giving impeccable call quality.

Our Wireless Broadband Ethernet service has a "Love It" guarantee where you can cancel the service within the first 3 months without penalty should it not live up to your expectations. We are proud to say that this guarantee has never been taken up.

Our 13, 1300, and 1800 services have \$20 worth of calls included in the monthly rental of \$20 ex GST per month.

We also offer a self-help Telephone Bill Analyser service. This analyser should give you a better understanding of how you currently use your fixed line telephone services. It allows you to compare your local calls to your national calls to your mobile calls. Your total service charges are displayed and your average call costs calculated. It is useful for up to ten lines or services. If you have ten or more lines, we offer a no charge service to help you analyse your bill.

Price Guarantees

We'll fight for the best prices for your telephony costs and we'll offer you products that are world class. We are a Better Telephone Company that eliminates the frustration of dealing with Telcos. With us, it's easy. So, why not use an Aussie company that helps you immediately?

When you call Talking Business you will speak with a technician who can help you with your problem. That person will take ownership of that problem and follow it through until there is a solution. Our technicians are based in Australia and English is their first language. No longer will you have to speak with off-shore support that seem to only be able to follow a written script, never really understand your problem and in the end, can't help you anyway. With us, your issue is dealt with and solved.

Who We Are

Talking Business is a privately owned and operated business supplying an extensive range of IT based communications solutions tailored to your business needs. From hardware and software to training and support services, we can meet your IT communications requirements. Talking Business is a part of Taipan Group Pty Ltd which has been in operation since 1988.

Talking Business aims to 'Talk the Talk' in your language. You'll understand exactly what you're investing into without all the complicated IT jargon. You will be provided with a comprehensive proposal and fixed price quotation for a fully operational and functional system which includes:

Talking Business is backed by over 25 years' experience and knowledge in the IT industry that ensures you will be provided with the correct equipment in a timely manner.

We take a holistic approach to every aspect of our services so we are not just looking at what you require right now. We are also thinking of how you would be using your systems in the future and where your major cost centres will be. Nothing is bulletproof; however, many things can be forecast.

We look forward to working with you.