

To be read in conjunction with Talking Business’s Standard Terms and Conditions
<http://www.talkingbusiness.com.au/LiteratureRetrieve.aspx?ID=118808>

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Information about the Service

1300 Inbound Service numbers allow calls from any telephone service in Australia to be routed to a predetermined IP Telephony answer point. These calls are charged to the caller at a fixed cost predetermined by their service provider.

Optionally calls can be terminated in a voice mailbox or forwarded to an On-Net (Talking Business IP Telephony) or off-net number. Note that when a service terminates on an off-net number, a separate forwarding call charge, at your negotiated rate for that call type, will apply. There is no forwarding call charge if the call is answered on an On-Net number.

Information about Provisioning

We endeavor to provision the service in 2-3 working days.

Service Availability

Talking Business commits to Inbound Service availability of 99.95%. Should availability fall below the 99.95% in any month the customer may request credit for any "Network Unavailability" in writing.

Network Unavailability consists of the number of minutes that the Talking Business Network was not available to Customer.

Outages will be counted as Network Unavailability only if the Customer opens a trouble ticket with Talking Business customer support and submits a Credit Request communication within fourteen (14) days of the outage.

Network Unavailability will not include scheduled maintenance, or any unavailability resulting from (a) any telephone company circuits, (b) Customer's applications, equipment, or facilities, (c) acts or omissions of Customer, or any use or user of the service authorised by Customer or (d) reasons of Force Majeure.

Service Availability Compensation

For each cumulative hour of Network Unavailability (over 0.05% in any month Non-cumulative over > 1 month), upon Talking Business's receipt of a Credit Request communication, the customer's account shall be credited with one day of call charges, based on the average daily call spend from the previous month, up to a maximum of five (5) days credit in any given month for the service with respect to which a Service Availability commitment has not been met.

Information about Support

In the event of a service difficulty, support tickets can be lodged via our web site. It is important that you perform some service checks prior to lodging the ticket so that we may isolate the problem as soon as possible.

You will be charged for the rectification or any reconfiguration required as a consequence of any changes to hardware, hardware configuration or programming caused by an action by you or any other party that we have not authorised to perform such work.

An individual service is deemed not operational when a support ticket has been raised (unless we establish that the service was operational at the time the ticket was raised), and restored when the individual service becomes operational again.

We are not responsible for the maintenance of any building cabling.

Information about Billing

Recurring charges are billed monthly in advance and prorated.

One off charges are billed on occurrence in arrears.

Usage charges are billed monthly in arrears.

Term of the Contract

The service is provided on a twelve (12) month term thereafter the service is provided on a month to month basis.

Early Termination Charge (ETC) applies where the service is cancelled within the contract term. The maximum ETC is calculated by multiplying the MRC by the number that is the contract term less the number of months that the MRC has been billed for.

Service Details

Number to be supplied/porting 1300 XXX XXX (optioned 1300 XXX XXX and 1300 XXX XXX)
 A optioned number will be supplied if your primary choice is not available.

Call Forward Number TBA

Service Charges

All prices are excluding GST.

Initial setup charge	\$ 25.00
Monthly subscription	\$ 15.00
Voice mailbox subscription	\$ 10.00

Call Charges for 1300 Inbound Service

All inbound calls with first 5 minutes free - billed per second plus...	per minute - 6c
Call transfers to a fixed line Forward Number	per call - 10c
Call transfers to a mobile Forward Number	per minute - 15.5c

Customer Invoicing Details

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 ????
 ????
 ????

Site Location Details

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 ????

I have read and agree to Talking Business's Standard Terms and Conditions as referenced above.
 Please provide the specified services.



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Date: