

## Information About This Service

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### Information about the Service

1300 IP Inbound Service numbers allow calls from any telephone service in Australia to be routed to a predetermined telephony answer point.

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 will apply. There is no forwarding call charge if the call is answered on an On-Net number.

### Information about Pricing

All prices listed in this Critical Information Summary are excluding GST.

#### Subscription Charges

Basic Number Monthly Rental	\$15.00
Optional Voicemail Monthly Rental	\$10.00

#### Usage Charges

Calls from any Australian number free for the first 5 minutes then...	Per minute - 6 cents
Call transfers to an On-Net Forward Number	per call - Nil
Call transfers to an Off-Net fixed line Forward Number	per call - 10c
Call transfers to a mobile Forward Number	per minute - 15c

All our inbound services are priced per minute, but they are billed per second – porting and/or activation charges may apply.

## Term of the Contract

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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.

## Information about Provisioning

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We endeavour to provision the service in 5-7 working days.

## Inclusions, Exclusions and any Important Conditions, Limitations, Restrictions or Qualifications

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Any configuration changes made by the Customer or any person not authorised by us invalidate any implied or express warranty.

All Talking Business plans are subject to our Fair Use Policy as outlined in Schedule 1 of our Standard Terms and Conditions which can be seen on our website at

<https://www.talkingbusiness.com.au/wp-content/uploads/documents/Standard-Terms-and-Conditions-20.09.pdf>.

## Service Availability

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Talking Business commits to IP Telephony 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 the failure of the underlying internet service, 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

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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.

## Mandatory Components/Set Up

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There are no mandatory components.

## Bundling

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The offer does not depend on bundling with other services.

## Information about Billing

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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.

## Information about Support

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In the event of a service difficulty, contact our support team on 1300 666 765. Due to the nature of the service, it is important that you perform some service checks prior to calling 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.

## Contact Details

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**Sales** - [enquiries@talkingbusiness.com.au](mailto:enquiries@talkingbusiness.com.au)

or call 1300 666 765 during normal working hours (8.30am to 6.00pm AEST - Monday to Friday).

**Accounts** - [accounts@talkingbusiness.com.au](mailto:accounts@talkingbusiness.com.au)

or call 1300 666 765 during normal working hours (8.30am to 6.00pm AEST - Monday to Friday).

**Technical Support** - [support@talkingbusiness.com.au](mailto:support@talkingbusiness.com.au)

or call 1300 666 765 during normal working hours (8.30am to 6.00pm AEST - Monday to Friday).

**Emergency Afterhours Support** - 1300 666 765

Your call will be routed to the support technician on duty at the time.

Should the support technician be unavailable, your call will be routed to a monitored voicemail service and we will endeavour to call you back within 30 minutes.

Note that as this service is provided on a 'best efforts' basis, any Emergency Afterhours Support requests will incur our standard charge of \$180 per hour or part thereof which is billed in 15 minute increments.

## Complaints and Disputes

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If you need to make a complaint you can either call 1300 666 765 or email [admin@talkingbusiness.com.au](mailto:admin@talkingbusiness.com.au).

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at [www.tio.com.au](http://www.tio.com.au).