

## Information About This Service

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### Service Description

The Fusion Bonded Premium Service is a corporate bonding solution suitable for businesses that require super-fast upload and download speeds. Bonded Premium allows you to bond up to five internet services... of any type... from any carrier. We can also provide a 4G USB dongle in the event that ALL of your direct connected services fail with absolutely no interaction required by you or your IT support staff. During any main line outage:

- we maintain your static IP address
- there’s no loss of signal - we re-route packets within 300ms
- your secure accounting and banking applications and https sessions won’t notice the change
- your VoIP calls continue without even a blip on the line or loss of a word in the conversation
- your remote users will maintain their connection via their VPN or RDP session

The service consists of the following;

- The service is available to ABN holders only
- A Fusion Node (NTU) located at your premises
- 1 Static IP address - Additional IP addresses are available
- The service does not include the provision, maintenance, redirection or reconfiguration of building cabling.

## Connected Fail-over Service

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The Fusion Bonded Premium Service can accept any type of fail-over service from any carrier. The Failover line is typically a 4G service, but you can choose any type of service for your failover. It can be handed to us via Ethernet or via a compatible USB dongle. It can be provided by any ISP and does not need to be related at all to the main lines (from an ISP perspective). It does not need to have a static IP address.

Note that this Fusion Bonded Premium Service does not include any carrier based internet services.

## How Does it Connect?

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The Fusion Bonded Premium Service requires a Fusion Node (CPE) to be installed in line with your main internet connections. Fusion Broadband will ship a pre-configured device to your office and provide detailed instruction on how to install and configure. The entire setup process takes only minutes.

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## Term of the Contract

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The service is provided on a 24 month term

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 will supply the required hardware within 10 working days of receiving the order subject to stock availability.

The service includes all required hardware as detailed above.

All hardware is pre-configured and requires customer self-installation.

Our support team is also available to talk you through the physical connecting.

Support is only available for Talking Business provided services.

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

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Ownership of all supplied equipment remains with Talking Business. The equipment will be serviced and maintained by Talking Business.

Any configuration changes made by you or any person not authorised by Talking Business invalidate any implied or express warranty.

All Talking Business services 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>

This service is provided subject to our Standard Terms and Conditions.

## Mandatory Components/Set Up

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At least two (2) internet services are required for this service to function.

## 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.

## Information about Support

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In the event of a service difficulty, support tickets can be lodged via our website. 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. Service calls may be requested but if are deemed unnecessary by us, will be charged at \$180 per hour.

Service level credits will be provided where the service is not operational, and a service ticket has been created, for any uptime less than 99.90% of the monthly commitment. Varying levels of credits apply and are issued based on the severity of the issue.

We remain liable for management of hardware, where you are not deemed to be at fault and provide 24/7 technical support as required.

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)

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

**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 - Option 1

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.

## Complaints and Disputes

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If you need to make a complaint you can either call 1300 555 765 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).