Information About This Service

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Service Description

Talking Business IP Telephony is a business-grade voice solution that uses the internet instead of traditional fixed Public Switched Telephone Network (PSTN) lines or Integrated Services Digital Network (ISDN) channels to connect to your telephone carrier.

IP Telephony (SIP Trunking) delivers many benefits:

- Eliminates those rental costs on unused copper lines and costly ISDN's.
- No need to invest in expensive PSTN gateways and additional line cards as you grow.
- Last (and probably first for most users) – the cost per call is less than conventional call charges and the quality is vastly superior.

How Does it Work?
SIP (Session Initiation Protocol) is a standard protocol for telephony over the internet. It is often referred to as VoIP (Voice over Internet Protocol) but don't confuse our service to what you have previously heard about VoIP. Our SIP service is designed for businesses wanting Carrier Grade quality and not just domestic. Now you can use the same technology that in the past was only available to the largest of organisations or government departments.

Term of the Contract

The service is provided on a month to month basis.

Information about Provisioning

New numbers can be provided within 48 hours and provisioned immediately thereafter.

Existing numbers can be ported into our network from other service providers. This process normally takes from 5 to 20 working days. Porting charges range from $25 to $100 depending on how many numbers are being ported.

We will provide you with authentication details once the service is provisioned.

Availability

An internet service with a minimum of 100/100 kbps per concurrent call is required. You can utilise an existing internet connection or request a new service from Talking Business. Applicable internet access charges apply. In addition to an internet connection an IP capable modem/router, IP Phone or an IP enabled PBX is required.

These can all be sourced additionally from your preferred IT provider if required

Information about Pricing

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

Option 1. Per Call Pricing for IP Telephony
This option is ideal for businesses that don't make a lot of calls.
Your customers mainly call you, so you want a lower cost per SIP channel.

SIP Channel	per channel – $5
In-Dial Number	per number – $2
Hosted Voicemail – if desired	per service – $10
Calls to other Talking Business customers	Free
National and Local calls – charged per call	per call – 10c
13 and 1300 calls – charged per call	per call – 30c
Mobile calls – charged per second with no flag fall	per minute – 15c
International calls are at a very low rate – for example USA	per minute – 0.084c

Option 2. Bundled Pricing for IP Telephony
This option is best for businesses that do make a lot of calls to their customers.
You probably also have an in-house or cloud phone system and need multiple SIP channels.

SIP channel – includes Local, National, Mobile, and 13/1300 calls	Per channel - $20
In-Dial Number	per number – $2
Hosted Voicemail – if desired	per service – $10
International calls are at a very low rate – for example USA	per minute – 0.084c

International Call Rates can be found at
https://www.talkingbusiness.com.au/wp-content/uploads/documents/Local-and-International-Rates.pdf

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-25.01.pdf

Mandatory Components/Set Up

There are no mandatory components.

Bundling

The offer does not depend on bundling with other services.

Information about Billing

Recurring charges are billed monthly in advance and prorated.
One off charges are billed on occurrence in arrears.

Information about Support

Restoration for this service is on a 'best efforts' basis with no guaranteed SLAs.

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.

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

Contact Details

Sales - enquiries@talkingbusiness.com.au
Accounts - accounts@talkingbusiness.com.au
Technical Support - 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.

Note that as this service is provided on a 'best efforts' basis, any Emergency Afterhours Support requests will incur our standard charge of $200 per hour or part there of which is billed in 15 minute increments.

Complaints and Disputes

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