

## Information About This Service

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### Service Description

Talking Business NBN plans deliver an asymmetric service that utilises the National Broadband Network (NBN) to the network boundary point at your premises. Talking Business NBN can be provided in all parts of Australia where NBN is available. Internet access is provided by the Buroserv data network.

Talking Business NBN is currently delivered using fibre to the premises (FTTP) or fibre to the node (FTTN) or fibre to the basement (FTTB) or hybrid fibre coaxial (HFC) or fibre to the curb (FTTC) or Fixed Wireless.

The service consists of the following;

- Nationwide coverage where NBN is available
- Very low 20:1 Contention
- Unmetered internet access, subject to our Fair Use Policy
- With some services a Network Terminating Unit (NTU) will also be located at the End Users premises
- 1 Static IP address
- SMTP relay is provided via smtp.buroserv.com.au
- Service is provided subject to our Standard Terms and Conditions and Fair use Policy
- The service does not include a modem
- The service does not include the provision, maintenance, redirection or reconfiguration of building cabling.

Talking Business does not provide Priority Assistance. An optional Voice Service is available. A telephone handset is required to use the Optional Voice Service. Handsets are not provided as part of the Optional Voice Service.

## Typical speeds

Time of Day	Tier 2 (25/5)	Tier 4 (50/20)	Tier 5 (100/40)
Typical Minimum Evening Speeds (7pm-11pm)	20 Mbps download 4 Mbps upload	40 Mbps download 15 Mbps upload	80 Mbps download 30 Mbps upload
Typical Minimum Speeds Outside 7pm-11pm	22 Mbps download 4 Mbps upload	44 Mbps download 17 Mbps upload	85 Mbps download 35 Mbps upload

Any download and upload speeds that we show are indicative maximums only. Actual throughput speeds may vary due to many factors including type/source of content being downloaded, hardware/software configuration, type of NBN technology, the number of simultaneous users on the network and the performance of interconnecting infrastructure not operated by Buroserv. Devices connected by Wi-Fi may experience slower speeds than those connected by a cable. If your NBN service does not allow you to properly benefit from your speed tier, we will provide you with your maximum line speed, once it is available, along with alternative options. Options may include a price reduction or a release from your contract without penalty.

## Information about Pricing

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

Plan	Monthly Charge	Maximum Service Speed	Total Data	Total Contract Cost 12 months	Total Contract Cost 24 months
Tier 2	\$77	25Mbps / 5Mbps	Unmetered	\$974	\$1,848
Tier 4	\$90	50Mbps / 20Mbps	Unmetered	\$1,130	\$2,160
Tier 5	\$110	100Mbps / 40Mbps	Unmetered	\$1,370	\$2,640
250/25	\$135	250Mbps / 25Mbps	Unmetered	\$1,670	\$3,240
250/100	\$215	250Mbps / 100Mbps	Unmetered	\$2,630	\$5,160
1000/50	\$175	1000Mbps / 50Mbps	Unmetered	\$2,150	\$4,200
500/200	\$300	500Mbps / 200Mbps	Unmetered	\$3,650	\$7,200
1000/400	\$450	1000Mbps / 400Mbps	Unmetered	\$5,030	\$9,960

250/25 and 1000/50 are available on HFC or FTTP only.

250/100, 500/200, and 1000/400 are available on FTTP only.

A setup fee of \$50 is applicable on a 12 month contract. There is no setup fee on a 24 month contract. The contract costs include this charge where applicable).

NBN may charge a new site development fee of \$300 excluding GST, and an activation fee of \$99 excluding GST. If these charges apply to your order, we will notify you before processing the order.

## Term of the Contract

The service is provided on either a 12 month or 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

We endeavour to provision the service in 5 working days where infrastructure is available.

We aim to deliver your service on or near your requested date weather permitting. In the event that emergency service work to our existing infrastructure is required on the day planned for your installation, you will be advised, and a new installation date will be given.

We will provide you with authentication details prior to the installation of the service.

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

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A network termination device will be provided by NBN where required. Ownership of any NBN supplied equipment remains with NBN. The equipment will be serviced and maintained by NBN.

Service speeds are measured as the Peak Information Rate for your end user device. Your maximum throughput will be lower than this rate and can be effected by: Overheads imposed by Ethernet and other protocols you use such as TCP/IP, the internet service you are accessing, the network between Buroserv and the server you are accessing, the network between Buroserv and your service, and local factors such as the performance of your computer equipment including your network router and wireless network. If you are not sure whether your equipment can keep up, please consult your preferred IT provider.

You may upgrade this plan by requesting a plan change before the end of the billing period. Billing period from 1st of the month to the end of the month. New plan to begin at the commencement of the next month. The plan can be upgraded to any compatible Talking Business NBN plan.

Any configuration changes made by you 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>

If you wish to share the service between multiple computers, you will require a network router. If required, a router must be purchased separately from your preferred IT provider.

## 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.

## Information about Support

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Restoration for this service is on a 'best efforts' basis with no guaranteed SLAs. If guaranteed SLAs are required, business grade services such as Fibre Optic or Microwave are recommended.

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

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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 an unmonitored 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 there of 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 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).