

Information About This Service

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Service Description

Talking Business NBN Enterprise Ethernet is now widely available across most of Australia. It brings dedicated end-to-end fibre to any site in Australia located within the NBN fibre footprint.

If available, eligible businesses can now access a \$0 fibre install on a 36-month contract (subject to a site qualification check).

We offer speeds from 50Mbps to nearly 1Gbps through two different Classes of Service (CoS). These different CoS set how much contention the service will have ranging from medium to none.

- **CoS-Low:** is a Peak Information Rate service with the maximum speed being the speed contracted. For example, if you connect a 200Mbps CoS-Low service, you will have a maximum of 200Mbps available at the Network Termination Device (NTD). CoS-Low is contended and is supplied on a best effort basis so you may not always get the peak speed. CoS-Low is excellent for general business use and cloud connectivity.
- **CoS-High:** is a Committed Information Rate service with a minimum guaranteed speed that data will be delivered on the network. For example, if you connect a 200Mbps CoS-High service, you will have 200Mbps available at the Network Termination Device (NTD) at all times. As a 1:1 dedicated service, CoS-High is used for time sensitive applications such as voice, video, and Citrix because 100% of the bandwidth is committed.

The service consists of the following.

- Unmetered internet access, subject to our Fair Use Policy
- A Network Terminating Unit (NTU) located at your premises
- 1 Static IP address - Additional IP addresses are available
- Installation of the NTU at your premises, including serviceability checks
- Service is provided subject to our Standard Terms and Conditions and Fair use Policy
- The service does not include a router
- The service does not include the provision, maintenance, redirection, or reconfiguration of building cabling.

Term of the Contract

The service is provided on a 36 month term. After the contract is finished the service will remain active on a month to month basis until cancelled.

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 Pricing

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

Speed	* CoS-Low Monthly Charge	* CoS-High Monthly Charge	CoS-Low Total Contract Cost	CoS-High Total Contract Cost
50Mbps	\$541	\$813	\$19,476	\$29,268
100Mbps	\$556	\$870	\$20,016	\$31,320
200Mbps	\$670	\$970	\$24,120	\$34,920
500Mbps	\$999	\$1270	\$35,964	\$45,720
1000Mbps	\$1070	\$1513	\$38,520	\$54,468

(*Metro-CBD zone indicative pricing listed. Call 1300 666 765 for an accurate quotation for your address)

Information about Provisioning

We endeavour to provision the service within six to eight weeks where infrastructure is available. Timeframes can depend on building management approval and site access. Where commercial works or additional build works are required, the installation may take longer. We will provide an estimated time of completion once the service is qualified and ordered.

Talking Business, via NBN Co, will provide a Network Terminating Device (NTD) used to facilitate connection to the network. This NTD is owned by NBN Co and must be returned to Talking Business or NBN Co on termination of the service. An incorrect callout fee may also be charged in the event a Talking Business or NBN Co installer attends your site for installation of the NTD, but the site is not ready for installation on the day we schedule with you.

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

The following withdrawal fees will apply if the order is cancelled after an order is placed:

- \$900.00 for cancellation during the Planning Phase.
- \$2,200.00 for cancellation during the Design Phase and
- \$16,500.00 for cancellation during the Build Phase or Pre-Delivery Phase

For avoidance of doubt on any withdrawal fee related to NBN Co Enterprise Ethernet services procured from Talking Business, please email support@talkingbusiness.com.au and we will advise the fee applicable within 3 business days.

Planning Phase means the period starting on the day the Business Application is placed and ending on the day NBN Co advises Talking Business that the order has progressed to Design Phase.

Design Phase means the period starting on the day after the end of the Planning Phase and immediately NBN Co advises Talking Business that the order has progressed to the Build Phase.

Pre Delivery Phase means the period starting the day immediately after the end of the Build Phase, and ending on the day of the Service Start Date

Service Upgrades

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 Enterprise Ethernet plan. Upgrade charges may apply.

A general note about speeds:

Regardless of the service you purchase, the actual speeds delivered by the Talking Business NBN Enterprise Ethernet product will be less than 1Gbps and no more than 952Mbps due to equipment and network limitations. Service speeds are measured as the Peak Information Rate for your end user device. Actual throughput speeds may vary due to many factors including type/source of content being downloaded, hardware/software configuration, the number of simultaneous users on your network and the performance of interconnecting infrastructure not operated by us. Devices connected by Wi-Fi may experience slower speeds than those connected by a cable. For High-CoS, network utilisation and congestion are not a factor as this CoS provides guaranteed speeds to the NTD with a 1:1 Contention Ratio.

If you are not sure whether your equipment can keep up, please consult your preferred IT provider.

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

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

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.

Talking Business NBN Enterprise Ethernet has three different Service Level Agreements (SLA) available. Each have a 99.95% uptime guarantee with rebates.

Premium assurance tiers	Restore targets				Monthly Charge
	No plant work is required	Plant work and/or site visit is required			
	All areas	Metropolitan	Regional centre, major or minor area	Remote area	
EE-4	4 hours	4 hours	18 hours	32 hours	\$145
EE-8	8 hours	8 hours	22 hours	36 hours	\$95
EE-12	12 hours	12 hours	26 hours	40 hours	Included

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 \$180 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.