Information About This Service

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Service Description

Talking Business NBN Static IP Fail-over is an innovative hardware solution that provides the hardware required to maintain a static public IP address during an NBN data service outage by utilising Mobile Broadband to supply internet access.

This product comes in two versions depending on the primary NBN service type:

1. A VDSL solution for Fibre To The Node (FTTN) or Fibre To The Building (FTTB) consisting of:
   1x Netgear DM200 VDSL modem
   1x Mikrotik RB760iGS (hEX S)
   1x Netgear LB2120 4G modem
   1x Optus 4G Data only SIM if required

2. A non-VDSL solution for Fibre To The Premise (FTTP) or Fibre To The Curb (FTTC) or Hybrid Fibre Coax (HFC) consisting of:
   1x Mikrotik RB760iGS (hEX S)
   1x Netgear LB2120 4G modem
   1x Optus 4G Data only SIM if required

Information about Pricing

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

	Service Type	Monthly Data Allocation	Monthly charge	Total Contract Cost
If you supply the 4G SIM	FTTN or FTTB	Not Relevant	$54	$1,296
	FTTP or FTTC or HFC	Not Relevant	$47	$1,128
If we supply the 4G SIM	FTTN or FTTB	25 Gig*	$69	$1,656
	FTTP or FTTC or HFC	25 Gig*	$62	$1,488

*Extra data charged at $1 per Gig or part thereof if you exceed the allocated amount per month. Unused data does not roll over at the end of the month.

A delivery charge of $30 is applicable for either version.

Term of the Contract

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

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.
The VDSL Setup Guide is available at
https://www.talkingbusiness.com.au/wp-content/uploads/documents/Talking-Business-NBN-Static-IP-Fail-over-VDSL-Setup-guide-Revision-20.11.pdf

The Non-VDSL Setup Guide is available at
https://www.talkingbusiness.com.au/wp-content/uploads/documents/Talking-Business-NBN-Static-IP-Fail-over-Non-VDSL-Setup-guide-Revision-20.11.pdf.

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

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

Mandatory Components/Set Up

Prerequisite for this solution is a Talking Business NBN data service.
Refer to https://www.talkingbusiness.com.au/internet-services/nbn/ for details on this service if required.

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 $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.