Information About This Service

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Service Description

OzPBX is a cloud based telephone system utilising a feature rich hosted PABX hosted in diverse Data Centres accessing our IP Telephony.

The service is an unbundled offer; each extension licence consists of the following;

- PABX functionality including an extension number, extension to mobile routing and a voice mail box
- 2 simultaneous phone calls accessing the number of SIP channels available to the service
- On-Line User Portal to manage calls at the extension level

Each Primary In-Dial number consists of the following;

- Hunt Group to manage call flow with Out-of-Service options
- Call Time Profile
- Master Auto-Attendant call routing
- Working Hours Voicemail with Auto-Attendant based Greeting
- After Hours Voicemail with Auto-Attendant based Greeting

An On-Line Management Portal is available for extension management and configuration changes.

Additional DID numbers are available at an additional charge.

This offer does not include handsets, a data service or calls made to or from the service. Handsets, data services and IP Telephony calls are available at additional cost.

You are liable for any configuration changes made by you or any person in your control.

Term of the Contract

The service is provided on twenty four (24) month term.

Information about Provisioning

Under the proviso that an existing internet service is available with an upstream speed sufficient to consistently support the number of simultaneous conversations required, we endeavour to provision the service in 2-3 working days.
We will provide you with authentication details after the installation of the service.

Service Availability

Talking Business commits to IP Telephony availability of 99.95%. Should availability fall below the 99.95% in any month the customer may request credit for any "Network Unavailability" in writing.

Network Unavailability consists of the number of minutes that the Talking Business Network was not available to Customer.

Outages will be counted as Network Unavailability only if the Customer opens a trouble ticket with Talking Business customer support and submits a Credit Request communication within fourteen (14) days of the outage.

Network Unavailability will not include the failure of the underlying internet service, scheduled maintenance, or any unavailability resulting from (a) any telephone company circuits, (b) Customer's applications, equipment, or facilities, (c) acts or omissions of Customer, or any use or user of the service authorised by Customer or (d) reasons of Force Majeure.

Service Availability Compensation

For each cumulative hour of Network Unavailability (over 0.05% in any month Non-cumulative over > 1 month), upon Talking Business's receipt of a Credit Request communication, the customer's account shall be credited with one day of call charges, based on the average daily call spend from the previous month, up to a maximum of five (5) days credit in any given month for the service with respect to which a Service Availability commitment has not been met.

Information about Pricing

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

Initial PABX setup charge - includes one extension	$250
Initial extension setup charge - per extension thereafter	$65
Monthly subscription - per primary in-dial number Hunt Group	$15
Monthly subscription - per extension	$12
Monthly subscription - voicemail transcription	$10

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.
Usage charges are billed monthly 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.

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.