

## Information About This Service

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### Service Description

Talking Business’s Wireless Ethernet is a dedicated symmetrical data service offering speeds from 20Mbps up to a full Gigabit. Service is delivered at 1:1 contention on at a committed information rate. Internet access is provided by the Swoop fixed-point wireless (FPW) network.

The service consists of the following;

- The service is available to ABN holders only
- The End User Protocol is either Point to Point Protocol over Ethernet (PPPoE) or Direct IP
- The service is available as either Layer 2 or Layer 3
- A Network Terminating Unit (NTU) located at the End Users premises
- 1 Static IP address - Additional IP addresses are available
- Installation of the NTU at the end users premises, including serviceability checks
- Service is provided subject to our Standard Terms and Conditions
- Service is subject to our Fair Use Policy
- The service does not include the provision, maintenance, redirection or reconfiguration of building cabling.

### Information about Provisioning

Provisioning will be scheduled once all required approvals have been given. This includes but is not limited to: roof access and type, hazardous material notification, mast height, power requirements and NTU location.

We endeavour to provision the Standard Wireless service in 10-15 working days where infrastructure is available.

We endeavour to provision the Swooperfast Wireless service within 60 working days where infrastructure is available.

We aim to deliver the 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.

Commissioning occurs 2 days after installation to ensure quality prior to hand off.

## Satisfaction Guarantee

New services are provided with a thirty (30) day satisfaction guarantee. If the service does not perform to the standard offered in this document, after Swoop has been allowed every reasonable opportunity to correct the issue, the contract may, upon written request, be terminated without penalty to the Customer within the first thirty (30) days.

Initial setup charges are not part of this Satisfaction Guarantee and are non-refundable.

## Information about Pricing

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

Variable build and/or installation charges apply - total contract cost does not include these charges. After the initial location review the build and/or installation charge will be quoted.

Typically, where no build charges are required, the installation charges are:

Standard Wireless - \$500 on a 24 month contract or NIL on a 36 month contract.

Swooperfast Wireless - \$950 on a 24 month contract or \$2500 on a 36 month contract.

The Total Contract Costs include the typical installation charge but excludes any build charges that may be applicable.

### Standard Wireless Uncontended Services

Speed Mbps	Monthly Charge		Service Type	Total Data	Total Contract Cost	
	24 Months	36 Months			24 Months	36 Months
20 x 20	\$284	\$284	Standard Wireless	Unmetered	\$6,816	\$10,224
50 x 50	\$341	\$341	Standard Wireless	Unmetered	\$8,184	\$12,276
100 x 100	\$399	\$399	Standard Wireless	Unmetered	\$9,576	\$14,364

### Swooperfast Wireless Uncontended Services – 36 Month Contract Only

Speed Mbps	Installation	Monthly Charge	Service Type	Total Data	Total Contract Cost
500 x 500	\$950	\$656	High Frequency Wireless	Unmetered	\$24,566
500 x 500	\$1500	\$570	High Frequency Wireless	Unmetered	\$23,020
1000 x 1000	TBA	TBA	High Frequency Wireless	Unmetered	TBA

## Term of the Contract

The services are available on either a 24 month (where offered) or a 36 month term.

With the exception of the Satisfaction Guarantee, 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.

## 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.

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

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A network termination device will be provided by Swoop. Ownership of the Swoop Wireless equipment remains with Swoop. The equipment will be serviced and maintained by us.

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 Swoop and the server you are accessing, the network between Swoop 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.

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.

## Information about Support

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In the event of a service difficulty, support tickets can be lodged via our website. It is important that you perform some service checks prior to lodging the ticket 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. Service calls may be requested but if are deemed unnecessary by us, will be charged at \$180 per hour.

Service level credits will be provided where the service is not operational, and a service ticket has been created, for any uptime less than 99.50% of the monthly commitment. Varying levels of credits apply and are issued based on the severity of the issue.

We remain liable for management of hardware, where you are not deemed to be at fault, and provide 24/7 technical support as required. 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 a monitored voicemail service and we will endeavour to call you back within 30 minutes.

## 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).