

## Information About This Service

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### Service Description

Talking Business Co’s 3CX Hosted Telephony is a hosted PBX solution providing a Unified Communications solution, which includes features such as web conferencing, presence, softphones, smartphone clients and more.

3CX Hosted Telephony is available only in the Professional Edition.

3CX Hosted Telephony pricing is based on simultaneous calls, not the number of extensions, making the service very responsive to changing demands and seasonality.

The general features of the service are:

- 4 – 64 simultaneous calls supported
- Call logging
- Call reporting
- Call Forward Busy or No Answer
- Call routing by DID
- Auto Attendant/ Digital receptionist
- Voicemail
- Music on Hold
- Central Phonebook
- Call by Name
- Call Parking/Pick Up
- Call Transfer
- Call Queueing
- Call recording
- Message wait indicator
- Intercom/Paging
- Ring Extension & Mobile simultaneously
- Automatic Pickup on Busy
- Call recording Management
- Soft Client for mobile devices

## Term of the Contract

The service is available on contract periods of 12, 24 or 36 months.

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.

### 3CX - Professional Edition

Licence Code	Concurrent Calls	Monthly Recurring Charge for			Setup Fee	Total Contract Cost for		
		12 Month	24 Month	36 Month		12 Month	24 Month	36 Month
3CXPP4	4	\$203	\$184	\$175	\$250	\$2,685	\$4,673	\$6,536
3CXPP8	8	\$292	\$248	\$226	\$450	\$3,950	\$6,407	\$8,578
3CXPP16	16	\$518	\$361	\$316	\$750	\$6,961	\$9,411	\$12,122
3CXPP32	32	\$946	\$581	\$498	\$1,300	\$12,654	\$15,252	\$19,227
3CXPS64	64	\$1,608	\$937	\$777	\$2,100	\$21,401	\$24,579	\$30,055

Total Contract Cost includes Setup Fee.

As required, Talking Business will charge \$200 per hour or part thereof for any service modifications which is billed in fifteen (15) minute increments.

The price of the service does not include:

- Calls. Calls are priced as per <https://www.talkingbusiness.com.au/phone-services/ip-telephony/>
- SIP Channels. SIP channels are priced as per <https://www.talkingbusiness.com.au/phone-services/ip-telephony/>
- Handsets, routers, POE devices or any other hardware
- Configuration and deployment of the service beyond the initially agreed specifications
- Site visits
- Internal cabling
- Internet access or data connections

## Information about Provisioning

3CX is supplied by ordering the Licence Code associated with the number of simultaneous calls required, and stating the contract term.

Additional information such as extension numbers, User details, hunt groups etc will be requested so the service can be configured.

The 3CX licence remains the property of Talking Business Co. The Customer has no rights to the licence either during the period of the contract term, on completion of the contract minimum term, or on the disconnection of the service.

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 within 10 working days.

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

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

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Any configuration changes made by the Customer 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>.

## Service Availability

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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

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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.

## 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.

Usage charges are billed monthly in arrears.

## Information about Support

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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.

An individual service is deemed not operational when a support ticket has been raised (unless we establish that the service was operational at the time the ticket was raised), and restored when the individual service becomes operational again.

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)

or call 1300 666 765 during normal working hours (8.30am to 6.00pm AEST - Monday to Friday).

**Accounts** - [accounts@talkingbusiness.com.au](mailto:accounts@talkingbusiness.com.au)

or call 1300 666 765 during normal working hours (8.30am to 6.00pm AEST - Monday to Friday).

**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

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 thereof 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 666 765 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).