

CRITICAL INFORMATION SUMMARY

TPG BUSINESS VOIP PACKAGE



Service Description

Business VoIP is a voice service where the call is carried over TPG On-Net broadband internet connection. The service is prepaid with an automatic prepayment top-up when the prepayment falls to a trigger point.

Minimum Term

Business VoIP Package is supplied on an 18 month contract term. The minimum total cost is \$689.77 (including \$79.95 setup, 3 x \$20 Business VoIP Prepayment Outside Included Value and \$10 equipment delivery fee).

Information about Pricing

Charge Type	Amount
Monthly Charge	\$29.99
Upfront Fees	- Setup \$79.95 - Business VoIP Prepayment Outside Included Value \$60 (\$20 x 3 services) - Equipment Delivery Fee \$10
Cost of a 2 Min Standard National Mobile Call	58.8¢ (inc. call connection)
Early Termination Charge	Cancelling the Business VoIP Package will incur cancellation fee of 50% of the monthly charges that would have been paid between the date of cancellation and the end of the contract period, up to a maximum of \$350.

Call Rates

Usage Type	Rate
Local Calls (Includes 13/1300)	Unlimited
National Calls to Landlines	Unlimited
Australian Mobile Calls	9.9¢ per minute^ (plus 39¢ call connection)
International Calls	Standard International call rates (plus 39¢ call connection) See http://www.tpg.com.au/business-voip/international-callrates .
18/1800 Calls	Free
19/1900 Calls	Not supported
Directory Assistance - 1223	\$1.10 per call
TPG 13 14 23	Free

[^] Charged per 30 second block or part thereof

Availability

The service is available only for existing TPG Broadband On-Net customers with a static IP address.

Bundling Arrangements

The service requires an active TPG Broadband On-Net connection with a Static IP address. Business VoIP Package is a package deal which includes 3 VoIP services. Cancelling any single component of this package will cancel the whole package.

Inclusions & Exclusions

Business VoIP service includes Unlimited Local and Standard National Calls to Landlines. This service does not support Fax, EFTPOS, Back to Base alarms, Line Hunt, Foxtel program purchase, analogue modems and calls to 19/1900 numbers.

The Business VoIP service is discounted based on new customers agreeing to waive the Customer Service Guarantee (CSG). For more information please contact TPG Business Solutions Team on 1300 365 313.

Equipment Required

Customers need a TPG VoIP Handset for each TPG VoIP service. 3 TPG VoIP Handsets are included in the Business VoIP Package plan.

Information is correct as at December 2019

Other Information

Usage Information

You can monitor your Business VoIP usage by logging into Your Account online at www.tpg.com.au/account.

Customer Support

Customer Service

Email: customer_service@tpg.com.au

Phone: 13 14 23 (option 3, and then option 1)

Technical Support

Email: helpdesk@tpg.com.au

Phone: 13 14 23 (option 2, and then option 2)

Complaints Handling

If you have a dispute with TPG and wish to make a complaint, please contact Customer Relations, a specialist complaint resolutions team, by:

Email: customer_relations@tpg.com.au

Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within TPG, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058).