

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 Pay as You Go service is supplied on a rolling month to month basis. Customers are permitted to terminate the acquisition of the Service at any time.

Information about Pricing

| Charge Type | Amount |
|---|--|
| Monthly Charge | \$9.99 |
| Upfront Fees | <ul style="list-style-type: none">- Setup \$79.95- Business VoIP Prepayment Outside Included Value \$20- TPG VoIP Handset \$69- Equipment Delivery Fee \$10 |
| Minimum Charge in 1st Month | \$188.94 |
| Early Termination Charge | N/A |
| Cost of a 2 Min Standard National Mobile Call | 58.8¢ (inc. call connection) |

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.

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.

Bundling Arrangements

The service requires an active TPG Broadband On-Net connection with a Static IP address.

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 to purchase a TPG VoIP Handset for each Business VoIP Pay as You Go service.

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).