

### Information about the Service

#### 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.

#### 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

#### Equipment Required

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

#### 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.

#### 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.

### Information about Pricing

Charge Type	Amount
Monthly Charge	<b>\$9.99</b>
Upfront Fees	- Setup \$79.95 - Business VoIP Prepayment Outside Included Value \$20 - TPG VoIP Handset \$69 - Equipment Delivery Fee \$10
Minimum Charge in 1st Month	<b>\$188.94</b>
Early Termination Charge	N/A
Cost of a 2 Min Standard National Mobile Call	<b>58.8¢ (inc. call connection)</b>

#### 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 <a href="http://www.tpg.com.au/business-voip/international-callrates">http://www.tpg.com.au/business-voip/international-callrates</a> .
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

## Other Information

### Usage Information

You can monitor your Business VoIP usage by logging into Your Account online at [www.tpg.com.au/account](http://www.tpg.com.au/account).

### Customer Support

#### Customer Service

Email: [customer\\_service@tpg.com.au](mailto:customer_service@tpg.com.au)

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

#### Technical Support

Email: [helpdesk.tpg.com.au](mailto:helpdesk.tpg.com.au)

Phone: 13 14 23 (option 2, and then option 6)

### 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](mailto: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).

This is a summary only - the full terms and conditions for this service are available at [www.tpg.com.au/terms\\_conditions](http://www.tpg.com.au/terms_conditions)