

## TPG Digital Voice Call Rates

| Services                    | Rate   |
|-----------------------------|--|
| Local Calls                 | 25¢<br>per call  |
| National Calls              | 25¢ per minute <sup>^</sup><br>(plus 39¢ call connection)  |
| National Cap                | Capped at \$2 up to 20 minutes per call<br>per minute National Call rates thereafter <sup>^</sup>  |
| Mobile Calls                | 39¢ per minute <sup>^</sup><br>(plus 39¢ call connection)  |
| Mobile Cap                  | Capped at \$2.48 up to 20 minutes per call<br>per minute Mobile Call rates thereafter <sup>^</sup>   |
| International Calls         | Check website <a href="http://www.tpg.com.au/nbn-fixed-wireless/international-callrates">http://www.tpg.com.au/nbn-fixed-wireless/international-callrates</a> (39¢ call connection applies)<br>Call connection not charged for all calls to specific International destinations (XXL Bundle) |
| 13/1300 Calls               | 30¢<br>per call  |
| 18/1800 Calls               | Free   |
| 19/1900 Calls               | Not Supported  |
| Directory Assistance - 1223 | \$1.10<br>per call   |
| Speaking Clock - 1194       | 40¢<br>per call  |
| TPG 13 14 23                | Free   |

<sup>^</sup> Charged per 30 second block or part thereof.

## TPG Digital Voice Features

| Features & Services           | Description   | Rate   |
|-------------------------------|---|--|
| Call Barring                  | Allows you to restrict certain call types that can be dialled from your Digital Voice Service   | Free   |
| Number Display / Number Block | Select whether you would like your caller identity blocked or displayed when calling other parties  | Free   |
| Call Waiting                  | Notifies you of an incoming call on your Digital Voice Service while you are already on a call. You can place your call on hold to answer the incoming call | Free   |
| Call Forwarding               | Allows you to divert calls from your Digital Voice number to a different number   | Standard call rates apply to forwarded calls |
| Caller ID                     | Allows you to see the phone number of the person calling you on your Digital Voice service (only applicable on phones that supports caller ID)              | Free   |

Please refer to 'Important Things You Need to Know' at the end of this brochure for further information about the TPG Digital Voice service.

## Important Things You Need to Know

**Critical Information Summary (CIS):** The CIS sets out the important information you need to know about a TPG service. You can review the CIS for your selected NBN Bundle plan at [www.tpg.com.au/terms\\_conditions/CIS](http://www.tpg.com.au/terms_conditions/CIS).

**CSG:** All plans set out in this brochure are subject to you agreeing to waive the Customer Service Guarantee (CSG). For more information please contact TPG Sales on **13 14 23**.

**Availability:** Only available in selected coverage areas. Please use the address checker on the TPG website to check the availability in your area. Further availability checks will be conducted upon registration.

**Non-commercial purposes:** The plans set out in this brochure are all for residential consumers only and may not be used for commercial purposes.

### TPG Digital Voice Service Special Note:

- TPG Digital Voice Service is delivered using voice over Internet Protocol (VoIP).
- Digital Voice Service supports fax to national numbers in the Telstra, Optus, AAPT and Primus PSTN network. Fax to international numbers is not reliable and VoIP based fax is not supported. This plan does not support the Priority Assistance Scheme.
- Digital Voice Service does not support old dial up technology devices with built in modems such as EFTPOS, Back to Base Alarms and Foxtel Program purchase. These devices have been replaced by Internet Protocol (IP) enabled devices and many TPG customers are able to use EFTPOS, Back to Base alarms and Foxtel Program purchase through the internet provided that their devices are IP enabled. For further details on IP enabled devices contact your device supplier. TPG Digital Voice Service also does not support analogue modems, Priority Assistance Scheme, calls to 19/1900, 0500 numbers and Universal International Freephone Numbers (UIFN).
- Digital Voice Service requires a broadband connection and power to the Wi-Fi modem router supplied by TPG. If there is a broadband connection outage in your premises due to power or other faults, the Digital Voice Service will not work and you cannot make phone calls including "000" emergency calls.
- Once an NBN Broadband with Digital Voice bundle plan is purchased, you cannot separately cancel either component (NBN Broadband or Digital Voice). Cancellation will cease both services. You cannot purchase either TPG NBN Broadband or a Digital Voice Service as a standalone service.

**TPG Digital Voice Number:** At registration time, you can choose to port your existing number to TPG or have TPG supply a Direct Inward Dial Number (DID) for use with the Digital Voice Service. This number will be allocated to you based on the address which you provide us at the time of registration.

TPG will make use of your number as a reference point to charge for local calls. TPG will use its best endeavours to supply the Integrated Public Number Database (IPND) with your address details for the purpose of emergency services (000) calling.

**Number Porting:** You can port (transfer) your phone number from Telstra, Optus, AAPT, Primus or Powertel to TPG. We may not be able to port your number in all circumstances, including where you fail to provide correct account details, or as a result of contractual obligations with your existing provider. If you are porting your number to TPG, inbound calling to your number will not commence until porting is complete which will take a further 1 to 5 business days.

**Installation:** After you have submitted your order, TPG will confirm if an installation appointment is needed. If an installation appointment is needed, TPG will organise this and contact you with the appointment details. You or an authorised person over 18 years of age will be required to be at the premises on the day of the appointment.

**Digital Voice Prepayment Outside Included Value:** All TPG services are prepaid. You must pay the monthly recurring charges in advance. In addition, you must make a prepayment for usage that is not within the included value (if any) for the plan that you have acquired. Your initial prepayment will be \$20. After registration, you may nominate how much you wish to prepay but the minimum prepayment is \$20. The prepayment will be debited from your nominated bank account or credit card. By acquiring and continuing to use the service, you agree to an automatic top up of your prepayment. The top up will occur when the amount of prepayment falls to below \$10. When that happens, TPG will debit a sufficient amount from your bank account/credit card to restore your nominated prepayment amount. If your usage is high, this can occur more than once per month. You authorise TPG to make such debits to your account/credit card. If you do not exceed the Included Value and do not incur any charges that are excluded from your plan, there will be no automatic top-ups. We will send you messages about your usage and the debits during the month. Your service will become inactive if our attempts to debit credit card/bank account to top up your prepayment are unsuccessful. If you do not use the prepayment, it will be forfeited to us when you cancel the service. You agree that no bill will be provided for this service and that direct debiting of your account or charge to your credit card may occur notwithstanding that no bill is provided and that it may occur even though you may not have had the opportunity to check charges at least 10 working days before the debit.

**Payment:** Monthly access charges are billed monthly in advance. Payment options are Direct Debit or Credit Card.

**IP Address:** All plans come with Dynamic IP address.

**Free IPTV:** TPG's free IPTV service is not supported on TPG NBN Broadband plans.

**Wi-Fi Modem Included:** A 4 Port Wi-Fi Modem Router is included in your NBN Fixed Wireless Bundle. \$10 Delivery fee applies if equipment is not collected from TPG's Head Office.

**Additional Pricing:** Visit TPG website [www.tpg.com.au/nbn/additional-pricing](http://www.tpg.com.au/nbn/additional-pricing) for NBN Fixed Wireless Bundle additional pricing (Moving Home, Cancellation, etc).

**Collection Notice:** During your application for a TPG service, you provided personal information to TPG Internet Pty Ltd. We collect your personal information to enable us to supply, support, bill and otherwise manage services that you (or a person/company with whom you are associated) acquire or wish to acquire. Without your personal information we will not be able to supply those services. The personal information you provide by completing these fields will not usually be disclosed to anyone else. Our privacy policy contains information about how we may use your personal information, how you may access your personal information and seek correction of such information as well as how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint. [www.tpg.com.au/about/privacy](http://www.tpg.com.au/about/privacy).

**Standard Terms & Conditions:** [www.tpg.com.au/terms\\_conditions/standard](http://www.tpg.com.au/terms_conditions/standard)

**Service Description & Terms - NBN:** [www.tpg.com.au/terms\\_conditions/nbn](http://www.tpg.com.au/terms_conditions/nbn)

**Service Description & Terms - TPG Voice:** [www.tpg.com.au/terms\\_conditions/tpg\\_voice](http://www.tpg.com.au/terms_conditions/tpg_voice)

## WHY PAY MORE?

[tpg.com.au](http://tpg.com.au) 13 14 23

Pricing information is correct as at June 2016. TPG Internet Pty Ltd ABN 15 068 383 737.