

Critical Information Summary – Business First Mobile Broadband Plans

This Critical Information Summary contains some important information for your plan, including how much you will pay and what is included. Business First Mobile Broadband Plans are a postpaid mobile broadband service only available to approved new mobile broadband customers with an Australian Company Number (ACN) or Australian Business Number (ABN).

Share SIM Business First Mobile Broadband Plan

Minimum Spend Amount (per month) \$5				
Max Speed Data Allowance	None (shares pooled data)			
Minimum Total Cost	\$5	\$60	\$120	\$180
Early Termination Charge	N/A	\$0.90 x remaining months on contract Max fee payable is \$10.80	\$0.90 x remaining months on contract Max fee payable is \$21.60	\$0.90 x remaining months on contract Max fee payable is \$32.40
Minimum Service Period	1 month	12 months	24 months	36 months

3GB Max Speed Data Business First Mobile Broadband Plan

Minimum Spend Amount (per month) \$15				
Max Speed Data Allowance	3GB thereafter, data speeds are slowed to up to 2Mbps			
Minimum Total Cost	\$15	\$180	\$360	\$540
Early Termination Charge	N/A	\$2.70 x remaining months on contract Max fee payable is \$32.40	\$2.70 x remaining months on contract Max fee payable is \$64.80	\$2.70 x remaining months on contract Max fee payable is \$97.20
Minimum Service Period	1 month	12 months	24 months	36 months

35GB Max Speed Data Business First Mobile Broadband Plan

Minimum Spend Amount (per month) \$35				
Max Speed Data Allowance	35GB thereafter, data speeds are slowed to up to 2Mbps			
Minimum Total Cost	\$35	\$420	\$840	\$1260
Early Termination Charge	N/A	\$6.30 x remaining months on contract Max fee payable is \$75.60	\$6.30 x remaining months on contract Max fee payable is \$151.20	\$6.30 x remaining months on contract Max fee payable is \$226.80
Minimum Service Period	1 month	12 months	24 months	36 months

80GB Max Speed Data Business First Mobile Broadband Plan

Minimum Spend Amount (per month)	\$80			
Max Speed Data Allowance	80GB <i>thereafter, data speeds are slowed to up to 2Mbps</i>			
Total Minimum Cost	\$80	\$960	\$1920	\$2880
Early Termination Charge	N/A	\$14.40 x remaining months on contract Max fee payable is \$172.80	\$14.40 x remaining months on contract Max fee payable is \$345.60	\$14.40 x remaining months on contract Max fee payable is \$518.40
Minimum Service Period	1 month	12 months	24 months	36 months

Information about pricing

If you use your Business First Mobile Broadband Plan for services other than accessing the Included Data Allowance you will be charged an additional amount for these services at the rates specified in the table below.

Feature	Rate
Standard National Voice calls (to mobile and fixed networks)	40c connection fee + 98c per 60 seconds
Standard National Video calls	40c connection fee + \$1.47 per 60 seconds
Standard National Calls to 13 and 1300 numbers	40c connection fee + \$1.47 per 60 seconds
Standard National 1800 Numbers	Unlimited
Standard National other 18 Numbers	40c connection fee + \$1.47 per 60 seconds
Standard National and International SMS (for standard SMS of up to 160 characters)	30c per message
Standard National and International MMS (text, pic, video and audio)	55c per message
Voicemail – Deposits within Australia	Free
Voicemail – Retrievals within Australia	40c connection fee + 98c per 60 seconds
Standard National Re-routed voice calls	40c connection fee + \$1.20 per 60 seconds
Standard National Re-routed SMS or MMS (excludes SMS or MMSs that are re-routed by a third party and/or re-route to an international destination or to a premium number or service)	30c per message
Calls to National Directory Assist (1223)	\$1.50 Call Connection fee + \$0.95 per minute
International Roaming (\$5 Roaming)	\$5/day to Eligible Countries (otherwise PAYG Rates apply). See tpgtelecom.com.au/business-solutions/mobility
International Roaming (PAYG Rates)	\$1 per 60 seconds to make and receive calls.
	\$0.75 per standard text message sent, per recipient. No charge to receive SMS.
	\$0.75 per MMS message sent, per recipient. No charge to receive MMS.
	\$1 per MB data.
Maritime Roaming (Maritime Roaming rates may apply on a cruise, even if it's only around Australia. On selected cruise ships, customers can make calls, send text messages, and use data)	\$5 per 60 seconds to make and receive calls.
	\$0.75 per standard text message sent, per recipient. No charge to receive SMS.
	\$1.00 per MB data
Calls to International Directory Assist (1225)	\$1.50 connection fee + \$0.95/min
Calls to Ask Anything (123)	\$3.10 connection fee + \$1.30/min
Standard International voice calls	Visit tpgtelecom.com.au/business-solutions/mobility
Standard International video calls	Visit tpgtelecom.com.au/business-solutions/mobility

Feature	Rate
Data Overage	After your Max Speed Data Allowance is exhausted, you will have access to data at speeds of up to 2Mbps.
	\$5/GB data overage applies after your Max Speed Data Allowance is exhausted when using \$5 Roaming in Eligible Countries.
Business First Data Add-on (50GB)	\$10 per month (Once added, Add-On remains active until you cancel it)

Information about the service

Offers and promotions

Special promotional offers relating to your plan (if any) are not shown in this Critical Information Summary. To check your plan details including any applicable offers, please contact PIPE Networks Customer Care or visit the Customer Portal.

Bundling

You don't have to bundle this service. However, Share SIM Business First Mobile Broadband Plans are only available if you have purchased one or more other Business First Voice Plans, Business First Tech Fund Plans, or Business First Mobile Broadband Plans.

Device

Bring your own device or speak to us to find out which devices you purchase from us. Options to purchase a device outright or on a Mobile Payment Plan over 12, 24 or 36 months are only available when you connect to a SIM Only plan on a month-to-month term. If you bring your own device, please make sure it is not locked to another network.

Data usage

Your data inclusions may only be used in Australia on our network or when roaming overseas in Eligible Countries on the \$5 Roaming Service. If you exhaust your Max Speed Data Allowance, your data will be slowed to up to 2Mbps. You will not be charged additional fees when you exceed your Max Speed Data Allowance unless you are using \$5 Roaming in Eligible Countries.

Data sharing

Data inclusions in all Business First Mobile Broadband Plans that are on the same billing account will be pooled and used by each user on a first-in-first-serve basis. If you have Business First Voice Plans and/or Business First Tech Fund Plans on the same billing account, the data inclusions of those plans (other than Unlimited Max Speed Data Plans) will also be added to this data pool. \$5 Business First Mobile Broadband Plans do not have any data inclusions, but will use your shared data pool. Data sharing is only available in Australia or when using \$5 Roaming in Eligible Countries.

Data Add-ons and Data Boosters

You can add a Business First Data Add-on to your plan, which will bill monthly and remain active until cancelled. The data will be added to the pool of data available for all Business First services on the specified billing account. You may also purchase one-off Data Boosters as offered by PIPE Networks from time to time, which expire at the end of the relevant Data Booster period. All unused data inclusions will be forfeited at the end of each month.

Other information

Usage	You can keep track of your call and data usage and make changes to your account through the Customer Portal or by contacting PIPE Networks Customer Care.
Roaming	\$5 Roaming is pre-activated on Business First Mobile Broadband Plans. This will allow you to use your plan inclusions for an extra \$5 per day, per device in Eligible Countries, as listed at tpgtelecom.com.au/business-solutions/mobility . If you use your service in a country which is not an Eligible Country, or if you have opted out of \$5 Roaming, you will be charged our Pay-As-You-Go Rates. All roaming costs are in addition to your minimum monthly spend. You can deactivate \$5 Roaming (or Roaming altogether) at any time, or check your roaming usage, via the Customer Portal.
Bill	You will receive your bill free via email, and you can access it at any time through the Customer Portal. For customers on shared plans, only the account holder will receive a bill. This bill will show the total for all the shared plans, and details of the individual plans.
Coverage	The quality and availability of some services and the speeds you reach will continually vary depending on many factors such as your location, your device capabilities, network congestion, network coverage, environmental factors, if you are roaming or if you are a heavy data user. For more info, head to our coverage checker
We're here to help	Please contact PIPE Networks Customer Care or your Account Manager. If, after speaking with us, you aren't happy with the outcome and you are a small business, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058, or head to tio.com.au .

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