

Critical Information Summary – Business First Voice Plans

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

40GB Max Speed Data Business First Voice Plan

Minimum monthly spend	\$45	\$40	\$30	\$28
Standard National SMS	Unlimited			
Standard National calls	Unlimited			
Max Speed Data Allowance	40GB <i>Thereafter, data speeds are slowed to up to 2Mbps</i>			
Total minimum cost	\$45	\$480	\$720	\$1008
Early termination charge	N/A	\$20 x remaining months on contract <i>Max fee payable is \$240</i>	\$15 x remaining months on contract <i>Max fee payable is \$360</i>	\$14 x remaining months on contract <i>Max fee payable is \$504</i>
Minimum term	1 month	12 months	24 months	36 months
Standard international voice calls	Zone 1 Countries: 100 minutes Zone 2 Countries: Not included			

100GB Max Speed Data Business First Voice Plan

Minimum monthly spend	\$65	\$60	\$45	\$42
Standard National SMS	Unlimited			
Standard National calls	Unlimited			
Max Speed Data Allowance	100GB <i>Thereafter, data speeds are slowed to up to 10Mbps</i>			
Total minimum cost	\$65	\$720	\$1080	\$1512
Early termination charge	N/A	\$30 x remaining months on contract <i>Max fee payable is \$360</i>	\$22.50 x remaining months on contract <i>Max fee payable is \$540</i>	\$21 x remaining months on contract <i>Max fee payable is \$756</i>
Minimum term	1 month	12 months	24 months	36 months
Standard international voice calls	Zone 1 Countries: 1,000 minutes Zone 2 Countries: 200 minutes			

Unlimited Max Speed Data Business First Voice Plan

Minimum monthly spend	\$85	\$80	\$60	\$56
Standard National SMS	Unlimited			
Standard National calls	Unlimited			
Max Speed Data Allowance	Unlimited			
Total minimum cost	\$85	\$960	\$1440	\$2016
Early termination charge	N/A	\$40 x remaining months on contract <i>Max fee payable is \$480</i>	\$30 x remaining months on contract <i>Max fee payable is \$720</i>	\$28 x remaining months on contract <i>Max fee payable is \$1008</i>
Minimum term	1 month	12 months	24 months	36 months

Standard international voice calls	Zone 1 Countries: Unlimited Zone 2 Countries: 300 minutes
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Information about pricing

Usage Type	Rate
Voicemail deposits and retrieval	Unlimited (no additional charge)
Standard National voice and video minutes	
Standard National and International SMS	
Standard National and International MMS (text, pic, video and audio)	
Standard National calls to 13 and 18 numbers	
Standard National calls to other 1300 and 1800 numbers	
Standard National re-routed calls (excluding calls that are rerouted by a third party and/or rerouted to an international destination or to a premium number or service)	
Calls to PIPE Networks Customer Care line	
Standard International voice minutes to Zone 1 Countries	Visit tpgtelecom.com.au/business-solutions/mobility
Standard International voice minutes to Zone 2 Countries	Visit tpgtelecom.com.au/business-solutions/mobility
International video calling	Visit tpgtelecom.com.au/business-solutions/mobility
Calls to National and International directory assistance (1223 and 1225)	\$1.50 connection fee + \$0.95/min
Calls to Ask Anything (123)	\$3.10 connection fee + \$1.30/min
Premium numbers and services (e.g. 1900 numbers, and competitions)	This will vary based on service used. Rates as advertised.
International Roaming (\$5 Roaming)	\$5/day to Eligible Countries (otherwise PAYG Rates apply).
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.
	\$1.00 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
Data Overage	After your Max Speed Data Allowance is exhausted, you will have access to data at speeds of up 2Mbps or 10Mbps depending on your plan.
	\$5/GB data overage applies after your Max Speed Data Allowance is exhausted when using \$5 Roaming in Eligible Countries.
SMS Delivery Report within Australia	5c per message
Business First Data Add-on (50GB)	\$10 per month (Once added, Add-On remains active until you cancel it)
Business First IDD Add-on Products	\$5 per month for 240 minutes to Zone 1 Countries \$10 per month for 60 minutes to Zone 2 Countries

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.

Phone

Bring your own phone or speak to us or check out our website to find out which phones you can purchase from us outright or on a Mobile Payment Plan over 12, 24 or 36 months.

Data usage

Your data inclusions may only be used in Australia on the Vodafone network or when roaming overseas in Eligible Countries on the \$5 Roaming Service. When you exhaust your Max Speed Data Allowance (if any), your data will be slowed to up to 2Mbps or up to 10Mbps depending on your plan. 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 and international minutes sharing

Data inclusions and international minute inclusions for all Business First Voice Plans (other than Unlimited Max Speed Data Plans) that you purchase under the same account will be pooled and used by each user on a first-in-first-serve basis. If you have also purchased certain Business First Mobile Broadband Plans on same account, the data inclusions under those plans will also be added to this data pool. Data and international minute sharing is only available in Australia or when on \$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.

International (IDD) minutes

The international minutes are only available for use within Australia and in \$5 Roaming Eligible Countries, and can only be used to make standard international voice calls to the selected countries listed at www.tpgtelecom.com.au/business-solutions/mobility. You can also purchase Business First IDD Add-ons to increase the international minute inclusion on your plan, which will be billed monthly and remain active until cancelled. These international minutes will be available for all Business First services on your account.

Discount threshold

If you reach the discount threshold as noted in the table below, discounts will be applied to each plan's monthly minimum spend. All Business First Voice Plans and Business First Mobile Broadband Plans you have purchased on the same account will count towards the discount threshold, other than \$5 Business First Mobile Broadband Plans.

Discount Threshold (No. of plans)	Discount
1 to 50 plans	0%
51 to 200 plans	5%
201+ plans	15%

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 Voice Plans. This will allow you to use your plan inclusions (other than international call minutes) for an extra \$5 per day, per device, in Eligible Countries, as listed at vodafone.com.au/roaming . 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.
Premium Services	As a default, Premium Services (e.g. calling to enter a competition) are enabled on your account, and will incur additional costs on top of your monthly plan charge. Before using a Premium Service, always check the costs associated with this service. To opt-out or make a complaint, please contact PIPE Networks Customer Care. There is no charge to opt-out.
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 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 tpgtelecom.com.au/business-solutions/mobility
Broadband Education Package	To better understand broadband technologies and the factors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package website at www.commsalliance.com.au/BEP .
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 .

To view the full terms and conditions for this plan, please see the Business First Product Terms and the PIPE Networks Terms and Conditions on the PIPE Networks [Website](#). PIPE Networks [Legal contacts](#) | [Vocus](#) applies to any unreasonable use of plan inclusions.