

## 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 (ACN).

### 20GB Business First Voice Plan

| Minimum monthly spend              | \$35                                                             | \$32.50                                                                   | \$30                                                                   | \$27.50                                                                   |
|------------------------------------|------------------------------------------------------------------|---------------------------------------------------------------------------|------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Standard National SMS              | Unlimited                                                        |                                                                           |                                                                        |                                                                           |
| Standard National calls            | Unlimited                                                        |                                                                           |                                                                        |                                                                           |
| Max Speed Data Allowance           | 20GB<br><i>Thereafter, data speeds are slowed to up to 2Mbps</i> |                                                                           |                                                                        |                                                                           |
| Total minimum cost                 | \$35                                                             | \$390                                                                     | \$720                                                                  | \$990                                                                     |
| Early termination charge           | N/A                                                              | \$16.25 x remaining months on contract<br><i>Max fee payable is \$195</i> | \$15 x remaining months on contract<br><i>Max fee payable is \$360</i> | \$13.75 x remaining months on contract<br><i>Max fee payable is \$495</i> |
| Minimum term                       | 1 month                                                          | 12 months                                                                 | 24 months                                                              | 36 months                                                                 |
| Standard international voice calls | Zone 1 Countries: 100 minutes<br>Zone 2 Countries: 25 Mins       |                                                                           |                                                                        |                                                                           |

### 80GB Business First Voice Plan

| Minimum monthly spend              | \$45                                                             | \$42.50                                                                   | \$40                                                                   | \$37.50                                                                   |
|------------------------------------|------------------------------------------------------------------|---------------------------------------------------------------------------|------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Standard National SMS              | Unlimited                                                        |                                                                           |                                                                        |                                                                           |
| Standard National calls            | Unlimited                                                        |                                                                           |                                                                        |                                                                           |
| Max Speed Data Allowance           | 80GB<br><i>Thereafter, data speeds are slowed to up to 2Mbps</i> |                                                                           |                                                                        |                                                                           |
| Total minimum cost                 | \$45                                                             | \$510                                                                     | \$960                                                                  | \$1350                                                                    |
| Early termination charge           | N/A                                                              | \$21.25 x remaining months on contract<br><i>Max fee payable is \$255</i> | \$20 x remaining months on contract<br><i>Max fee payable is \$480</i> | \$18.75 x remaining months on contract<br><i>Max fee payable is \$675</i> |
| Minimum term                       | 1 month                                                          | 12 months                                                                 | 24 months                                                              | 36 months                                                                 |
| Standard international voice calls | Zone 1 Countries: Unlimited<br>Zone 2 Countries: 50 minutes      |                                                                           |                                                                        |                                                                           |

## 300GB Business First Voice Plan

| Minimum monthly spend              | \$60                                                              | \$57.50                                                                   | \$55                                                                      | \$52.50                                                                   |
|------------------------------------|-------------------------------------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Standard National SMS              | Unlimited                                                         |                                                                           |                                                                           |                                                                           |
| Standard National calls            | Unlimited                                                         |                                                                           |                                                                           |                                                                           |
| Max Speed Data Allowance           | 300GB<br><i>Thereafter, data speeds are slowed to up to 2Mbps</i> |                                                                           |                                                                           |                                                                           |
| Total minimum cost                 | \$60                                                              | \$690                                                                     | \$1320                                                                    | \$1890                                                                    |
| Early termination charge           | N/A                                                               | \$28.75 x remaining months on contract<br><i>Max fee payable is \$345</i> | \$27.50 x remaining months on contract<br><i>Max fee payable is \$660</i> | \$26.25 x remaining months on contract<br><i>Max fee payable is \$945</i> |
| Minimum term                       | 1 month                                                           | 12 months                                                                 | 24 months                                                                 | 36 months                                                                 |
| Standard international voice calls | Zone 1 Countries: Unlimited<br>Zone 2 Countries: 150 minutes      |                                                                           |                                                                           |                                                                           |

## Unlimited Max Speed Data Business First Voice Plan

| Minimum monthly spend              | \$85                                                         | \$82.50                                                                   | \$80                                                                   | \$77.50                                                                    |
|------------------------------------|--------------------------------------------------------------|---------------------------------------------------------------------------|------------------------------------------------------------------------|----------------------------------------------------------------------------|
| Standard National SMS              | Unlimited                                                    |                                                                           |                                                                        |                                                                            |
| Standard National calls            | Unlimited                                                    |                                                                           |                                                                        |                                                                            |
| Max Speed Data Allowance           | Unlimited                                                    |                                                                           |                                                                        |                                                                            |
| Total minimum cost                 | \$85                                                         | \$990                                                                     | \$1920                                                                 | \$2790                                                                     |
| Early termination charge           | N/A                                                          | \$41.25 x remaining months on contract<br><i>Max fee payable is \$495</i> | \$40 x remaining months on contract<br><i>Max fee payable is \$960</i> | \$38.75 x remaining months on contract<br><i>Max fee payable is \$1395</i> |
| Minimum term                       | 1 month                                                      | 12 months                                                                 | 24 months                                                              | 36 months                                                                  |
| Standard international voice calls | Zone 1 Countries: Unlimited<br>Zone 2 Countries: 300 minutes |                                                                           |                                                                        |                                                                            |

## 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 <a href="http://tpgtelecom.com.au/business-solutions/mobility">tpgtelecom.com.au/business-solutions/mobility</a> |
| Standard International voice minutes to Zone 2 Countries                                                                                                                                                                           | Visit <a href="http://tpgtelecom.com.au/business-solutions/mobility">tpgtelecom.com.au/business-solutions/mobility</a> |
| International video calling                                                                                                                                                                                                        | Visit <a href="http://tpgtelecom.com.au/business-solutions/mobility">tpgtelecom.com.au/business-solutions/mobility</a> |
| 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)*<br>*GST does not apply                                                                                                                                                                        | \$5/day to Eligible Countries (otherwise PAYG Rates apply).                                                            |
| International Roaming (PAYG Rates)*<br>*GST does not apply                                                                                                                                                                         | \$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)*<br>*GST does not apply                  | \$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                                                                                                     |
| Excess Data                                                                                                                                                                                                                        | After your Max Speed Data Allowance is exhausted, you will have access to data at speeds of up to 2Mbps.               |
|                                                                                                                                                                                                                                    | \$5/1GB data applies after your Max Speed Data Allowance is exhausted when using \$5 Roaming in Eligible Countries.    |
| SMS Delivery Report within Australia                                                                                                                                                                                               | 5c per message                                                                                                         |
| Unused allowances will expire each month at the end of your billing cycle. All inclusions are for use in Australia. Prices include GST unless otherwise specified. For details of all rates please see our <a href="#">website</a> |                                                                                                                        |

## 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) in Australia, 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.

### Tethering

Tethering is permitted to your own devices only (such as your laptop), but must not be used in a modem or as a substitute for an internet service. For more information, check out 'What you can do with 2Mbps' on our [website](#).

### Data and international minutes sharing

Data inclusions and international minute inclusions (other than any unlimited max speed data or IDD inclusions) for all Business First Voice 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 billing 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 Business First Data Add-ons to your plan, which will bill monthly and remain active until cancelled. You can purchase multiple Add-ons and Boosters. 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. All Add-ons and Boosters: pricing may change from time to time – see our website for current pricing.

| Pricing Add-ons and Booster                     | Allowance      | Price |
|-------------------------------------------------|----------------|-------|
| Business First Data Add-ons (recurring)         | 3GB            | \$15  |
|                                                 | 15G            | \$30  |
|                                                 | 50GB           | \$45  |
| Business First IDD Add-ons (recurring)          | 240mins Zone 1 | \$5   |
|                                                 | 60mins Zone 2  | \$10  |
| Business First Data Boosters (one-off purchase) | 3GB            | \$15  |
|                                                 | 15GB           | \$30  |
|                                                 | 50GB           | \$45  |

## 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](http://www.tpgtelecom.com.au/business-solutions/mobility). You can also purchase Business First IDD Add-ons to increase the international minute inclusion to share across plans on your account, which will be billed monthly and remain active until cancelled.

## 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 on the same account will count towards the discount threshold, other than \$5 Business First Mobile Broadband Plans.

| Discount Threshold (No. of plans) | Discount |
|-----------------------------------|----------|
| 6 to 9 plans                      | 0%       |
| 10 to 99 plans                    | 15%      |
| 100+ plans                        | 20%      |

## Other information

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Usage</b>                       | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Roaming</b>                     | \$5 Roaming is pre-activated on Business First Voice Plans. This will allow you to use your plan inclusions for an extra \$5 per day, per device, in Eligible Countries, as listed at <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a> . While using \$5 Roaming, if you use more than your included data allowance you'll automatically receive extra data in 1GB increments, each charged at \$5 (equivalent to \$0.005/MB). 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. |
| <b>Premium Services</b>            | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Bill</b>                        | You will receive your bill free via email, and you can access it at any time through the Customer Portal.<br><br>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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Coverage</b>                    | 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 <a href="http://tpgtelecom.com.au/business-solutions/mobility">tpgtelecom.com.au/business-solutions/mobility</a>                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Broadband Education Package</b> | 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 <a href="http://www.commsalliance.com.au/BEP">www.commsalliance.com.au/BEP</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>We're here to help</b>          | 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 <a href="http://tio.com.au">tio.com.au</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

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 [www.vocus.com.au/help-and-support/legal-contracts/pipe](http://www.vocus.com.au/help-and-support/legal-contracts/pipe). PIPE Networks [Legal contracts](#) | [Vocus](#) applies to any unreasonable use of plan inclusions.