

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 customers with an Australian Company Number (ACN) or Australian Business Number (ABN).

20GB Business First Voice Plan

Minimum Spend Amount (per month)	\$35	\$32.50	\$30	\$27.50
Standard National SMS	Unlimited			
Standard National calls	Unlimited			
Max Speed Data Allowance	20GB <i>Thereafter, data speeds are slowed to up to 2Mbps</i>			
Minimum Total Cost	\$35	\$390	\$720	\$990
Early Termination Charge	N/A	\$5.85 x remaining months on contract <i>Max fee payable is \$70.20</i>	\$5.40 x remaining months on contract <i>Max fee payable is \$129.60</i>	\$4.95 x remaining months on contract <i>Max fee payable is \$178.20</i>
Minimum Service Period	1 month	12 months	24 months	36 months
Standard international voice calls	Zone 1 Countries: 100 minutes Zone 2 Countries: 25 Mins			

80GB Business First Voice Plan

Minimum Spend Amount (per month)	\$45	\$42.50	\$40	\$37.50
Standard National SMS	Unlimited			
Standard National calls	Unlimited			
Max Speed Data Allowance	80GB <i>Thereafter, data speeds are slowed to up to 2Mbps</i>			
Minimum Total Cost	\$45	\$510	\$960	\$1350
Early Termination Charge	N/A	\$7.65 x remaining months on contract <i>Max fee payable is \$91.80</i>	\$7.20 x remaining months on contract <i>Max fee payable is \$172.80</i>	\$6.75 x remaining months on contract <i>Max fee payable is \$243</i>
Minimum Service Period	1 month	12 months	24 months	36 months
Standard international voice calls	Zone 1 Countries: Unlimited Zone 2 Countries: 50 minutes			

300GB Business First Voice Plan

Minimum Spend Amount (per month)	\$60	\$57.50	\$55	\$52.50
Standard National SMS	Unlimited			
Standard National calls	Unlimited			
Max Speed Data Allowance	300GB <i>Thereafter, data speeds are slowed to up to 2Mbps</i>			
Minimum Total Cost	\$60	\$690	\$1320	\$1890
Early Termination Charge	N/A	\$10.35 x remaining months on contract <i>Max fee payable is \$124.20</i>	\$9.90 x remaining months on contract <i>Max fee payable is \$237.60</i>	\$9.45 x remaining months on contract <i>Max fee payable is \$340.20</i>
Minimum Service Period	1 month	12 months	24 months	36 months
Standard international voice calls	Zone 1 Countries: Unlimited Zone 2 Countries: 150 minutes			

Unlimited Max Speed Data Business First Voice Plan

Minimum Spend Amount (per month)	\$85	\$82.50	\$80	\$77.50
Standard National SMS	Unlimited			
Standard National calls	Unlimited			
Max Speed Data Allowance	Unlimited			
Minimum Total Cost	\$85	\$990	\$1920	\$2790
Early Termination Charge	N/A	\$14.85 x remaining months on contract <i>Max fee payable is \$178.20</i>	\$14.40 x remaining months on contract <i>Max fee payable is \$345.60</i>	\$13.95 x remaining months on contract <i>Max fee payable is \$502.20</i>
Minimum Service Period	1 month	12 months	24 months	36 months
Standard international voice calls	Zone 1 Countries: Unlimited 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 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
International Roaming (\$5 Roaming)* *GST does not apply	\$5/day to Eligible Countries (otherwise PAYG Rates apply).
International Roaming (PAYG Rates)* *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)* *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. Our website contains further information about rates.	

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 to find out which phones you can purchase from us. Options to purchase a phone 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.

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 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 inclusions) for all Business First Voice Plans that are on the same account will be pooled and used by each user on a first-in-first-serve basis. If you have also purchased Business First Mobile Broadband Plans and/or Business First Tech Fund Plans on the same billing account, the data inclusions of those plans will also be added to this data pool. Data and international minute sharing is only available in Australia or when using \$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)	240 mins - Zone 1	\$5
	60 mins Zone 2	\$10
Business First Data Boosters (one-off purchase)	3GB	\$15
	15GB	\$30
	50GB	\$45

International (IDD) minutes

The international minute inclusions 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 inclusions to share across plans on your account, which will be billed monthly and remain active until cancelled.

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 for an extra \$5 per day, per device, in Eligible Countries, as listed at tpgtelecom.com.au/business-solutions/mobility . 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.
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 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 .

This is a summary only. The full legal terms are set out in the PIPE Networks General Terms and the Business First Product Terms available at www.vocus.com.au/help-and-support/legal-contracts/pipe, and the Business First Service Schedule attached to your Order. PIPE Networks [Legal contracts | Vocus](#) applies to any unreasonable use of your plan.