

PIPE Networks Messaging Services

Critical Information Summary

Service description

Messaging Services provide bulk messaging services for business, which allow you to send messages via an online portal or email. The Messaging Service APIs allow you to integrate with certain customer applications (additional charges may apply). Messaging Services are only available to business customers with a valid ACN.

Early Termination Charges

If the Messaging Service is cancelled before the end of the Minimum Service Period, then Early Termination Charges (**ETC**) apply. The ETC is calculated as 45% of the average monthly charges, multiplied by the number of months (or part thereof) remaining in the Minimum Service Period.

Plans and Pricing

Plans (ex GST, payable monthly)	\$50 Messaging Plan	\$90 Messaging Plan	\$250 Messaging Plan	\$400 Messaging Plan	\$700 Messaging Plan	\$3000 Messaging Plan
Minimum Service Period	12 months					
Included standard national SMS each month	500	1000	3000	5000	10000	50000
One off setup fee	\$25					
Default Monthly SMS messaging limit* (may be adjusted upon your request)	600	1200	3600	6000	12000	60000
Web Portal*	Included					
Email2SMS*						
REST API*						
24/7 Email & Chat Support						
Alpha tag (send from business name)						
Included Short Trackable Links (builtin URL shortener) (per SMS message*)	N/A	PAYG	PAYG	3300	6000	6000
Included Mobile Landing Pages (per SMS message*)	N/A	PAYG	1500	3300	6000	6000
Total minimum cost	\$625	\$1,105	\$3,025	\$4,825	\$8,425	\$36,025
Additional charges						
SMS to standard national numbers (for messages in excess of your plan's monthly inclusions*)	10c	9c	8.5c	8c	7c	6c
MMS to standard national numbers	39c					
SMS to international numbers (international sending may be restricted for certain jurisdictions*)	See current rates at support.messaging.tpgtelecom.com.au or by contacting your TPG Account Manager					
Optional add-on integrations	See current rates at support.messaging.tpgtelecom.com.au or by contacting your TPG Account Manager					
Mobile Landing Page Overage (per SMS)	N/A	10c				
Short Trackable Links (built-in URL shortener) Overage	N/A	2c				
Dedicated Standard National Number (displayed on each SMS sent)	\$29 per month					

Your unused messaging inclusions will expire each month at the end of your billing cycle. All prices exclude GST.

Feature descriptions

Alpha tag	An alphanumeric sender ID used to send one-way SMS.
Email2SMS	Text messages sent via email capability.
Mobile Landing Page	Custom built standalone webpages for mobile that recipients can click through.
Short Trackable Links	Automatically shortens URLs in text messages to 22 characters. Tracks which recipients click a link.
REST API	This API can integrate text messaging with certain applications.
Web Portal	The online portal to send text messages (among other functions) at messaging.tpgtelecom.com.au .

Other information

Internet services: You will require a suitable internet service in order to use Messaging Services and an email address if you want to send SMS via email. Internet services are not included in the Messaging Services.

International sending restrictions: Foreign laws and regulations may require us, our suppliers or interconnecting carriers to block or restrict sending messages to certain countries from time to time. Contact your account manager for further information.

SMS & MMS: Each SMS is generally charged in increments of up to 160 standard GSM characters, however where longer SMS require reassembly on delivery or where certain characters are used, additional SMS increments will be charged. MMS size limit is 410KB per message.

SMS messaging limit: To avoid bill shock, we automatically place the Default Monthly SMS messaging limit in your plan, however you can change this limit at any time by contacting us.

Service availability: We will endeavour to ensure the Messaging Service is available in accordance with the service levels described in the full terms, but we do not guarantee that the Messaging Service will operate free from faults, errors or interruptions.

Billing: Bills are issued each month by email. The monthly plan fee is payable in advance and any additional charges are billed in arrears. If you need help understanding your bill, you can contact us via telephone on 1800 959 291 (option 3, Monday to Friday, 9am – 5pm).

APIs: The Messaging Service may be configured to integrate with certain customer business applications. Contact us to find out more about what integrations are available.

Equipment: We do not provide any equipment in connection with the Messaging Services.

Usage information: For information about current usage levels log into the Messaging Services portal at messaging.tpgtelecom.com.au or contact us.

We're here to help

Support and complaints: Check out our online support section at support.messaging.tpgtelecom.com.au. Otherwise, call us on 1800 959 291 (option 2). If, after speaking with us, you aren't happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058, or head to www.tio.com.au

Full terms

This is a summary only. The full legal terms governing the Messaging Services are set out in the TPG Network General Terms, available at www.vocus.com.au/help-and-support/legal-contracts/pipe, and the Messaging Services Service Schedule attached to your Order.