

Critical Information Summary

BizPhone Business Phone System

Information about the Service

Service Description

TPG's BizPhone is a voice telephony service that is supplied over your internet service. The internet service may be supplied by TPG (for example, an IP-line connection) or by another service provider.

Requirements & Availability

BizPhone requires fixed broadband service and a wired Ethernet port. A BizPhone handset is required unless you are on the SoftPhone plan. Each BizPhone requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.

Included Features

BizPhone plans include handset rental (except for the SoftPhone plan), a direct-in-dial geographic number (DID number), unlimited standard local and national calls, unlimited standard calls to Australian mobiles as well as a range of included features such as voicemail-to-email, call waiting and others. Acceptable Use Policy applies to included calls. Optional extras and their prices are available at tpg.com.au/bizphone

Minimum Service Term

The BizPhone service is available on 0, 12 and 24 month contract terms.

Exclusions

BizPhone plans do not support 19/1900 number calls, fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features. BizPhone is not available for telemarketing, call centre function and similar uses.

Monthly and Once-Off Charges

TPG offers four main BizPhone plans, each with a standard monthly rental. Total minimum costs include \$9.95 handset delivery charge where applicable.

Plan Name	Setup Charge			Monthly Charge	Total Minimum Cost		
	0 Month Contract	12 Month Contract	24 Month Contract		0 Month Contract	12 Month Contract	24 Month Contract
SoftPhone (desktop app, no handset)	\$0	\$0	\$0	\$24.95	\$24.95	\$299.40	\$598.80
Standard (incl. Yealink T42G handset rental)	\$129	\$49	\$0	\$29.95	\$168.90	\$418.35	\$728.75
Cordless (incl. DECT W52P handset rental)	\$129	\$49	\$0	\$29.95	\$168.90	\$418.35	\$728.75
Premium (incl. Yealink T48G handset rental)	\$199	\$99	\$0	\$49.95	\$258.90	\$158.90	\$1208.75

Information is current as of 27/10/2016 and is subject to change without notice. All prices quoted include GST.

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Call Charges

Plan Name	Local Calls	Standard National Calls	Calls to Australian Mobile	International*	1300 & 13*
SoftPhone	Included	Included	Included	From 4c/minute	25.3c once off connection fee
Standard	Included	Included	Included	From 4c/minute	25.3c once off connection fee
Cordless	Included	Included	Included	From 4c/minute	25.3c once off connection fee
Premium	Included	Included	Included	From 4c/minute	25.3c once off connection fee

*Rates vary depending on destination and call type. See the list of standard pricing at tpg.com.au/bizphone

• **Flagfall is not charged on BizPhone service.**

Optional Equipment, User Software and Features

A selection of optional equipment, features and user software are available, such as headsets, Hunt Groups, Auto Attendants, Receptionist Application and more. Prices will depend on the options you select, see tpg.com.au/bizphone for more information.

Early Termination Charges

If you cancel the service before the end of your contract term (12 months or 24 months), Early Termination Fees (ETF) will apply.

Other Information

Customer Service

If you have questions regarding a new installation, existing service or your bill please call us on **1300 769 691**.

Complaints Handling

If you wish to make a complaint, please contact our specialist complaint resolutions team by email at:

customer_relations@tpgtelecom.com.au

ETF is calculated as the monthly charges multiplied by the balance of the contract period, capped at 6 months' worth if you are on a 12 month contract, or 12 months' worth if you are on a 24 month contract. If the handset is not returned within 30 days of your service ending, or is returned faulty, a fee of \$179 will apply to each Standard or Cordless handset, and \$339 for each Premium handset.

Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within TPG, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman either online at www.tio.com.au/about-us/contact-us or by phone on **1800 062 058**.

This is a summary only – the full legal terms for your service are contained in your agreement with TPG which is available at http://www.tpg.com.au/business/legal/TPG_Network_General_Terms.pdf