

Information about the Service

Service Description

TPG 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.

Availability

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

Minimum Term

The BizPhone service is available on no lock-in, 12 and 24 month contract terms.

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 including voicemail-to-email, call waiting and others. Acceptable Use Policy applies. Optional extras and their prices are available at www.tpg.com.au/small-business/bizphone

Exclusions

BizPhone plans do not support 19/1900 numbers 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.

Information about Pricing

Monthly and Once-off Charges

TPG offers four main BizPhone plans, each with a standard monthly rental. Total minimum costs include \$10 handset delivery charge where applicable.

Plan	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. Standard handset rental)	\$129	\$49	\$0	\$29.95	\$168.95	\$418.40	\$728.80
Cordless (incl. Cordless handset rental)	\$129	\$49	\$0	\$29.95	\$168.95	\$418.40	\$728.80
Premium (incl. Standard handset rental)	\$199	\$99	\$0	\$49.95	\$258.95	\$708.40	\$1208.80

Call Charges

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

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

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. 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.

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 www.tpg.com.au/small-business/bizphone for more information.

Other Information

Customer Service Guarantee Waiver

The standard Monthly Charge and Setup pricing stated in the Information about pricing section are based on new customers agreeing to waive the Customer Service Guarantee. You will need to agree to waive this guarantee before we can supply you a BizPhone service.

Customer Service

If you have questions regarding a new installation or existing service, please call **1300 358 070** for technical support and customer service.

Dispute Resolution

If you wish to make a complaint, please contact our specialist complaint resolutions team by email at: customer_relations@tpg.com.au

Further Options

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at www.tio.com.au/making-a-complaint

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

Further information: www.tpg.com.au/small-business/bizphone