

M

UNLIMITED

Data Usage

NBN12

11.1Mbps Basic typical business hours speed[#]

Wi-Fi Modem Included

Included Calls

| | |
|----------------|---------------|
| Local Calls | Pay As You Go |
| National Calls | Pay As You Go |
| 13/1300 Calls | Pay As You Go |
| Au Mobile | Pay As You Go |
| International | Pay As You Go |

Static IP Included

\$69⁹⁹

per month

18 month contract \$0 set-up Min charge \$1289.82
No lock-in contract \$99.95 setup - Min charge \$199.94

General: This offer is subject to availability and other conditions and may be withdrawn at any time. Please refer to 'Important Things You Need to Know' at the end of this brochure for further information.

Minimum total cost for NBN Bundle plans over contract term calculated as: $([\text{contract term} \times \text{\$(NBN Business Bundle Monthly Charge)}] + \text{setup} + \$20 \text{ Prepayment Outside Included Value} + \$10 \text{ Equipment Delivery Fee})$. Additional once off \$300 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development. Early termination fees apply to 18 month contract option.

#NBN Speeds: Typical Business Hours Download Speed is measured between 9am and 5pm. The actual speeds for the service may be slower and vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users and performance of interconnecting infrastructure not operated by TPG. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. For FTTH, FTTN and FTTC customers, we will inform you of your maximum line sync speed once available. If you are on a higher speed NBN plan, you have the option to downgrade to a lower speed plan without any penalties.

Voice Service Included Calls: Charges for calls are not included in the NBN M Business Bundle and will be charged at [listed TPG rates](#) on a 'pay as you go' basis and deducted from your Prepayment Outside Included Value. Calls to 19/1900 numbers are not supported.

Voice Service rates and features: Refer to 'TPG Voice Call Rates' and 'TPG Voice Features' sections further below for information about applicable call rates and features.

| L | XL | XXL |
|--|---|---|
| 500GB Peak / Off peak (250GB + 250GB) ¹ | UNLIMITED Data Usage | UNLIMITED Data Usage |
| NBN100 90.7Mbps Premium typical business hours speed [#] | NBN100 90.7Mbps Premium typical business hours speed [#] | NBN100 90.7Mbps Premium typical business hours speed [#] |
| Wi-Fi Modem Included | Wi-Fi Modem Included | Wi-Fi Modem Included |
| Included Calls | Included Calls | Included Calls |
| Local Calls Unlimited National Calls Unlimited 13/1300 Calls Pay As You Go Au Mobile Pay As You Go International Pay As You Go | Local Calls Unlimited National Calls Unlimited 13/1300 Calls Pay As You Go Au Mobile Pay As You Go International Pay As You Go | Local Calls Unlimited National Calls Unlimited 13/1300 Calls Pay As You Go Au Mobile Unlimited International Pay As You Go |
| Static IP Included | Static IP Included | Static IP Included |
| \$99⁹⁹ per month 18 month contract \$0 setup - Min charge \$1829.82 No lock-in contract \$99.95 setup - Min charge \$229.94 | \$109⁹⁹ per month 18 month contract \$0 setup - Min charge \$2009.82 No lock-in contract \$99.95 setup - Min charge \$239.94 | \$119⁹⁹ per month 18 month contract \$0 setup - Min charge \$2189.82 No lock-in contract \$99.95 setup - Min charge \$249.94 |

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¹Monthly Usage Quota: 1GB (Gigabyte) = 1000 MB (Megabyte). Unused usage quota forfeited each month. Data allowance consists of peak (8:30am - 2:30am) and off peak (2:30am - 8:30am) monthly usage quota. Speed will be shaped to 128Kbps/128Kbps for the period in which the monthly usage quota has been exceeded (peak and/or off peak). Downloads and uploads counted. TPG may, on giving you 7 days notice by email, adjust the start/finish (but not the length) of peak/off peak times.

Minimum total cost for NBN Bundle plans over contract term calculated as: [(contract term x \$(NBN Business Bundle Monthly Charge)] + setup + \$20 Prepayment Outside Included Value + \$10 Equipment Delivery Fee). Early termination fees apply to 18 month contract option. Additional once off \$300 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.

#NBN Speeds: Typical Business Hours Download Speed is measured between 9am and 5pm. The actual speeds for the service may be slower and vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users and performance of interconnecting infrastructure not operated by TPG. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. For FTTB, FTTN and FTTC customers, we will inform you of your maximum line sync speed once available. If you are on a higher speed NBN plan, you have the option to downgrade to a lower speed plan without any penalties.

Voice Service Included Calls (NBN L Bundle): The NBN L Business Bundle allows you to make unlimited Local Calls and unlimited Standard National Calls to Landlines, excluding 13/1300 Calls. Calls to 19/1900 numbers are not supported. Charges for calls made that are not included in the bundle (e.g. calls to 13/1300, AU Mobile numbers and Directory Services) will be charged at [listed TPG rates](#) by deducting usage charges from your Prepayment Outside Included Value.

Voice Service Included Calls (NBN XL Bundle): The NBN XL Business Bundle allows you to make unlimited Local Calls and unlimited Standard National Calls to Landlines, excluding 13/1300 Calls. Calls to 19/1900 numbers are not supported. Charges for calls made that are not included in the bundle (e.g. calls to 13/1300, AU Mobile numbers and Directory Services) will be charged at [listed TPG rates](#) by deducting usage charges from your Prepayment Outside Included Value.

Voice Service Included Calls (NBN XXL Bundle): The NBN XXL Business Bundle allows you to make unlimited Local Calls, unlimited Standard National Calls to Landlines (excluding 13/1300 Calls) and unlimited calls to Standard Australian Mobiles. Calls to 19/1900 numbers are not supported. Charges for calls made that are not included in the bundle (e.g. calls to 13/1300 and Directory Services) will be charged at [listed TPG rates](#) by deducting usage charges from your Prepayment Outside Included Value.

Voice Service rates and features: Refer to 'TPG Voice Call Rates' and 'TPG Voice Features' sections further below for information about applicable call rates and features.

TPG Voice Call Rates

| Services | Rate |
|-----------------------------|---|
| Local Calls | 25¢ per call |
| National Calls | 25¢ per minute [^] (plus 39¢ call connection) |
| National Cap | Capped at \$2 up to 20 minutes per call per minute National Call rates thereafter [^] |
| Mobile Calls | 39¢ per minute [^] (plus 39¢ call connection) |
| Mobile Cap | Capped at \$2.48 up to 20 minutes per call per minute Mobile Call rates thereafter [^] |
| International Calls | Check website http://www.tpg.com.au/nbn-business/international-callrates (39¢ call connection applies) |
| 13/1300 Calls | 30¢ per call |
| 18/1800 Calls | Free |
| 19/1900 Calls | Not Supported |
| Directory Assistance - 1223 | \$1.10 per call |
| Speaking Clock - 1194 | 40¢ per call |
| TPG 1300 365 313 | Free |

[^] Charged per 30 second block or part thereof.

TPG Voice Features

| Features & Services | Description | Rate |
|-------------------------------|---|--|
| Call Barring | Allows you to restrict certain call types that can be dialled from your Voice Service | Free |
| Number Display / Number Block | Select whether you would like your caller identity blocked or displayed when calling other parties | Free |
| Call Waiting | Notifies you of an incoming call on your Voice Service while you are already on a call. You can place your call on hold to answer the incoming call | Free |
| Call Forwarding | Allows you to divert calls from your Voice number to a different number | Standard call rates apply to forwarded calls |
| Caller ID | Allows you to see the phone number of the person calling you on your Voice service (only applicable on phones that supports caller ID) | Free |

Please refer to 'Important Things You Need to Know' at the end of this brochure for further information about the TPG Voice service.

Important Things You Need to Know

Critical Information Summary (CIS): The CIS sets out the important information you need to know about a TPG service. You can review the CIS for your selected NBN Bundle plan at www.tpg.com.au/terms_conditions/CIS.

CSG: All plans set out in this brochure are subject to you agreeing to waive the Customer Service Guarantee (CSG). For more information please contact TPG Business Solutions Team on **1300 365 313**.

Availability: Only available in selected coverage areas. Please use the address checker on TPG website to check the availability in your area. Further availability checks will be conducted upon registration.

Backup Power Service (FTTP): NBN services require a backup battery unit to keep power going to your NBN Network Termination Device in the event of a power outage so that some elements of your telephone service can continue to operate for an estimated period of time of about 5 hours during the power outage. TPG NBN service does not include the supply of a backup battery unit. This means during a power outage, you will not be able to make or receive any calls, including calls to emergency services. Please ensure that you have an alternative method to make calls such as a mobile phone.

TPG Voice Service Special Note:

- TPG Voice Service is delivered using voice over Internet Protocol (VoIP). Voice Service supports fax to national numbers in the Telstra, Optus, AAPT and Primus PSTN network. Fax to international numbers is not reliable and VoIP based fax is not supported. This plan does not support the Priority Assistance Scheme.
- Voice Service does not support old dial up technology devices with built in modems such as EFTPOS, Back to Base Alarms and Foxtel Program purchase. These devices have been replaced by Internet Protocol (IP) enabled devices and many TPG customers are able to use EFTPOS, Back to Base alarms and Foxtel Program purchase through the internet provided that their devices are IP enabled. For further details on IP enabled devices contact your device supplier. TPG Voice Service also does not support analogue modems, Priority Assistance Scheme, calls to 19/1900, 0500 numbers and Universal International Freephone Numbers (UIFN).
- Voice Service requires a broadband connection and power to the Wi-Fi modem router supplied by TPG. If there is a broadband connection outage in your premises due to power or other faults, the Voice Service will not work and you cannot make phone calls including "000" emergency calls.
- Once an NBN Broadband with Voice bundle plan is purchased, you cannot separately cancel either component (NBN Broadband or Voice Service). Cancellation will cease both services. You cannot purchase either TPG NBN Broadband or a Voice Service as a standalone service.

TPG Voice Number: At registration time, you can choose to port your existing number to TPG or have TPG supply a Direct Inward Dial Number (DID) for use with the Digital Voice Service. This number will be allocated to you based on the address which you provide us at the time of registration. TPG will make use of your number as a reference point to charge for local calls. TPG will use its best endeavours to supply the Integrated Public Number Database (IPND) with your address details for the purpose of emergency services (000) calling.

Number Porting: You can port (transfer) your phone number from Telstra, Optus, AAPT, Primus or Powertel to TPG. We may not be able to port your number in all circumstances, including where you fail to provide correct account details, or as a result of contractual obligations with your existing provider. If you are porting your number to TPG, inbound calling to your number will not commence until porting is complete which will take a further 1 to 5 business days.

Installation: After you have submitted your order, TPG will confirm if an installation appointment is needed. If an installation appointment is needed, TPG will organise this and contact you with the appointment details. You or an authorised person over 18 years of age will be required to be at the premises on the day of the appointment. For more information, please click here.

Prepayment Outside Included Value: All TPG services are prepaid. You must pay the monthly recurring charges in advance. In addition, you must make a prepayment for usage that is not within the included value (if any) for the plan that you have acquired. Your initial prepayment will be \$20. After registration, you may nominate how much you wish to prepay but the minimum prepayment is \$20. The prepayment will be debited from your nominated bank account or credit card. By acquiring and continuing to use the service, you agree to an automatic top up of your prepayment. The top up will occur when the amount of prepayment falls to below \$10. When that happens, TPG will debit a sufficient amount from your bank account/credit card to restore your nominated prepayment amount. If your usage is high, this can occur more than once per month. You authorise TPG to make such debits to your account/credit card. If you do not exceed the Included Value and do not incur any charges that are excluded from your plan, there will be no automatic top-ups. We will send you messages about your usage and the debits during the month. Your service will become inactive if our attempts to debit credit card/bank account to top up your prepayment are unsuccessful. If you do not use the prepayment, it will be forfeited to us when you cancel the service. You agree that no bill will be provided for this service and that direct debiting of your account or charge to your credit card may occur notwithstanding that no bill is provided and that it may occur even though you may not have had the opportunity to check charges at least 10 working days before the debit.

Payment: Monthly access charges are billed monthly in advance. Payment options are Direct Debit or Credit Card.

IP Address: NBN Business plans come with Static IP address

Wi-Fi Modem Included: A 4 Port Wi-Fi Modem is included in your NBN Business Bundle. \$10 Delivery fee applies if equipment is not collected from TPG's Head Office.

Additional Pricing: Visit TPG website www.tpg.com.au/nbn/additional-pricing for NBN Business Bundle additional pricing (Moving Home, Cancellation, etc).

Collection Notice: During your application for a TPG service, you provided personal information to TPG Internet Pty Ltd. We collect your personal information to enable us to supply, support, bill and otherwise manage services that you (or a person/company with whom you are associated) acquire or wish to acquire. Without your personal information we will not be able to supply those services. The personal information you provide by completing these fields will not usually be disclosed to anyone else. Our privacy policy contains information about how we may use your personal information, how you may access your personal information and seek correction of such information as well as how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint. www.tpg.com.au/about/privacy.

Standard Terms & Conditions: www.tpg.com.au/terms_conditions/standard

Service Description & Terms - NBN: www.tpg.com.au/terms_conditions/nbn

Service Description & Terms - TPG Voice: www.tpg.com.au/terms_conditions/tpg_voice

WHY PAY MORE?

tpg.com.au 1300 365 313

Pricing information is correct as at September 2019. TPG Internet Pty Ltd ABN 15 068 383 737.