Information about the Service

Service Description

TPG Fibre1000 with ISDN30/SIP30 service is a SIP Trunking solution that allows customers with an IP enabled PBX or SIP Gateway device to connect to TPG using a Fibre1000 connection (subject to Service Qualification) and have their telephony traffic carried via IP. Fibre1000 is a cost effective, yet flexible fibre-optic connectivity for business, offering symmetric 1000Mbps fibre connectivity from more than 2,000 buildings nationally to the TPG national business backbone with enterprise-grade capability.

Minimum Service Term

ISDN/SIP Voice with Fibre1000 is available on a minimum 36-month contract term.

Early Termination Charges

If you cancel the service before the end of your contract term, Early Termination Fees (ETF) will apply. You are required to pay 85% of the remaining contract value.

Information about the Pricing

Monthly and Once-Off Charges

TPG offers ISDN30/SIP30 with Fibre1000 Unlimited Internet service. Charges below.

	Setup Charge	Monthly Charge	Total Minimum Cost (36-month contract)
Fibre1000 with SIP30	$0	$799 + $79.90 GST	$31,640.40 incl. GST
Fibre1000 with ISDN30	$999 + $99.90 GST	$799 + $79.90 GST	$32,739.30 incl. GST

Call Charges

Call Type	Local Calls	Standard National Calls	Calls to Australian Mobile	International*	1300 & 13 Calls
PAYG Call Rates (incl. GST)	6.60c / call	5.50c / call	14.30c / min	From 2.80c / min	25.3 c / min

*Rates vary depending on destination and call type.
See the list of standard pricing at: https://www.tpg.com.au/business-products/bundle/fibre1000-isdn-sip.
Flagfall is not charged on TPG ISDN/SIP voice service.

Requirements and Availability

The number of concurrent sessions that can be made on the ISDN/SIP Voice service is limited to both the number of sessions and the access capacity. Each switched voice call requires 100Kbps of bandwidth, i.e. for 30 concurrent sessions, you would require 3Mb of bandwidth.

Supported Features

TPG ISDN30/SIP30 with Fibre1000 service supports a number of features including: Direct in Dial number ranges, Calling Line ID Presentation and Restriction, Extension Level Billing and more.

Exclusions

TPG ISDN/SIP Voice service does 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. TPG ISDN/SIP Voice is not available for telemarketing, call centre function and similar uses.

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**

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.