

Product Terms

TPG Telecom Business First Products

A. PRODUCTS AND TERMS

Which Business First Products are available?

1. These Product Terms apply to the Business First suite of Mobile Services products, including:
 - a. Business First Voice Plans;
 - b. Business First Mobile Broadband Plans;
 - c. Business First Data Add-ons;
 - d. Business First IDD Add-ons;
 - e. Business First Data Boosters; and
 - f. associated products described in these Product Terms from time to time, such as \$5 Roaming, and Mobile Payment Plans (**MPP**),(each, a **Business First Product**).

What terms apply to my Business First Product?

2. In addition to these Product Terms and the Critical Information Summaries applicable to Business First Products, Business First Products are subject to other terms comprised in your Agreement with us, including:
 - a. the terms comprised in or referenced in your Order (including any additional Product Terms referenced in such Order);
 - b. the terms contained in the Service Schedule for Mobile Services; and
 - c. the terms contained in:
 - A. if you have executed a Master Services Agreement with us, that Master Services Agreement; or
 - B. otherwise, the TPG Network General Terms and Conditions set out on the TPG Website at www.tpg.com.au/business/legal,(the **General Terms**).
3. Any capitalised terms that are not defined in these Product Terms will have the meaning given in the other parts of the Agreement referenced above.

B. IMPORTANT THINGS YOU NEED TO KNOW

Minimum Service Period and activation

1. Some Business First Products have a Minimum Service Period. If your Business First Product is terminated before the end of this term, you may be required to pay certain Charges, such as an Early Termination Charge or the remainder of fees payable for any Device supplied under an MPP. Depending on the Product, such additional fees may be in addition to the Charges payable in connection with your use of Services (e.g. call, data or service costs).
2. Unless otherwise specified in your Order, the Early Termination Charges are those set out in the pricing table below for your Business First Product in these Product Terms.
3. Activation of your Business First Product may occur on or after the date that we accept your Order. The Minimum Service Period commences on the Service Commencement Date.

Availability

4. Business First Products are only available to credit approved customers with an ACN.
5. Certain Business First Products are only available to customers who are and who remain connected to a valid Business First Voice Plan or Business First Mobile Broadband Plan, such as:
 - a. the Business First Max Speed Data Add-on;
 - b. Business First Max Speed Data Boosters; and
 - c. the Business First IDD Add-Ons,
 as detailed further in Part D of these Product Terms.

Rates and charges

6. Details of the Rates and Charges, including any applicable Minimum Spend Amount which apply to Business First Products are contained in Part C of these Product Terms, or otherwise in your Agreement with TPG. To avoid doubt, the minimum total cost over the Minimum Service Period is calculated by multiplying the monthly Minimum Spend Amount by the number of months in the Minimum Service Period (**Total Minimum Cost**).
7. The features that are included or excluded in Business First Products vary and depend on which specific Business First Plan you order. If a feature is included in the relevant product it is described as being included in that product's "**Plan Allowance**".
8. If your usage of a Business First Product exceeds any part of your Plan Allowance, or you use a service that is not payable from your Plan Allowance, you will be charged an amount additional to your Minimum Spend Amount.
9. Unless otherwise stated, if you do not use all of your included Plan Allowance in any month, the remaining Plan Allowance is forfeited, is not refundable, and will not carry over into any subsequent month.
10. For additional detail on the Plan Allowances for specific Business First Products, please refer to:
 - a. Part C of these Product Terms, in respect of Business First Voice Plan and Business First Mobile Broadband Plan products; and
 - b. Part D of these Product Terms, in respect of Business First Data Add-on, Business First IDD Add-on Plan and Business First Data Booster products.

Billing

11. In your first bill for a Business First Product, you will be charged the Minimum Spend Amount for the following month.

12. You may choose to purchase additional Business First Products from time to time, the Charges for which will be applied to your bill.
13. If the Service Commencement Date for a newly connected Business First Product occurs mid-way through your billing cycle, you will not be charged the Minimum Spend Amount (or any prorated part thereof) for the period prior to the commencement of your next billing cycle in your next invoice. However, at the time when that Business First Product expires mid-way through a billing cycle, you will be charged for the full month to which the billing cycle relates.

Data speeds

14. The Plan Allowances for most Business First Voice Plan and Business First Mobile Broadband Plan products include an allowance (**Max Speed Data Allowance**) of data at the fastest speed the Vodafone network can deliver to your phone or tablet at the time and place you are using data (**Max Speed Data**). Some Business First Voice Plan and Business First Mobile Broadband Plan products do not impose a Max Speed Data Allowance (**Unlimited Max Speed Data Plans**), but you should be aware that the Fair Use Policy will still apply to your use of data on such products.
15. Other than in respect of Unlimited Max Speed Data Plans, once the Max Speed Data Allowance has been exhausted, then you will have access to data at capped speeds, which vary depending on your specific plan as described in Parts C and D of these Product Terms (**Speed Cap**). An explanation of what you can expect to be able to do at these different speeds is available at www.tpgtelecom.com.au/business-solutions/mobility <http://www.vodafone.com.au/support/plans/speed-guide>
16. All indicated data speeds are "up to" speeds and the actual speeds you experience may vary depending on factors such as Device capabilities, location, environmental factors, network congestion, network coverage and if you are roaming.

Data usage

17. For Business First Products that provide data access, data usage is determined by measuring the amount of data used in each data session. Each data session has a beginning and an end. Data sessions start when you begin internet activity, either directly or indirectly on your Device, and ends when your data connection is lost.
18. Data connections are lost when you turn your Device off, switch to flight mode, when you lose network reception, or when your Device has not sent or received data for a period of time.
19. Internet activity can be direct or indirect. Direct internet activity is when you prompt your Device to send or receive data from the internet, for example when you send an email. Indirect internet activity is when your Device or mobile applications are set up to send or receive data from the internet, for example email notifications via Gmail, notification of Tweets or Facebook posts which mention you and software or weather updates.
20. Unless otherwise stated, data usage is counted in per kilobyte blocks and measured as the sum of both data you send (upload) and receive (download). When using data services, some internet services, including web sites and email, may not be accessible.
21. For the purpose of counting data usage, a Gigabyte is considered as 1,024,000 kilobytes.
22. Subject to your rights under the *Competition and Consumer Act 2010* (Cth) (including the Australian Consumer Law) or other relevant legislation, TPG does not make any warranty regarding any software or data provided or available to you in connection with data services, including with respect to how that software or data operates on your device or interacts with applications.

International Roaming

23. By purchasing a Business First Product, you accept the International Mobile Roaming terms and conditions,

which are available at www.tpgtelecom.com.au/business-solutions/mobility.

24. All Business First Voice Plan products and Business First Mobile Broadband Plan products are pre-activated for \$5 Roaming. This means that unless you opt-out of \$5 Roaming, individual connections on such Business First Product accounts can access your Plan Allowance while overseas if they are roaming in the eligible countries listed at www.tpgtelecom.com.au/business-solutions/mobility as may be amended from time to time (**Eligible Countries**).
25. However, Business First Mobile Broadband Plan products:
 - a. may only access the Included Data component of any shared inclusions under the Plan Allowance (as further described in Part C of these Product Terms). All other Plan Allowance inclusions for Business First Mobile Broadband Plan products are not shareable while roaming; and
 - b. other than Unlimited Max Speed Data Plans, are subject to a \$5/GB overage charge where the Max Speed Data Allowance has been exhausted while roaming, including to avoid doubt, where the Max Speed Data Allowance has been exhausted by Devices using Included Data that are not roaming.
26. If you make or receive a call, send an SMS or MMS, or use data in an Eligible Country on any given day, we will apply the \$5 daily charge to your account. For details on the daily charge please go to www.tpgtelecom.com.au/business-solutions/mobility.
27. \$5 Roaming is limited to a maximum usage of 90 days per calendar year, per connection. We may remove \$5 Roaming from your Service if you do not comply with this condition.
28. You may opt-out of or opt-into \$5 Roaming at any time by contacting TPG Telecom Customer Care or via the Customer Portal.
29. If you have opted-out of \$5 Roaming, or if you are still opted-in but are roaming in a country which is not eligible for \$5 Roaming, you will be charged according to Pay-As-You-Go Traveler rates as set out in Part C of these Product Terms, unless you elect to disable international Roaming Services, in which case we will cease providing you with international Roaming Services.

Purchasing Devices

30. Devices may be purchased in one of two ways:
 - a. an outright purchase where the full cost of the Devices is invoiced and you pay in full prior to dispatch of the Devices to the nominated Delivery Location; or
 - b. using a Mobile Payment Plan, under which you can pay for the Device in instalments over 12, 24 or 36 months (**MPP Term**).
31. Outright Device purchases and Device purchases using a Mobile Payment Plan are available to all customers regardless of the contract tenure or number of connections on your billing account.
32. By purchasing a Device using a Mobile Payment Plan, you acknowledge and agree that:
 - a. MPPs enable eligible Devices to be paid for in equal instalments over the applicable MPP Term at the Charges notified by TPG from time to time;
 - b. MPP instalment amounts are fixed and cannot be changed once ordered (unless you elect to pay your total remaining balance in full in one instalment);
 - c. eligible Devices are shown in the TPG ordering portal and availability may vary from time to time based on stock levels or other factors;
 - d. each MPP is an individual service that is separate to your other Business First Products, and accordingly, the MPP instalment Charges are in addition to any other Charges for other Business First Products, and the cancellation of:

- A. any of your other Business First Products will not affect your MPP; or
- B. your MPP will not affect your other Business First Products; and
- e. you are responsible for continuing to pay all MPP instalment amounts where the purchased Device is lost or stolen; and
- f. if your MPP is cancelled or terminated for any reason prior to the expiry of the MPP Term, 100% of the remaining MPP instalments will become payable, and such Charges will be applied to your next invoice.

Factors affecting availability and performance

- 33. Network coverage and many other factors may affect the availability and performance of certain Business First Products.
- 34. You acknowledge that:
 - a. Business First Products use the Vodafone mobile network;
 - b. certain Business First Products are only available if used in conjunction with a compatible mobile or other Device and if in a compatible Mobile Service Area;
 - c. not all Devices are compatible with all technologies within our Network;
 - d. actual speeds you receive is dependent on a number of factors, including Device capabilities, location, environmental factors, network coverage and network congestion; and
 - e. it is your responsibility to satisfy yourself that our Mobile Service Areas meet your needs, which are available through the Customer Portal prior to entering an Order.

C. BUSINESS FIRST VOICE PLAN AND BUSINESS FIRST MOBILE BROADBAND PLAN PRODUCTS

This Part C sets out terms which relate specifically to Business First Voice Plans and Business First Mobile Broadband Plans, including pricing and details of the inclusions and exclusions in the Plan Allowance for each product.

Data Sharing

1. Subject to the following sections, if you have more than one Business First Voice Plan product or Business First Mobile Broadband Plan products on the same billing account, the included data and Max Speed Data Allowances automatically combine into one data pool (**Included Data**) which can be shared by all devices connected on Business First Voice Plans or Business First Mobile Broadband Plans on that account (**Data Sharing**).
2. Data Sharing is only available within Australia and, for all Business First Voice Plan services and Business First Mobile Broadband Plans, in \$5 Roaming Eligible Countries (provided you have not opted-out of \$5 Roaming).
3. Unlimited Max Speed Data Plans are excluded from Data Sharing with any other Business First Products.
4. If you do not want Data Sharing between your Business First Voice Plan and Business First Mobile Broadband Plan products, each such product will need to be on a separate billing account. If you purchase any Business First Data Add-On or Booster products, the data included with those Add-Ons or Booster will also be added to Included Data for the respective billing account.

International minutes sharing

5. Subject to the following sections, if you have more than one Business First Voice Plan on the same billing account, any included International Minutes Allowance (if applicable to your Business First Voice Plan product) and any standard international voice minutes included with any Business First International Add-On products connected to your account will combine into like-for-like International Minutes Allowance pools.
6. For example, the Zone 1 International Minutes Allowance included in your Business First Voice Plan (if any) would combine with the Zone 1 international voice minutes purchased with any Business First International Add-On Products, which can then be shared between all Devices connected to Business First Voice Plans on that account.
7. International Minutes Allowance sharing is only available within Australia and, for all Business First Voice Plan services, in \$5 Roaming Eligible Countries (provided you have not opted-out of \$5 Roaming).
8. Business First Mobile Broadband Plan products are not eligible to share International Minutes Allowance pools because these features are not available for these connections.
9. Business First Voice Plan products with unlimited International Minutes Allowance cannot share international minutes with any other Business First Products.
10. If you do not want to share international minutes between your Business First Voice Plan products, each such product will need to be on a separate billing account.

Changing To Other Business Plans

11. Subject to the restrictions noted in the following sections, you may change from one Business First Voice Plan product to another one once per monthly billing period through the self-serve functionality made available on the Customer Portal. Any such change is subject to you agreeing to the terms and conditions of the new Business First Voice Plan product. Any credit or other benefits from your existing Business First Product will be forfeited unless otherwise advised.
12. Restrictions may apply to changes to certain Business First Voice Plans, as may be set out in this Agreement

or as we notify you from time to time.

13. If you change to a less expensive Business First Voice Plan product or to a month-to-month product, you may incur Charges applicable to early termination as set out in this Agreement, including any applicable Early Termination Charge.
14. Any change in the ordered Business First Products will take effect from the start of your next monthly billing period. Contact TPG Telecom Customer Care for more information.

\$5 Business First Mobile Broadband Plan

15. The \$5 Business First Mobile Broadband products:
 - a. do not include any data allowance or any other call or service allowances of any type;
 - b. are used to enable a user to access, via a compatible mobile broadband Device, the Included Data in the Plan Allowance of the Business First Voice Plan and Business First Data Add-on products (if any) connected to the same account; and
 - c. do not count towards the Tiered Discounting levels.
16. If you use your \$5 Business First Mobile Broadband product for services other than accessing Included Data, or if you continue to use data once the Included Data amount on the account is exhausted, additional Charges will apply in accordance with the Rates specified in this Agreement.
17. Cancellation of your \$5 Business First Mobile Broadband month-to-month plan will take effect from the end of the month on which you tell us that you want to stop receiving that product. You will be billed until the end of that month.

Business First Voice Plans – commercial terms and data inclusions

18. The below table sets out the commercial terms and the data included in the Plan Allowance for each Business First Voice Plan:

Minimum Service Period	Minimum Spend Amount (incl. GST)	Total Minimum Cost (incl. GST)	Early Termination Charge	Max Speed Data Allowance	Speed Cap	Standard calls to International numbers
40GB Max Speed Data Business First Voice Plan						
Month to month	\$45	N/A	N/A	40GB	Up to 2 Mbps	Zone 1: 100 min Zone 2: N/A
12 months	\$40	\$480	\$20 x remaining months on contract	40GB	Up to 2 Mbps	Zone 1: 100 min Zone 2: N/A
24 months	\$30	\$720	\$15 x remaining months on contract	40GB	Up to 2 Mbps	Zone 1: 100 min Zone 2: N/A
36 months	\$28	\$1008	\$14 x remaining months on contract	40GB	Up to 2 Mbps	Zone 1: 100 min Zone 2: N/A
100GB Max Speed Data Business First Voice Plan						
Month to month	\$65	N/A	N/A	100GB	Up to 10 Mbps	Zone 1: 1,000 min Zone 2: 200

Minimum Service Period	Minimum Spend Amount (incl. GST)	Total Minimum Cost (incl. GST)	Early Termination Charge	Max Speed Data Allowance	Speed Cap	Standard calls to International numbers
						mins
12 months	\$60	\$720	\$30 x remaining months on contract	100GB	10 Mbps	Zone 1: 1,000 min Zone 2: 200 mins
24 months	\$45	\$1080	\$22.50 x remaining months on contract	100GB	10 Mbps	Zone 1: 1,000 min Zone 2: 200 mins
36 months	\$42	\$1512	\$21 x remaining months on contract	100GB	10 Mbps	Zone 1: 1,000 min Zone 2: 200 mins
Unlimited Max Speed Data Business First Voice Plan						
Month to month	\$85	N/A	N/A	Unlimited	No cap	Zone 1: Unlimited Zone 2: 300 mins
12 months	\$80	\$960	\$40 x remaining months on contract	Unlimited	No cap	Zone 1: Unlimited Zone 2: 300 mins
24 months	\$60	\$1440	\$30 x remaining months on contract	Unlimited	No cap	Zone 1: Unlimited Zone 2: 300 mins
36 months	\$56	\$2016	\$28 x remaining months on contract	Unlimited	No cap	Zone 1: Unlimited Zone 2: 300 mins

Business First Voice Plans – inclusions (other than data) and pay-as-you-go rates

19. The below table sets out features that are available to all Business First Voice Plans, and either the Plan Allowance included in the plan or the additional amount you will be charged for those services if you use them. Data inclusions are not included in this table because they are set out in the table above.
20. If the service Rate is stated to be “Unlimited”, you will not be charged any additional amount for use of that service. If a service is included in a Plan Allowance and you exhaust all of your included amount, or if you use a service that is not included in a Plan Allowance, you will be charged an additional amount for the services you use at the Rates specified in the below table:

Feature	Rate
Voicemail deposits and retrieval	Unlimited
Standard National voice and video minutes	
Standard National and International SMS	

Feature	Rate
Standard National and International MMS (text, pic, video and audio)	
Standard National calls to 13 and 18 numbers	
Standard National calls to other 1800 numbers	
Standard National re-routed calls (excludes SMSs or MMSs that are re-routed by a third party and/or re-route to an international destination or to a premium number or service)	
Calls to TPG Telecom Customer Care line	
Standard International voice minutes to Zone 1 Countries	The Rates specified on Our Website from time to time
Standard International voice minutes to Zone 2 Countries	The Rates specified on Our Website from time to time
International video calling	The Rates specified on Our Website from time to time
Calls to National and International directory assistance (1223 and 1225)	\$1.50 connection fee + \$0.95/min
Calls to Ask Anything (123)	\$3.10 connection fee + \$1.30/min
Premium numbers and services (e.g. 1900 numbers, and competitions)	This will vary based on service used
International Roaming (\$5 Roaming)	\$5/day to Eligible Countries (otherwise PAYG Rates apply).
International Roaming (PAYG Rates)	\$1 per 60 seconds to make and receive calls.
	\$0.75 per standard text message sent, per recipient. No charge to receive SMS.
	\$0.75 per MMS message sent, per recipient. No charge to receive MMS.
	\$1.00 per MB data.
Maritime Roaming (Maritime Roaming rates may apply on a cruise, even if it's only around Australia. On selected cruise ships, customers can make calls, send text messages, and use data)	\$5 per 60 seconds to make and receive calls.
	\$0.75 per standard text message sent, per recipient. No charge to receive SMS.
	\$1.00 per MB data
Data Overage	After the Max Speed Data Allowance is exhausted from the Included Data, then you will have access to data at speeds of up to 2Mbps or 10Mbps depending on your plan.
	\$5/GB for any data overage applies after the Max Speed Data Allowance is exhausted when roaming on \$5 Roaming in Eligible Countries.
SMS Delivery Report within Australia	5c per message

Business First Mobile Broadband Plans – commercial terms and data inclusions

21. The below table sets out the commercial terms and the data included in the Plan Allowance for each Business First Mobile Broadband Plan:

Minimum Service Period	Minimum Spend Amount (incl. GST)	Total Minimum Cost (incl. GST)	Early Termination Charge	Max Speed Data Allowance	Speed Cap	Standard calls to international numbers
Share SIM Business First Mobile Broadband Plan						
Month to month	\$5	N/A	N/A	N/A (shares Included Data)	Up to 2 Mbps	N/A
12 months	\$5	\$60	\$2.50 x remaining months on contract	N/A (shares Included Data)	Up to 2 Mbps	N/A
24 months	\$5	\$120	\$2.50 x remaining months on contract	N/A (shares Included Data)	Up to 2 Mbps	N/A
36 months	\$5	\$180	\$2.50 x remaining months on contract	N/A (shares Included Data)	Up to 2 Mbps	N/A
3G Max Speed Data Business First Mobile Broadband Plan						
Month to month	\$15	N/A	N/A	3GB	Up to 2 Mbps	N/A
12 months	\$15	\$180	\$7.50 x remaining months on contract	3GB	Up to 2 Mbps	N/A
24 months	\$15	\$360	\$7.50 x remaining months on contract	3GB	Up to 2 Mbps	N/A
36 months	\$15	\$540	\$7.50 x remaining months on contract	3GB	Up to 2 Mbps	N/A
35GB Business First Mobile Broadband Plan						
Month to month	\$35	N/A	N/A	35GB	Up to 2 Mbps	N/A
12 months	\$35	\$420	\$17.50 x remaining months on contract	35GB	Up to 2 Mbps	N/A
24 months	\$35	\$840	\$17.50 x remaining months on contract	35GB	Up to 2 Mbps	N/A
36 months	\$35	\$1260	\$17.50 x remaining months on contract	35GB	Up to 2 Mbps	N/A
80GB Business First Mobile Broadband Plan						
Month to month	\$80	N/A	N/A	80GB	Up to 2 Mbps	N/A
12 months	\$80	\$960	\$40 x remaining months on contract	80GB	Up to 2 Mbps	N/A
24 months	\$80	\$1920	\$40 x remaining months on contract	80GB	Up to 2 Mbps	N/A
36 months	\$80	\$2880	\$40 x remaining months on contract	80GB	Up to 2 Mbps	N/A

Business First Mobile Broadband Plans – inclusions (other than data) and pay-as-you-go rates

22. Business First Mobile Broadband Plans enable users to access, via a compatible mobile broadband Device, the Included Data (but not any other call or service inclusions) available on the Business First Voice Plans and Business First Data Add-on Products (if any) connected to the same account.

23. If you use your Business First Mobile Broadband Plan for services other than accessing the Included Data you will be charged an additional amount for these services at the rates specified in the table below.

Feature	Rate
Standard National Voice calls (to mobile and fixed networks)	40c connection fee + 98c per 60 seconds
Standard National Video calls	40c connection fee + \$1.47 per 60 seconds
Standard National Calls to 13 and 1300 numbers	40c connection fee + \$1.47 per 60 seconds
Standard National 1800 Numbers	Unlimited
Standard National other 18 Numbers	40c connection fee + \$1.47 per 60 seconds
Standard National and International SMS (for standard SMS of up to 160 characters)	30c per message
Standard National and International MMS (text, pic, video and audio)	55c per message
Calls to TPG Telecom Customer Care within Australia	Free
Voicemail – Deposits within Australia	Free
Voicemail – Retrievals within Australia	40c connection fee + 98c per 60 seconds
Standard National Re-routed voice calls	40c connection fee + \$1.20 per 60 seconds
Standard National Re-routed SMS or MMS (excludes SMSs or MMSs that are re-routed by a third party and/or re-route to an international destination or to a premium number or service)	30c per message
Calls to National Directory Assist (1223)	\$1.50 Call Connection fee + \$0.95 per minute
International Roaming (\$5 Roaming)	\$5/day to Eligible Countries (otherwise PAYG Rates apply. See full terms on our website for details).
International Roaming (PAYG Rates)	\$1 per 60 seconds to make and receive calls.
	\$0.75 per standard text message sent, per recipient. No charge to receive SMS.
	\$0.75 per MMS message sent, per recipient. No charge to receive MMS.
	\$1 per MB data.
Maritime Roaming (Maritime Roaming rates may apply on a cruise, even if it's only around Australia. On selected cruise ships, customers can make calls, send text messages, and use data)	\$5 per 60 seconds to make and receive calls.
	\$0.75 per standard text message sent, per recipient. No charge to receive SMS.
	\$1.00 per MB data
Calls to International Directory Assist (1225)	\$1.50 connection fee + \$0.95/min
Calls to Ask Anything (123)	\$3.10 connection fee + \$1.30/min

Feature	Rate
Standard International voice calls	The Rates specified on the TPG Telecom Website from time to time
Standard International video calls	The Rates specified on the TPG Telecom Website from time to time
Data Overage	After the Max Speed Data Allowance is exhausted from the Included Data, then you will have access to data at speeds of up to 2Mbps.
	\$5/GB for any data overage applies after the Max Speed Data Allowance is exhausted when roaming on \$5 Roaming in Eligible Countries.

Tiered Discounting

24. Tiered discounting is available if you order Business First Voice Plans and/or Business First Mobile Broadband Plans (other than \$5 Business First Mobile Broadband Plans) (**Eligible Plans**) in excess of the discount thresholds noted in the table below. After a discount threshold is reached, tiered discounting will be automatically applied to each Eligible Plan as a discount on the Minimum Spend Amount (incl. GST).

Discount Threshold (No. of Eligible Plans)	Discount
1 to 50 Eligible Plans	0%
51 to 200 Eligible Plans	5%
201+ Eligible Plans	15%

D. BUSINESS FIRST DATA ADD-ON AND BUSINESS FIRST IDD ADD-ON PRODUCTS

This Part D sets out terms which relate specifically to Business First Data Add-on and Business First IDD Add-on products, including pricing and details of the inclusions and exclusions in the Plan Allowance for each product.

Business First Data Add-on Products

1. The following Business First Data Add-on Products are available to customers who are connected and remain connected to a valid Business First Voice Plan or Business First Mobile Broadband Plan product.

Monthly rate	Max Speed Data Allowance	Term
\$10	50GB	Month to month

2. You must request for a Business First Data Add-on to be added to your account by contacting TPG Telecom Customer Care or by placing an Order on the Customer Portal.
3. Once ordered, Business First Data Add-ons bill monthly and remain active until cancelled.
4. The included data allowance for Business First Data Add-on products:
 - a. will be added to the Included Data applicable to your Business First Voice Plan or Business First Mobile Broadband Plan products on the same billing account, and may be used by all users on the account on a first-in-first-served basis, other than any users on Unlimited Max Speed Data Plans;
 - b. can only be used in Australia on the Vodafone Network, and may not be used in connection with any Roaming Service other than in respect of individual connections to Business First Voice Plan products and Business First Mobile Broadband Plan products when roaming overseas on \$5 Roaming in Eligible Countries; and
 - c. will not carry-forward into any subsequent month, and any unused data in a relevant month will be forfeited and is not refundable.
5. Once the included data allowance for your Business First Data Add-on product is exhausted, any additional data usage will be deducted from your Business First Voice Plan product's Included Data.
6. Cancellation of a Business First Data Add-on product will take effect from the end of the month in which you tell us that you want to stop receiving the product. You will be billed until the end of that month.

Business First IDD Add-on Products

7. The following Business First IDD Add-on Products are available to customers who are connected and remain connected to a valid Business First Voice Plan product.

Monthly rate	Zone 1 Minutes	Zone 2 Minutes
\$5	240	N/A
\$10	N/A	60

8. You must request for a Business First IDD Add-on to be added to your account by contacting TPG Telecom Customer Care or by placing an Order on the Customer Portal.
9. Once ordered, Business First IDD Add-ons bill monthly and remain active until cancelled.
10. The included international minutes allowance for Business First IDD Add-on products:
 - a. will be added to your International Minutes Allowance shared among all of the connections to your Business First Voice Plan products on that same billing account. However, Business First Mobile Broadband Plan products are not eligible to share international minutes allowance pools because these features are not available for these connections. If you do not want to share the included international

minute allowance between your Business First Voice Plan products, each such product will need to be on a separate billing account;

- b. are only available for use within Australia and in \$5 Roaming Eligible Countries (provided you have not opted out of \$5 Roaming);
 - c. may only be used to make standard international voice calls to the countries listed at www.tpgtelecom.com.au/business-solutions/mobility which we may change from time to time by providing reasonable notice on this website (**Selected Countries**). All calls are deducted in per minute increments; and
 - d. will not carry-forward into any subsequent month, and any unused International Minutes Allowance in a relevant month will be forfeited and is not refundable.
11. For any voice calls made to a country which is not a Selected Country, standard international charges apply. See the section of these Product Terms titled “Business First Voice Plans – inclusions (other than data) and pay-as-you-go rates” which sets out which services are or are not included with your included Plan Allowance and the rate at which additional and excluded services will be charged.
 12. Once the international minutes allowance for your Business First IDD Add-on products is exhausted, any additional standard international voice calls will be deducted from your Business First Voice Plan product's International Minute Allowance.
 13. Cancellation of your Business First IDD Add-on product will take effect from the end of the month in which you tell us that you want to stop receiving the product. You will be billed until the end of that month.

Business First Data Booster Products

14. We may make Business First Data Boosters available from time to time to customers who are connected and remain connected to a valid Business First Voice Plan or Business First Mobile Broadband Plan product.
15. Business First Data Boosters are once-off purchases that expire at the end of the bill cycle.
16. The included data allowance for Business First Data Boosters:
 - a. will be added to the Included Data applicable to your Business First Voice Plan or Business First Mobile Broadband Plan products on the same billing account, and may be used by all users on the account on a first-in-first-served basis, other than any users on Unlimited Max Speed Data Plans;
 - b. can only be used in Australia on the Vodafone Network, and may not be used in connection with any Roaming Service other than in respect of individual connections to Business First Voice Plan products and Business First Mobile Broadband Plan products when roaming overseas on \$5 Roaming in Eligible Countries; and
 - c. will not carry-forward into any subsequent month, and any unused data in a relevant month will be forfeited and is not refundable.
17. Once the included data allowance for your Business First Data Booster product is exhausted, any additional data usage will be deducted from your Business First Voice Plan and Business First Mobile Broadband Plan products' Included Data.
18. The following Business First Data Boosters Products are available to customers who are connected and remain connected to a valid Business First Voice Plan or Business First Mobile Broadband Plan product:

Monthly rate	Max Speed Data Allowance	Term
\$10	50GB	One-off purchase
\$25	200GB	One-off purchase