

Information about the Service

Service Description

TPG ADSL2+ with Home Phone Bundles are delivered via TPG's own network infrastructure, where the call is not carried over a broadband connection but rather, like conventional telephony, is carried directly over the copper pair between the customer premises and TPG switching equipment.

TPG ADSL2+ with Home Phone Bundles include the following components:

- ADSL2+
- Home Phone Line Rental

Optional Month-to-Month Add-on

Big Talk \$10 Per Month	Massive Talk \$20 Per Month
Unlimited Local Calls - Incl. 13/1300 Numbers	Unlimited Local Calls - Incl. 13/1300 Numbers
Unlimited Standard National Calls to Landlines	Unlimited Standard National Calls to Landlines
100 International Minutes Per Month	Unlimited Calls to Standard Australian Mobiles
	Unlimited International Calls to landline and mobile numbers in USA, UK, Malaysia, India, Germany, Taiwan, China, Singapore, Canada, Hong Kong and France ONLY

Inclusions & Exclusions

CSG 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 (CSG).

Big Talk Optional Add-on: Unlimited Local Calls includes 13/1300 numbers. Calls to Directory Services and satellite phones are not included. Calls to 19/1900 numbers are not supported. 100 International Minutes per month can be used to call International Landline & Mobile destinations listed on the [International Call Rates](#) page (calls to satellite phones are excluded). Standard per minute rates listed on the [International Call Rates](#) page apply after the first 100 minutes of International Calls and for calls to satellite phones. Unused included minutes for international calls expire at the end of each month.

Massive Talk Optional Add-on: Unlimited Local Calls includes 13/1300 numbers. Calls to Directory Services and satellite phones are not included. Calls to 19/1900 numbers are not supported. Standard per minute rates listed on our [International Call Rates](#) page apply for International Calls to other countries and for calls to satellite phones. The service is for residential consumers and may not be used for commercial purposes.

Equipment Required

Customers need a compatible ADSL2+ broadband modem and telephone handset to use this service.

Minimum Term

ADSL2+ with Home Phone Bundle plans are supplied on a **6 month** or **18 month** contract term. See Minimum Total Cost applicable to each plan in the Information about Pricing section. Early termination fees apply.

Availability

ADSL2+ with Home Phone Bundle plans are only available at selected TPG ADSL2+ coverage areas to new customers & subject to infrastructure availability at customer's premises.

Bundling Arrangements

Once an ADSL2+ with TPG Home Phone Bundle is purchased:

- Change of plan option is restricted to ADSL2+ with TPG Home Phone bundles only.
- You cannot cancel either component (ADSL2+ or Home Phone). Cancellation will cease both services

Information about Pricing

Plan	20GB	100GB	500GB	Unlimited
Monthly Charge	\$39.99	\$49.99	\$59.99	\$59.99
Monthly Data Quota (Peak + Off Peak)	20GB (10GB + 10GB)	100GB (50GB + 50GB)	500GB (250GB + 250GB)	Unlimited
Shaping Speed	256K/256K	256K/256K	1Mbps/1Mbps	N/A
Minimum Total Cost (6 Month)	\$359.89	\$419.89	\$479.89	\$479.89
Minimum Total Cost (18 Month)	\$819.77	\$999.77	\$1,179.77	\$1,179.77
Upfront Fees	- Setup \$99.95 on 6 month contract or \$79.95 on 18 month contract - Home Phone Prepayment Outside Included Value \$20 - Equipment Delivery Fee \$10 (if applicable)			
Cost of a 2 Min Standard National Mobile Call	\$1.17 (inc. call connection)			
Early Termination Charge	Contract payout fee up to \$350			
Change of Plan Fee	Standard change of plan fee set out on Additional Pricing page			
Relocation Fee	Standard relocation fee set out on Additional Pricing page			

Uploads not counted. There are no excess data charges. Speed will be shaped for the period in which the monthly usage quota has been exceeded (peak and/or off peak).

Call Rates

Usage Type	Rates
Local Calls	25¢ per call
National Calls to Landlines	25¢ per minute ^ (plus 39¢ call connection). Capped at \$2 up to 20 minutes per call, per minute National Call rates thereafter
Calls to Standard Australian Mobiles	39¢ per minute ^ (plus 39¢ call connection). Capped at \$2.48 up to 20 minutes per call, per minute Mobile call rate applies thereafter
International Calls	- Standard International call rates (plus 39¢ call connection) - See http://www.tpg.com.au/homephone/international-callrates - First 100 minutes free each month if you have Big Talk Add-on
13/1300 Calls	30¢ per call
18/1800 Calls	Free
19/1900 Calls	Not supported
Directory Assistance – 1223	\$1.10 per call
TPG 13 14 23	Free

^ Charged per 30 second block or part thereof

Other Information

Usage Information

You can monitor your Broadband and Home Phone usage by logging into Your Account online at www.tpg.com.au/account.

Customer Support

Customer Service

Email: customer_service@tpg.com.au

Phone: 13 14 23 (option 3, and then option 1)

Technical Support

Email: helpdesk@tpg.com.au

Phone: 13 14 23 (option 2, and then option 2)

This is a summary only - the full terms and conditions for this service are available at www.tpg.com.au/terms_conditions

Complaints Handling

If you have a dispute with TPG and wish to make a complaint, please contact Customer Relations, a specialist complaint resolutions team, by:

Email: customer_relations@tpg.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 (telephone 1800 062 058).