

## Information about the Service

### Service Description

The Unlimited Bundle is an ADSL2+ and Home Phone bundle which is 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.

The Unlimited Bundle includes the following components:

- Unlimited ADSL2+
- Home Phone Line Rental
- Unlimited Bundle
  - o Unlimited Local Calls - Incl. 13/1300 Numbers
  - o Unlimited Standard National Calls to Landlines
  - o Unlimited Calls to Standard Australian Mobiles
  - o Unlimited International Calls to landline and mobile numbers in USA, UK, Malaysia, India, Germany, Taiwan, China, Singapore, Canada, Hong Kong and France

### Availability

The Unlimited Bundle is 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

Charge Type	Amount
Monthly Charge	\$79.99
Upfront Fees	- Setup \$79.95 - Home Phone Prepayment Outside Included Value \$20 - Equipment Delivery Fee \$10
Early Termination Charge	Contract payout fee up to \$350
Change of Plan Fee	Standard change of plan fee set out on <a href="#">Additional Pricing</a> page.
Relocation Fee	Standard relocation fee set out on <a href="#">Additional Pricing</a> page.

### Equipment Required

Customers need a compatible ADSL2+ broadband modem and telephone handset to use this service. A Wi-Fi modem router is included in the Unlimited Bundle.

### Minimum Term

The Unlimited Bundle is supplied on a **24 month** contract term. The Minimum Total Cost is **\$2029.71** (including \$79.95 setup, \$20 Home Phone Prepayment Outside Included Value and \$10 equipment delivery fee). Early termination fees apply.

### Inclusions & Exclusions

**Unlimited Bundle:** The Unlimited Bundle gives you the right to make unlimited calls to the nominated destinations for the fixed monthly charge. 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. The service is for residential consumers and may not be used for commercial purposes. Visit the website [tpg.com.au/homephone/international-callrates](http://tpg.com.au/homephone/international-callrates) for all international call rates.

**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).

### Call Rates

Usage Type	Rate
Local Calls (Include 13/1300)	Unlimited
National Calls to Landlines	Unlimited
Calls to Standard Australian Mobiles	Unlimited
International Calls	Unlimited to selected countries: USA, UK, Malaysia, India, Germany, Taiwan, China, Singapore, Canada, Hong Kong and France Standard rates apply to other countries (plus 39¢ call connection) See <a href="http://tpg.com.au/homephone/international-callrates">tpg.com.au/homephone/international-callrates</a>
18/1800 Calls	Free
19/1900 Calls	Not supported
Directory Assistance - 1223	\$1.10 per call
TPG 13 14 23	Free

## 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](http://www.tpg.com.au/account).

### Customer Support

#### Customer Service

Email: [customer\\_service@tpg.com.au](mailto:customer_service@tpg.com.au)

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

#### Technical Support

Email: [helpdesk@tpg.com.au](mailto:helpdesk@tpg.com.au)

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

### 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](mailto: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).

This is a summary only – the full terms and conditions for this service are available at [www.tpg.com.au/terms\\_conditions](http://www.tpg.com.au/terms_conditions)