

## Information about the Service

### Service Description

TPG's NBN Broadband with Home Phone service is delivered via the National Broadband Network (NBN) to the network boundary point of your premises.

The TPG NBN Broadband XL Bundle includes the following components:

- NBN Broadband
- Home Phone Line Rental:
  - o Unlimited Local Calls - Excl. 13/1300 Calls
  - o Unlimited Standard National Calls to Landlines
  - o 100 International Minutes per month

The service is a pre-paid service and bills are not issued. A minimum \$20 prepayment is required at registration. As you use the service for calls outside the included value, the prepayment will be automatically topped up when the prepayment falls to a specified dollar amount.

### Availability

The NBN Broadband XL Bundle is available at selected coverage areas and subject to infrastructure availability at customer's premises. To check for availability, please use the address checker at [www.tpg.com.au/nbn-ftp/coverage](http://www.tpg.com.au/nbn-ftp/coverage)

### Bundling Arrangements

Once an NBN Broadband XL Bundle is purchased:

- Change of plan option is restricted to TPG NBN Broadband Bundle plans only and you cannot move back to a TPG ADSL2+/ADSL service.
- You cannot separately cancel either component (NBN Broadband or Home Phone). Cancellation will cease both services.

### NBN Speeds

Actual throughput speeds may be slower and could vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by TPG. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. The Boost speed option has a download connection speed which will range between 5Mbps and 25Mbps,

and an upload connection speed which will range between 1Mbps and 5Mbps. The Superfast speed option has a download connection speed which will range between 12Mbps and 100Mbps, and an upload connection speed which will range between 1Mbps and 40Mbps.

### Equipment Required

If you do not already have the required NBN equipment installed inside your home, you or an authorised person over 18 years of age will be required to be home on the day of installation for a technician visit. If we find that you will require a technician visit to perform the installation, we will advise you of the date and time after registration.

You need an NBN compatible router to connect your devices to TPG NBN Broadband service. A Wi-Fi router is included in the NBN Broadband XL Bundle.

### Minimum Term

The NBN Broadband XL 12/1 Mbps Bundle plan is supplied on an 18 month contract term. The NBN Broadband XL 25/5 and 100/40 Mbps Bundle plans are supplied on either a no lock-in contract (customers are permitted to terminate the service by giving 30 days notice) or 18 month contract term (early termination fees apply). See Minimum Total Cost applicable to each plan in the Information about Pricing section.

### Inclusions & Exclusions

**Home Phone Included Calls:** The NBN Broadband XL 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. The 100 International Minutes per month included in bundle can be used to call International Landline and Mobile destinations (excluding calls to satellite phones) listed on our [International Call Rates](#) page. Standard per minute rates listed on our [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. 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 Home Phone Prepayment Outside Included Value. The service is for residential consumers only and may not be used for commercial purposes.

**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).

## Information about Pricing

Plan	NBN Broadband XL Bundle		
Download Connection Speed	-	-	Between 12Mbps and 100Mbps
Monthly Charge	-	-	<b>\$99.99</b>
Monthly Data Quota	-	-	Unlimited
Minimum Total Cost on 18 Month Contract	-	-	\$1,829.82
Minimum Charge in 1st Month (18 Month Contract)	-	-	\$129.99
Minimum Charge in 1st Month (No Lock-in Contract)	-	-	\$229.94
Upfront Fees	- Setup \$99.95 on no lock-in contract or \$0 on 18 month contract - Home Phone Prepayment Outside Included Value \$20 - Equipment Delivery Fee \$10 - 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.		
Cost of a 2 Min Standard National Mobile Call	\$1.17 (incl. call connection)		
Early Termination Charge	Contract payout fee up to \$350 (applicable on 18 month contract only)		
Change of Plan Fee	Standard change of plan fee set out on <a href="#">Additional Pricing</a> page		
Moving Home Fee	Standard relocation fee set out on <a href="#">Additional Pricing</a> page		

### Call Rates

Usage Type	Rates
Local Calls	Unlimited
National Calls to Landlines	Unlimited
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 rates applies thereafter ^
International Calls	- First 100 minutes free - Standard International call rates apply thereafter (plus 39¢ call connection) - See <a href="http://www.tpg.com.au/nbn-ftp/international-callrates">http://www.tpg.com.au/nbn-ftp/international-callrates</a>
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

#### Backup Power Service

Our service includes, at no additional charge, the supply of a backup battery unit. The backup battery unit will keep some elements of your telephone service going if there is a power outage at your premises. This backup battery unit will keep power going to your NBN Network Termination Device but it will not supply power to either your handset or your Internet router. This means if you have a telephone handset that does not require power and that handset is plugged into the UNI-V port on your NBN NTD, then if there is a power outage you will be able to make and receive telephone calls (including calls to emergency services) for an estimated period of time of about 5 hours.

However, if 1) You remove the battery backup unit, or 2) The unit is faulty or the battery is not replaced after the battery gets low on power, or 3) You have a telephone handset that needs power to function (e.g. wireless handset); then during a power outage, you will not be able to make or receive any calls, including calls to emergency services.

#### Usage Information

You can monitor your 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).