

## Information about the Service

### Service Description

TPG's NBN S Bundle service is delivered via the National Broadband Network (NBN) using FTTP, FTTB, FTTN, FTTC or HFC technology to the network boundary point of your premises.

TPG NBN S Bundle includes the following components:

- NBN Broadband
- Voice Service (no included calls)

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 S 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/coverage](http://www.tpg.com.au/nbn/coverage)

### Bundling Arrangements

Once an NBN Bundle is purchased:

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

### NBN Speeds

Typical Evening Download Speed is measured between 7pm and 11pm. The actual speeds for the service may be slower and vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users and performance of interconnecting infrastructure not operated by TPG. Devices connected by Wi-Fi may

experience slower speeds than those connected by Ethernet cable. For FTTB, FTTN and FTTC customers, we will inform you of your maximum line sync speed once available. If you are on a higher speed NBN plan, you have the option to downgrade to a lower speed plan without any penalties.

### Equipment Required

If you do not already have the required NBN infrastructure installed at your premises, 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 modem to connect your devices to TPG NBN Broadband service. A Wi-Fi modem router is included in the NBN S Bundle.

### Minimum Term

The NBN S 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

**Non-commercial purposes:** The service is for residential consumers and used for personal or domestic purposes only.

**Voice Service Non-Included Calls:** You can choose Voice Add-ons to include certain calls. Calls that are not included in your Voice Add-on (e.g. calls to 13/1300 numbers and Directory Services) will be charged at [listed TPG rates](#) on a 'pay as you go' basis and deducted from your Prepayment Outside Included Value. [Standard International Call Rates](#) apply for calls to satellite phones and international calls that are not included in your Voice Add-on. Calls to 19/1900 numbers are not supported.

**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 S Bundle
Download Connection Speed	NBN12 11.1Mbps Basic typical evening speed
Monthly Charge	<b>\$29.99</b>
Monthly Data Quota	10GB*
Shaping Speed	32Kbps / 32Kbps
Minimum Total Cost on 18 Month Contract	\$569.82
Minimum Charge in 1st Month (18 Month Contract)	\$59.99
Minimum Charge in 1st Month (No Lock-in Contract)	\$159.94
Upfront Fees	- Setup \$99.95 on no lock-in contract or \$0 on 18 month contract - Voice 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 moving home fee set out on <a href="#">Additional Pricing</a> page

\* Speed will be shaped for the billing cycle in which the monthly usage quota has been exceeded. Downloads and uploads are counted.

### Optional Voice Add-ons

Add-on	Oz Talk	Big Talk	Extra Talk
Monthly Charge	\$10	\$10	\$20
Local Calls	Unlimited	Unlimited	Unlimited
Standard National Calls	Unlimited	Unlimited	Unlimited
13/1300 Numbers	Pay as you go	Pay as you go	Pay as you go
Standard Australian Mobiles	Unlimited	Pay as you go	Unlimited
International Calls	Pay as you go	100 International Minutes Per Month	Unlimited to landline and mobile numbers in Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand Singapore, Taiwan, Thailand, UK and USA ONLY

### 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 <a href="http://www.tpg.com.au/nbn/international-callrates">www.tpg.com.au/nbn/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

### Usage Information

You can monitor your Voice Service usage by logging into Your Account online at [www.tpg.com.au/account](http://www.tpg.com.au/account).

### Priority Assistance

TPG does not offer Priority Assistance. If you require Priority Assistance, Telstra is an alternative carriage service provider which does provide Priority Assistance.

### 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).

### Complaints Handling

Our [complaints handling policy](#) is available on our website. 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)

### 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)