

## Information about the Service

### Service Description

TPG's NBN XL 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 XL Bundle includes the following components:

- NBN Broadband
- Voice Service:
  - Unlimited Local Calls - Excl. 13/1300 Calls
  - Unlimited Standard National Calls to Landlines
  - 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 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/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 XL Bundle.

### Minimum Term

The NBN XL Bundle plan is supplied on an 18 month contract term. See Minimum Total Cost applicable to each plan in the Information about Pricing section.

### Inclusions & Exclusions

**Voice Service Included Calls:** The NBN 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 Digital Voice 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 XL Bundle
<b>Download Connection Speed</b>	NBN12 11.0Mbps Basic typical evening speed
<b>Monthly Charge</b>	<b>\$69.99</b>
<b>Monthly Data Quota</b>	Unlimited
<b>Minimum Total Cost on 18 Month Contract</b>	\$1,289.82
<b>Minimum Charge in 1st Month</b> (18 Month Contract)	\$99.99
<b>Minimum Charge in 1st Month</b> (No Lock-in Contract)	N/A
<b>Upfront Fees</b>	- 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.
<b>Cost of a 2 Min Standard National Mobile Call</b>	\$1.17 (incl. call connection)
<b>Early Termination Charge</b>	Contract payout fee up to \$350 (applicable on 18 month contract only)
<b>Change of Plan Fee</b>	Standard change of plan fee set out on <a href="#">Additional Pricing</a> page
<b>Moving Home Fee</b>	Standard moving home fee set out on <a href="#">Additional Pricing</a> page

\* Consists of peak (8:30am - 2:30am) and off peak (2:30am - 8:30am) monthly usage quota. Speed will be shaped for the period in which the monthly usage quota has been exceeded (peak and/or off peak). Downloads and uploads counted.

### 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/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.

#### 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).