

Information about the Service

Service Description

TPG Home Bundle includes the following components:

- ADSL2+
- Home Phone Line
 - o Unlimited Local Calls - Excl. 13/1300 Calls
 - o Unlimited Standard National Calls to Landlines
 - o Unlimited Calls to Standard Australian Mobiles

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.

Minimum Term

These Home Bundle plans are supplied on an 18 month contract term (early termination fees apply). See Minimum Total Cost applicable to each plan in the Information about Pricing section.

The add-on will form part of the Home Bundle and must be retained until the expiry of the contract term for the associated Home Bundle unless a plan downgrade occurs.

Equipment Required

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

Availability

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

Bundling Arrangements

Once a Home Bundle plan is purchased:

- Change of plan option is restricted to Home Bundle & NBN Bundle (if available) plans only.
- You cannot cancel either component (ADSL2+ or Home Phone). Cancellation will cease both services.

Information about Pricing

Plan	Home Bundle S	Home Bundle M	Home Bundle L
Monthly Charge	\$49.99	\$59.99	\$69.99
Monthly Data Quota	20GB (10GB + 10GB)*	100GB (50GB + 50GB)*	Unlimited
Shaping Speed	256Kbps/256Kbps	256Kbps/256Kbps	N/A
Minimum Total Cost on 18 Month Contract	\$1009.77	\$1189.77	\$1369.77
Minimum Charge in 1st Month (18 Month Contract)	\$159.94	\$169.94	\$179.94
Upfront Fees	- Setup \$79.95 - Prepayment \$20 - Equipment Delivery Fee \$10		
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		
Moving Home Fee	Standard relocation fee set out on Additional Pricing page		

*Consists of peak (9am - 1am) and off peak (1am - 9am) monthly usage quota. Speed will be shaped for the period in which the monthly usage quota has been exceeded (peak and/or off peak). Uploads not counted.

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).

Oz Talk Add-on: This add-on allows you to make unlimited Local Calls (excluding 13/1300 numbers), unlimited Standard National Calls to Landlines and unlimited calls to Standard Australian Mobiles. Calls to 19/1900 numbers are not supported. Charges for calls made that are not included in the add-on (e.g. calls to 13/1300, International Calls and Directory Services) will be charged at [listed TPG rates](#) by deducting usage charges from your Prepayment. The service is for residential consumers only and may not be used for commercial purposes.

Call Rates

Usage Type	Rates
Local Calls	Unlimited
National Calls to Landlines	Unlimited
Calls to Standard Australian Mobiles	Unlimited
International Calls	- Standard International call rates (plus 39¢ call connection) see http://www.tpg.com.au/homephone/international-callrates
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.

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

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)

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).