

10GB <sup>1</sup> S	100GB <sup>2</sup> M Peak / Off peak (50GB + 50GB)	UNLIMITED DATA USAGE SL
NBN12 12Mbps Basic typical evening speed <sup>#</sup>	NBN12 12Mbps Basic typical evening speed <sup>#</sup>	NBN12 12Mbps Basic typical evening speed <sup>#</sup>
Wi-Fi Modem Included	Wi-Fi Modem Included	Wi-Fi Modem Included
Phone Line	Phone Line	Phone Line
Local Calls Pay As You Go National Calls Pay As You Go 13/1300 Calls Pay As You Go Au Mobile Pay As You Go International Pay As You Go	Local Calls Unlimited National Calls Unlimited 13/1300 Calls Pay As You Go Au Mobile Pay As You Go International Pay As You Go	Local Calls Pay As You Go National Calls Pay As You Go 13/1300 Calls Pay As You Go Au Mobile Pay As You Go International Pay As You Go
<b>\$29<sup>99</sup></b> per month 6 month contract \$0 setup - Min charge \$189.94 No lock-in contract \$99.95 setup - Min charge \$139.94	<b>\$49<sup>99</sup></b> per month 6 month contract \$0 setup - Min charge \$309.94 No lock-in contract \$99.95 setup - Min charge \$159.94	<b>\$59<sup>99</sup></b> per month 6 month contract \$0 setup - Min charge \$369.94 No lock-in contract \$99.95 setup - Min charge \$169.94

## Optional Voice Add-on (NBN S & SL Bundles):

### \$10

per month

**Oz Talk**  
Unlimited Local Calls  
Unlimited Standard National Calls  
Unlimited National Calls to Mobiles

### \$10

per month

**Big Talk**  
Unlimited Local Calls  
Unlimited Standard National Calls  
100 International Minutes

### \$20

per month

**Extra Talk**  
Unlimited Local Calls  
Unlimited Standard National Calls  
Unlimited National Calls to Mobiles  
Unlimited International Calls to 15 countries

**General:** This offer is subject to availability and other conditions and may be withdrawn at any time. Please refer to 'Important Things You Need to Know' at the end of this brochure for further information.

**<sup>1</sup>Monthly Usage Quota:** 1GB (Gigabyte) = 1000MB (Megabyte). Unused usage quota forfeited each month. Speed will be shaped to 32Kbps/32Kbps for the billing cycle in which the monthly usage quota has been exceeded. Downloads and uploads are counted.

**<sup>2</sup>Monthly Usage Quota:** 1GB (Gigabyte) = 1000MB (Megabyte). Unused usage quota forfeited each month. Data allowance consists of peak (8:30am - 2:30am) and off peak (2:30am - 8:30am) monthly usage quota. Speed will be shaped to 128Kbps/128Kbps for the period in which the monthly usage quota has been exceeded (peak and/or off peak). Downloads and uploads counted. TPG may, on giving you 7 days notice by email, adjust the start/finish (but not the length) of peak/off peak times

**Minimum total cost for NBN Bundle plans over contract term calculated as:** [(contract term x \$(NBN Bundle Monthly Charge)) + setup + \$10 Equipment Delivery Fee]. Early termination fees apply to 6 month contract option. 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.

**#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.

**Voice Service Included Calls (NBN S & SL Bundles):** Charges for calls are not included in the NBN S & SL Voice Bundle and will be charged at listed TPG rates on a "pay as you go" basis and deducted from your prepaid balance. Calls to 19/1900 numbers are not supported.

**Voice Service Included Calls (NBN M Bundle):** The NBN M 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. 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 TPG rates by deducting usage charges from your prepaid balance.

**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 prepaid balance. The service is for residential consumers only and may not be used for commercial purposes.

**Big Talk Add-on:** This add-on allows you to make unlimited Local Calls (excluding 13/1300 numbers) and unlimited Standard National Calls to Landlines. Calls to 19/1900 numbers are not supported. The 100 International Minutes per month included in the add-on can be used to call International Landline and Mobile destinations (excluding calls to satellite phones) listed on our [International Call Rates](#). 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 add-on (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 prepaid balance. The service is for residential consumers only and may not be used for commercial purposes.

**Extra Talk Add-on:** This add-on allows you to make unlimited calls to Landline and Mobile numbers in 15 countries (Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom, United States), 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. Standard per minute rates listed on our [International Call Rates](#) page apply for International Calls to other countries and calls to satellite phones. Charges for calls made that are not included in the add-on (e.g. calls to 13/1300, Directory Services and satellite phones) will be charged at [listed TPG rates](#) by deducting usage charges from your prepaid balance. The service is for residential consumers only and may not be used for commercial purposes.

**Voice Service rates and features:** Refer to 'TPG Voice Call Rates' and 'TPG Voice Features' sections further below for information about applicable call rates and features.

<b>UNLIMITED DATA USAGE</b>		SL
<b>NBN25</b>		
22Mbps Standard typical evening speed <sup>#</sup>		
Wi-Fi Modem Included		
Included Calls		
Local Calls	Pay As You Go	
National Calls	Pay As You Go	
13/1300 Calls	Pay As You Go	
Au Mobile	Pay As You Go	
International	Pay As You Go	
<b>\$64<sup>99</sup></b> per month		
6 month contract \$0 setup - Min charge \$399.94		
No lock-in contract \$99.95 setup - Min charge \$174.94		

### Optional Voice Add-on (NBN SL Bundle):

<b>\$10</b> per month	<b>Oz Talk</b> Unlimited Local Calls Unlimited Standard National Calls Unlimited National Calls to Mobiles
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<b>\$10</b> per month	<b>Big Talk</b> Unlimited Local Calls Unlimited Standard National Calls 100 International Minutes
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<b>\$20</b> per month	<b>Extra Talk</b> Unlimited Local Calls Unlimited Standard National Calls Unlimited National Calls to Mobiles Unlimited International Calls to 15 countries
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**General:** This offer is subject to availability and other conditions and may be withdrawn at any time. Please refer to 'Important Things You Need to Know' at the end of this brochure for further information.

**Minimum total cost for NBN Bundle plans over contract term calculated as:** (contract term x \$(NBN Bundle Monthly Charge)] + setup + \$10 Equipment Delivery Fee). Early termination fees apply to 6 month contract option. 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.

**#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.

**Voice Service Included Calls (NBN SL Bundle):** Charges for calls are not included in the NBN SL Bundle and will be charged at on a 'pay as you go' basis and deducted from your prepaid balance. Calls to 19/1900 numbers are not supported.

**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 prepaid balance. The service is for residential consumers only and may not be used for commercial purposes.

**Big Talk Add-on:** This add-on allows you to make unlimited Local Calls (excluding 13/1300 numbers) and unlimited Standard National Calls to Landlines. Calls to 19/1900 numbers are not supported. The 100 International Minutes per month included in the add-on 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 add-on (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 prepaid balance. The service is for residential consumers only and may not be used for commercial purposes.

**Extra Talk Add-on:** This add-on allows you to make unlimited calls to Landline and Mobile numbers in 15 countries (Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom, United States), 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. Standard per minute rates listed on our [International Call Rates](#) page apply for International Calls to other countries and calls to satellite phones. Charges for calls made that are not included in the add-on (e.g. calls to 13/1300, Directory Services and satellite phones) will be charged at [listed TPG rates](#) by deducting usage charges from your prepaid balance. The service is for residential consumers only and may not be used for commercial purposes.

**Voice Service rates and features:** Refer to 'TPG Voice Call Rates' and 'TPG Voice Features' sections further below for information about applicable call rates and features.

<b>UNLIMITED DATA USAGE</b>		SL
<b>NBN50</b>		
48Mbps Standard Plus typical evening speed <sup>#</sup>		
Wi-Fi Modem Included		
Included Calls		
Local Calls	Pay As You Go	
National Calls	Pay As You Go	
13/1300 Calls	Pay As You Go	
Au Mobile	Pay As You Go	
International	Pay As You Go	
<b>\$69<sup>99</sup></b> per month		
6 month contract \$0 setup - Min charge \$429.94 No lock-in contract \$99.95 setup - Min charge \$179.94		

Optional Voice Add-on (NBN SL Bundle):

<b>\$10</b> per month	<b>Oz Talk</b> Unlimited Local Calls Unlimited Standard National Calls Unlimited National Calls to Mobiles
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<b>\$10</b> per month	<b>Big Talk</b> Unlimited Local Calls Unlimited Standard National Calls 100 International Minutes
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<b>\$20</b> per month	<b>Extra Talk</b> Unlimited Local Calls Unlimited Standard National Calls Unlimited National Calls to Mobiles Unlimited International Calls to 15 countries
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**General:** This offer is subject to availability and other conditions and may be withdrawn at any time. Please refer to 'Important Things You Need to Know' at the end of this brochure for further information.

**Minimum total cost for NBN Bundle plans over contract term calculated as:** (contract term x \$(NBN Bundle Monthly Charge)] + setup + \$10 Equipment Delivery Fee). Early termination fees apply to 6 month contract option. 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.

**#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.

**Voice Service Included Calls (NBN SL Bundle):** Charges for calls are not included in the NBN SL Bundle and will be charged at on a 'pay as you go' basis and deducted from your prepaid balance. Calls to 19/1900 numbers are not supported.

**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 prepaid balance. The service is for residential consumers only and may not be used for commercial purposes.

**Big Talk Add-on:** This add-on allows you to make unlimited Local Calls (excluding 13/1300 numbers) and unlimited Standard National Calls to Landlines. Calls to 19/1900 numbers are not supported. The 100 International Minutes per month included in the add-on 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 add-on (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 prepaid balance. The service is for residential consumers only and may not be used for commercial purposes.

**Extra Talk Add-on:** This add-on allows you to make unlimited calls to Landline and Mobile numbers in 15 countries (Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom, United States), 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. Standard per minute rates listed on our [International Call Rates](#) page apply for International Calls to other countries and calls to satellite phones. Charges for calls made that are not included in the add-on (e.g. calls to 13/1300, Directory Services and satellite phones) will be charged at [listed TPG rates](#) by deducting usage charges from your prepaid balance. The service is for residential consumers only and may not be used for commercial purposes.

**Voice Service rates and features:** Refer to 'TPG Voice Call Rates' and 'TPG Voice Features' sections further below for information about applicable call rates and features.

UNLIMITED DATA USAGE <span style="float: right;">SL</span>	
NBN100*	
95Mbps Premium typical evening speed <sup>#</sup>	
Wi-Fi Modem Included	
Included Calls	
Local Calls	Pay As You Go
National Calls	Pay As You Go
13/1300 Calls	Pay As You Go
Au Mobile	Pay As You Go
International	Pay As You Go
<h2 style="margin: 0;">\$89<sup>99</sup></h2> <p style="margin: 0; font-size: small;">per month</p> <p style="margin: 0; font-size: x-small;">6 month contract \$0 setup - Min charge \$549.94 No lock-in contract \$99.95 setup - Min charge \$199.94</p>	

Optional Voice Add-on (NBN SL Bundle):

<h2 style="margin: 0;">\$10</h2> <p style="margin: 0; font-size: x-small;">per month</p>	<p><b>Oz Talk</b> Unlimited Local Calls Unlimited Standard National Calls Unlimited National Calls to Mobiles</p>
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<h2 style="margin: 0;">\$10</h2> <p style="margin: 0; font-size: x-small;">per month</p>	<p><b>Big Talk</b> Unlimited Local Calls Unlimited Standard National Calls 100 International Minutes</p>
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<h2 style="margin: 0;">\$20</h2> <p style="margin: 0; font-size: x-small;">per month</p>	<p><b>Extra Talk</b> Unlimited Local Calls Unlimited Standard National Calls Unlimited National Calls to Mobiles Unlimited International Calls to 15 countries</p>
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**Minimum total cost for NBN Bundle plans over contract term calculated as:** [(contract term x \$(NBN Bundle Monthly Charge)] + setup + \$10 Equipment Delivery Fee). Early termination fees apply to 6 month contract option. 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.

**#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. \*Our NBN100 plan is configured on the NBN 100/20 wholesale tier which provides upload speeds between 1Mbps and 20Mbps.

**Voice Service Included Calls (NBN SL Bundle):** Charges for calls are not included in the NBN SL Bundle and will be charged at listed TPG rates on a 'pay as you go' basis and deducted from your prepaid balance. Calls to 19/1900 numbers are not supported.

**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 prepaid balance. The service is for residential consumers only and may not be used for commercial purposes.

**Big Talk Add-on:** This add-on allows you to make unlimited Local Calls (excluding 13/1300 numbers) and unlimited Standard National Calls to Landlines. Calls to 19/1900 numbers are not supported. The 100 International Minutes per month included in the add-on 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 add-on (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 prepaid balance. The service is for residential consumers only and may not be used for commercial purposes.

**Extra Talk Add-on:** This add-on allows you to make unlimited calls to Landline and Mobile numbers in 15 countries (Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom, United States), 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. Standard per minute rates listed on our International Call Rates page apply for International Calls to other countries and calls to satellite phones. Charges for calls made that are not included in the add-on (e.g. calls to 13/1300, Directory Services and satellite phones) will be charged at [listed TPG rates](#) by deducting usage charges from your prepaid balance. The service is for residential consumers only and may not be used for commercial purposes.

**Voice Service rates and features:** Refer to 'TPG Voice Call Rates' and 'TPG Digital Voice Features' sections further below for information about applicable call rates and features.

## TPG Voice Call Rates

Services	Rate
Local Calls	25¢ per call
National Calls	25¢ per minute <sup>^</sup> (plus 39¢ call connection)
National Cap	Capped at \$2 up to 20 minutes per call per minute National Call rates thereafter <sup>^</sup>
Mobile Calls	39¢ per minute <sup>^</sup> (plus 39¢ call connection)
Mobile Cap	Capped at \$2.48 up to 20 minutes per call per minute Mobile Call rates thereafter <sup>^</sup>
International Calls	Check website <a href="#">International Call Rates</a> (39¢ call connection applies)
13/1300 Calls	30¢ per call
18/1800 Calls	Free
19/1900 Calls	Not Supported
Directory Assistance - 1223	\$1.10 per call
Speaking Clock - 1194	40¢ per call
TPG 13 14 23	Free

<sup>^</sup> Charged per 30 second block or part thereof.

## TPG Voice Features

Features & Services	Description	Rate
Call Barring	Allows you to restrict certain call types that can be dialled from your Voice Service	Free
Number Display / Number Block	Select whether you would like your caller identity blocked or displayed when calling other parties	Free
Call Waiting	Notifies you of an incoming call on your Voice Service while you are already on a call. You can place your call on hold to answer the incoming call	Free
Call Forwarding	Allows you to divert calls from your Voice number to a different number	Standard call rates apply to forwarded calls
Caller ID	Allows you to see the phone number of the person calling you on your Voice service (only applicable on phones that supports caller ID)	Free

Please refer to 'Important Things You Need to Know' at the end of this brochure for further information about the TPG Voice service.

## Important Things You Need to Know

**Critical Information Summary (CIS):** The CIS sets out the important information you need to know about a TPG service. You can review the CIS for your selected NBN Bundle plan at [www.tpg.com.au/terms\\_conditions/CIS](http://www.tpg.com.au/terms_conditions/CIS).

**CSG:** All plans set out in this brochure are subject to you agreeing to waive the Customer Service Guarantee (CSG). For more information please contact TPG Sales on **13 14 23**.

**Availability:** Only available in selected coverage areas. Please use the address checker above to check the availability in your area. Further availability checks will be conducted upon registration.

**Backup Power Service (FTTP):** NBN services require a backup battery unit to keep power going to your NBN Network Termination Device in the event of a power outage so that some elements of your telephone service can continue to operate for an estimated period of time of about 5 hours during the power outage. TPG NBN service does not include the supply of a backup battery unit. This means during a power outage, you will not be able to make or receive any calls, including calls to emergency services. Please ensure that you have an alternative method to make calls such as a mobile phone.

**Non-commercial purposes:** The plans set out in this brochure are all for residential consumers only and may not be used for commercial purposes.

### TPG Voice Service Special Note:

- TPG Voice Service on NBN FTTN, FTTB, FTTC and HFC is a Digital Voice Service which is delivered using Voice over Internet Protocol (VoIP) technology. Digital Voice Service requires a broadband connection and power to the Wi-Fi modem router supplied by TPG. If there is a broadband connection outage in your premises due to power or other faults, the Digital Voice Service will not work and you cannot make phone calls including "000" emergency calls.
- TPG Voice Service supports fax to national numbers in the Telstra, Optus, AAPT and Primus PSTN network. Fax to international numbers is not reliable and VoIP based fax is not supported. This plan does not support the Priority Assistance Scheme.
- TPG Voice Service does not support old dial up technology devices with built in modems such as EFTPOS, Back to Base Alarms and Foxtel Program purchase. These devices have been replaced by Internet Protocol (IP) enabled devices and many TPG customers are able to use EFTPOS, Back to Base alarms and Foxtel Program purchase through the internet provided that their devices are IP enabled. For further details on IP enabled devices contact your device supplier. TPG Voice Service also does not support analogue modems, Priority Assistance Scheme, calls to 19/1900, 0500 numbers and Universal International Freephone Numbers (UIFN).
- Once an NBN Bundle plan is purchased, you cannot separately cancel either component (NBN Broadband or Voice Service). Cancellation will cease both services. You cannot purchase either TPG NBN Broadband or Voice Service as a standalone service.

**TPG Voice Number:** At registration time, you can choose to port your existing number to TPG or have TPG supply a Direct Inward Dial Number (DID) for use with the Voice Service. This number will be allocated to you based on the address which you provide us at the time of registration. TPG will make use of your number as a reference point to charge for local calls. TPG will use its best endeavours to supply the Integrated Public Number Database (IPND) with your address details for the purpose of emergency services (000) calling.

**Number Porting:** You can port (transfer) your phone number from Telstra, Optus, AAPT, Primus or Powertel to TPG. We may not be able to port your number in all circumstances, including where you fail to provide correct account details, or as a result of contractual obligations with your existing provider. If you are porting your number to TPG, inbound calling to your number will not commence until porting is complete which will take a further 1 to 5 business days.

**Installation:** After you have submitted your order, TPG will confirm if an installation appointment is needed. If an installation appointment is needed, TPG will organise this and contact you with the appointment details. You or an authorised person over 18 years of age will be required to be at the premises on the day of the appointment. For more information, please click here.

**Payments:** All TPG services are prepaid. You must pay the monthly recurring charges in advance. In addition, you have the option to make additional prepayment for usage that is not within the included value (if any) for the plan that you have acquired. If there are insufficient funds in your prepaid balance, you will not be able to make any usage that is not part of your included value. Prepayments can be made during registration or after activation via the My Account section of the TPG website. If you choose to make additional prepayment, the amount will be debited from your nominated bank account or credit card. If you do not use the prepayment, it will be forfeited to us when you cancel the service. You agree that no bill will be provided for this service and that direct debiting of your account or charge to your credit card may occur notwithstanding that no bill is provided and that it may occur even though you may not have had the opportunity to check charges at least 10 working days before the debit. We will send you messages about your usage during the month.

**IP Address:** All plans come with Dynamic IP address.

**Wi-Fi Router Included:** A 4 Port Wi-Fi Modem Router is included in your NBN Bundle. \$10 Delivery fee applies if equipment is not collected from TPG's Head Office.

**Additional Pricing:** Visit TPG website [www.tpg.com.au/nbn/additional-pricing](http://www.tpg.com.au/nbn/additional-pricing) for NBN Bundle additional pricing (Moving Home, Cancellation, etc).

**Collection Notice:** During your application for a TPG service, you provided personal information to TPG Internet Pty Ltd. We collect your personal information to enable us to supply, support, bill and otherwise manage services that you (or a person/company with whom you are associated) acquire or wish to acquire. Without your personal information we will not be able to supply those services. The personal information you provide by completing these fields will not usually be disclosed to anyone else. Our privacy policy contains information about how we may use your personal information, how you may access your personal information and seek correction of such information as well as how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint. [www.tpg.com.au/about/privacy](http://www.tpg.com.au/about/privacy).

**Standard Terms & Conditions:** [www.tpg.com.au/terms\\_conditions/standard](http://www.tpg.com.au/terms_conditions/standard)

**Service Description & Terms - NBN:** [www.tpg.com.au/terms\\_conditions/nbn](http://www.tpg.com.au/terms_conditions/nbn)

**Service Description & Terms – TPG Voice:** [www.tpg.com.au/terms\\_conditions/tpg\\_voice](http://www.tpg.com.au/terms_conditions/tpg_voice)

## WHY PAY MORE?