


NBN FIXED WIRELESS BUNDLE



100GB ^S Peak / Off peak (50GB + 50GB) ¹	500GB ^M Peak / Off peak (250GB + 250GB) ¹	UNLIMITED ^{SL} DATA USAGE	UNLIMITED ^{XXL} DATA USAGE
NBN12 Basic typical evening speed [#]	NBN12 Basic typical evening speed [#]	NBN25 Basic typical evening speed [#]	NBN25 Basic typical evening speed [#]
Wi-Fi Modem Included	Wi-Fi Modem Included	Wi-Fi Modem Included	Wi-Fi Modem Included
Included Calls	Included Calls	Included Calls	Included Calls
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 Unlimited National Calls Unlimited 13/1300 Calls Pay As You Go Au Mobile Unlimited 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	Local Calls Unlimited National Calls Unlimited 13/1300 Calls Pay As You Go Au Mobile Unlimited International Unlimited to  +500 Minutes to India
\$59⁹⁹ per month 6 month contract \$0 setup - Min charge \$369.94 No lock-in contract \$99.95 setup - Min charge \$169.94	\$69⁹⁹ per month 6 month contract \$0 setup - Min charge \$429.94 No lock-in contract \$99.95 setup - Min charge \$179.94	\$69⁹⁹ per month 6 month contract \$0 setup - Min charge \$429.94 No lock-in contract \$99.95 setup - Min charge \$179.94	\$89⁹⁹ per month 6 month contract \$0 setup - Min charge \$549.94 No lock-in contract \$99.95 setup - Min charge \$199.94

General: This offer is subject to availability and other conditions and may be withdrawn at any time.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.

1Monthly Usage Quota: 1GB (Gigabyte) = 1000 MB (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 Fixed Wireless Bundle plans over contract term calculated as: [(contract term x \$(NBN Fixed Wireless Bundle Monthly Charge))] + setup + \$10 Equipment Delivery Fee). Early termination fees apply to 18 month contract option.

#NBN Speeds: These speeds are maximum connection speeds as provided by nbn™. 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 Standard speed option has a download connection speed which will range between 5Mbps and 12Mbps, and an upload connection speed of 1Mbps. 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.

Digital Voice Included Calls (NBN Fixed Wireless S Bundle): The NBN Fixed Wireless S Bundle 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. Charges for calls made that are not included in the bundle (e.g. AU Mobile numbers, calls to 13/1300 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.

Digital Voice Included Calls (NBN Fixed Wireless M Bundle): The NBN Fixed Wireless M Bundle 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 bundle (e.g. Calls to 13/1300 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.

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

Digital Voice Included Calls (NBN Fixed Wireless XXL Bundle): The NBN Fixed Wireless XXL Bundle allows you to make unlimited calls to Landline and Mobile numbers in 11 countries (Canada, China, France, Germany, Greece, Hong Kong, Malaysia, Singapore, Taiwan, United Kingdom, United States), unlimited Local Calls, unlimited Standard National Calls to Landlines (excluding 13/1300 Calls) and unlimited calls to Standard Australian Mobiles. Calls to 19/1900 numbers are not supported. The bundle also includes 500 Call Minutes to India per month. Unused included minutes for calls to India expire at the end of each month. Standard per minute rates listed on our International Call Rates page apply for International Calls to other countries, calls to India after the first 500 minutes of International Calls, and calls to satellite phones. Charges for calls made that are not included in the bundle (e.g. 13/1300 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.

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

TPG Digital Voice Call Rates

Services	Rate
Local Calls	25¢ per call
National Calls	25¢ per minute [^] (plus 39¢ call connection)
National Cap	Capped at \$2 up to 20 minutes per call per minute National Call rates thereafter [^]
Mobile Calls	39¢ per minute [^] (plus 39¢ call connection)
Mobile Cap	Capped at \$2.48 up to 20 minutes per call per minute Mobile Call rates thereafter [^]
International Calls	Check website http://www.tpg.com.au/nbn/international-callrates (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

[^] Charged per 30 second block or part thereof.

TPG Digital Voice Features

Features & Services	Description	Rate
Call Barring	Allows you to restrict certain call types that can be dialled from your Digital 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 Digital 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 Digital 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 Digital 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 Digital 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.

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.

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 Digital Voice Service Special Note:

- TPG Digital Voice Service is delivered using voice over Internet Protocol (VoIP).
- Digital 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.
- Digital 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 Digital Voice Service also does not support analogue modems, Priority Assistance Scheme, calls to 19/1900, 0500 numbers and Universal International Freephone Numbers (UIFN).
- 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.
- Once an NBN Broadband with Digital Voice bundle plan is purchased, you cannot separately cancel either component (NBN Broadband or Digital Voice). Cancellation will cease both services. You cannot purchase either TPG NBN Broadband or a Digital Voice Service as a standalone service.

TPG Digital 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 Digital 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 Fixed Wireless 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 for NBN Fixed Wireless 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.

Standard Terms & Conditions: www.tpg.com.au/terms_conditions/standard

Service Description & Terms - NBN: www.tpg.com.au/terms_conditions/nbn

Service Description & Terms - TPG Voice: www.tpg.com.au/terms_conditions/tpg_voice

WHY PAY MORE?

tpg.com.au 13 14 23

Pricing information is correct as at 14 October 2020. TPG Internet Pty Ltd ABN 15 068 383 737.