

CRITICAL INFORMATION SUMMARY

TPG NBN SL BUNDLE



Service Description

TPG's NBN SL 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 SL Voice Bundle includes the following components:

- NBN Broadband
- Voice Service (no included calls)

Important Note: If you choose to bring your own modem, you will receive a data-only NBN service. The Voice service component will not be included; and you will not be able to make or receive calls.

The service is a pre-paid service and bills are not issued. An additional prepayment is required if you wish to make any calls that are not included as part of your plan. Payment options are Direct Debit or Credit Card.

Minimum Term

The NBN SL Voice Bundle plans are supplied on either a no lock-in contract (customers are permitted to terminate the service by giving 30 days notice) or 6 month contract term (early termination fees apply). See Minimum Total Cost applicable to each plan in the Information about Pricing section.

Information about Pricing

Plan	NBN SL Bundle			
Typical Evening Download Speeds (7pm-11pm)	NBN12 12Mbps Basic	NBN25 25Mbps Standard	NBN50 50Mbps Standard Plus	NBN100# 90Mbps Premium
Monthly Charge	\$59.99	\$64.99	\$69.99	\$89.99
Monthly Data Quota	Unlimited	Unlimited	Unlimited	Unlimited
Minimum Total Cost on 6 Month Contract With included modem	\$369.94	\$399.94	\$429.94	\$549.94
Minimum Charge in 1st Month (6 Month Contract) With included modem	\$69.99	\$74.99	\$79.99	\$99.99
Minimum Charge in 1st Month (No Lock-in Contract) With included modem	\$169.94	\$174.94	\$179.94	\$199.94
Minimum Charge in 1st Month (No Lock-in Contract) Without included modem	\$59.99	\$64.99	\$69.99	\$89.99
Upfront Fees	<ul style="list-style-type: none">- \$0 Setup on no lock-in contract without included modem- \$99.95 Setup on no lock-in contract with included modem- \$0 Setup on 6 month contract with included modem- \$10 Equipment Delivery Fee applies for included modem- 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 6 month contract only)			
Change of Plan Fee	Standard change of plan fee set out on Additional Pricing page			
Moving Home Fee	Standard moving home fee set out on Additional Pricing page			

#Our NBN100 plan is configured on the NBN 100/20 wholesale tier which provides off peak upload speeds between 1Mbps and 20Mbps. By invitation only, some existing customers may be eligible to configure their NBN100 plan on the NBN 100/40 wholesale tier which provides off peak upload speeds between 1Mbps and 40Mbps by paying an additional \$10 per month plan fee (this is only offered on a Month to Month basis) - the applicable monthly charge for this plan is \$99.99.

Availability

The NBN SL Voice 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 [here](#).

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 subject to change and is measured between 7pm and 11pm. Actual throughput speeds may be slower and could vary due to various 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 FTTP, 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.

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.

To be provided a working Voice Service, you need a standard phone handset (approved for use in Australia) and you must choose the option with TPG modem included.

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 prepaid balance. [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).

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 www.tpg.com.au/nbn/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 Voice Service 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

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

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).