

# CRITICAL INFORMATION SUMMARY

## TPG NBN M BUNDLE

Only available to existing TPG internet customers



### Service Description

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

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

TPG NBN M Bundle is only available to existing TPG internet customers choosing to switch their internet service to this bundle at their current residential address ('Change of Plan') or at a new residential address ('Moving Home').

**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 M Bundle plans are supplied on either a no lock-in contract (customers are permitted to terminate the service by giving 30 days notice) or a 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 M Bundle	
	No lock-in contract	6-month contract*
Typical Evening Speeds (7pm-11pm)	NBN12 12Mbps Download 0.8Mbps Upload  \$54.99	NBN12 12Mbps Download 0.8Mbps Upload  \$54.99
Minimum Monthly Charge	-	6 months (see Early Termination Charge below)
Minimum Contract Term		
Monthly Data Quota	100GB (50GB + 50GB)*	100GB (50GB + 50GB)*
Shaping Speed	128Kbps / 128Kbps	128Kbps / 128Kbps
Early Termination Charge	N/A	Early Termination Charge = 50% of monthly charge x months remaining in contract term (maximum Early Termination Charge is \$137.48)
Change of Plan Fee for Existing NBN Customers	\$0 Minimum Total Charge in 1st Month of Plan: \$54.99	N/A
Change of Plan Fee for Existing ADSL, FTTB, Home Wireless Broadband and 5G Home Broadband Customers	- \$99.95 Modem Fee - \$10 Equipment Delivery Fee (With included modem) Minimum Total Charge in 1st Month of Plan: \$164.94	- \$0 Modem Fee - \$10 Equipment Delivery Fee (With included modem) Minimum Total Charge in 1st Month of Plan: \$64.99 Minimum Total Charge for 6 months: \$339.94
Moving Home Fee for Existing NBN Customers	- \$99.95 Modem Fee - \$10 Equipment Delivery Fee (If modem is required at new address) Minimum Total Charge in 1st Month of Plan: \$164.94 (If modem required) or \$54.99 (If modem is not required)	- \$0 Modem Fee - \$10 Equipment Delivery Fee (If modem is required at new address) Minimum Total Charge in 1st Month of Plan: \$64.99 Minimum Total Charge for 6 months: \$339.94
Moving Home Fee for Existing ADSL, FTTB, Home Wireless Broadband and 5G Home Broadband Customers	- \$99.95 Modem Fee - \$10 Equipment Delivery Fee (With included modem) Minimum Total Charge in 1st Month of Plan: \$164.94	- \$0 Modem Fee - \$10 Equipment Delivery Fee (With included modem) Minimum Total Charge in 1st Month of Plan: \$64.99 Minimum Total Charge for 6 months: \$339.94

\* 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.

# The 6-month contract term is available as an option for:

- Moving Home – all existing TPG internet customers;
- Change of Plan – existing TPG ADSL, FTTB, Home Wireless Broadband and 5G Home Broadband customers switching to this bundle.

### Availability

The NBN M 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](#).

### NBN Charges

New Development fee: \$300 will be charged to your bill if NBN has to activate a connection for the first time at a premises it classifies as a 'new development'. Other fees such as Missed appointment fee, Cancelled appointment fee, Subsequent installation fee and No Fault found fee may apply to you. We may also pass on any administrative costs that TPG incur in providing you with assistance or arranging an appointment with NBN. Please see your Plan Details for more information.

### Bundling Arrangements

Once an NBN Bundle is purchased:

- The 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 an individual component of this NBN Bundle (NBN Broadband or Voice Service). Cancellation will cease both services.

### NBN Speeds

Typical Evening Download Speeds are subject to change and are measured 7pm-11pm. Typical Evening Upload Speeds are estimated by reference to the maximum upload speed. 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

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connected by Ethernet cable. If you are a customer on a NBN FTTN/B/C connection, we'll inform you of your maximum attainable line speed for your service once we receive this information from NBN after activation. Should your maximum attainable line speed not be capable of reaching your plan speed, we'll provide you with options, including to downgrade or cancel your service for no extra charge and with a refund.

### 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. If you are an existing TPG NBN customer you may be able to use your existing modem – we will advise you if your modem is compatible during your registration. When you connect to NBN certain equipment or services at your premises may be impacted and no

longer operate. These include medical devices, alarms, EFTPOS machines, lift emergency phones and some email or fax services. Please contact the equipment manufacturer or service provider if you are unsure.

### Inclusions & Exclusion

**Non-commercial purposes:** The service is for residential consumers and used for personal or domestic purposes only.

**Voice Service Included Calls:** 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 listed TPG rates by deducting usage charges from your prepaid balance. Standard International Call Rates apply for calls to satellite phones and international calls.

**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).

### 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 rate applies thereafter
International Calls	- Standard International call rates (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.

#### 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 1)

#### 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](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).

This is a summary only – the full terms and conditions for this service are available at [www.tpg.com.au/terms\\_conditions](http://www.tpg.com.au/terms_conditions)