

Information about the Service

Service Description

The Extra Chat Bundle is an ADSL2+ and Home Phone bundle which is delivered via TPG's own network infrastructure, where the call is not carried over a broadband connection but rather, like conventional telephony, is carried directly over the copper pair between the customer premises and TPG switching equipment.

The Extra Chat Bundle includes the following components:

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

The Service is a pre-paid service and bills are not issued. Prepayment (including a \$20 Home Phone Prepayment Outside Included Value) is by automatic top-up.

Availability

The Extra Chat Bundle is only available at selected TPG ADSL2+ coverage areas & subject to infrastructure availability at customer's premises.

Bundling Arrangements

Once an ADSL2+ with TPG Home Phone Bundle is purchased:

- Change of plan option is restricted to ADSL2+ with TPG Home Phone bundles only.
- You cannot cancel either component (ADSL2+ or Home Phone). Cancellation will cease both services

Equipment Required

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

Minimum Term

The Extra Chat Bundle is supplied on a **24 month** contract term. The Minimum Total Cost is **\$2029.71** (including \$79.95 setup, \$20 Home Phone Prepayment Outside Included Value and \$10 equipment delivery fee). Early termination fees apply.

Inclusions & Exclusions

Extra Chat Bundle: Extra Chat Bundle 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 (including 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 bundle (e.g. Directory Services and satellite phones) will be charged at [listed TPG rates](#) by deducting usage charges from your Home Phone Prepayment Outside Included Value. The service is for residential consumers only and may not be used for commercial purposes.

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).

Information about Pricing

Charge Type	Amount
Monthly Charge	\$79.99
Upfront Fees	- Setup \$79.95 - Home Phone Prepayment Outside Included Value \$20 - Equipment Delivery Fee \$10
Early Termination Charge	Contract payout fee up to \$350
Change of Plan Fee	Standard change of plan fee set out on Additional Pricing page.
Relocation Fee	Standard relocation fee set out on Additional Pricing page.

Call Rates

Usage Type	Rate
Local Calls (Include 13/1300)	Unlimited
National Calls to Landlines	Unlimited
Calls to Standard Australian Mobiles	Unlimited
International Calls	<ul style="list-style-type: none">- Unlimited to selected countries: Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, UK and USA- Standard rates apply to other countries (plus 39¢ call connection), see www.tpg.com.au/homephone/international-callrates
18/1800 Calls	Free
19/1900 Calls	Not supported
Directory Assistance - 1223	\$1.10 per call
TPG 13 14 23	Free

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.

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).