

Information about the Service

Service Description

TPG's NBN XXL Business Bundle service is delivered via the National Broadband Network (NBN) using FTTP or FTTN technology to the network boundary point of your premises.

TPG NBN XXL Business Bundle includes the following components:

- NBN Broadband
- Voice Service
 - Unlimited Local Calls - Excl. 13/1300 Calls
 - Unlimited Standard National Calls to Landlines
 - Unlimited Calls to Standard Australian Mobiles

The service is a pre-paid service and bills are not issued. A minimum \$20 prepayment is required at registration. As you use the service for calls outside the included value, the prepayment will be automatically topped up when the prepayment falls to a specified dollar amount.

Availability

The NBN XXL Business 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 at www.tpg.com.au/nbn-business/coverage

Bundling Arrangements

Once an NBN Bundle is purchased:

- Change of plan option is restricted to TPG NBN Business 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 Business Hours Download Speed is measured between 9am and 5pm. 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 FTTN 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.

Information about Pricing

| Plan | NBN XXL Business Bundle |
|---|---|
| Max Download Connection Speeds | Boost (nbn25) 23.7Mbps typical business hours speed |
| Monthly Charge | \$99.99 |
| Monthly Data Quota | Unlimited |
| Minimum Total Cost on 18 Month Contract | \$1,829.82 |
| Minimum Charge in 1st Month (18 Month Contract) | \$129.99 |
| Minimum Charge in 1st Month (No Lock-in Contract) | \$229.94 |
| Upfront Fees | - Setup \$99.95 on no lock-in contract or \$0 on 18 month contract - Voice Prepayment Outside Included Value \$20 - Equipment Delivery Fee \$10 |
| Early Termination Charge | Contract payout fee up to \$350 (applicable on 18 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 |

Call Rates

| Usage Type | Rates |
|--------------------------------------|--|
| Local Calls | Unlimited |
| National Calls to Landlines | Unlimited |
| Calls to Standard Australian Mobiles | Unlimited |
| International Calls | <ul style="list-style-type: none">- Standard International call rates apply thereafter (plus 39¢ call connection)- See www.tpg.com.au/nbn-business/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 |

Other Information

Usage Information

You can monitor your Voice Service 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).