

Information about the Service

Service Description

TPG's NBN XXL 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 XXL 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
 - Unlimited International Calls to landline and mobile numbers in Canada, China, France, Germany, Greece, Hong Kong, Malaysia, Singapore, Taiwan, UK and USA
 - 500 Call Minutes to India Per Month

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 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/coverage

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 measured between 7pm and 11pm. 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 FTTB, 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.

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. A Wi-Fi modem router is included in the NBN XXL Bundle.

Minimum Term

The NBN XXL Bundle plans are supplied on either a no lock-in contract (customers are permitted to terminate the service by giving 30 days notice) or 18 month contract term (early termination fees apply). See Minimum Total Cost applicable to each plan in the Information about Pricing section.

Inclusions & Exclusions

Voice Service Included Calls: The NBN 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 Voice 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

Plan	NBN XXL Bundle	
Download Connection Speed	NBN12 11.0Mbps Basic typical evening speed	NBN100 88.1Mbps Premium typical evening speed
Monthly Charge	\$79.99	\$109.99
Monthly Data Quota	Unlimited	Unlimited
Minimum Total Cost on 18 Month Contract	\$1,469.82	\$2,009.82
Minimum Charge in 1st Month (18 Month Contract)	\$109.99	\$139.99
Minimum Charge in 1st Month (No Lock-in Contract)	\$209.94	\$239.94
Upfront Fees	<ul style="list-style-type: none"> - Setup \$99.95 on no lock-in contract or \$0 on 18 month contract - Voice Prepayment Outside Included Value \$20 - Equipment Delivery Fee \$10 - 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. 	
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	

* Consists of peak (8:30am - 2:30pm) 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.

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">- Unlimited to selected countries: Canada, China, France, Germany, Greece, Hong Kong, Malaysia, Singapore, Taiwan, UK, USA- First 500 minutes to India free each month- Standard rates apply to other countries (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

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

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).