

### Information about the Service

#### Service Description

TPG's NBN Cable Broadband XXL Bundle service is delivered via the National Broadband Network (NBN) to the network boundary point of your premises.

TPG NBN Cable Broadband XXL Bundle includes the following components:

- NBN Broadband using the Hybrid Fibre Coaxial network
- Digital 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 Cable Broadband 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-hfc-cable/coverage](http://www.tpg.com.au/nbn-hfc-cable/coverage)

#### Bundling Arrangements

Once an NBN Cable Broadband Bundle is purchased:

- Change of plan option is restricted to TPG NBN Cable Broadband Bundle plans only and you cannot move back to a TPG ADSL2+/ADSL service.
- You cannot separately cancel either component (NBN Broadband or Digital voice). Cancellation will cease both services.

#### NBN Speeds

Actual throughput speeds may be slower and could vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated

by TPG. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. The Boost speed option has a download connection speed which will range between 5Mbps and 25Mbps, and an upload connection speed which will range between 1Mbps and 5Mbps.

#### 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 Cable Broadband XXL Bundle.

#### Minimum Term

The NBN Cable Broadband 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

**Digital Voice Included Calls:** The NBN Cable Broadband 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 Digital 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 Cable Broadband XXL Bundle   |
|---|--|
| Download Connection Speed                         | Between 18Mbps and 25Mbps  |
| Monthly Charge                                    | \$89.99  |
| Monthly Data Quota                                | Unlimited  |
| Minimum Total Cost on 18 Month Contract           | \$1,649.82   |
| Minimum Charge in 1st Month (18 Month Contract)   | \$119.99   |
| Minimum Charge in 1st Month (No Lock-in Contract) | \$219.94   |
| Upfront Fees                                      | <ul style="list-style-type: none"><li>- Setup \$99.95 on no lock-in contract or \$0 on 18 month contract</li><li>- Digital Voice Prepayment Outside Included Value \$20</li><li>- Equipment Delivery Fee \$10</li><li>- 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.</li></ul> |
| 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 <a href="#">Additional Pricing</a> page   |
| Moving Home Fee                                   | Standard moving home fee set out on <a href="#">Additional Pricing</a> 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"><li>- Unlimited to selected countries: Canada, China, France, Germany, Greece, Hong Kong, Malaysia, Singapore, Taiwan, UK, USA</li><li>- First 500 minutes to India included each month</li><li>- Standard rates apply to other countries (plus 39¢ call connection)</li><li>- See <a href="http://www.tpg.com.au/nbn-hfc-cable/international-callrates">www.tpg.com.au/nbn-hfc-cable/international-callrates</a></li></ul> |
| 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 Digital Voice usage by logging into Your Account online at [www.tpg.com.au/account](http://www.tpg.com.au/account).

#### 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 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](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).