

## Information about the Service

### Service Description

TPG's NBN Broadband with Home Phone service is delivered via the National Broadband Network (NBN) to the network boundary point of your premises.

TPG NBN Broadband Standard Bundle 12/1 includes the following components:

- NBN Broadband
- Home Phone Line Rental (no included calls)

The Service is a pre-paid service and bills are not issued. Prepayment is by automatic top-up.

### Availability

Only available in selected coverage areas. To check for availability, please use the address checker at [www.tpg.com.au/nbn/coverage](http://www.tpg.com.au/nbn/coverage).

### Equipment Required

If you do not already have the required NBN equipment installed inside your home, 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 router to connect your devices to TPG NBN Broadband service. A Wi-Fi router is included in the NBN Broadband Standard Bundle 12/1.

### CSG Waiver

The Home Phone monthly and setup pricing stated in the Information about Pricing section is based on customers agreeing to waive the Customer Service Guarantee (CSG).

### Bundling Arrangements

Once an NBN Broadband Bundle is purchased:

- Change of plan option is restricted to TPG NBN Broadband with Home Phone plans only.
- You cannot cancel either component (NBN Broadband or Home Phone). 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.

### Minimum Term

The service comes with no lock-in contract. Customers are permitted to terminate the service by giving 30 days notice.

## Information about Pricing

Plan	NBN Broadband Standard Bundle 12/1
Monthly Charge	\$59.99
Monthly Data Quota	Unlimited
Connection Speeds	Up to 12Mbps/1Mbps
Upfront Fee	Setup \$99.95 Home Phone Prepayment Outside Included Value \$20 Equipment Delivery Fee \$10
Cost of a 2 Min Standard National Mobile Call	\$1.17 (inc. call connection)
Minimum Monthly Charge - 1st Month	\$189.94
Early Termination Charge	N/A
Change of Plan Fee	Standard change of plan fee set out on <a href="#">Additional Pricing</a> page
Relocation Fee	Standard relocation fee set out on <a href="#">Additional Pricing</a> page

### Call Rates

Usage Type	Rates
Local Calls	25¢ per call
National Calls to Landlines	25¢ per minute ^ (plus 39¢ call connection). Capped at \$2 up to 20 minutes per call, per minute National Call rates thereafter
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">http://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

### Backup Power Service

Our service includes, at no additional charge, the supply of a backup battery unit. The backup battery unit will keep some elements of your telephone service going if there is a power outage at your premises. This backup battery unit will keep power going to your NBN Network Termination Device but it will not supply power to either your handset or your Internet router. This means if you have a telephone handset that does not require power and that handset is plugged into the UNI-V port on your NBN NTD, then if there is a power outage you will be able to make and receive telephone calls (including calls to emergency services) for an estimated period of time of about 5 hours.

However, if 1) You remove the battery backup unit, or 2) The unit is faulty or the battery is not replaced after the battery gets low on power, or 3) You have a telephone handset that needs power to function (e.g. wireless handset); then during a power outage, you will not be able to make or receive any calls, including calls to emergency services.

## Other Information

### Usage Information

You can monitor your Home Phone 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).