

# CRITICAL INFORMATION SUMMARY

## TPG NBN FIXED WIRELESS S BUNDLE



### Service Description

TPG's NBN Fixed Wireless S Bundle service is delivered via the National Broadband Network (NBN) using Fixed Wireless technology to the network boundary point of your premises.

TPG NBN Fixed Wireless S Bundle includes the following components:

- NBN Broadband using the Fixed Wireless network
- Digital Voice Service:
  - Unlimited Local calls – Excl. 13/1300 Calls
  - Unlimited Standard National Calls to Landlines

**Important Note:** If you choose to bring your own modem, you will receive a data-only NBN service. The Voice service component will not be included; and you will not be able to make or receive calls.

The service is a pre-paid service and bills are not issued. An additional prepayment is required if you wish to make any calls that are not included as part of your plan. Payment options are Direct Debit or Credit Card.

### Minimum Term

The NBN Fixed Wireless S Bundle plans are supplied on either a no lock-in contract (customers are permitted to terminate the service by giving 30 days notice) or 6 month contract term (early termination fees apply). See Minimum Total Cost applicable to each plan in the Information about Pricing section.

### Information about Pricing

Plan	NBN Fixed Wireless S Bundle
Typical Evening Speeds (7pm-11pm)	NBN12 9.3Mbps Download 0.9Mbps Upload
Monthly Charge	\$59.99
Monthly Data Quota	100GB (50GB + 50GB)*
Cost of 1MB of data included in plan	0.06c
Shaping Speed	128Kbps/128Kbps
Minimum Charge in 1st Month (6 month contract) With included modem	\$69.99
Minimum Charge in 1st Month (no lock-in contract) With included modem	\$174.94
Minimum Charge in 1st Month (no lock-in contract) BYO modem	\$59.99
Upfront Fees	- \$0 Modem Fee on 6 month contract with included modem (\$10 Equipment Delivery Fee applies) - \$114.95 Modem Fee on no lock-in contract with included modem (plus \$0 Equipment Delivery Fee) - 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
Cost of a 2 Min Standard National Mobile Call	\$1.17 (incl. call connection)
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
Early Termination Charge	\$99.95

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

### Availability

The NBN Fixed Wireless S 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 [here](#).

Where you use an NBN Fixed Wireless Service and your usage falls within certain parameters set by NBN Co, your download or upload speeds may be impacted by NBN Co's enforcement of its fair use policy. This could mean you may, from time to time, experience slower speeds depending on your usage, the time of day and the type of applications you are using.

### Bundling Arrangements

Once an NBN Fixed Wireless Bundle is purchased:

- Change of plan option is restricted to TPG NBN Fixed Wireless 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

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. The pricing above assumes that you will choose the option with TPG modem included.

### NBN Fixed Wireless Speeds

Typical Evening Speed is subject to change and is measured between 7pm and 11pm. Your service speeds are not guaranteed and may 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, congestion and fixed wireless network limitations. See Key Fact Sheet for more detail. Addresses with speeds affected by NBN Co wireless network congestion will be notified. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. NBN Fixed Wireless may not be suitable for online gaming.

To be provided a working Voice Service, you need a standard phone handset (approved for use in Australia) and you must choose the option with TPG modem included. If you are an existing TPG NBN customer you may be able to use your existing modem – we will advise you if your modem is compatible during your registration. When you connect to NBN certain equipment or services at your premises may be impacted and no longer operate. These include medical devices, alarms, EFTPOS machines, lift emergency phones and some email or fax services. Please contact the equipment manufacturer or service provider if you are unsure.

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### Inclusions & Exclusions

**Non-commercial purposes:** The service is for residential consumers and used for personal or domestic purposes only.

**Voice Service Non-Included Calls:** : The NBN Fixed Wireless S Bundle allows you to make unlimited Local Calls and unlimited Standard National Calls to Landlines, excluding 13/1300 Calls. Calls to 19/1900 numbers are not supported. Charges for calls made that are not included in the bundle (e.g. calls to 13/1300, AU Mobile numbers and Directory Services) will be charged at [listed TPG rates](#) by deducting usage charges from your prepaid balance. [Standard International Call Rates](#) apply for calls to satellite phones and international calls.

**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).

### Call Rates

Usage Type	Rates
Local Calls	Unlimited
National Calls to Landlines	Unlimited
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">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

<sup>^</sup> Charged per 30 second block or part thereof

### 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).

### Priority Assistance

TPG does not offer Priority Assistance.

### 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 1)

### 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).