

# CRITICAL INFORMATION SUMMARY

## TPG NBN FIXED WIRELESS SL BUNDLE



### Service Description

TPG's NBN Fixed Wireless SL 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 SL Bundle includes the following components:

- NBN Broadband using the Fixed Wireless network
- Voice Service (no included calls)

**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

**New Customers:** The NBN Fixed Wireless SL Bundle plans are supplied on a no lock-in contract. Customers are permitted to terminate the service by giving 30 days notice.

**Existing TPG Internet Customers:** The NBN Fixed Wireless SL Bundle plans are available to existing TPG internet customers choosing to switch their internet service to this bundle at their current residential address ('Change of Plan') or at a new residential address ('Moving Home'). Change of Plan and Moving Home bundle plans are supplied on either a no lock-in contract (customers are permitted to terminate the service by giving 30 days notice) or a 6-month contract term (early termination fees apply – see below).

### Information about Pricing

Plan	NBN Fixed Wireless SL Bundle
Typical Evening Speeds (7pm-11pm)	NBN25 14.4Mbps Download 3.8Mbps Upload <b>\$69.99</b>
Monthly Charge	Unlimited
Monthly Data Quota	
Minimum Charge in 1st Month With included modem	\$179.94
Minimum Charge in 1st Month Without included modem	\$69.99
Upfront Fees	- \$0 Setup on no lock-in contract without included modem - \$99.95 Setup on no lock-in contract with included modem - \$10 Equipment Delivery Fee applies for included modem - 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	Maximum Early Termination Charge for 6 month contract is \$174.98

### Availability

The NBN Fixed Wireless SL 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](#).

### 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.

### 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.

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.

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

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 Included Calls:** Charges for calls are not included in the NBN Fixed Wireless SL Bundle plan and will be charged at [listed TPG rates](#) on a 'pay as you go' basis and deducted from your prepaid balance. Calls to 19/1900 numbers are not supported. [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	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">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

### Usage Information

You can monitor your Voice Service 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

Our [complaints handling policy](#) is available on our website. 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).

This is a summary only – the full terms and conditions for this service are available at [www.tpg.com.au/terms\\_conditions](http://www.tpg.com.au/terms_conditions)