



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

The NBN Fixed Wireless SL 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 SL Bundle
Typical Evening Speeds (7pm-11pm)	NBN25 14.4Mbps Download 3.8Mbps Upload
Monthly Charge	\$69.99
Monthly Data Quota	Unlimited
Minimum Charge in 1st Month (6 month contract) With included modem	\$79.99
Minimum Charge in 1st Month (no lock-in contract) With included modem	\$184.94
Minimum Charge in 1st Month (no lock-in contract) BYO modem	\$69.99
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 Additional Pricing page
Moving Home Fee	Standard moving home fee set out on Additional Pricing page
Early Termination Charge	\$99.95

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](#).

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.

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.

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.



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.

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

Table with 2 columns: Usage Type, Rates. Rows include Local Calls, National Calls to Landlines, Calls to Standard Australian Mobiles, International Calls, 13/1300 Calls, 18/1800 Calls, 19/1900 Calls, Directory Assistance – 1223, and TPG 13 14 23.

^ 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.

Priority Assistance

TPG does not offer 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 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

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).