

# CRITICAL INFORMATION SUMMARY

## TPG NBN FIXED WIRELESS XXL BUNDLE



### Service Description

TPG's NBN Fixed Wireless XXL 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 XXL 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
  - 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. 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 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 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 XXL Bundle
Typical Evening Speeds (7pm-11pm)	NBN25 14.4Mbps Download 3.8Mbps Upload
Monthly Charge	\$89.99
Monthly Data Quota	Unlimited
Minimum Charge in 1st Month (6 month contract) (With included modem)	\$99.99
Minimum Charge in 1st Month (no lock-in contract) (With included modem)	\$204.94
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
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

### Availability

The NBN Fixed Wireless 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/hbn-fixed-wireless/coverage](http://www.tpg.com.au/hbn-fixed-wireless/coverage)

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

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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

**Digital Voice Included Calls:** The NBN Fixed Wireless 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 prepaid balance. 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).

### 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 free 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/international-callrates">www.tpg.com.au/nbn/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

### 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).