

NBN Bundle Plans FTTP/FTTN/FTTB/FTTC/HFC (Existing Customer)



Only available to existing TPG internet customers*		Only available to existing TPG internet customers*	
NBN12 S Bundle		NBN12 M Bundle	
10GB ₁		10GB ₂ Peak / Off peak (50GB + 50GB)	
12Mbps Download 0.8Mbps Upload Typical evening speed [#]		12Mbps Download 0.8Mbps Upload Typical evening speed [#]	
Phone Line		Phone Line	
Local Calls National Calls 13/1300 Calls Au Mobile International		Local Calls National Calls 13/1300 Calls Au Mobile International	
Pay As You Go Pay As You Go Pay As You Go Pay As You Go Pay As You Go		Pay As You Go Pay As You Go Pay As You Go Pay As You Go Pay As You Go	
\$44 ⁹⁹ per month See table below for breakdown of all fees and total charges		\$54 ⁹⁹ per month See table below for breakdown of all fees and total charges	

	S Bundle	M Bundle
	No lock-in contract	No lock-in contract
New Customers	N/A	N/A
Change of Plan Fee for Existing NBN Customers	\$0 Minimum Total Charge in 1 st Month of Plan \$44.99	\$0 Minimum Total Charge in 1 st Month of Plan \$54.99
Change of Plan Fee for Existing ADSL, FTTB, Home Wireless Broadband and 5G Home Broadband Customers	\$0 Upfront Modem when you stay connected for 24 months \$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$54.99 Minimum Total Charge (including supplied modem): \$254.99	\$0 Upfront Modem when you stay connected for 24 months \$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$64.99 Minimum Total Charge (including supplied modem): \$264.99
Moving Home Fee for Existing NBN Customers	\$0 Change of Location Fee Modem fee may apply if required	\$0 Change of Location Fee Modem fee may apply if required
Moving Home Fee for Existing ADSL, FTTB, Home Wireless Broadband and 5G Home Broadband Customers	\$0 Change of Location Fee Modem fee may apply if required	\$0 Change of Location Fee Modem fee may apply if required

NBN Bundle Plans FTTP/FTTN/FTTB/FTTC/HFC (NBN SL Bundles)

NBN25	NBN50	NBN100*	NBN500
Unlimited Data Usage	Unlimited Data Usage	Unlimited Data Usage	Unlimited Data Usage
25Mbps 8Mbps Download Upload Typical evening speed [#]	50Mbps 17Mbps Download Upload Typical evening speed [#]	98Mbps 17Mbps Download Upload Typical evening speed [#]	500Mbps 42Mbps Download Upload Typical evening speed [#]
Phone Line	Phone Line	Phone Line	Phone Line
Local Calls National Calls 13/1300 Calls Au Mobile International	Local Calls National Calls 13/1300 Calls Au Mobile International	Local Calls National Calls 13/1300 Calls Au Mobile International	Local Calls National Calls 13/1300 Calls Au Mobile International
Pay As You Go Pay As You Go Pay As You Go Pay As You Go Pay As You Go	Pay As You Go Pay As You Go Pay As You Go Pay As You Go Pay As You Go	Pay As You Go Pay As You Go Pay As You Go Pay As You Go Pay As You Go	Pay As You Go Pay As You Go Pay As You Go Pay As You Go Pay As You Go
\$79⁹⁹ per month See table below for breakdown of all fees and total charges	\$89⁹⁹ per month See table below for breakdown of all fees and total charges	\$94⁹⁹ per month See table below for breakdown of all fees and total charges	\$94⁹⁹ per month See table below for breakdown of all fees and total charges

	NBN SL Bundle			
	NBN25	NBN50	NBN100	NBN500
New Customers	\$0 Upfront Modem when you stay connected for 24 months \$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$89.99 Minimum Total Charge (including supplied modem): \$289.99	\$0 Upfront Modem when you stay connected for 24 months \$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$99.99 Minimum Total Charge (including supplied modem): \$299.99	\$0 Upfront Modem when you stay connected for 24 months \$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$104.99 Minimum Total Charge (including supplied modem): \$304.99	\$0 Upfront Modem when you stay connected for 24 months \$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$104.99 Minimum Total Charge (including supplied modem): \$304.99
Change of Plan Fee for Existing NBN Customers	\$0 Minimum Total Charge in 1 st Month of Plan \$79.99	\$0 Minimum Total Charge in 1 st Month of Plan \$89.99	\$0 Minimum Total Charge in 1 st Month of Plan \$94.99	\$0 Minimum Total Charge in 1 st Month of Plan \$94.99
Change of Plan Fee for Existing ADSL, FTTB, Home Wireless Broadband and 5G Home Broadband Customers	\$0 Upfront Modem when you stay connected for 24 months \$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$89.99 Minimum Total Charge (including supplied modem): \$289.99	\$0 Upfront Modem when you stay connected for 24 months \$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$99.99 Minimum Total Charge (including supplied modem): \$299.99	\$0 Upfront Modem when you stay connected for 24 months \$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$104.99 Minimum Total Charge (including supplied modem): \$304.99	\$0 Upfront Modem when you stay connected for 24 months \$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$104.99 Minimum Total Charge (including supplied modem): \$304.99
Moving Home Fee for Existing NBN Customers	\$0 Change of Location Fee Modem fee may apply if required	\$0 Change of Location Fee Modem fee may apply if required	\$0 Change of Location Fee Modem fee may apply if required	\$0 Change of Location Fee Modem fee may apply if required
Moving Home Fee for Existing ADSL, FTTB, Home Wireless Broadband and 5G Home Broadband Customers	\$0 Change of Location Fee Modem fee may apply if required	\$0 Change of Location Fee Modem fee may apply if required	\$0 Change of Location Fee Modem fee may apply if required	\$0 Change of Location Fee Modem fee may apply if required

NBN Bundle Plans FTTP/HFC (NBN Home Superfast & NBN Home Ultrafast)



NBN Home Superfast	NBN Home Ultrafast
Unlimited Data Usage	Unlimited Data Usage
740Mbps Download 42Mbps Upload Typical evening speed [#]	850Mbps Download 85Mbps Upload Typical evening speed [#]
Phone Line	Phone Line
Local Calls National Calls 13/1300 Calls Au Mobile International	Local Calls National Calls 13/1300 Calls Au Mobile International
Pay As You Go Pay As You Go Pay As You Go Pay As You Go Pay As You Go	Pay As You Go Pay As You Go Pay As You Go Pay As You Go Pay As You Go
\$104 ⁹⁹ per month See table below for breakdown of all fees and total charges	\$114 ⁹⁹ per month See table below for breakdown of all fees and total charges

	Home Superfast Plan	Home Ultrafast Plan
	No lock-in contract	No lock-in contract
New Customers	\$0 Upfront Modem when you stay connected for 24 months \$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$114.99 Minimum Total Charge (including supplied modem): \$314.99	\$0 Upfront Modem when you stay connected for 24 months \$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$124.99 Minimum Total Charge (including supplied modem): \$324.99
Change of Plan Fee for Existing NBN Customers	\$0 Minimum Total Charge in 1 st Month of Plan \$104.99	\$0 Minimum Total Charge in 1 st Month of Plan \$114.99
Change of Plan Fee for Existing ADSL, FTTB, Home Wireless Broadband and 5G Home Broadband Customers	\$0 Upfront Modem when you stay connected for 24 months \$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$114.99 Minimum Total Charge (including supplied modem): \$314.99	\$0 Upfront Modem when you stay connected for 24 months \$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$124.99 Minimum Total Charge (including supplied modem): \$324.99
Moving Home Fee for Existing NBN Customers	\$0 Change of Location Fee Modem fee may apply if required	\$0 Change of Location Fee Modem fee may apply if required
Moving Home Fee for Existing ADSL, FTTB, Home Wireless Broadband and 5G Home Broadband Customers	\$0 Change of Location Fee Modem fee may apply if required	\$0 Change of Location Fee Modem fee may apply if required

NBN Bundle Plans FTTP/FTTN/FTTB/FTTC/HFC

Optional Voice Call Pack (NBN S, M & SL Bundles):

\$5 per month	Oz Talk Unlimited Local Calls Unlimited Standard National Calls Unlimited National Calls to Mobiles
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\$10 per month	Big Talk Unlimited Local Calls Unlimited Standard National Calls Unlimited National Calls to Mobiles 100 International Minutes
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\$15 per month	Extra Talk Unlimited Local Calls Unlimited Standard National Calls Unlimited National Calls to Mobiles Unlimited International Calls to 23 destinations
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***Offering:** TPG NBN S Bundle and M Bundle are only 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').

General: This offer is subject to availability and other conditions and may be withdrawn at any time. Please refer to 'Important Things You Need to Know' at the end of this brochure for further information.

¹Monthly Usage Quota: 1GB (Gigabyte) = 1000MB (Megabyte). Unused usage quota forfeited each month. Speed will be shaped to 32Kbps/32Kbps for the billing cycle in which the monthly usage quota has been exceeded. Downloads and uploads are counted.

²Monthly Usage Quota: 1GB (Gigabyte) = 1000MB (Megabyte). Unused usage quota forfeited each month. Data allowance consists of peak (8:30am - 2:30am) and off peak (2:30am - 8:30am) monthly usage quota. Speed will be shaped to 128Kbps/128Kbps for the period in which the monthly usage quota has been exceeded (peak and/or off peak). Downloads and uploads counted. TPG may, on giving you 7 days notice by email, adjust the start/finish (but not the length) of peak/off peak times.

Minimum Term: The NBN S, M and SL Bundle plans are supplied on a no lock-in contract (customers are permitted to terminate the service by giving 30 days notice).

NBN Charges: Please see table above for a breakdown of plan fees and charges. New Development fee: \$300 will be charged to your bill if NBN has to activate a connection for the first time at a premises it classifies as a 'new development'. Other fees such as Missed appointment fee, Cancelled appointment fee, Subsequent installation fee and No Fault found fee may apply to you. We may also pass on any administrative costs that TPG incur in providing you with assistance or arranging an appointment with NBN.

#NBN Speeds: Typical Evening Download Speeds are subject to change and are measured 7pm-11pm. Typical Evening Upload Speeds are estimated by reference to the maximum upload speed. 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. Devices connected by Wi-Fi may experience slower speeds than

those connected by Ethernet cable. If you are a customer on a NBN FTTN/B/C connection, we'll inform you of your maximum attainable line speed for your service once we receive this information from NBN after activation. Should your maximum attainable line speed not be capable of reaching your plan speed, we'll provide you with options, including to downgrade or cancel your service for no extra charge and with a credit or refund.

***NBN100:** Our NBN100 plan is configured on the NBN 100/20 wholesale tier which provides off peak upload speeds between 1Mbps and 20Mbps. By invitation only, some existing customers may be eligible to configure their NBN100 plan on the NBN 100/40 wholesale tier which provides off peak upload speeds between 1Mbps and 40Mbps by paying an additional \$10 per month plan fee (this is only offered on a Month to Month basis) - the applicable monthly charge for this plan is \$99.99.

Voice Service Included Calls (NBN S, M & SL Bundles): Charges for calls are not included in the NBN S, M & SL Voice Bundle 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.

Availability: NBN500, Superfast and Ultrafast Plans are only available on NBN FTTP and NBN HFC areas. NBN100 is only available in NBN FTTN/B/C areas.

Oz Talk Call Pack: This call pack allows you to make unlimited Local Calls (excluding 13/1300 numbers), unlimited Standard National Calls to Landlines and unlimited calls to Standard Australian Mobiles. Calls to 19/1900 numbers are not supported. Charges for calls made that are not included in the add-on (e.g. calls to 13/1300, International Calls 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.

Big Talk Call Pack: This call pack allows you to make unlimited Local Calls (excluding 13/1300 numbers) and unlimited Standard National Calls to Landlines and unlimited calls to Standard Australian Mobiles. Calls to 19/1900 numbers are not supported. The 100 International Minutes per month included in the add-on can be used to call International Landline and Mobile destinations (excluding calls to satellite phones) listed on our [International Call Rates](#). Standard per minute rates listed on our [International Call Rates](#) page apply after the first 100 minutes of International Calls and for calls to satellite phones. Unused included minutes for international calls expire at the end of each month. Charges for calls made that are not included in the add-on (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. The service is for residential consumers only and may not be used for commercial purposes.

Extra Talk Call Pack: This call pack allows you to make unlimited calls to Landline and Mobile numbers in 23 destinations (Canada, China, France, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Italy, Japan, Malaysia, Netherlands, New Zealand, Singapore, South Africa, South Korea, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, United States), unlimited Local Calls (excluding 13/1300 numbers), unlimited Standard National Calls to Landlines and unlimited calls to Standard Australian Mobiles. Calls to 19/1900 numbers are not supported. Standard per minute rates listed on our [International Call Rates](#) page apply for International Calls to other countries and calls to satellite phones. Charges for calls made that are not included in the add-on (e.g. calls to 13/1300, Directory Services and satellite phones) 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.

Voice Service rates and features: Refer to 'TPG Voice Call Rates' and 'TPG Voice Features' sections further below for information about applicable call rates and features.



NBN Bundle Plans FTTP/FTTN/FTTB/FTTC/HFC

TPG Voice Call Rates

Services	Rate
Local Calls	25¢ per call
National Calls	25¢ per minute^ (plus 39¢ call connection)
National Cap	Capped at \$2 up to 20 minutes per call per minute National Call rates thereafter^
Mobile Calls	39¢ per minute^ (plus 39¢ call connection)
Mobile Cap	Capped at \$2.48 up to 20 minutes per call per minute Mobile Call rates thereafter^
International Calls	Check website International Call Rates (39¢ call connection applies)
13/1300 Calls	30¢ per call
18/1800 Calls	Free
19/1900 Calls	Not Supported
Directory Assistance - 1223	\$1.10 per call
Speaking Clock - 1194	40¢ per call
TPG 13 14 23	Free

^ Charged per 30 second block or part thereof.

TPG Voice Features

Features & Services	Description	Rate
Call Barring	Allows you to restrict certain call types that can be dialed from your Voice Service	Free
Number Display / Number Block	Select whether you would like your caller identity blocked or displayed when calling other parties	Free
Call Waiting	Notify you of an incoming call on your Voice Service while you are already on a call. You can place your call on hold to answer the incoming call	Free
Call Forwarding	Allows you to divert calls from your Voice number to a different number	Standard call rates apply to forwarded calls
Caller ID	Allows you to see the phone number of the person calling you on your Voice service (only applicable on phones that supports caller ID)	Free

Please refer to ‘Important Things You Need to Know’ at the end of this brochure for further information about the TPG Voice service.

NBN Bundle Plans FTTP/FTTN/FTTB/FTTC/HFC

Important Things You Need to Know

Critical Information Summary (CIS): The CIS sets out the important information you need to know about a TPG service. You can review the CIS for your selected NBN Bundle plan at https://www.tpg.com.au/terms_conditions/CIS/nbn.

CSG: All plans set out in this brochure are subject to you agreeing to waive the Customer Service Guarantee (CSG). For more information please contact TPG Sales on 13 14 23.

Availability: NBN500, Superfast and Ultrafast Plans are only available on NBN FTTP and NBN HFC areas. NBN100 is only available in NBN FTTN/B/C areas.

Backup Power Service (FTTP): NBN services require a backup battery unit to keep power going to your NBN Network Termination Device in the event of a power outage so that some elements of your telephone service can continue to operate for an estimated period of time of about 5 hours during the power outage. TPG NBN service does not include the supply of a backup battery unit. This means during a power outage, you will not be able to make or receive any calls, including calls to emergency services. Please ensure that you have an alternative method to make calls such as a mobile phone.

Non-commercial purposes: The plans set out in this brochure are all for residential consumers only and may not be used for commercial purposes.

TPG Voice Service Special Note:

- TPG Voice Service on NBN FTTN, FTTB, FTTC and HFC is a Digital Voice Service which is delivered using Voice over Internet Protocol (VoIP) technology. Digital Voice Service requires a broadband connection and power to the Wi-Fi modem router supplied by TPG. If there is a broadband connection outage in your premises due to power or other faults, the Digital Voice Service will not work and you cannot make phone calls including “000” emergency calls.
- TPG Voice Service supports fax to national numbers in the Telstra, Optus, AAPT and Primus PSTN network. Fax to international numbers is not reliable and VoIP based fax is not supported. This plan does not support the Priority Assistance Scheme.
- TPG Voice Service does not support old dial up technology devices with built in modems such as EFTPOS, Back to Base Alarms and Foxtel Program purchase. These devices have been replaced by Internet Protocol (IP) enabled devices and many TPG customers are able to use EFTPOS, Back to Base alarms and Foxtel Program purchase through the internet provided that their devices are IP enabled. For further details on IP enabled devices contact your device supplier. TPG Voice Service also does not support analogue modems, Priority Assistance Scheme, calls to 19/1900, 0500 numbers and Universal International Freephone Numbers (UIFN).
- Once an NBN Bundle plan is purchased, you cannot separately cancel either component (NBN Broadband or Voice Service). Cancellation will cease both services. You cannot purchase either TPG NBN Broadband or Voice Service as a standalone service.

TPG Voice Number: At registration time, you can choose to port your existing number to TPG or have TPG supply a Direct Inward Dial Number (DID) for use with the Voice Service. This number will be allocated to you based on the address which you provide us at the time of registration. TPG will make use of your number as a reference point to charge for local calls. TPG will use its best endeavours to supply the Integrated Public Number Database (IPND) with your address details for the purpose of emergency services (000) calling.

Number Porting: You can port (transfer) your phone number from Telstra, Optus, AAPT, Primus or Powertel to TPG. We may not be able to port your number in all circumstances, including where you fail to provide correct account details, or as a result of contractual obligations with your existing provider. If you are porting your number to TPG, inbound calling to your number will not commence until porting is complete which will take a further 1 to 5 business days.

Installation: After you have submitted your order, TPG will confirm if an installation appointment is needed. If an installation appointment is needed, TPG will organise this and contact you with the appointment details. You or an authorised person over 18 years of age will be required to be at the premises on the day of the appointment. For more information, please click [here](#).

Payments: All TPG services are prepaid. You must pay the monthly recurring charges in advance. In addition, you have the option to make additional prepayment for usage that is not within the included value (if any) for the plan that you have acquired. If there are insufficient funds in your prepaid balance, you will not be able to make any usage that is not part of your included value. Prepayments can be made during registration or after activation via the My Account section of the TPG website. If you choose to make additional prepayment, the amount will be debited from your nominated bank account or credit card. If you do not use the prepayment, it will be forfeited to us when you cancel the service. You agree that no bill will be provided for this service and that direct debiting of your account or charge to your credit card may occur notwithstanding that no bill is provided and that it may occur even though you may not have had the opportunity to check charges at least 10 working days before the debit. We will send you messages about your usage during the month.

IP Address: All plans come with Dynamic IP address.

Equipment: You may purchase the TPG Wi-Fi Max Modem (the ‘Modem’) or bring your own compatible modem. The Modem is \$0 when you stay connected for 24 months (Device Period), however you will be required to pay a \$10 modem delivery fee. If your plan is cancelled or withdrawn within 24 months of connecting, you will be charged a modem fee of \$200. Alternatively, if you return the Modem in Good Working Order within 21 days of your plan being cancelled or withdrawn, we will waive the modem fee. If you purchase the Modem, you will be supplied with a new or remanufactured compatible modem. Title to the Modem passes to you when we receive payment in full, or upon expiry of the Device Period. If you choose to return the Modem in return for a waiver of the modem fee, title to the Modem remains with TPG. If you bring your own modem, NBN500, NBN Superfast and NBN Ultrafast require a high-speed compatible modem.

Additional Pricing: Visit TPG website www.tpg.com.au/nbn/additional-pricing for NBN Bundle additional pricing (Moving Home, Cancellation, etc).

Collection Notice: During your application for a TPG service, you provided personal information to TPG Internet Pty Ltd. We collect your personal information to enable us to supply, support, bill and otherwise manage services that you (or a person/ company with whom you are associated) acquire or wish to acquire. Without your personal information we will not be able to supply those services. The personal information you provide by completing these fields will not usually be disclosed to anyone else. Our privacy policy contains information about how we may use your personal information, how you may access your personal information and seek correction of such information as well as how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint. www.tpg.com.au/about/privacy.

Standard Terms & Conditions: www.tpg.com.au/terms_conditions/standard

Service Description & Terms - NBN: www.tpg.com.au/terms_conditions/nbn

Service Description & Terms - TPG Voice: www.tpg.com.au/terms_conditions/tpg_voice