CRITICAL INFORMATION SUMMARY
TPG FTTB NAKED WITH VoIP EXTRA LARGE BUNDLE

Information about the Service

Service Description

TPG's Fibre to the Building (FTTB) Naked is a high speed broadband service that is delivered using fibre optic and other network equipment that has been installed in the multi-dwelling buildings. TPG makes use of existing copper wires within the building to enable communication between the customer premises and TPG's equipment. FTTB Naked is a type of high speed broadband Internet connection that does not require a landline phone service.

The phone service included in the FTTB Naked with VoIP Bundle is delivered via VoIP (Voice over Internet Protocol). TPG VoIP works similar to a standard home phone. Simply plug your standard phone handset into the VoIP port on the modem router supplied by TPG.

TPG FTTB Naked with VoIP Extra Large Bundle includes the following components:

- Unlimited FTTB Naked Broadband

- VoIP

- Extra Large Bundle:

  - Unlimited Local Calls

  - Unlimited 13/1300 Calls

  - Unlimited Standard National Calls to Landlines

  - Unlimited calls to Standard Australian Mobiles

  - Unlimited calls to Landline & Mobile numbers in 25 countries (Argentina, Belgium, Brazil, Canada, Chile, China, France, Germany, Greece, Hong Kong, Ireland, Israel, Italy, Korea (South), Malaysia, Netherlands, New Zealand, Poland, Singapore, South Africa, Sweden, Taiwan, Thailand, United Kingdom, United States)

  - 500 Call Minutes to India Per Month

The Service is a pre-paid service and bills are not issued. Prepayment is by automatic top-up.

Availability

Only available in selected buildings. To check for availability, please use the address checker at www.tpg.com.au/fttb-naked/coverage

Bundling Arrangements

Once an FTTB Naked plan is purchased:

- Change of plan option is restricted between TPG FTTB Naked with VoIP Bundles or FTTB Naked standalone plan only

- For: Medium, Large and Extra Large bundles, you cannot cancel either component (FTTB Naked or VoIP). Cancellation will cease both services.

- You cannot purchase TPG VoIP as a standalone service.

#FTTB Speeds

Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and quality and distance of in-building copper. Medium, Large & Extra Large plans have an upload connection speed of up to 20Mbps.

Equipment Required

A compatible 4 Port Wi-Fi Modem Router is included in FTTB Naked plans. $10 Delivery fee applies if equipment is not collected from TPG's Head Office.

Minimum Term

FTTB Naked plans are supplied on a 6 month or 18 month contract term. See Minimum Total Cost applicable in the Information about pricing section. Early termination fees apply.

Inclusions & Exclusions

FTTB Naked with VoIP Extra Large Bundle gives you the right to make unlimited calls to Landline & Mobile numbers in 25 countries (Argentina, Belgium, Brazil, Canada, Chile, China, France, Germany, Greece, Hong Kong, Ireland, Israel, Italy, Korea (South), Malaysia, Netherlands, New Zealand, Poland, Singapore, South Africa, Sweden, Taiwan, Thailand, United Kingdom, United States), unlimited Local Calls, unlimited calls to 13/1300 numbers, unlimited Standard National Calls to Landlines and unlimited calls to Standard Australian Mobiles. 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 and for calls to satellite phones. Charges for calls made that are not included in the bundle will be charged at listed TPG rates by deducting usage charges from your Home Phone Prepayment Outside Included Value. The service is for residential consumers only and may not be used for commercial purposes.

CSG: Above VoIP monthly and setup pricing is based on customers agreeing to waive the Customer Service Guarantee (CSG). For more information please contact TPG Sales on 13 14 23.

Information about Pricing

Plan	FTTB Naked with VoIP Extra Large Bundle
Monthly Charge	**$79.99**
Monthly Data Quota	**Unlimited**
Connection Speeds	**From 50Mbps to 100Mbps Download Connection Speed#**
Upfront Fee	**Setup $99.95 on 6 month contract or $0 on 18 month contract VoIP Prepayment Outside Included Value $20. Equipment Delivery Fee $10**
Minimum Total Cost	6 month contract: $609.89 18 month contract: $1469.82
Cost of a 2 Min Standard National Mobile Call	$1.17 (inc. call connection)
Early Termination Charge	Contract payout fee up to $350
Change of Plan Fee	Standard change of plan fee set out on Additional Pricing page
Relocation Fee	Standard relocation fee set out on Additional Pricing page

Call Rates

Usage Type	Rates
Local Calls	Unlimited
National Calls to Landlines	Unlimited
Calls to Standard Australian Mobiles	Unlimited
International Calls	Unlimited to selected countries: **China, United States, United Kingdom, Malaysia, Canada, Hong Kong, Singapore, Germany, Taiwan, Greece, France, Argentina, Belgium, Brazil, Canada, Chile, China, France, Germany, Greece, Hong Kong, Ireland, Israel, Italy, Korea (South), Malaysia, Netherlands, New Zealand, Poland, Singapore, South Africa, Sweden, Taiwan, Thailand, United Kingdom, United States**. First 500 minutes to India free each month Standard rates apply to other countries (plus 39¢ call connection) See http://www.tpg.com.au/fttb-naked/callrates
18/1800 Calls	Free
13/1300 Calls	Unlimited
19/1900 Calls	Not supported
Directory Assistance – 1223	$1.10 per call
TPG 13 14 23	Free

Network Boundary Point & Installation Notes:

TPG will supply every customer with a Wi-Fi Modem and Network Termination Unit (NTU) to get connected with TPG's FTTB Naked service. Customers are required to pay a $10 standard delivery fee or a customer can either collect the necessary equipment from TPG's head office in North Ryde NSW.

Prior to the appointment, TPG's customer is expected to:
• Open the shipping contents sent.

• Follow the TPG welcome pack with detailed plug-in instructions for both the NTU and Wi-Fi Modem.

On the date of the installation, a TPG technician will arrive at the Main Distribution Frame in the customer's building and connect the copper pair cable from the customer's side (MDF "B") to TPG's equipment (MDF "A"). TPG's technician will make sure the supplied equipment between customer's premises and TPG's head end equipment is connected correctly before the service can be marked as active.

Once an FTTB Naked service has been activated, if you currently have any existing services such as phone or internet at your premises, you will need to contact your current provider to have these services cancelled to ensure you do not receive any further bills. TPG recommends you check with your current phone and/or internet service provider regarding contractual commitments and termination/disconnection fees associated with your current services. TPG is not responsible for these charges. If you are also porting your existing phone number to TPG, do not cancel your phone service until the number has been ported.

Special Note: TPG VoIP 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. TPG VoIP 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 VoIP also does not support analogue modems, Priority Assistance Scheme, calls to 19/1900, 0500 numbers and Universal International Freephone Numbers (UIFN). TPG VoIP requires a broadband connection and power to both the Wi-Fi modem router and the Network Termination Unit (NTU) supplied by TPG. If there is a broadband connection outage in your premises due to power or other faults, the VoIP service will not work and you cannot make phone calls including "000" emergency calls. Your FTTB Naked application takes approximately 10 working days however in some cases can take up to 20 working days.

Other Information

Usage Information

You can monitor your Broadband and VoIP usage by logging into Your Account online at www.tpg.com.au/account.

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 2)

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

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