CRITICAL INFORMATION SUMMARY
TPG FTTH L BUNDLE

TPG

Service Description

Fibre to the Home (FTTH) is a high speed broadband service that is delivered using fibre optic that has been installed directly to the network boundary point of individual premises.

TPG FTTH L Bundle includes the following components:

• Unlimited FTTH Broadband

• Voice Service:
- Unlimited Local Calls (excl. 13/1300 calls)
- Unlimited Standard National Calls to Landlines
- Unlimited calls to Standard Australian Mobiles
- 100 International Minutes per month

The service is a pre-paid service and bills are not issued. A minimum $20 prepayment is required at registration. As you use the service for calls outside the included value, the prepayment will be automatically topped up when the prepayment falls to a specified dollar amount.

Minimum Term

FTTH Bundle plans are supplied on either a no lock-in contract (customers are permitted to terminate the service by giving 30 days notice) or 18 month contract term (early termination fees apply). See Minimum Total Cost applicable in the Information about Pricing section.

Information about Pricing

Plan	FTTH L Bundle
Monthly Charge	**$69.99**
Monthly Data Quota	**Unlimited**
Typical Evening Download Speed (7pm - 11pm)	**90Mbps#**
Upfront Fee	**Setup $99.95 on no lock-in contract or $0 on 18 month contract** **Prepayment $20** **Equipment Delivery Fee $10**
Minimum Total Cost on 18 Month Contract Minimum Charge in 1st Month (18 Month Contract) Minimum Charge in 1st Month (No Lock-in Contract)	**$1289.82** **$99.99** **$199.94**
Early Termination Charge	Contract payout fee up to $350

Availability

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

Bundling Arrangements

Once an FTTH Bundle is purchased:

• Change of plan option is restricted to TPG FTTH Bundle plans only

• You cannot cancel either component (FTTH or Voice Service). Cancellation will cease both services.

#FTTH Speeds

Actual throughput speeds may be slower and could vary due to various factors including interference, download source, customer cabling and equipment. The L Bundle has an upload connection speed of up to 20Mbps.

Equipment Required

You need an FTTH compatible modem to connect your devices to TPG FTTH Broadband service and a standard phone handset to use your included voice service. A compatible 4 Port Wi-Fi Modem Router is included in FTTH Bundle plans. $10 Delivery fee applies.

Inclusions & Exclusions

Included Calls: FTTH L Bundle 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. The 100 International Minutes per month included in bundle can be used to call International Landline and Mobile destinations (excluding calls to satellite phones) listed on our International Call Rates page. 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 bundle (e.g. calls to 13/1300 and Directory Services) will be charged at listed TPG rates by deducting usage charges from your Prepayment. 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).

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Call Rates

Usage Type	Rates
Local Calls	Unlimited
National Calls to Landlines	Unlimited
Calls to Standard Australian Mobiles	Unlimited
International Calls	- First 100 minutes free - Standard International call rates apply thereafter (plus 39¢ call connection) - See http://www.tpg.com.au/ftth/international-callrates
18/1800 Calls	Free
13/1300 Calls	30¢ per call
19/1900 Calls	Not supported
Directory Assistance – 1223	$1.10 per call
TPG 13 14 23	Free

Network Boundary Point:

TPG will supply every customer with a Wi-Fi Modem to get connected with TPG's FTTH service. Customers are required to pay a $10 standard delivery fee or they can collect the necessary equipment from TPG's head office in North Ryde NSW. An Optical Network Terminal (ONT) is pre-installed at the customer's premises. TPG's responsibility and demarcation point is the LAN1 port on the ONT. TPG is not responsible for any cabling beyond that point.

Special Note:

TPG Voice Service is delivered using voice over Internet Protocol (VoIP). The 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. The 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). The Voice Service requires a broadband connection and power to the Wi-Fi modem router supplied by TPG and to the TPG equipment in your building. If there is a broadband connection outage in your premises or your building due to power or other faults, the Voice Service will not work and you cannot make phone calls including "000" emergency calls.

Other Information

Usage Information

You can monitor your Broadband and Voice Service 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