CRITICAL INFORMATION SUMMARY
TPG FTTH M Bundle

Information about Pricing

Plan	FTTH M Bundle
Monthly Charge	$89.99
Monthly Data Quota	Unlimited
Typical Evening Speeds (7pm-11pm)	91Mbps Download 25Mbps Upload
Actual Speed Upon Installation	70-100Mbps Download 20-40Mbps Upload
New Customers	
Upfront Fees	$20 Prepayment Equipment Delivery Fee: $10
Minimum Total Charge	$119.99
Early Termination Charge	N/A
Existing Customers	
Change of Plan / Moving Home Fee	$0 Upfront fees for the new plan may apply Upfront modem fees (if new modem is required) may apply
Early Termination Charge	N/A

Service Description

Fibre to the Home (FTTH) is a broadband service that is delivered using fibre optic that has been installed directly to the network boundary point of individual premises. TPG FTTH M Bundle includes the following components:

- Unlimited FTTH Broadband
- Voice Service (no included calls – calls charged at 'Pay As You Go' rates only)

The service is a pre-paid service and bills are not issued. A monthly invoice will be generated for your records that can be accessed by logging into Your Account online at www.tpg.com.au/account.

Prepayment

A minimum $20 prepayment ('Prepayment') is required at registration and will be used for calls outside of the included value for your service.

Calls made using the FTTH M Bundle service will be charged on a 'Pay As You Go' basis and deducted from your Prepayment. The Prepayment amount will be automatically topped up (debited from your nominated bank account or credit card) when it falls below $10. By acquiring and continuing to use the service, you agree to an automatic top up of your Prepayment (as required). Prepayment is non-refundable and will be forfeited if not used when you cancel your service

Minimum Term

FTTH Bundle plans are supplied on a no lock-in contract. Customers are permitted to terminate the service by giving 30 days notice. See Minimum Total Cost applicable in the Information about Pricing section.

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

FTTH Speeds

Typical evening download speed is measured between 7pm and 11pm. Typical evening upload speed is estimated by reference to the maximum upload speed for the plan. Actual throughput speeds may be slower and could vary due to various factors including interference, download source, customer cabling and equipment.

Equipment Required

You need an FTTH compatible modem to connect your devices to TPG FTTH Broadband service. A compatible 4 Port Wi-Fi Modem Router is included in FTTH Bundle plans. $10 Delivery fee applies, as outlined in the Pricing table above. You will need to supply your own standard compatible phone handset to use your included voice service.

*Prepayment For Previous Service

If you are changing plans or moving home and your existing phone number can be transferred to your new TPG FTTH service, we will transfer across any amount you have prepaid on your previous service and you will not be charged a $20 Prepayment upon sign up. If you are unable to keep your existing phone number and must receive a new phone number with your new TPG FTTH service, you will be charged a $20 Prepayment upon sign up and any prepayments on your previous service will be credited.

Inclusions & Exclusions

Included Calls: Charges for calls are not included in the FTTH M Bundle and will be charged listed TPG rates on a 'pay as you go' basis and deducted from your Prepayment. Calls to 19/1900 numbers are not supported.

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	25¢ per call
National Calls to Landlines	25¢ per minute ^ (plus 39¢ call connection). Capped at $2 up to 20 minutes per call, per minute National Call rates thereafter
Calls to Standard Australian Mobiles	39¢ per minute ^ (plus 39¢ call connection). Capped at $2.48 up to 20 minutes per call, per minute Mobile call rate applies thereafter
2 Minute Call to Standard Australian Mobile	$1.17 (including call connection)
International Calls	• Standard International call rates (plus 39¢ call connection) • See https://www.tpg.com.au/international-callrates-fttb-ftth
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

^ Charged per 30 second block or part thereof

Network Boundary Point

TPG will supply every customer with a Wi-Fi Modem to get connected with the FTTH service. Customers are required to pay a $10 standard delivery fee, as outlined in the Pricing table. An Optical Network Terminal (ONT) is pre-installed at the customer's premises. If an FTTH installer is required to attend your premises, you or an authorised person over the age of 18 must be home on the day of installation. We will advise you of the date and time of the installation appointment. You should receive the modem within 2-5 working days after it has been dispatched from our warehouse. TPG's responsibility and demarcation point is the LAN1 port on the ONT. TPG is not responsible for any cabling beyond that point.

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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 network 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

Your Account	You can monitor your Broadband and Voice Service usage by logging into Your Account online.
Broadband Education Package	You can view the Communications Alliance Broadband Education Package which is a guide to help consumers better understand broadband technologies here.
We're here to help	Customer Service Phone: 13 14 23 (option3, and then option 1) Email: customer_service@tpg.com.au Support Phone: 13 14 23 (option 2, and then option 1) Email: helpdesk@tpg.com.au
Complaints Handling	If you have a dispute with TPG and wish to take the matter further, please follow the escalation process outlined here. Email: customer_relations@tpg.com.au
Telecommunications Industry Ombudsman	If you are dissatisfied with the outcome of your complaint with TPG, you may contact the TIO for assistance. TIO Phone: 1800 062 058 http://www.tio.com.au/making-a-complaint