

# CRITICAL INFORMATION SUMMARY

## TPG FTTB

Plan	FTTB50*	FTTB100	FTTB Max
Typical Evening Speeds (7pm-11pm)	50Mbps Download 17Mbps Upload	91Mbps Download 25Mbps Upload	500Mbps Download 25Mbps Upload
Actual Speed Upon Installation	45-50Mbps Download 16-20Mbps Upload	70-100Mbps Download 20-40Mbps Upload	251Mbps-1Gbps Download 20-50Mbps Upload
Monthly Charge	\$69.99	\$74.99	\$79.99
Minimum Charge (no lock-in contract) if you return the modem (see below)	\$79.99	\$84.99	\$89.99
Minimum Charge (no lock-in contract) including supplied modem	\$194.94	\$199.94	\$204.94
Upfront Fees	\$10 Equipment Delivery Fee + one-month plan fee		

\*TPG FTTB50 plan is only available to existing TPG FTTB customers choosing to switch their internet service to this plan at their current residential address ('Change of Plan')  
 Total Minimum Charge on no lock-in contract is one month of plan fees plus \$114.95 modem and \$10 modem delivery fee.  
 Total Minimum Charge if you return the modem is one month of plan fees plus \$10 modem delivery fee.

### Information About The Service

#### Service Description

Fibre to the Building (FTTB) is a broadband internet service which uses Vision Network’s Fibre to the Building Network to deliver internet connectivity to the Network Boundary Point at your premises. TPG FTTB plans includes the following components:

- FTTB Broadband
- Voice Service (no included calls)

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

FTTB 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 table above.

#### Availability

Only available in selected buildings. To check for availability, please use the [address checker](#).

#### FTTB 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, customer cabling and equipment, download source, and quality and distance of in-building copper.

#### Equipment Required

You must purchase and use the included FTTB compatible modem (the Modem) to connect to TPG FTTB Broadband service. Third party modems are not supported. 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 \$4.78 x months remaining in the Device Period e.g. if you leave after 18 months, you would pay \$4.78 x 6 (the number of remaining months), a total of \$28.68. The maximum modem cost is \$114.95. Alternatively, if you return the Modem in Good Working Order within 21 days of your plan being cancelled or withdrawn, we will waive the remaining cost of the 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 remaining cost, title to the Modem remains with TPG.

‘Good Working Order’ means the returned Modem is near new with only minor signs of wear and tear, and includes all original equipment.

You will need to supply your own standard compatible phone handset to use your included voice service.

### Early Cancellation Fees

As this product is provided on a no lock-in contract, there are no early cancellation fees if you choose to cancel. However, you may be required to pay out the cost of the Modem if you leave prior to 24 months and do not return it in Good Working Order within 21 days (refer to Total Minimum Charge under the Plans table above). If your order is withdrawn after receiving the Modem, then you will need to return the Modem to us in Good Working Order within 21 days of withdrawing your order. If you do not return the Modem, then you will be charged \$114.95, which is the total cost of the Modem.

Please be aware that cancelling your Broadband service will also result in a cancellation of any other TPG products you've purchased that are only available when bundled with an TPG Broadband service (such as Fetch or VOIP Call Packs). Should those products have their own contract, you will be liable for their associated break fees

### Inclusions & Exclusions

**Non-commercial purposes:** The service is for residential consumers and used for personal or domestic purposes only.

**Voice Service Non-Included Calls:** Customers on the FTTB Bundle may make calls (if applicable) at listed [TPG rates](#) on a 'pay as you go' basis and are deducted from your prepaid balance. Customers may choose to add Call Pack (see below) which includes certain calls. Calls that are not included in your Call Pack (e.g. calls to 13/1300 numbers and Directory Services) will be charged at listed [TPG rates](#) on a 'pay as you go' basis and deducted from your prepaid balance. Standard [International Call Rates](#) apply for calls to satellite phones and international calls that are not included in your Call Pack. Some calls are not supported, such as calls to 19/1900. For more information, see [here](#).

**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).

### Optional Voice Add-ons

Call Packs	Call Pack Inclusions	Monthly Charge
Oz Talk	<ul style="list-style-type: none"> <li>Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles</li> </ul>	\$5
Big Talk	<ul style="list-style-type: none"> <li>Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles</li> <li>100 minutes each month to call any landline or mobile in any destination listed in the Big Talk Call Pack in our <a href="#">International Call rates</a> page (excluding satellite phones)</li> </ul>	\$10
Extra Talk	<ul style="list-style-type: none"> <li>Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles</li> <li>Unlimited international calls to any landline or mobile to the following 23 destinations (excluding satellite phones): 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, UK and USA</li> </ul>	\$15

### 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
International Calls	<ul style="list-style-type: none"> <li>Standard International call rates (plus 39¢ call connection)</li> <li>See <a href="https://www.tpg.com.au/international-callrates">https://www.tpg.com.au/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

^ Charged per 30 second block or part thereof

## Other Information

Your Account	You can monitor your TPG FTTB data and voice usage by logging into <a href="#">Your Account</a> online.
Broadband Education Package	You can view the Communications Alliance Broadband Education Package which is a guide to help consumers better understand broadband technologies <a href="#">here</a> .
We're here to help	<p>Customer Service                      Phone: 13 14 23 (option 3, and then option 1)                      Email: <a href="mailto:customer_service@tpg.com.au">customer_service@tpg.com.au</a></p> <p>Support                      Phone: 13 14 23 (option 2, and then option 1)                      Email: <a href="mailto:helpdesk@tpg.com.au">helpdesk@tpg.com.au</a></p>
Complaints Handling	<p>If you have a dispute with TPG and wish to take the matter further, please follow the escalation process outlined here.</p> <p>Email: <a href="mailto:customer_relations@tpg.com.au">customer_relations@tpg.com.au</a></p>
Telecommunications Industry Ombudsman	<p>If you are dissatisfied with the outcome of your complaint with TPG, you may contact the TIO for assistance.</p> <p>TIO Phone: 1800 062 058  <a href="http://www.tio.com.au/making-a-complaint">http://www.tio.com.au/making-a-complaint</a></p>