

CRITICAL INFORMATION SUMMARY

TPG FTTB

Plan	FTTB50	FTTB100	FTTB250	FTTB Max
Typical Evening Speeds (7pm-11pm)	50Mbps Download# 15Mbps Upload#	91Mbps Download 25Mbps Upload	220Mbps Download# 25Mbps Upload#	500Mbps Download# 25Mbps Upload#
Actual Speed Upon Installation	45-50Mbps Download 16-20Mbps Upload	70-100Mbps Download 20-40Mbps Upload	200-250Mbps Download 20-50Mbps Upload	251Mbps-1Gbps Download 20-50Mbps Upload
Monthly Charge	\$69.99	\$74.99	\$79.99	\$89.99
Minimum Charge in 1st Month (6-month contract) With included modem	\$99.99	\$104.99	\$109.99	\$119.99
Minimum Charge in 1st Months (no lock-in contract) With included modem	\$199.94	\$204.94	\$209.94	\$219.94
Upfront Fees	\$20 Prepayment \$10 Equipment Delivery Fee \$99.95 Set up Fee on no lock-in contract			
Early Termination Charge (6-month contract)	\$99.95			
Early Termination Charge (no lock-in contract)	N/A			

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.

Prepayment

A minimum \$20 prepayment ('Prepayment') is required at registration and will be used for calls outside of the included value for your service or Voice Add-on (if applicable). 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 on the automatic top up of your Prepayment (as required). Prepayment is non-refundable and will be forfeited if not used when you cancel the service.

Minimum Term

FTTB Bundle plans are supplied on either a no lock-in contract (customers are permitted to terminate the service by giving 30 days' notice) or 6-month contract term (early termination fees apply). See Minimum Total Cost applicable in the table above.

Availability

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

Bundling Arrangements

Once an FTTB Bundle is purchased, you cannot separately cancel an individual component of this FTTB Bundle (FTTB Broadband or Voice Service). Cancellation will cease both services.

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. #Estimated Typical evening download speed is measured between 7pm and 11pm. As this is a new plan, the speed stated here is currently based on an estimate. TPG will revise the typical evening download speed once it has collected enough data on the speed performance for these plans.

Equipment Required

You need an FTTB compatible modem to connect your devices to TPG FTTB Broadband service. A compatible 4 Port Wi-Fi Modem Router is included in FTTB 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.

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"> Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles 	\$5
Big Talk	<ul style="list-style-type: none"> Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles 100 minutes each month to call any landline or mobile in any destination listed in the Big Talk Call Pack in our International Call rates page (excluding satellite phones) 	\$10
Extra Talk	<ul style="list-style-type: none"> Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles 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 	\$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"> Standard International call rates (plus 39¢ call connection) See https://www.tpg.com.au/international-callrates
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 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	<p>Customer Service Phone: 13 14 23 (option 3, and then option 1) Email: customer_service@tpg.com.au</p> <p>Support Phone: 13 14 23 (option 2, and then option 1) Email: helpdesk@tpg.com.au</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: customer_relations@tpg.com.au</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 http://www.tio.com.au/making-a-complaint</p>