

CRITICAL INFORMATION SUMMARY

TPG 5G Home Broadband

Plan	5G Home Broadband Plus Plan	5G Home Broadband Premium Plan
Typical Evening Speeds (7pm-11pm)	50Mbps Download 16Mbps Upload	100Mbps Download 18Mbps Upload
Max Speeds	50Mbps Download 20Mbps Upload	100Mbps Download 20Mbps Upload
Monthly Charge	\$59.99	\$64.99
Included date	Unlimited	Unlimited
# of simultaneous users / devices	2-5	3-9
Suitable for	Recommended for browsing, emails, social media, streaming music, SD, HD and 4K video. It may not be suitable for online gaming where games are particularly time-sensitive such as multi-player shooters.	
Total Min. Charge (no lock in) including supplied modem	\$455.99	\$460.99
Total Min. Charge if you return the modem (see below)	1-month plan fees	

Information About The Service

Service Description

The TPG 5G Home Broadband is a fixed wireless service which utilises our 5G network. The service includes Unlimited Data for use within Australia. Recurring charges are payable monthly in advance. Payment options are Direct Debit or Credit Card.

Coverage

The 5G Home Broadband Service is only available in selected areas on our 5G Network. It can only be used at a single nominated address with the modem supplied by TPG. A service qualification check of your address is conducted prior to accepting your order however, it does not guarantee that 5G Home Broadband is serviceable at your address due to a range of factors (see link to our Speed Guide in the section below). We recommend that you position your modem close to a window to maximise signal strength. The service will be disconnected if we identify that you have moved to another location. If you wish to move the service address you will need to contact us to check service and network availability at the new location and notify us if you wish to set up your service at your new location.

Speeds

Typical evening speeds are subject to change and are measured between 7pm and 11pm. These are not guaranteed minimum speeds and you may experience slower speeds during this period and at other times. 5G Home Broadband speeds are variable due to the source of the content being downloaded, hardware and software configuration, the number of users, location of the device, data-deprioritisation, network coverage and congestion. Data-deprioritisation means that during periods of congestion some data traffic will receive less priority over other traffic on the network, and you may experience slower 5G Home Broadband speeds as a result. Your plan uses the 5G Network and the Modem will default to 4G (if available) if the 5G Network is unavailable. See our [Speed Guide](#) for more information.

Required Equipment

Customers must purchase and use the included 5G compatible modem to be able to utilise this service.

You will be supplied with a new or remanufactured modem. The modem is \$0 when you stay connected for 36 months (Device Period). If your plan is cancelled or withdrawn within 36 months of connecting, you will be charged \$11 x months remaining in the Device Period e.g. if you leave after 24 months you would pay \$11 x 12 (the number of remaining months), a total of \$132. The maximum modem cost is \$396. 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.

The SIM supplied with the modem will not work in any other device and must not be removed from the modem.

Minimum Term

TPG 5G Home Broadband service is supplied on a rolling month to month basis. Customers are permitted to terminate the acquisition of the Service at any time, but any unused balance will not be refunded to you but will be retained by TPG.

Excess Data

The TPG 5G Home Broadband service comes with unlimited data so no excess data charges will apply.

Phone Service

5G Home Broadband is a data-only broadband service. It does not include a standard phone service. Your phone service with your current provider will most likely stop working when you switch to 5G Home Broadband. If you have an existing phone service with us, you may be offered a Virtual Phone service which will allow you to forward calls from your existing phone service to an alternative phone number (Standard Australian landlines or mobiles only). Note, making calls and all other phone features will be unavailable.

Other Information

Your Account	You can monitor your Home Broadband 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	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	<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>