

# CRITICAL INFORMATION SUMMARY

## TPG NBN HOME SUPERFAST & NBN HOME ULTRAFAST PLANS



### Service Description

TPG's NBN Home Superfast and NBN Home Ultrafast plans are delivered via the National Broadband Network (NBN) using FTTP or HFC technology to the network boundary point of your premises.

The service is a pre-paid service and bills are not issued.

### TPG Home Superfast and Home Ultrafast Bundle includes the following components:

- NBN Broadband
- Voice Service (no included calls)

**Important Note:** If you choose to bring your own modem, you will receive a data-only NBN service. The Voice service component will not be included; and you will not be able to make or receive 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

The 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 to each plan in the Information about Pricing section.

### Equipment Required

You need an NBN compatible modem that is capable of reaching your NBN plan speed. For more information, see our [compatibility requirements](#).

If you do not already have the required NBN infrastructure installed at your premises, you or an authorised person over 18 years of age will be required to be home on the day of installation for a technician visit. If we find that you will require a technician visit to perform the installation, we will advise you of the date and time after registration. You need an NBN compatible modem to connect your devices to TPG NBN Broadband service.

To be provided a working Voice Service, you need a standard phone handset (approved for use in Australia) and you must choose the option with TPG modem included. If you are an existing TPG NBN customer you may be able to use your existing modem – we will advise you if your modem is compatible during your registration. When you connect to NBN certain equipment or services at your premises may be impacted and no longer operate. These include medical devices, alarms, EFTPOS machines, lift emergency phones and some email or fax services. Please contact the equipment manufacturer or service provider if you are unsure.

### Information about Pricing

Plan	NBN Home Superfast	NBN Home Ultrafast		
Typical Evening Speeds (7pm-11pm)	232Mbps Download 21Mbps Upload	671Mbps Download 40Mbps Upload		
Monthly Charge	\$124.99	\$144.99		
Monthly Data Quota	Unlimited	Unlimited		
Minimum Charge in 1st Month (no lock-in contract) BYO modem New and eligible Existing Customers	\$124.99	\$144.99		
Minimum Charge in 1st Month (6 month contract) With included modem (Available for eligible Existing customers only)	\$134.99	\$154.99		
Minimum Charge in 1st Month (no lock-in contract) With included modem (Available for eligible Existing customers only)	\$234.94	\$254.94		
Upfront Fees	<ul style="list-style-type: none"><li>- Existing customers on a Data and Voice Bundle Plan require a TPG-supplied modem. Modem fee is \$99.95 (on a no lock-in contract) or \$0 (on a 6-month contract - early termination charge applies). \$10 Equipment Delivery Fee also applies.</li><li>- Additional once off \$300 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.</li></ul>			
Change of Plan Fee	Standard change of plan fee set out on <a href="#">Additional Pricing</a> page			
Moving Home Fee	Standard moving home fee set out on <a href="#">Additional Pricing</a> page			
Early Termination Charge	No lock-in contract N/A	6 month contract \$99.95	No lock-in contract N/A	6 month contract \$99.95

### Availability

The service is available at selected coverage areas and subject to infrastructure availability at customer's premises. To check for availability, please use the address checker [here](#).

### Bundling Arrangements

Once an NBN Bundle is purchased:

- The Change of Plan option is restricted to TPG NBN Bundle plans only and you cannot move back to a TPG ADSL2+/ADSL service.
- You cannot separately cancel an individual component of this NBN Bundle (NBN Broadband or Voice Service). Cancellation will cease both services

### NBN Speeds

Typical Evening Download Speeds are subject to change and are measured 7pm-11pm. Typical Evening Upload Speeds are estimated by reference to the maximum upload speed. Actual throughput speeds may be slower and could vary due to various factors including type/source of content being downloaded, hardware and software configuration, the number of users and performance of interconnecting infrastructure not operated by TPG. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

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### Inclusions & Exclusions

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

**Voice Service Non-Included Calls:** You can choose Voice Add-ons to include certain calls. Calls that are not included in your Voice Add-on (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 Voice Add-on. 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).

### Optional Voice Add-ons

Add-on	Oz Talk	Big Talk	Extra Talk
Monthly Charge	\$10	\$10	\$20
Local Calls	Unlimited	Unlimited	Unlimited
Standard National Calls	Unlimited	Unlimited	Unlimited
13/1300 Numbers	Pay as you go	Pay as you go	Pay as you go
Standard Australian Mobiles	Unlimited	Pay as you go	Unlimited
International Calls	Pay as you go	100 International Minutes Per Month	Unlimited to landline and mobile numbers in Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand Singapore, Taiwan, Thailand, UK and USA ONLY

### 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	- Standard International call rates (plus 39¢ call connection) - See <a href="http://www.tpg.com.au/nbn/international-callrates">www.tpg.com.au/nbn/international-callrates</a>
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

#### Usage Information

You can monitor your Voice Service usage by logging into Your Account online at [www.tpg.com.au/account](http://www.tpg.com.au/account)

#### Priority Assistance

TPG does not offer Priority Assistance.

#### 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).

#### Complaints Handling

Our **complaints handling policy** is available on our website. 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](mailto:customer_relations@tpg.com.au)

#### Customer Support

##### Customer Service

Email: [customer\\_service@tpg.com.au](mailto:customer_service@tpg.com.au)

Phone: 13 14 23 (option 3, and then option 1)

##### Technical Support

Email: [helpdesk@tpg.com.au](mailto:helpdesk@tpg.com.au)

Phone: 13 14 23 (option 2, and then option 1)

This is a summary only – the full terms and conditions for this service are available at [www.tpg.com.au/terms\\_conditions](http://www.tpg.com.au/terms_conditions)