

# CRITICAL INFORMATION SUMMARY

## TPG NBN HOME SUPERFAST & NBN HOME ULTRAFAST PLANS



### Service Description

TPG's NBN Home Superfast and NBN Home Ultrafast plans are offered as a fixed broadband data-only service 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.

### Minimum Term

The 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 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. If you are an existing TPG NBN customer with TPG supplied NBN modem, your modem may not be capable of reaching the NBN plan speed you have selected, especially on Wi-Fi connection. 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.

### Information about Pricing

Plan	NBN Home Superfast	NBN Home Ultrafast
Typical Evening Speeds (7pm-11pm)	210Mbps Download 21Mbps Upload	450Mbps Download 40Mbps Upload
Monthly Charge	<b>\$124.99</b>	<b>\$144.99</b>
Monthly Data Quota	Unlimited	Unlimited
Minimum Total Cost	\$124.99	\$144.99
Minimum Charge in 1st Month	\$124.99	\$144.99
Upfront Fees	- 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.	
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	

### 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

Supply of service does not require bundling with any other TPG service.

### 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.

### Other Information

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

### 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 2)

### 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)

### 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).