

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.

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.

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.

Required Equipment

Customers must use the included 5G compatible modem to be able to use this service. If you cancel your plan within 36 months of connecting or if your order is withdrawn by us, you will need to return the 5G Home Broadband Modem to us. If you do not return the modem within 21 days of your order being withdrawn or cancellation of your service, then you will be charged a modem non-return fee. This modem non-return fee covers the pro-rated cost of the TPG 5G Home Broadband Modem. The non-return fee is calculated as \$17 multiplied by months remaining in the first 36 months e.g. if you leave after 24 months you would pay \$17 x 12 (the number of remaining months), a total of \$204. The SIM supplied with the modem will not work in any other device and must not be removed from the modem.

Excess Data

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

Information about Pricing

Plan	5G Home Broadband Plus Plan	5G Home Broadband Premium Plan
Monthly Charge	\$59.99	\$64.99
Included Data	Unlimited	Unlimited
Typical evening speeds (7pm-11pm)	50Mbps Download 15Mbps Upload	100Mbps Download 15Mbps Upload
Maximum Speeds	50Mbps Download 20Mbps Upload	100Mbps Download 20Mbps Upload

*See Speed table on page 2 for more information

Information About the Service (cont.)

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.

Speed

5G Home Broadband have max download speeds of 50Mbps or 100Mbps depending on the plan:

Plan Name	Typical evening speeds (7-11pm)	Max speeds	# of simultaneous users / devices	Suitable for	Speeds and Experience
5G Home Broadband Plus	50Mbps Download 15Mbps Upload	50Mbps Download 20Mbps Upload	2-5		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 Premium	100Mbps Download 15Mbps Upload	100Mbps Download 20Mbps Upload	3-9	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.	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. Check out our Speed Guide for more information about factors affecting speed.

Usage Information

You can monitor your TPG 5G Home Broadband data usage by logging into [My Account](#).

Broadband Education Package

You can view the Communications Alliance Broadband Education Package which is a guide to help consumers better understand broadband technologies here: www.commsalliance.com.au/BEP

Customer Support

Customer Service

Email: customer_service@tpg.com.au
Phone: 13 14 23 (option 3, and then option 2)

Technical Support

Email: 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

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).