

## Information about the Service

### Service Description

TPG's Fibre to the Building (FTTB) Naked is a high speed broadband service that is delivered using fibre optic and other network equipment that has been installed in the multi-dwelling buildings. TPG makes use of existing copper wires within the building to enable communication between the customer premises and TPG's equipment. FTTB Naked is a type of high speed broadband Internet connection that does not require a landline phone service.

TPG FTTB Naked Small plan includes the following components:

- Unlimited FTTB Naked Broadband
- Wi-Fi Modem

Note: TPG VoIP is not included in the FTTB Naked Small plan.

The Service is a pre-paid service and bills are not issued. Prepayment is by automatic top-up.

### Availability

Only available in selected buildings. To check for availability, please use the address checker at [www.tpg.com.au/fttb-naked/coverage](http://www.tpg.com.au/fttb-naked/coverage)

### Bundling Arrangements

Once an FTTB Naked plan is purchased:

- Change of plan option is restricted between TPG FTTB Naked with VoIP Bundles or FTTB Naked standalone plan only.
- For Medium, Large and Extra Large bundles, you cannot cancel either component (FTTB Naked or VoIP). Cancellation will cease both services.
- You cannot purchase TPG VoIP as a standalone service.

### #FTTB Speeds

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.

### Equipment Required

A 4 Port Wi-Fi Modem Router is included in FTTB Naked plans. \$10 Delivery fee applies if equipment is not collected from TPG's Head Office.

### Minimum Term

FTTB Naked plans are supplied on a 6 month or 18 month contract term. See Minimum Total Cost applicable in the Information about pricing section. Early termination fees apply.

## Information about Pricing

Plan	FTTB Naked Small Bundle
Monthly Charge	\$49.99
Monthly Data Quota	Unlimited
Connection Speeds	Up to 20Mbps/1Mbps <sup>#</sup>
Upfront Fee	Setup \$99.95 on 6 month contract or \$0 on 18 month contract VoIP Prepayment Outside Included Value \$20 Equipment Delivery Fee \$10
Minimum Total Cost	6 month contract: \$409.89 18 month contract: \$909.82
Early Termination Charge	Contract payout fee up to \$350
Change of Plan Fee	Standard change of plan fee set out on <a href="#">Additional Pricing</a> page
Relocation Fee	Standard relocation fee set out on <a href="#">Additional Pricing</a> page

### Network Boundary Point & Installation Notes:

TPG will supply every customer with a Wi-Fi Modem and Network Termination Unit (NTU) to get connected with TPG's FTTB Naked service. Customers are required to pay a \$10 standard delivery fee or a customer can either collect the necessary equipment from TPG's head office in North Ryde NSW.

Prior to the appointment, TPG's customer is expected to:

- Open the shipping contents sent.
- Follow the TPG welcome pack with detailed plug-in instructions for both the NTU and Wi-Fi Modem.

On the date of the installation, a TPG technician will arrive at the Main Distribution Frame in the customer's building and connect the copper pair cable from the customer's side (MDF "B") to TPG's equipment (MDF "A"). TPG's technician will make sure the supplied equipment between customer's premises and TPG's head end equipment is connected correctly before the service can be marked as active.

Once an FTTB Naked service has been activated, if you currently have any existing services such as phone or internet at your premises, you will need to contact your current provider to have these services cancelled to ensure you do not receive any further bills. TPG recommends you check with your current phone and/or internet service provider regarding contractual commitments and termination/disconnection fees associated with your current services. TPG is not responsible for these charges. If you are also porting your existing phone number to TPG, do not cancel your phone service until the number has been ported.

## Other Information

### Usage Information

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

### 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

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).