

## Information about the Service

### Service Description

Fibre to the Building (FTTB) is a high speed broadband service that is delivered using fibre optic and other network equipment that has been installed in the basement of multi-dwelling buildings. TPG makes use of existing copper wires within the building to enable communication between the customer premises and TPG's equipment.

TPG FTTB with Home Phone Small Bundle includes the following components:

- Unlimited FTTB Broadband
- Home Phone (no included calls)

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/coverage](http://www.tpg.com.au/fttb/coverage)

### Bundling Arrangements

Once an FTTB with Home Phone Bundle is purchased:

- Change of plan option is restricted to TPG FTTB with Home Phone Bundle plans only
- You cannot cancel either component (FTTB or Home Phone). Cancellation will cease both services.

## Information about Pricing

Plan	FTTB with Home Phone 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 Home Phone Prepayment Outside Included Value \$20 Equipment Delivery Fee \$10
Minimum Total Cost	6 month contract: \$429.89 18 month contract: \$929.82
Cost of a 2 Min Standard National Mobile Call	\$1.17 (inc. call connection)
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

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

### Minimum Term

FTTB with Home Phone Bundle 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.

### CSG

The Home Phone monthly and setup pricing is based on customers agreeing to waive the Customer Service Guarantee (CSG). For more information please contact TPG Sales on 13 14 23.

### 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 rates applies thereafter
International Calls	- Standard International call rates (plus 39¢ call connection) - See <a href="http://www.tpg.com.au/fttb/international-callrates">http://www.tpg.com.au/fttb/international-callrates</a>
18/1800 Calls	Free
13/1300 Calls	30¢ per call
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

### Backup Power Service:

The FTTB equipment TPG installs in your building includes a backup battery unit which will keep some elements of your telephone service operating if there is a power outage in your building. This backup battery unit will keep power going to TPG's FTTB equipment in your building but it will not supply power to either your handset or your Internet modem router. This means that if you have a telephone handset that does not require power and that handset is plugged into the wall socket where TPG delivers the FTTB with Home Phone service, then if there is a power outage you will be able to make and receive telephone calls (including calls to emergency services) for a period of up to 4 hours. However, if you have a telephone handset that needs power to function (e.g. wireless handset); then during a power outage, you will not be able to make or receive any calls, including calls to emergency services.

### Network Boundary Point & Installation Notes:

TPG will supply every customer with a Wi-Fi Modem to get connected with TPG's FTTB with Home Phone 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.

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 equipment between customer's premises and TPG's head end equipment is connected correctly before the service can be marked as active. TPG's responsibility and demarcation point is the Main Distribution Frame (MDF). TPG is not responsible for the in-building cabling.

Once FTTB with Home Phone Bundle has been activated, if you currently have any existing services like 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 Broadband and Home Phone 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).

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)