

## 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 XL Bundle includes the following components:

- Unlimited FTTB Broadband
- Voice Service:
  - Unlimited Local Calls (excl. 13/1300 calls)
  - Unlimited Standard National Calls to Landlines
  - Unlimited calls to Standard Australian Mobiles
  - Unlimited calls to Landline & Mobile numbers in 15 countries Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom, United States

The service is a pre-paid service and bills are not issued. A minimum \$20 prepayment is required at registration. As you use the service for calls outside the included value, the prepayment will be automatically topped up when the prepayment falls to a specified dollar amount.

### Availability

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

### Bundling Arrangements

Once an FTTB Bundle is purchased:

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

## Information about Pricing

Plan	FTTB XL Bundle
Monthly Charge	<b>\$79.99</b>
Monthly Data Quota	<b>Unlimited</b>
Download Connection Speeds	<b>90Mbps Typical Evening Speed<sup>#</sup></b>
Upfront Fee	<b>Setup \$99.95 on no lock-in contract or \$0 on 18 month contract Prepayment \$20 Equipment Delivery Fee \$10</b>
Minimum Total Cost on 18 Month Contract	<b>\$1469.82</b>
Minimum Charge in 1st Month (18 Month Contract)	<b>\$109.99</b>
Minimum Charge in 1st Month (No Lock-in Contract)	<b>\$209.94</b>
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

Typical Evening Download Speed is measured between 7pm and 11pm. 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. The XL Bundle has an upload connection speed of up to 20Mbps.

### 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 Bundle plans are supplied on either a no lock-in contract (customers are permitted to terminate the service by giving 30 days notice) or 18 month contract term (early termination fees apply). See Minimum Total Cost applicable in the Information about Pricing section.

### Inclusions & Exclusions

**Included Calls:** FTTB XL Bundle allows you to make unlimited calls to Landline and Mobile numbers in 15 countries (Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom, United States), unlimited Local Calls (excluding 13/1300 numbers), unlimited Standard National Calls to Landlines and unlimited calls to Standard Australian Mobiles. Calls to 19/1900 numbers are not supported. Standard per minute rates listed on our [International Call Rates](#) page apply for International Calls to other countries and calls to satellite phones. Charges for calls made that are not included in the bundle (e.g. Calls to 13/1300 numbers, Directory Services and satellite phones) will be charged at [listed TPG rates](#) by deducting usage charges from your Prepayment.

**CSG:** 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).

### Call Rates

Usage Type	Rates
Local Calls	Unlimited
National Calls to Landlines	Unlimited
Calls to Standard Australian Mobiles	Unlimited
International Calls	Unlimited to selected countries: <b>Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom, United States</b> Standard rates apply to other countries (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

### Network Boundary Point & Installation Notes:

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

Prior to the installation appointment, TPG's customer is expected to: 1) Open the shipping contents sent, and (2) Follow the TPG welcome pack with detailed plug-in instructions for the NTU (if applicable) 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 the FTTB equipment (MDF "A"). TPG's technician will make sure the supplied equipment between customer's premises and the FTTB 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 the FTTB service 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.

#### Special Note:

TPG Voice Service is delivered using voice over Internet Protocol (VoIP). The Voice Service supports fax to national numbers in the Telstra, Optus, AAPT and Primus PSTN network. Fax to international numbers is not reliable and VoIP based fax is not supported. The Voice Service does not support devices with built in modems such as EFTPOS, Back to Base Alarms and Foxtel Program purchase. These devices have been replaced by Internet Protocol (IP) enabled devices and many TPG customers are able to use EFTPOS, Back to Base alarms and Foxtel Program purchase through the internet provided that their devices are IP enabled. For further details on IP enabled devices contact your device supplier. TPG Voice Service also does not support analogue modems, calls to 19/1900, 0500 numbers and Universal International Freephone Numbers (UJFN). The Voice Service requires a broadband connection and power to the Wi-Fi modem router supplied by TPG and to the TPG equipment in your building. If there is a broadband connection outage in your premises or your building due to power or other faults, the Voice Service will not work and you cannot make phone calls including "000" emergency calls.

## Other Information

### Usage Information

You can monitor your Broadband and 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. If you require Priority Assistance, Telstra is an alternative carriage service provider which does provide Priority Assistance.

### 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)

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)

### 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).