


# FTTH BUNDLE



<b>S</b> <b>\$49<sup>99</sup></b> per month No lock-in contract \$99.95 setup - Min charge \$179.94 18 month contract \$0 setup - Min charge \$929.82	<b>M</b> <b>\$59<sup>99</sup></b> per month No lock-in contract \$99.95 setup - Min charge \$189.94 18 month contract \$0 setup - Min charge \$1109.82	<b>L</b> <b>\$69<sup>99</sup></b> per month No lock-in contract \$99.95 setup - Min charge \$199.94 18 month contract \$0 setup - Min charge \$1289.82	<b>XL</b> <b>\$79<sup>99</sup></b> per month No lock-in contract \$99.95 setup - Min charge \$209.94 18 month contract \$0 setup - Min charge \$1469.82																																								
<b>Up to 12Mbps</b> Download Connection Speed*	<b>90Mbps</b> Typical Evening Speed*	<b>90Mbps</b> Typical Evening Speed*	<b>90Mbps</b> Typical Evening Speed*																																								
Unlimited Data Usage	Unlimited Data Usage	Unlimited Data Usage	Unlimited Data Usage																																								
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Voice Service	Voice Service	Voice Service	Voice Service																																								
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**Minimum Charge for FTTH Bundle calculated as:** (contract term x \$(FTTH Bundle Monthly Charge) + setup + \$20 Prepayment + \$10 Equipment Delivery Fee). Early termination fees apply.

**\*Monthly Usage Quota:** 1GB (Gigabyte) = 1000MB (Megabyte). Unused usage quota forfeited each month. Speed will be shaped to 32Kbps/32Kbps for the billing cycle in which the monthly usage quota has been exceeded. Downloads and uploads are counted.

**Availability:** Only available in selected buildings. Please use the address checker on TPG website to check the availability in your area. Further availability checks will be conducted upon registration.

**#FTTH 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, download source, customer cabling and equipment. The S Bundle has an upload connection speed of up to 1Mbps. The M, L and XL Bundles have an upload connection speed of up to 20Mbps.

**Included Calls (FTTH S and M Bundles):** Charges for calls are not included in the FTTH S Bundle & M Bundle and will be charged [listed TPG rates](#) on a 'pay as you go' basis and deducted from your Prepayment. Calls to 19/1900 numbers are not supported.

**Included Calls (FTTH L Bundle):** FTTH L Bundle allows you to make 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. The 100 International Minutes per month included in bundle can be used to call International Landline and Mobile destinations (excluding calls to satellite phones) listed on our [International Call Rates](#) page. Standard per minute rates listed on our [International Call Rates](#) page apply after the first 100 minutes of International Calls and for calls to satellite phones. Unused included minutes for international calls expire at the end of each month. Charges for calls made that are not included in the bundle (e.g. calls to 13/1300 and Directory Services) will be charged at [listed TPG rates](#) by deducting usage charges from your Prepayment.

**Included Calls (FTTH XL Bundle):** FTTH 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.

**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. This plan does not support the Priority Assistance Scheme. The Voice Service does not support old dial up technology 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, Priority Assistance Scheme, calls to 19/1900, 0500 numbers and Universal International Freephone Numbers (UIFN). 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. Once an FTTH Bundle plan is purchased, you cannot cancel either component (FTTH or Voice Service). Cancellation will cease both services. You cannot purchase either TPG FTTH or Voice Service as a standalone service. Installation of your FTTH Bundle service generally takes 5 business days on average but can take longer in some cases.

**TPG Voice rates and features:** Refer to 'TPG Voice Call Rates' and 'TPG Voice Features' sections for information about applicable call rates and features.

## TPG Voice Call Rates

Services	Rate
Local Calls	25¢ per call
National Calls	25¢ per minute <sup>^</sup> (plus 39¢ call connection)
National Cap	Capped at \$2 up to 20 minutes per call per minute National Call rates thereafter <sup>^</sup>
Mobile Calls	39¢ per minute <sup>^</sup> (plus 39¢ call connection)
Mobile Cap	Capped at \$2.48 up to 20 minutes per call per minute Mobile Call rates thereafter <sup>^</sup>
International Calls	Check website <a href="http://www.tpg.com.au/ftth/international-callrates">www.tpg.com.au/ftth/international-callrates</a> (39¢ call connection applies) Call connection not charged for the first 100 minutes (L Bundle) each month and for all calls to specific International destinations (XL Bundle)
13/1300 Calls	30¢ per call
18/1800 Calls	Free
19/1900 Calls	Not Supported
Directory Assistance - 1223	\$1.10 per call
Speaking Clock - 1194	40¢ per call
TPG 13 14 23	Free

<sup>^</sup> Charged per 30 second block or part thereof.

## TPG Voice Features

Features & Services	Description	Rate
Call Barring	Allows you to restrict certain call types that can be dialled from your Voice Service	Free
Number Display / Number Block	Select whether you would like your caller identity blocked or displayed when calling other parties	Free
Call Waiting	Notifies you of an incoming call on your Voice Service while you are already on a call. You can place your call on hold to answer the incoming call	Free
Call Forwarding	Allows you to divert calls from your Voice number to a different number	Standard call rates apply to forwarded calls
Caller ID	Allows you to see the phone number of the person calling you on your Voice service (only applicable on phones that supports caller ID)	Free

## Important Things You Need to Know

**Critical Information Summary (CIS):** The CIS sets out the important information you need to know about a TPG service. You can review the CIS for your selected FTTH Bundle plan at [www.tpg.com.au/terms\\_conditions/CIS](http://www.tpg.com.au/terms_conditions/CIS).

**CSG:** All plans set out in this brochure are subject to you agreeing to waive the Customer Service Guarantee (CSG). For more information please contact TPG Sales on **13 14 23**.

**Non-commercial purposes:** The plans set out in this brochure are all for residential consumers only and may not be used for commercial purposes.

**Prepayment:** All TPG services are prepaid. You must pay the monthly recurring charges in advance. In addition, you must make a prepayment for usage that is not within the included value (if any) for the plan that you have acquired. Your initial prepayment will be \$20. After registration, you may nominate how much you wish to prepay but the minimum prepayment is \$20. The prepayment will be debited from your nominated bank account or credit card. By acquiring and continuing to use the service, you agree to an automatic top up of your prepayment. The top up will occur when the amount of prepayment falls to below \$10. When that happens, TPG will debit a sufficient amount from your bank account/credit card to restore your nominated prepayment amount. If your usage is high, this can occur more than once per month. You authorise TPG to make such debits to your account/credit card. If you do not exceed the Included Value and do not incur any charges that are excluded from your plan, there will be no automatic top-ups. We will send you messages about your usage and the debits during the month. Your service will become inactive if our attempts to debit credit card/bank account to top up your prepayment are unsuccessful. If you do not use the prepayment, it will be forfeited to us when you cancel the service. You agree that no bill will be provided for this service and that direct debiting of your account or charge to your credit card may occur notwithstanding that no bill is provided and that it may occur even though you may not have had the opportunity to check charges at least 10 working days before the debit.

**TPG Voice Number:** At registration time, you can choose to port your existing number to TPG or have TPG supply a Direct Inward Dial Number (DID) for use with the Voice service. This number will be allocated to you based on the address which you provide us at the time of registration. TPG will make use of your number as a reference point to charge for local calls. TPG will use its best endeavours to supply the Integrated Public Number Database (IPND) with your address details for the purpose of emergency services (000) calling.

**Number Porting:** You can port (transfer) your phone number from Telstra, Optus, AAPT, Primus or Powertel to TPG. We may not be able to port your number in all circumstances, including where you fail to provide correct account details, or as a result of contractual obligations with your existing provider. If you are porting your number to TPG, inbound calling to your number will not commence until porting is complete which will take a further 1 to 5 business days. Please do not cancel your phone service until the number has been ported.

**IP Address:** All plans come with Dynamic IP address.

**Additional Pricing:** Visit TPG website [www.tpg.com.au/fttb/additional-pricing](http://www.tpg.com.au/fttb/additional-pricing) for FTTH Bundle additional pricing (Change of Plan, Moving Home, Cancellation, etc)

**Network Boundary Point:** TPG will supply every customer with a Wi-Fi Modem to get connected with TPG's FTTH service. 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. An Optical Network Terminal (ONT) is pre-installed at the customer's premises. TPG's responsibility and demarcation point is the LAN1 port on the ONT. TPG is not responsible for any cabling beyond that point.

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

**Collection Notice:** During your application for a TPG service, you provided personal information to TPG Internet Pty Ltd. We collect your personal information to enable us to supply, support, bill and otherwise manage services that you (or a person/company with whom you are associated) acquire or wish to acquire. Without your personal information we will not be able to supply those services. The personal information you provide by completing these fields will not usually be disclosed to anyone else. Our privacy policy contains information about how we may use your personal information, how you may access your personal information and seek correction of such information as well as how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint. [www.tpg.com.au/about/privacy](http://www.tpg.com.au/about/privacy)

**Terms and Conditions:** [www.tpg.com.au/terms\\_conditions/standard](http://www.tpg.com.au/terms_conditions/standard)

**Service Description & Terms - FTTH:** [www.tpg.com.au/terms\\_conditions/fttb](http://www.tpg.com.au/terms_conditions/fttb)

**Service Description & Terms - TPG Voice:** [www.tpg.com.au/terms\\_conditions/tpg\\_voice](http://www.tpg.com.au/terms_conditions/tpg_voice)

## WHY PAY MORE?

[tpg.com.au](http://tpg.com.au) 13 14 23

Pricing information is correct as at 18 March 2020. TPG Internet Pty Ltd ABN 15 068 383 737.