

Plus

50Mbps | 16Mbps

Download | Upload

Typical evening speeds*

Speeds are variable

Wi-Fi Modem Included

Data Only

\$59⁹⁹

per month

No lock-in contract \$0 setup – Min charge \$59.99

Premium

100Mbps | 18Mbps

Download | Upload

Typical evening speeds*

Speeds are variable

Wi-Fi Modem Included

Data Only

\$64⁹⁹

per month

No lock-in contract \$0 setup – Min charge \$64.99

General: This offer is subject to availability and other conditions and may be withdrawn at any time. Please refer to ‘Important Things You Need to Know’ at the end of this brochure for further information.

Minimum total cost for 5G Home Broadband plans calculated as: \$(monthly charge in 1st month).

***Speed:** 5G Home Broadband have max download speeds of 50Mbps and 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 16Mbps Upload	50Mbps Download 20Mbps Upload	2-5	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.	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 speeds are variable due to the source of the content being downloaded, hardware and software configuration, the number of users, location of the device, datadeprioritisation, 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.
5G Home Broadband Premium	100Mbps Download 18Mbps Upload	100Mbps Download 20Mbps Upload	3-9		

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 5G Home Broadband plans at www.tpg.com.au/sites/tpg/files/doc/cis-5g-home-broadband.pdf.

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 our [Speed Guide](#)). 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.

Required Equipment: Customers must use the included 5G compatible modem to be able to use this service. TPG owns the modem and retains full legal title and beneficial ownership in the modem:

1. for new and remanufactured modems that are issued to you under your Plan – you must return the modem within 21 days of your Plan being cancelled or withdrawn using the prepaid postage service that we provide to you. If your plan is cancelled or withdrawn within 36 months of connecting, and you do not return the modem in Good Working Order within 21 days of your Plan being cancelled or withdrawn, you will be charged a modem non-return fee. This modem non-return fee covers the pro-rated cost of the modem. The non-return fee is calculated as \$11 multiplied by months remaining in the first 36 months e.g. if you leave after 24 months you would pay \$11 x 12 (the number of remaining months), a total of \$132. The non-return fee is \$0 when you stay connected for 36 months. The maximum non-return fee is \$396.

‘Good Working Order’ means the returned modem is near new with only minor signs of wear and tear and includes all original equipment.

2. for refurbished modems that are issued to you under your Plan - the refurbished modem must be returned to us within 21 days of your Plan being cancelled or withdrawn using the prepaid postage service that we provide to you.

If you require a modem replacement, you may be provided with a new, remanufactured or refurbished modem, and the terms applicable to that type of modem will apply.

Change of Plan Process between Plus and Premium Plans: As a customer with the 5G Home Broadband Plus Plan, you have the option to upgrade to the Premium Plan (taking effect immediately upon successful payment, changing your billing cycle). To downgrade your service from Premium Plan to the Plus Plan:

- if the downgrade request is submitted 7 days before the end of the current billing period, then it will take effect on the next billing period.
- if the downgrade request is submitted within the last 7 days before end of the current billing period, then it will take effect on the billing period after your next one.

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

Payment: Monthly access charges are billed monthly in advance. Payment options are Direct Debit or Credit Card.

IP Address: All plans come with Dynamic IP address.

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.

Standard Terms & Conditions: www.tpg.com.au/terms_conditions/standard

Service Description & Terms – 5G Home Broadband: <https://www.tpg.com.au/5g-home-broadband/terms>