



# PREMIUM

Up to a maximum of 100Mbps\*  
Speeds are variable

Wi-Fi Modem Included

Data Only

\$69<sup>99</sup>  
per month

No lock-in contract \$0 setup – Min charge \$69.99

# MAX

Max Speed\*  
Speeds are variable

Wi-Fi Modem Included

Data Only

\$79<sup>99</sup>  
per month

No lock-in contract \$0 setup – Min charge \$79.99

**General:** This offer is subject to availability and other conditions and may be withdrawn at any time.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 speeds are either up to 100Mbps or Max Speeds depending on the plan:

Plan Name	Download Speeds	Upload Speeds	# of simultaneous users / devices	Suitable for	Speeds and Experience
5G Home Broadband Premium	Up to a maximum off-peak speed of 100Mbps	Up to a maximum off-peak speed of 20Mbps	2-8	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.	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, data-deprioritisation, network coverage and congestion.
5G Home Broadband Max	Max Speeds (the maximum download speed our 5G network can deliver to your device at the time and place you are using the service)	Max Speeds (the maximum upload speed our 5G network can deliver to your device at the time and place you are using the service)	8-15		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.  Check out our <a href="#">Speed Guide</a> for more information about factors affecting speed.



PREMIUM

Up to a maximum of 100Mbps\*  
Speeds are variable

Wi-Fi Modem Included

Data Only

\$64<sup>99</sup>

per month+

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

MAX

Max Speed\*  
Speeds are variable

Wi-Fi Modem Included

Data Only

\$74<sup>99</sup>

per month+

No lock-in contract \$0 setup – Min charge \$74.99

The plans above are only available for existing TPG customers.

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**+Pricing for Existing Customers:** Only customers with an eligible existing TPG service are eligible for the existing customer pricing.

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

**\*Speed:** 5G Home Broadband speeds are either up to 100Mbps or Max Speeds depending on the plan:

Plan Name	Download Speeds	Upload Speeds	# of simultaneous users / devices	Suitable for	Speeds and Experience
5G Home Broadband Premium	Up to a maximum off-peak speed of 100Mbps	Up to a maximum off-peak speed of 20Mbps	2-8	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.	<p>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, data-deprioritisation, network coverage and congestion.</p> <p>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.</p> <p>Check out our <a href="#">Speed Guide</a> for more information about factors affecting speed.</p>
5G Home Broadband Max	Max Speeds (the maximum download speed our 5G network can deliver to your device at the time and place you are using the service)	Max Speeds (the maximum upload speed our 5G network can deliver to your device at the time and place you are using the service)	8-15		

## 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/terms\\_conditions/CIS](http://www.tpg.com.au/terms_conditions/CIS).

**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. If you cancel your plan within 36 months of connecting or if your order is withdrawn by us, you will need to return the 5G Home Broadband Modem in good working condition to us. If you do not return the modem within 21 days of your order being withdrawn or cancellation of your service, then you will be charged a modem non-return fee. This modem non-return fee covers the pro-rated cost of the TPG 5G Home Broadband Modem. The non-return fee is calculated as \$17 multiplied by months remaining in the first 36 months e.g. if you leave after 24 months you would pay \$17 x 12 (the number of remaining months), a total of \$204.

**Change of Plan Process between Premium and Max Plans:** As a customer with the 5G Home Broadband Premium Plan, you have the option to upgrade to the Max Plan (taking effect immediately upon successful payment, changing your billing cycle). To downgrade your service from Max Plan to the Premium 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](http://www.tpg.com.au/about/privacy).

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

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

## WHY PAY MORE?