TPG Home Wireless Broadband

Unlimited
Data usage

14Mbps Download | **2Mbps** Upload

Typical evening speeds*

Speeds are variable

Wi-Fi Modem Provided

Data Only

$59.99 per month

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

General: This offer is subject to availability and other conditions and may be withdrawn at any time.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 Home Wireless Broadband plans calculated as: $(monthly charge in 1st month). The minimum billing period is 1 month.

Home Wireless Broadband Speeds: Home Wireless Broadband has a maximum speed of 20Mbps for download and 2Mbps for upload, with a Typical Evening Speed of 14Mbps for download and 2Mbps for upload. *Typical Evening Speeds are subject to change and measured between 7pm and 11pm. It is not a guaranteed minimum speed and you may experience slower speeds during this period and at other times. Home Wireless Broadband is suitable for 1-3 users for browsing, emails, social media, streaming music, SD and HD video. It is not suitable for 4K streaming and may not be suitable for online gaming. Home Wireless speeds are variable and may be subject to data deprioritisation. This could mean that during periods of congestion some data traffic will receive less priority over other traffic on the network, and you may experience slower Home Wireless speeds as a result. See our Speed Guide for more information.

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TPG Home Wireless Broadband

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 Home Wireless Broadband plans at https://www.tpg.com.au/sites/tpg/files/doc/CIS-HW-4G-unlimited.pdf.

Availability: The Home Wireless Broadband Service is only available in selected areas on our 4G Network with the modem supplied by TPG. There may also be technical or commercial reasons that affect your ability to access the service at your address. coverage availability will vary depending on your device and location.

Required Equipment: It is a requirement of TPG Home Wireless Broadband Services that customers must use the included 4G compatible modem to be able to use this service.

1. For refurbished modems that are issued to you under your plan, we retain full legal title to and beneficial ownership in the modem. 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, or
2. for all other modems, including new modems that are issued to you under your Plan – if your plan is cancelled or withdrawn within 24 months of connecting, you must return the modem within 21 days of your Plan being cancelled or withdrawn. If you do not return the modem, you will be charged a modem non-return fee. This modem non-return fee covers the pro- rated cost of the iiNet Home Wireless Broadband Modem. The non- return fee is calculated as $8 multiplied by months remaining in the first 24 months e.g. if you leave after 18 months you would pay $8 x 6 (the number of remaining months), a total of $48.

The SIM supplied with the modem will not work in any other device and must not be removed from the modem.

Change of Plan Process between 100GB and Unlimited Plans: As an existing customer with the Home Wireless 100GB, you have the option to upgrade to the Unlimited Plan (taking effect immediately upon successful payment, changing your billing cycle).

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. https://www.tpg.com.au/about/privacy.

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

Service Description & Terms – Home Wireless Broadband: www.tpg.com.au/content/home-wireless-terms

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