CRITICAL INFORMATION SUMMARY

TPG HOME WIRELESS BROADBAND 100GB PLAN

Information About the Service

Service Description

The TPG Home Wireless Broadband 100GB Plan is a prepaid wireless service for existing TPG customers only. The service utilises our 4G network and includes 100GB Data for use within Australia.

Recurring charges are payable monthly in advance. Payment options are Direct Debit or Credit Card.

Speed

Home Wireless Broadband speeds are up to a maximum speed of 20Mbps for download and 2Mbps for upload, with a Typical Evening Speed of 16Mbps 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.

Phone Service

Home Wireless Broadband is a data-only broadband service. It does not include a standard phone service. Your phone service with your current provider will most likely stop working when you switch to Home Wireless.

If you have an existing phone service with us, you will not be able to move your phone service over to Home Wireless.

Minimum Term

TPG Home Wireless Broadband Services are supplied on a rolling month to month basis. Customers are permitted to terminate the acquisition of the Service at any time, but any unused balance will not be refunded to you but will be retained by TPG.

Bundling Arrangements & Mandatory Goods

Supply of the Service does not require bundling with any other TPG plan.

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. If you cancel your plan within 24 months of connecting or if your order is withdrawn by us, you must return the Home Wireless Broadband Smart Modem Gateway in good working condition to us. If you do not return the Home Wireless Broadband Modem within 21 days of your order being withdrawn or cancellation of your service, then you will be charged a modem non-return fee.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 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.

Excess Data

The plan has 100GB of Included Data each monthly billing cycle (downloads and uploads counted). If at any time in a billing cycle you use more than the amount of Included Data, your service will stop working until the start of the next billing cycle. You may upgrade your plan at any point during the billing cycle.

Information about Pricing

Plan	Home Wireless Broadband 100GB Plan
Monthly Charge	**$44.99**
Included Data	100GB (downloads and uploads counted)
Cost of 1MB of Data within Australia	0.045c
Upfront fee	$0
Typical Evening Speeds (7pm-11pm)	16Mbps Download 2Mbps Upload
Maximum Speeds	20Mbps Download 2Mbps Upload

CRITICAL INFORMATION SUMMARY

TPG HOME WIRELESS BROADBAND 100GB PLAN

Information About the Service (cont.)

Coverage

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. A service qualification and coverage check based on your address will be conducted before your order is accepted. The service qualification (SQ) check is an indication that your chosen location is within a 4G Home Wireless Broadband serviceable area, it does not guarantee that your address is 4G serviceable. We recommend that you position your modem close to a window to maximise signal strength. The Home Wireless Broadband service uses our 4G Network and is only for use in the single nominated address. 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.

Other Information

Usage Information

You can monitor your TPG Home Wireless Broadband data usage by logging into My Account.

Broadband Education Package

You can view the Communications Alliance Broadband Education Package which is a guide to help consumers better understand broadband technologies here: www.commsalliance.com.au/BEP

Customer Support

Customer Service

Email: **customer_service@tpg.com.au**
Phone: 13 14 23 (option 3, and then option 2)

Technical Support

Email: **helpdesk@tpg.com.au**
Phone: 13 14 23 (option 2, and then option 2)

Complaints Handling

Our complaints handling policy is available on our website. 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**

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).

This is a summary only – the full terms and conditions for this service are available at www.tpg.com.au/terms_conditions.