

# Critical Information Summary

## TPG NBN HOME SUPERFAST AND HOME ULTRAFast



Plan	NBN Home Superfast	NBN Home Ultrafast
Monthly Charge	\$99.99	\$109.99
Typical Evening Download Speed (7pm-11pm)	250Mbps	800Mbps
Typical Evening Upload Speed (7pm-11pm)	21Mbps	40Mbps
Minimum Charge in 1 <sup>st</sup> Month (no lock-in contract) With included modem	\$214.94	224.94
Minimum Charge in 1 <sup>st</sup> Months (no lock-in contract) BYO modem	\$99.99	\$109.99
Upfront Fees	Existing customers on a Data and Voice Bundle plan require a TPG-supplied modem. \$114.95 Modem Fee on a no lock-in contract \$0 Equipment Delivery Fee Additional once off \$300 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development	
Cost of a 2 Min Standard National Mobile Call	\$1.17 (incl. call connection)	
Change of Plan Fee	Standard change of plan fee set out on <a href="#">Additional Pricing page</a>	
Moving Home Fee	Standard moving home fee set out on <a href="#">Additional Pricing page</a>	
Early Termination Fee	Not applicable	Not applicable

### Information About The Service

#### Service Description

TPG's NBN Home Superfast and NBN Home Ultrafast plans are delivered via the National Broadband Network (NBN) using FTTP or HFC technology to the network boundary point of your premises. TPG NBN Home Superfast and Ultrafast Bundle includes the following components:

- NBN Broadband
- Voice Service (no included calls)

**Important Note:** If you choose to bring your own modem, you will receive a data-only NBN service. The Voice service component will not be included and you will not be able to make or receive calls.

The service is a pre-paid service and bills are not issued. An additional prepayment is required if you wish to make any calls that are not included as part of your plan or Call Pack (if applicable). Payment options are Direct Debit or Credit Card.

#### Minimum Term

The plans are supplied on a no lock-in contract (customers are permitted to terminate the service by giving 30 days' notice). See Minimum Total Cost in the table above.

#### Availability

The service is available at selected coverage areas and subject to infrastructure availability at customer's premises. To check for availability, please use the address checker [here](#).

#### NBN Charges

**New Development fee:** \$300 will be charged to your bill if NBN has to activate a connection for the first time at a premises it classifies as a 'new development'. Other fees such as Missed appointment fee, Cancelled appointment fee, Subsequent installation fee and No Fault found fee may apply to you. We may also pass on any administrative costs that TPG incur in providing you with assistance or arranging an appointment with NBN. Please see your Plan Details for more information.

#### Bundling Arrangements

Once an NBN Bundle is purchased:

- The Change of Plan option is restricted to TPG NBN Bundle plans only and you cannot move back to a TPG ADSL2+/ADSL Service.
- You cannot separately cancel an individual component of this NBN Bundle (NBN Broadband or Voice Service). Cancellation will cease both services.

#### NBN Speeds

Typical Evening Download Speeds are subject to change and are measured 7pm-11pm. Typical Evening Upload Speeds are estimated by reference to the maximum upload speed. The actual speeds for the service may be slower and vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users and performance of interconnecting infrastructure not operated by TPG. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

#### Equipment Required

If you do not already have the required NBN infrastructure installed at your premises, you or an authorised person over 18 years of age will be required to be home on the day of installation for a technician visit. If we find that you will require a technician visit to perform the installation, we will advise you of the date and time after registration. You need an NBN compatible modem to connect your devices to TPG NBN Broadband service.

To be provided a working Voice Service, you need a standard phone handset (approved for use in Australia) and you must choose the option with TPG modem included. If you are an existing TPG NBN customer you may be able to use your existing modem – we will advise you if your modem is compatible during your registration. When you connect to NBN certain equipment or services at your premises may be impacted and no longer operate. These include medical devices, alarms, EFTPOS machines, lift emergency phones and some email or fax services. Please contact the equipment manufacturer or service provider if you are unsure.

## Inclusions & Exclusions

**Non-commercial purposes:** The service is for residential consumers and used for personal or domestic purposes only.

**Voice Service Calls:** Customers on the NBN SL Bundle may make calls (if applicable) at [listed TPG rates](#) on a 'pay as you go' basis and are deducted from your prepaid balance. Customers may choose to add Call Pack (see below) which includes certain calls. Calls that are not included in your Call Pack (e.g. calls to 13/1300 numbers and Directory Services) will be charged at [listed TPG rates](#) on a 'pay as you go' basis and deducted from your prepaid balance. [Standard International Call Rates](#) apply for calls to satellite phones and international calls that are not included in your Call Pack. Some calls are not supported, such as calls to 19/1900. For more information, see [here](#).

**CSG Waiver:** The standard Monthly Charge and Setup pricing stated in the table above are based on new customers agreeing to waive the Customer Service Guarantee (CSG).

## Optional Call Packs

Call Packs	Call Pack Inclusions	Monthly Charge
<b>Oz Talk</b>	<ul style="list-style-type: none"> <li>Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles</li> </ul>	\$5
<b>Big Talk</b>	<ul style="list-style-type: none"> <li>Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles</li> <li>100 minutes each month to call any landline or mobile in any destination listed in the Big Talk Call Pack in our <a href="#">International Call rates</a> page (excluding satellite phones)</li> </ul>	\$10
<b>Extra Talk</b>	<ul style="list-style-type: none"> <li>Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles</li> <li>Unlimited international calls to any landline or mobile to the following 23 destinations (excluding satellite phones): Canada, China, France, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Italy, Japan, Malaysia, Netherlands, New Zealand, Singapore, South Africa, South Korea, Sweden, Switzerland, Taiwan, Thailand, UK and USA</li> </ul>	\$15

## Call Rates

Usage Type	Rates
Local Calls	25¢ per call
National Calls to Landlines	25¢ per minute ^ (plus 39¢ call connection). Capped at \$2 up to 20 minutes per call, per minute National Call rates apply thereafter
Calls to Standard Australian Mobiles	39¢ per minute ^ (plus 39¢ call connection). Capped at \$2.48 up to 20 minutes per call, per minute Mobile call rate applies thereafter
International Calls	<ul style="list-style-type: none"> <li>Standard International call rates (plus 39¢ call connection)</li> <li>See <a href="http://www.tpg.com.au/nbn/international-callrates">http://www.tpg.com.au/nbn/international-callrates</a></li> </ul>
13/1300 Calls	30¢ per call
18/1800 Calls	Free
19/1900 Calls	Not supported
Directory Assistance – 1223	\$1.10 per call
TPG 13 14 23	Free

^ Charged per 30 second block or part thereof

## Other Information

<b>Your Account</b>	You can monitor your NBN data and voice usage by logging into <a href="#">Your Account</a> online.
<b>Broadband Education Package</b>	You can view the Communications Alliance Broadband Education Package which is a guide to help consumers better understand broadband technologies <a href="#">here</a> .
<b>We're here to help</b>	<p>Customer Service Phone: <b>13 14 23 (option 3, and then option 1)</b> Email: <a href="mailto:customer_service@tpg.com.au">customer_service@tpg.com.au</a></p> <p>Support Phone: <b>13 14 23 (option 2, and then option 1)</b> Email: <a href="mailto:helpdesk@tpg.com.au">helpdesk@tpg.com.au</a></p>
<b>Complaints Handling</b>	If you have a dispute with TPG and wish to take the matter further, please follow the escalation process outlined <a href="#">here</a> . Email: <a href="mailto:customer_relations@tpg.com.au">customer_relations@tpg.com.au</a>
<b>Telecommunications Industry Ombudsman</b>	If you are dissatisfied with the outcome of your complaint with TPG, you may contact the TIO for assistance.  TIO Phone: <b>1800 062 058</b> <a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a>