

FTTB25	FTTB100	FTTB Max
\$39⁹⁹ per month	\$74⁹⁹ per month	\$79⁹⁹ per month
25Mbps 4Mbps Download Upload Estimated Typical Evening Speed [#]	100Mbps 25Mbps Download Upload Typical Evening Speed [*]	700Mbps 25Mbps Download Upload Typical Evening Speed [*]
Unlimited Data Usage	Unlimited Data Usage	Unlimited Data Usage
BYO Modem	BYO Modem	BYO Modem

	FTTB25	FTTB100	FTTB Max
Early Termination Charge	N/A	N/A	N/A
New Customers	Minimum Total Charge: \$39.99	Minimum Total Charge: \$74.99	Minimum Total Charge: \$79.99
Change of Plan Fee for Existing FTTB Customers	\$0 Change of Plan Fee	\$0 Change of Plan Fee	\$0 Change of Plan Fee
Moving Home Fee for Existing FTTB Customers	\$0 Change of Plan Fee \$0 Change of Location Fee	\$0 Change of Plan Fee \$0 Change of Location Fee	\$0 Change of Plan Fee \$0 Change of Location Fee
Change of Plan / Moving Home Fee for Existing NBN Customers	Minimum Total Charge: \$39.99	Minimum Total Charge: \$74.99	Minimum Total Charge: \$79.99
Change of Plan / Moving Home Fee for Existing FTTH, Home Wireless Broadband and 5G Home Broadband Customers	Minimum Total Charge: \$39.99	Minimum Total Charge: \$74.99	Minimum Total Charge: \$79.99

Minimum Charge for FTTB Plan calculated as: \$(FTTB Plan Monthly Charge)

Availability: Only available in selected buildings. Please use the address checker at <https://www.tpg.com.au/fttb>. Further availability checks will be conducted upon registration.

FTTB Speeds: *Typical evening download speed is measured between 7pm and 11pm. Typical evening upload speed is estimated by reference to the maximum upload speed for the plan.
#Estimated Typical evening download speed is measured between 7pm-11pm. As this is a new plan, the speed stated here is currently based on an estimate. Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and quality and distance of in-building copper. The speed tier reflects the maximum possible off peak download speed and you should refer to the typical evening speed as a more accurate indication of likely experience.
Actual speed upon installation will be in the following ranges (download/upload): 24-25Mbps/4-5Mbps for FTTB25; 70-100Mbps/20-40Mbps for FTTB100; and 251Mbps-1Gbps/20-50Mbps for FTTB Max.

Modem Compatibility Requirements: You need an FTTB compatible modem that is capable of reaching your FTTB plan speed. If you are an existing TPG FTTB customer with TPG supplied FTTB modem, your modem may not be capable of reaching the FTTB plan speed you have selected, especially on Wi-Fi connection. For more information, see our compatibility requirements. FTTB Max requires a high-speed compatible modem.

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 FTTB plan at www.tpg.com.au/terms_conditions/CIS.

CSG: All plans set out in this brochure are subject to you agreeing to waive the Customer Service Guarantee (CSG). For more information please contact TPG Sales on 13 14 23.

IP Address: All plans come with Dynamic IP address.

Additional Pricing: Visit TPG website www.tpg.com.au/fttb/additional-pricing for FTTB additional pricing (Change of Plan, Moving Home, Cancellation, etc)

Equipment Required: Depending on your building, TPG may also supply a Network Termination Unit (NTU).

Network Boundary Point & Installation Notes: A technician appointment is required to install any required FTTB equipment at your address. 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. We will advise you of the date and time of the installation appointment. Prior to the installation appointment, TPG's customer is expected to have a modem ready.

On the date of the installation, a technician will arrive at the Main Distribution Frame in the customer's building and connect the copper pair cable from the customer's side (MDF "B") to the FTTB equipment (MDF "A"). The technician will make sure the supplied equipment between customer's premises and the FTTB head end equipment is connected correctly before the service can be marked as active. TPG's responsibility and demarcation point is the Main Distribution Frame (MDF). TPG is not responsible for the in-building cabling.

Once the FTTB service has been activated, if you currently have any existing services like phone or internet at your premises, you will need to contact your current provider to have these services cancelled to ensure you do not receive any further bills. TPG recommends you check with your current phone and/or internet service provider regarding contractual commitments and termination/disconnection fees associated with your current services. TPG is not responsible for these charges.

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

Terms and Conditions: www.tpg.com.au/terms_conditions/standard

Service Description & Terms - FTTB: www.tpg.com.au/terms_conditions/fttb