

M Bundle	L Bundle	XL Bundle
\$89⁹⁹ per month	\$99⁹⁹ per month	\$109⁹⁹ per month
91Mbps 25Mbps Download Upload Typical Evening Speed*	91Mbps 25Mbps Download Upload Typical Evening Speed*	91Mbps 25Mbps Download Upload Typical Evening Speed*
Unlimited Data Usage	Unlimited Data Usage	Unlimited Data Usage
Wi-Fi Modem Provided†	Wi-Fi Modem Provided†	Wi-Fi Modem Provided†
Voice Service	Voice Service	Voice Service
Local Calls Pay As You Go National Calls Pay As You Go 13/1300 Calls Pay As You Go Au Mobile Pay As You Go International Pay As You Go	Local Calls Unlimited National Calls Unlimited 13/1300 Calls Pay As You Go Au Mobile Unlimited International 100 Minutes	Local Calls Unlimited National Calls Unlimited 13/1300 Calls Pay As You Go Au Mobile Unlimited International Unlimited to 15 Destinations

	M Bundle	L Bundle	XL Bundle
Early Termination Charge	N/A	N/A	N/A
New Customers	High-Speed Refurbished Wi-Fi Modem† Minimum Total Charge: \$89.99	High-Speed Refurbished Wi-Fi Modem† Minimum Total Charge: \$99.99	High-Speed Refurbished Wi-Fi Modem† Minimum Total Charge: \$109.99
Change of Plan Fee for Existing FTTH Customers	\$0 Change of Plan Fee	\$0 Change of Plan Fee	\$0 Change of Plan Fee
Moving Home Fee for Existing FTTH 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			
Change of Plan / Moving Home Fee for Existing FTTH, Home Wireless Broadband and 5G Home Broadband Customers	High-Speed Refurbished Wi-Fi Modem† Minimum Total Charge: \$89.99	High-Speed Refurbished Wi-Fi Modem† Minimum Total Charge: \$99.99	High-Speed Refurbished Wi-Fi Modem† Minimum Total Charge: \$109.99

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

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

FTTH 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. 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 M, L and XL Bundles have an upload connection speed of up to 25Mbps.

†A **refurbished modem** will be provided to use with your selected plan. Refurbished modems are modems that are returned, tested and restored to manufacturer settings. TPG owns the modem, which must be returned if you cancel or withdraw your plan.

Included Calls (FTTH M Bundle): Charges for calls are not included in the FTTH M Bundle and will be charged at the rates listed on page 3 on a ‘pay as you go’ basis and deducted from your Prepayment. Calls to 19/1900 numbers are not supported.

Included Calls (FTTH L Bundle): FTTH L Bundle allows you to make unlimited Local Calls (excluding 13/1300 numbers), unlimited Standard National Calls to Landlines and unlimited calls to Standard Australian Mobiles. Calls to 19/1900 numbers are not supported. The 100 International Minutes per month included in bundle can be used to call International Landline and Mobile destinations (excluding calls to satellite phones) listed on our International Call Rates page. Standard per minute rates listed on our International Call Rates page apply after the first 100 minutes of International Calls and for calls to satellite phones. Unused included minutes for international calls expire at the end of each month. Charges for calls made that are not included in the bundle (e.g. calls to 13/1300, Directory Services and excluded international calls) will be charged at listed TPG rates by deducting usage charges from your Prepayment.

Included Calls (FTTH XL Bundle): FTTH XL Bundle allows you to make unlimited calls to Landline and Mobile numbers in 15 countries (Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom, United States), unlimited Local Calls (excluding 13/1300 numbers), unlimited Standard National Calls to Landlines and unlimited calls to Standard Australian Mobiles. Calls to 19/1900 numbers are not supported. Standard per minute rates listed on our International Call Rates page apply for International Calls to other countries and calls to satellite phones. Charges for calls made that are not included in the bundle (e.g. calls to 13/1300 numbers, Directory Services, satellite phones and non-included international calls) will be charged at listed TPG rates by deducting usage charges from your Prepayment.

Special Note: TPG Voice Service is delivered using voice over Internet Protocol (VoIP). The Voice Service supports fax to national numbers in the Telstra, Optus, AAPT and Primus PSTN network. Fax to international numbers is not reliable and VoIP based fax is not supported. This plan does not support the Priority Assistance Scheme. The Voice Service does not support old dial up technology devices with built in modems such as EFTPOS, Back to Base Alarms and Foxtel Program purchase. These devices have been replaced by Internet Protocol (IP) enabled devices and many TPG customers are able to use EFTPOS, Back to Base alarms and Foxtel Program purchase through the internet provided that their devices are IP enabled. For further details on IP enabled devices contact your device supplier. TPG Voice Service also does not support analogue modems, Priority Assistance Scheme, calls to 19/1900, 0500 numbers and Universal International Freephone Numbers (UIFN). The Voice Service requires a broadband connection and power to the Wi-Fi modem router supplied by TPG and to the network equipment in your building. If there is a broadband connection outage in your premises or your building due to power or other faults, the Voice Service will not work and you cannot make phone calls including “000” emergency calls. Once an FTTH plan is purchased, you cannot cancel either component (FTTH or Voice Service). Cancellation will cease both services. You cannot purchase either TPG FTTH or Voice Service as a standalone service. Installation of your FTTH plan service generally takes 5 business days on average but can take longer in some cases.

TPG Voice rates and features: Refer to ‘TPG Voice Call Rates’ and ‘TPG Voice Features’ sections for information about applicable call rates and features.

TPG Voice Call Rates

Services	Rate
Local Calls	25¢ per call
National Calls	25¢ per minute^ (plus 39¢ call connection)
National Cap	Capped at \$2 up to 20 minutes per call per minute National Call rates thereafter^
Mobile Calls	39¢ per minute^ (plus 39¢ call connection)
Mobile Cap	Capped at \$2.48 up to 20 minutes per call per minute Mobile Call rates thereafter^
International Calls	Check website https://www.tpg.com.au/international-callrates-fttb-ftth (39¢ call connection applies) Call connection not charged for the first 100 minutes (L Bundle) each month and for all calls to specific International destinations (XL Bundle)
13/1300 Calls	30¢ per call
18/1800 Calls	Free
19/1900 Calls	Not Supported
Directory Assistance - 1223	\$1.10 per call
Speaking Clock - 1194	40¢ per call
TPG 13 14 23	Free

^ Charged per 30 second block or part thereof.

TPG Voice Features

Features & Services	Description	Rate
Call Barring	Allows you to restrict certain call types that can be dialled from your Voice Service	Free
Number Display / Number Block	Select whether you would like your caller identity blocked or displayed when calling other parties	Free
Call Waiting	Notifies you of an incoming call on your Voice Service while you are already on a call. You can place your call on hold to answer the incoming call	Free
Call Forwarding	Allows you to divert calls from your Voice number to a different number	Standard call rates apply to forwarded calls
Caller ID	Allows you to see the phone number of the person calling you on your Voice service (only applicable on phones that supports caller ID)	Free

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 FTTH 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.

TPG Voice Number: At registration time, you can choose to port your existing number to TPG or have TPG supply a Direct Inward Dial Number (DID) for use with the Voice service. This number will be allocated to you based on the address which you provide us at the time of registration. TPG will make use of your number as a reference point to charge for local calls. TPG will use its best endeavours to supply the Integrated Public Number Database (IPND) with your address details for the purpose of emergency services (000) calling.

Number Porting: You can port (transfer) your phone number from Telstra, Optus, AAPT, Primus or Powertel to TPG. We may not be able to port your number in all circumstances, including where you fail to provide correct account details, or as a result of contractual obligations with your existing provider. If you are porting your number to TPG, inbound calling to your number will not commence until porting is complete which will take a further 1 to 5 business days.

IP Address: All plans come with Dynamic IP address.

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

Equipment Required: You can either choose to bring your own Compatible Modem or use the included refurbished FTTB compatible modem (the Modem) to connect to TPG FTTB Broadband service. TPG owns the modem which must be returned within 21 days if you cancel or withdraw your plan. The FTTB Max plan requires a high-speed compatible modem. Devices that don't support Wi-Fi 6 and Gigabit Ethernet may not be able to achieve the speeds available on FTTB Max. For more information on compatible modems, see here. To be provided a working Voice Service, you need a standard phone handset (approved for use in Australia) and you must select the included Modem. If you are an existing TPG customer, you may be able to use your existing modem - we will advise you if your modem is compatible during your registration.

Network Boundary Point & Installation Notes: If an FTTB installer is required to attend your premises, you or an authorised person over the age of 18 must be home on the day of installation. We will advise you of the date and time of the installation appointment. You should receive the modem within 2-5 working days after it has been dispatched from our warehouse.

TPG's responsibility and demarcation point is the LAN1 port on the Optical Network Terminal (ONT). TPG is not responsible for any cabling beyond that point.

Once the FTTH 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. If you are also porting your existing phone number to TPG, do not cancel your phone service until the number has been ported.

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

Service Description & Terms - TPG Voice: www.tpg.com.au/terms_conditions/tpg_voice