

# Critical Information Summary

## TPG 5G HOME BROADBAND



Plan	5G Home Broadband Plus Plan	5G Home Broadband Premium Plan
Monthly Charge	\$59.99	\$64.99
Typical Evening Download Speed (7pm-11pm)	50Mbps	100Mbps
Typical Evening Upload Speed (7pm-11pm)	16Mbps	18Mbps
Maximum Download Speed	50Mbps	100Mbps
Maximum Upload Speed	20Mbps	20Mbps
Included Data	Unlimited	Unlimited
# of simultaneous users / devices	2-5	3-9
Suitable for	Recommended for browsing, emails, social media, streaming music, SD, HD and 4K video. It may not be suitable for online gaming where games are particularly time-sensitive such as multi-player shooters.	

### Information About The Service

#### Service Description

The TPG 5G Home Broadband is a fixed wireless service which utilises our 5G network. The service includes Unlimited Data for use within Australia.

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

#### Coverage

The 5G Home Broadband Service is only available in selected areas on our 5G Network. It can only be used at a single nominated address with the modem supplied by TPG.

A service qualification check of your address is conducted prior to accepting your order however, it does not guarantee that 5G Home Broadband is serviceable at your address due to a range of factors (see link to our Speed Guide in the section below). We recommend that you position your modem close to a window to maximise signal strength.

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.

#### Speeds

Typical evening speeds are subject to change and are measured between 7pm and 11pm. These are not guaranteed minimum speeds and you may experience slower speeds during this period and at other times.

5G Home Broadband speeds are variable due to the source of the content being downloaded, hardware and software configuration, the number of users, location of the device, data- deprioritisation, network coverage and congestion.

Data-deprioritisation means that during periods of congestion some data traffic will receive less priority over other traffic on the network, and you may experience slower 5G Home Broadband speeds as a result.

Your plan uses the 5G Network and the Modem will default to 4G (if available) if the 5G Network is unavailable.

See our [Speed Guide](#) for more information.

#### Required Equipment

Customers must use the included 5G 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 36 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 TPG 5G Home Broadband Modem. The non-return fee is calculated as \$17 multiplied by months remaining in the first 36 months e.g. if you leave after 24 months you would pay \$17 x 12 (the number of remaining months), a total of \$204.

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

#### Minimum Term

TPG 5G Home Broadband service is 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.

#### Excess Data

The TPG 5G Home Broadband service comes with unlimited data so no excess data charges will apply.

Information is current as of March 2025

## Phone Service

5G Home 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 5G Home Broadband.

If you have an existing phone service with us, you may be offered a Virtual Phone service which will allow you to forward calls from your existing phone service to an alternative phone number (Standard Australian landlines or mobiles only). Note, making calls and all other phone features will be unavailable.

## Other Information

<b>Your Account</b>	You can monitor your Home Broadband 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>	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>  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>
<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>