

CRITICAL INFORMATION SUMMARY

NBN HOME SUPERFAST & HOME ULTRAFEST (COMPLIMENTARY SPEED CHANGE)



Service Description

TPG's NBN Home Superfast and Home Ultrafast (Complimentary Speed Change) is a 6-month, complimentary speed change for eligible existing TPG NBN customers. The service is 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 Home Ultrafast include the following components:

- NBN Broadband
- Voice Service (no included 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. Payment options are Direct Debit or Credit Card.

Minimum Term

The complimentary speed change to NBN Home Superfast and Home Ultrafast does not change the existing contract term of your base NBN plan.

Information about Pricing

Plan	NBN Home Superfast	NBN Home Ultrafast
Typical Evening Download Speeds (7pm-11pm)	200Mbps^ Premium	200Mbps^ Premium
Monthly Charge	Complimentary on top of the existing monthly charge of your base plan	Complimentary on top of the existing monthly charge of your base plan
Monthly Data Quota	As per your base plan	As per your base plan
Minimum Total Cost	As per your base plan	As per your base plan
Minimum Charge in 1st Month	As per your base plan	As per your base plan
Upfront Fees	As per your base plan	
Change of Plan Fee*	Standard change of plan fee set out on Additional Pricing page	
Moving Home Fee*	Standard moving home fee set out on Additional Pricing page	

^As these are new plans, the speeds stated here are currently based on an estimate. TPG will revise the Typical Evening Download Speeds once it has collected enough data on the speed performance of these plans.

*Change of speed or moving home will void the complimentary speed change.

Availability

The service is available at selected coverage areas for eligible NBN FTTP and HFC customers only.

Bundling Arrangements

Once an NBN Bundle is purchased:

- 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 either component (NBN Broadband or Voice Service). Cancellation will cease both services.

NBN Speeds

Typical Evening Download Speed is measured between 7pm and 11pm. Speeds may 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. ^As these are new plans, the speeds stated here are currently based on an estimate. TPG will revise the Typical Evening Download speeds once it has collected enough data on the speed performance of these plans.

NBN Home Superfast: You will typically experience slower speeds than the maximum connection speed available on these plans.

NBN Home Ultrafast: While the nbn™ Home Ultrafast Plan has a theoretical maximum speed of 500Mbps on NBN HFC and 990Mbps on NBN FTTP, you will typically experience significantly slower speeds than this and should refer to the Typical Evening Speed as a more accurate estimate of likely experience.

Equipment Required

You need an NBN compatible modem to connect your devices to TPG NBN Broadband service and a standard phone handset to use your included voice service. Most TPG supplied NBN modems should be technically capable of supporting line speeds of 200Mbps. If your TPG modem is several years old, you may not be able to reach 200Mbps, according to the constraints of your older hardware. For older modems, we recommend using devices connected via Ethernet cable instead of WiFi to get the best possible experience.

For more information, see our [compatibility requirements](#).

Inclusions & Exclusions

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

Voice Service Non-Included Calls: You can choose Voice Add-ons to include certain calls. Calls that are not included in your Voice Add-on (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 Voice Add-on. Calls to 19/1900 numbers are not supported.

CSG Waiver: The standard Monthly Charge and Setup pricing stated in the Information about Pricing section are based on new customers agreeing to waive the Customer Service Guarantee (CSG).

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Optional Voice Add-ons

Add-on	Oz Talk	Big Talk	Extra Talk
Monthly Charge	\$10	\$10	\$20
Local Calls	Unlimited	Unlimited	Unlimited
Standard National Calls	Unlimited	Unlimited	Unlimited
13/1300 Numbers	Pay as you go	Pay as you go	Pay as you go
Standard Australian Mobiles	Unlimited	Pay as you go	Unlimited
International Calls	Pay as you go	100 International Minutes Per Month	Unlimited to landline and mobile numbers in Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand Singapore, Taiwan, Thailand, UK and USA ONLY

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 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	- Standard International call rates (plus 39¢ call connection) - See www.tpg.com.au/nbn/international-callrates
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

Usage Information

You can monitor your Voice Service usage by logging into Your Account online at www.tpg.com.au/account

Priority Assistance

TPG does not offer Priority Assistance. If you require Priority Assistance, Telstra is an alternative carriage service provider which does provide Priority Assistance.

Customer Support

Customer Service

Email: customer_service@tpg.com.au

Phone: 13 14 23 (option 3, and then option 1)

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).