

Critical Information Summary

TPG nbn® HOME SUPERFAST AND HOME ULTRAFEST

Plan	nbn® Home Superfast	nbn® Home Ultrafast
Monthly Charge	\$99.99	\$109.99
Typical Evening Download Speed (7pm-11pm)	740Mbps	820Mbps
Typical Evening Upload Speed (7pm-11pm)	42Mbps	85Mbps
Minimum Charge (no lock-in contract) including supplied modem	\$309.99	\$319.99
Minimum Charge (no lock-in contract) if you return the modem (see below)	\$109.99	\$119.99
Monthly Included Data	Unlimited	
Cost of a 2 Min Standard National Mobile Call	\$1.17 (incl. call connection)	

Total Minimum Charge on a no lock-in contract if you purchase the TPG Wi-Fi Max Modem (the 'Modem') is the \$200 modem fee, \$10 modem delivery fee plus one month of plan fees. If you stay connected for 24 months (Device Period), the Modem costs \$0. If you leave prior to 24 months, you will be charged a modem fee of \$200. Alternatively, if you return the Modem in Good Working Order within 21 days, we will waive the modem fee.

Total Minimum Charge on a no lock-in contract if you BYO modem is one month of plan rental.

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. 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.

Early Cancellation and Hardware Fees

There are no cancellation fees for no lock-in contracts. However, you may be required to pay for the Modem if you leave prior to 24 months (See Minimum Total Cost in the table above). The modem fee is \$200. Alternatively, you may choose to return the Modem in Good Working Order within 21 days to avoid paying the modem fee. 'Good Working Order' means the returned Modem is near new with only minor signs of wear and tear, and includes all original equipment. If your order is withdrawn after receiving the Modem we supplied to you, then you will need to return the Modem to us in Good Working Order within 21 days of cancellation/withdrawal. If you do not return the Modem, then you will be charged a Modem non-return fee of \$200.

Availability

The service is available in NBN FTTP and HFC areas only. 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.
- 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. You may purchase the TPG Wi-Fi Max Modem (the 'Modem') or bring your own high-speed compatible modem – see [here](#) for requirements. If you purchase the Modem, you will be supplied with a new or remanufactured compatible modem. If you purchase the Modem, title to the Modem passes to you when we receive payment in full, or upon expiry of the Device Period. If you choose to return the Modem in return for a waiver of the modem fee, title to the Modem remains with TPG.

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.

Mobile Backup Feature

This optional feature is only available with purchase of the Modem. It allows you to configure the Modem to connect to a mobile hotspot network from your mobile phone and automatically use your mobile data during an nbn® service outage. The feature requires use of your mobile data at your own cost. Check the data allowance and terms of use of your mobile service to ensure it is compatible with use of this feature. Speeds, availability and performance of the Mobile Backup feature are dependent on the capabilities and limitations of your mobile phone, mobile network coverage and plan speeds offered by your mobile data plan provider.

Changes to your Plan

From time to time, we may make changes to your plan (including the price or inclusions), or we may move you to a new plan (which may cost more, and may have different inclusions). If we consider that the change or move has more than a minor detrimental impact on you, we'll give you notice. If you don't like the changes or the new plan, you can cancel your service. If you cancel, you may need to pay for the Modem if it is not returned (see Early Cancellation and Hardware Fees).

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® Home Superfast and Ultrafast 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 Information about Pricing section are based on new customers agreeing to waive the Customer Service Guarantee (CSG).

Optional Call Packs

Call Packs	Call Pack Inclusions	Monthly Charge
Oz Talk	<ul style="list-style-type: none"> Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles 	\$5
Big Talk	<ul style="list-style-type: none"> Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles 100 minutes each month to call any landline or mobile in any destination listed in the Big Talk Call Pack in our International Call rates page (excluding satellite phones) 	\$10
Extra Talk	<ul style="list-style-type: none"> Unlimited local calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited standard national calls and unlimited national calls to mobiles 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 	\$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"> Standard International call rates (plus 39¢ call connection) See https://www.tpg.com.au/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

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