

FTTB50 <sup>+</sup>	FTTB100	FTTB Max
\$69 <sup>99</sup> per month	\$74 <sup>99</sup> per month	\$79 <sup>99</sup> per month
50Mbps Typical Evening Speed*	91Mbps Typical Evening Speed*	500Mbps Typical Evening Speed*
Unlimited Data Usage	Unlimited Data Usage	Unlimited Data Usage
\$0 Upfront Modem	\$0 Upfront Modem	\$0 Upfront Modem
Voice Service	Voice Service	Voice Service
Local Calls National Calls 13/1300 Calls Au Mobile International	Local Calls National Calls 13/1300 Calls Au Mobile International	Local Calls National Calls 13/1300 Calls Au Mobile International
Pay As You Go Pay As You Go Pay As You Go Pay As You Go Pay As You Go	Pay As You Go Pay As You Go Pay As You Go Pay As You Go Pay As You Go	Pay As You Go Pay As You Go Pay As You Go Pay As You Go Pay As You Go

	FTTB50	FTTB100	FTTB Max
Early Termination Charge	N/A	N/A	N/A
New Customers	\$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$79.99 Minimum Total Charge (including supplied modem): \$194.94	\$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$84.99 Minimum Total Charge (including supplied modem): \$199.94	\$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$89.99 Minimum Total Charge (including supplied modem): \$204.94
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 Equipment & Delivery Fee may apply	\$0 Change of Plan Fee \$0 Change of Location Fee Equipment & Delivery Fee may apply	\$0 Change of Plan Fee \$0 Change of Location Fee Equipment & Delivery Fee may apply
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	\$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$79.99 Minimum Total Charge (including supplied modem): \$194.94	\$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$79.99 Minimum Total Charge (including supplied modem): \$194.94	\$10 Equipment Delivery Fee Minimum Total Charge (if modem is returned): \$79.99 Minimum Total Charge (including supplied modem): \$194.94

**Minimum Charge for FTTB Plan calculated as:** If modem is returned: (\$FTTB Plan Monthly Charge) + \$10 Equipment Delivery Fee).  
With supplied modem included: (\$FTTB Plan Monthly Charge) + \$114.95 modem fee + \$10 Equipment Delivery Fee).

**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.  
^FTTB50 is only available to existing TPG FTTB customers choosing to switch their internet service to this plan at their current residential address ('Change of Plan').

**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. 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): 45-50Mbps/16-20Mbps for FTTB50; 70-100Mbps/20-40Mbps for FTTB100; and 251Mbps-1Gbps/20-50Mbps for FTTB Max.

**Pay As You Go:** Charges for calls are not included in your service and will be charged on a Pay As You Go basis. These charges will be deducted from your prepaid balance. Calls to 19/1900 numbers are not supported. For more information on the Pay As You Go rates, check out our call rates.

**Oz Talk Call Pack:** This call pack allows you to make unlimited Local Calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited Standard National Calls to Landlines and unlimited National Calls to Mobiles. There are some calls that are not supported such as calls to 19/1900. For more information, check out [here](#). Charges for calls made that are not included in the call pack (e.g. calls to 13/1300, International Calls and Directory Services (1223)) will be charged at listed [TPG rates](#) by deducting usage charges from your prepaid balance. The service is for residential consumers only and may not be used for commercial purposes.

**Big Talk Call Pack:** This call pack allows you to make unlimited Local Calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited Standard National Calls to Landlines, unlimited National Calls to Mobiles and 100 minutes each month to call any Landline and Mobile in any destination (satellite phones excluded) listed in the Big Talk Call Pack 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 each month and for calls to satellite phones. Unused included international minutes expire at the end of each month. There are some calls that are not supported such as calls to 19/1900. For more information, check out [here](#). Charges for calls made that are not included in the call pack (e.g. calls to 13/1300, and Directory Services (1223)) will be charged at listed [TPG rates](#) by deducting usage charges from your prepaid balance. The service is for residential consumers only and may not be used for commercial purposes.

**Extra Talk Call Pack:** This call pack allows you to make unlimited Local Calls (excluding 13/1300 numbers and calls to Directory Assistance (1223)), unlimited Standard National Calls to Landlines, unlimited National Calls to Mobiles and unlimited calls to Landline and Mobile numbers 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, Korea (South), Sweden, Switzerland, Taiwan, Thailand, United Kingdom and United States. Standard per minute rates listed on our [International Call Rates](#) page apply for International Calls to other destinations and calls to satellite phones. Charges for calls made that are not included in the call pack (e.g. calls to 13/1300, Directory Services (1223) and satellite phones) will be charged at listed [TPG rates](#) by deducting usage charges from your prepaid balance. There are some calls that are not supported such as calls to 19/1900. For more information, check out [here](#). The service is for residential consumers only and may not be used for commercial purposes.

**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 FTTB plan is purchased, you cannot cancel either component (FTTB or Voice Service). Cancellation will cease both services. You cannot purchase either TPG FTTB or Voice Service as a standalone service. Installation of your FTTB 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 <a href="https://www.tpg.com.au/international-callrates-fttb-ftth">https://www.tpg.com.au/international-callrates-fttb-ftth</a> (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 FTTB plan at [www.tpg.com.au/terms\\_conditions/CIS](http://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](http://www.tpg.com.au/fttb/additional-pricing) for FTTB additional pricing (Change of Plan, Moving Home, Cancellation, etc)

**Equipment Required:** You must purchase and use the included FTTB compatible modem (the Modem) to connect to TPG FTTB Broadband service. Third party modems are not supported. The Modem is \$0 when you stay connected for 24 months (Device Period), however you will be required to pay a \$10 modem delivery fee. If your plan is cancelled or withdrawn within 24 months of connecting, you will be charged \$4.78 x months remaining in the Device Period e.g. if you leave after 18 months, you would pay \$4.78 x 6 (the number of remaining months), a total of \$28.68. The maximum modem cost is \$114.95. Alternatively, if you return the Modem in Good Working Order within 21 days of your plan being cancelled or withdrawn, we will waive the remaining cost of 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 remaining cost, title to the Modem remains with TPG. 'Good Working Order' means the returned Modem is near new with only minor signs of wear and tear, and includes all original equipment.

Depending on your building, TPG may also supply a Network Termination Unit (NTU). You will need to supply your own standard compatible phone handset to use your included voice service.

**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 once you have received the modem. You should receive the modem within 2-5 working days after it has been dispatched from our warehouse.

Prior to the installation appointment, TPG's customer is expected to:

- Open the shipping contents sent.
- Follow the TPG welcome pack with detailed plug-in instructions for the NTU (if applicable) and Wi-Fi Modem.

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. 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](http://www.tpg.com.au/about/privacy)

**Terms and Conditions:** [www.tpg.com.au/terms\\_conditions/standard](http://www.tpg.com.au/terms_conditions/standard)

**Service Description & Terms - FTTB:** [www.tpg.com.au/terms\\_conditions/fttb](http://www.tpg.com.au/terms_conditions/fttb)

**Service Description & Terms - TPG Voice:** [www.tpg.com.au/terms\\_conditions/tpg\\_voice](http://www.tpg.com.au/terms_conditions/tpg_voice)