



Service Description

Fibre to the Building (FTTB) is a broadband internet service which uses Vision Network’s Fibre to the Building Network to deliver internet connectivity to the Network Boundary Point at your premises.

- TPG FTTB plans includes the following components:
- FTTB Broadband Service
 - Voice Service (no included calls – calls charged at ‘Pay As You Go’ rates).

Optional Voice Add-Ons with included calls are also available - [see below](#).

The service is a pre-paid service and bills are not issued. A monthly invoice will be generated for your records that can be accessed by logging into YourAccount online at www.tpg.com.au/account.

Information about Pricing

Plan				
*Typical Evening Speeds (7pm-11pm)	FTTB50 #50Mbps Download #15Mbps Upload	FTTB100 #94Mbps Download #25Mbps Upload	FTTB250 #220Mbps Download # 25Mbps Upload	FTTBMax #500Mbps Download #25Mbps Upload
Monthly Charge	\$69.99	\$74.99	\$79.99	\$89.99
Monthly Data Quota	Unlimited	Unlimited	Unlimited	Unlimited
Minimum Charge in 1st Month (6 month contract) With included modem	\$99.99	\$104.99	\$109.99	\$119.99
Minimum Charge in 1st Month (no lock-in contract) With included modem	\$199.94	\$204.94	\$209.94	\$219.94
Upfront Fees	- Prepayment \$20 - Equipment Delivery Fee \$10 - Set up Fee on no lock in contract \$99.95			
Early Termination Charge	\$99.95			

Availability

Only available in selected buildings. To check for availability, please use the address checker at www.tpg.com.au/fttb

Bundling Arrangements

Once an FTTB Bundle is purchased, you cannot cancel either component (FTTB or Voice Service (Pay As You Go)). Cancellation will cease both services.

*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

#Estimated Typical evening download speed is measured between 7pm and 11pm. As this is a new plan, the speed stated here is currently based on an estimate. TPG will revise the typical evening download speed once it has collected enough data on the speed performance for these plans.

Prepayment

A minimum \$20 prepayment (‘Prepayment’) is required at registration and will be used for calls outside of the included value for your service.

The Prepayment amount will be automatically topped up (debited from your nominated bank account or credit card) when it falls below \$10. By acquiring and continuing to use the service, you agree on the automatic top up of your Prepayment (as required). Prepayment is non-refundable and will be forfeited if not used when you cancel the service.

Minimum Term

FTTB Bundle plans are supplied on either a no lock-in contract (customers are permitted to terminate the service by giving 30 days notice) or 6 month contract term (early termination fees apply). See Minimum Total Cost applicable in the Information about Pricing section

Equipment Required

You need an FTTB compatible modem to connect your devices to TPG FTTB Broadband service. A compatible 4 Port Wi-Fi Modem Router is included in FTTB Bundle plans. \$10 Delivery fee applies, as outlined in the Pricing table above. You will need to supply your own standard compatible phone handset to use your included voice service.

Inclusions and 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)

Optional Voice Add-ons

Add-on	Oz Talk	Extra Talk
Monthly Charge	\$10	\$20
Local Calls	Unlimited	Unlimited
Standard National Calls	Unlimited	Unlimited
13/1300 Numbers	Pay as you go	Pay as you go
Standard Australian Mobiles	Unlimited	Unlimited
International Calls	Pay as you go	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 (calls to landlines within the same area code)	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 rates applies thereafter
2 Minute Call to Standard Australian Mobile	\$1.17 (including call connection)
International Calls	- Standard International call rates (plus 39¢ call connection) - See http://www.tpg.com.au/fttb/international-callrates
18/1800 Calls	Free
13/1300 Calls	30¢ per call
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

Network Boundary Point & Installation Notes:

TPG will supply every customer with a Wi-Fi Modem to get connected with TPG's FTTB service. Depending on your building, TPG may also supply a Network Termination Unit (NTU). Customers are required to pay a \$10 standard delivery fee, as outlined in the Pricing table.

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: 1) Open the shipping contents sent, and (2) 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.

Special Note:

The Voice Service in this plan 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. The Voice Service does not support 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. The Voice Service also does not support analogue modems, 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.



Other Information

Usage Information

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

Priority Assistance

TPG does not offer 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 1)

Complaints Handling

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).

This is a summary only – the full terms and conditions for this service are available at www.tpg.com.au/terms_conditions