

# CRITICAL INFORMATION SUMMARY

## TPG ADSL2+ SERVICES



### Service Description

TPG ADSL2+ services are a standalone fixed broadband service that delivers high speed Internet access nationwide, via TPG's own DSLAM network infrastructure. Supply of the Service requires an active and compatible telephone service.

### Minimum Term

ADSL2+ plans are supplied on a **12 month** or **18 month** contract term. See Minimum Total Cost applicable to each plan in the Information about Pricing section. Early termination fees apply.

### Information about Pricing

Plan	50GB	150GB	500GB	Unlimited
Monthly Charge	\$29.99	\$39.99	\$49.99	\$59.99
Monthly Data Quota (Peak + Off Peak)	50GB (25GB + 25GB)	150GB (75GB + 75GB)	500GB (250GB + 250GB)	Unlimited
Cost of 1MB Data within Monthly Quota	0.06¢	0.03¢	0.01¢	N/A
Minimum Total Cost (12 Month)	\$419.83	\$539.83	\$659.83	\$779.83
Minimum Total Cost (18 Month)	\$539.82	\$719.82	\$899.82	\$1,079.82

Uploads not counted. There are no excess data charges. Speed will be shaped for the period in which the monthly usage quota has been exceeded (peak and/or off peak).

Upfront Fees	- Setup \$59.95 on 12 month contract or \$0 on 18 month contract - Equipment Delivery Fee \$10 (if applicable)
Early Termination Charge	Contract payout fee up to \$350
Change of Plan Fee	Standard change of plan fee set out on <a href="#">Additional Pricing</a> page
Relocation Fee	Standard relocation fee set out on <a href="#">Additional Pricing</a> page

### Availability

TPG ADSL2+ services are only available at TPG ADSL2+ enabled exchange areas & subject to infrastructure availability at customer's premises. The Unlimited plan is only available at selected TPG exchanges.

### Equipment Required

Customers need a compatible ADSL2+ broadband modem and filters. Customers can purchase an ADSL2+ compatible modem supported by TPG at the time of registration.

### Bundling Arrangements

Supply of the Service does not require bundling with any other TPG service.

## Other Information

### Usage Information

You can monitor your broadband usage by logging into Your Account online at [www.tpg.com.au/account](http://www.tpg.com.au/account).

### Customer Support

#### Customer Service

Email: [customer\\_service@tpg.com.au](mailto:customer_service@tpg.com.au)

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

#### Technical Support

Email: [helpdesk.tpg.com.au](mailto:helpdesk.tpg.com.au)

Phone: 13 14 23 (option 2, and then option 2)

### 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](mailto: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](http://www.tpg.com.au/terms_conditions)