

# CRITICAL INFORMATION SUMMARY

## TPG BROADBAND OFF-NET SERVICES



### Service Description

TPG Broadband Off-Net services are a standalone fixed broadband service, delivered via Telstra Wholesale Broadband network. Supply of the Service requires an active and compatible telephone service.

### Minimum Term

Broadband Off-Net plans are supplied on a **6 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	Monthly Charge	Connection Speed	Monthly Data Quota (Peak + Off Peak)	Cost of 1MB Data within Monthly Quota	Minimum Total Cost (6 Month)
ADSL Off-Net 512K 100GB	<b>\$39.99</b>	512K/128K	<b>100GB (50GB + 50GB)</b>	0.04¢	\$299.89
ADSL Off-Net 8M 50GB	<b>\$49.99</b>	ADSL Speeds	<b>50GB (10GB + 40GB)</b>	0.1¢	\$359.89
ADSL Off-Net 8M 200GB	<b>\$59.99</b>	ADSL Speeds	<b>200GB (100GB + 100GB)</b>	0.03¢	\$419.89
ADSL2+ Off-Net 50GB	<b>\$49.99</b>	ADSL2+ Speeds	<b>50GB (10GB + 40GB)</b>	0.1¢	\$359.89
ADSL2+ Off-Net 200GB	<b>\$59.99</b>	ADSL2+ Speeds	<b>200GB (100GB + 100GB)</b>	0.03¢	\$419.89
ADSL2+ Off-Net 300GB	<b>\$79.99</b>	ADSL2+ Speeds	<b>300GB (200GB + 100GB)</b>	0.03¢	\$539.89
ADSL2+ Off-Net 500GB	<b>\$99.99</b>	ADSL2+ Speeds	<b>500GB</b>	0.02¢	\$659.89

Downloads and Uploads 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	- <b>Setup \$59.95 on 6 month contract</b> - <b>Equipment Delivery Fee \$10</b> (if applicable)
Early Termination Charge	Contract payout fee <b>up to \$350</b>
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

Broadband Off-Net plans are available nationwide, excluding Tasmania. Subject to infrastructure availability in your area and at your premises.

### Bundling Arrangements

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

### Equipment Required

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

Information is correct as at December 2019

### 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)