

Information about the Service

Service Description

TPG Fibre Optic Broadband is a standalone fixed broadband service that delivers high speed 100Mbps Internet access via TPG's own Fibre Optic network infrastructure.

Availability

Available only in limited TPG on-net buildings in Sydney, Melbourne and Brisbane CBD.

Bundling Arrangements

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

Equipment Required

Customers need a compatible router on their premises.

Minimum Term

The Service is supplied on a **24 Month** contract term. The Minimum Total Cost is **\$12,176** (including \$5000 installation charge).

Information about Pricing

Charge Type	Amount
Monthly Charge	\$299
Monthly Data Quota	Unlimited
Upfront Fees	Installation Charge \$5000 (Site dependent)
Early Termination Charge	Payout the remaining contract period
Change of Plan Fee	Considered on a case-by-case basis
Relocation Fee	Considered on a case-by-case basis

Other Information

Customer Service & Technical Support

Email: assurance@tpg.com.au

Phone: 13 17 67

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