

Information about the Service

Service Description

TPG Fibre Optic Broadband service is a standalone fixed broadband service that delivers high speed 400Mbps Internet access via TPG's own Fibre Optic network infrastructure.

Availability

Limited to TPG on-net buildings. Your address must be pre-qualified before a formal quotation can be provided.

Bundling Arrangements

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

Equipment Required

You will need a compatible router at your premises. You are responsible for supplying your own router or we can provide you with a quotation to supply and manage the router for you.

Minimum Term

The Service is supplied on a 36 Month contract term. The Minimum Total Cost is \$17,999.40 (including \$2199 installation charge).

Information about Pricing

Charge Type	Amount
Monthly Charge	\$399 + \$39.90 GST
Monthly Data Quota	Unlimited
Upfront Fees	Installation Charge \$2199 (site dependent)
Early Termination Charge	85% of the monthly recurring charges remaining on the contract term
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

Customer Service:

Phone: 1300 769 691 (option 3)

Technical Support:

Phone: 1300 769 691 (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).