

## Information about the Service

### Service Description

TPG Ethernet Broadband services are a standalone fixed broadband service provisioned over multiple copper pairs to your premises, capable of delivering up to 10Mbps symmetrical speed.

### Availability

Available at selected TPG coverage areas. Speeds vary up to 10Mbps based on a range of factors including connection, distance from exchange quality of copper, electrical interference, customer cabling, RIM or pair gain systems.

### 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 **\$5802.50** (including \$548.90 installation charge).

## Information about Pricing

Charge Type	Amount
Monthly Charge	<b>\$218.90</b>
Monthly Data Quota	<b>Unlimited</b>
Upfront Fees	<b>Installation Charge \$548.90</b>
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](mailto: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](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)