

Information about the Service

Service Description

TPG Business SHDSL services are private premium business networking services with symmetrical upload and download speeds, for businesses that use private network to share business data between multiple office locations. Supply of the Service does not include access to the Internet.

Availability

TPG Business SHDSL services are only available at TPG ADSL2+ enabled exchange.

Bundling Arrangements

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

Information about Pricing

Plan	Monthly Charge	Setup	Private Traffic Included	Internet Traffic Included	Minimum Total Cost (24 Month)
1Mbps/1Mbps (2 wire)	\$199	\$799	Unlimited	Nil	\$5,575
2Mbps/2Mbps (2 wire)	\$399	\$799	Unlimited	Nil	\$10,375

Upfront Fees	Installation Charge \$799
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

Usage Information

You can monitor your broadband usage by logging into Your Account online at www.tpg.com.au/account.

Customer Support

Customer Service

Email: billing@soulaustralia.com.au

Phone: 13 17 67

Technical Support

Email: assurance@tpg.com.au

Phone: 1300 306 621

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