

### Information about the Service

#### Service Description

TPG Naked ADSL2+ services are a standalone fixed broadband service that delivers high speed Internet access without the need of an active landline phone service. The Service is delivered via TPG's own DSLAM network infrastructure. You need an active phone line for TPG Naked ADSL2+ to be installed. Once Naked ADSL2+ is installed, your phone line will be disconnected.

#### Availability

TPG Naked ADSL2+ services are only available at TPG ADSL2+ enabled exchange areas & subject to infrastructure availability at customer's premises. The Unlimited plan is only available at selected TPG exchanges.

#### 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.

#### Minimum Term

Naked ADSL2+ plans are supplied on a **6 month** or **18 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	Monthly Data Quota (Peak + Off Peak)	Cost of 1MB Data within Monthly Quota	Minimum Total Cost (6 Month)	Minimum Total Cost (18 Month)
Naked ADSL2+ 50GB	<b>\$49.99</b>	50GB (25GB + 25GB)	0.1¢	\$429.89	\$979.77
Naked ADSL2+ 200GB	<b>\$59.99</b>	200GB (100GB + 100GB)	0.03¢	\$489.89	\$1,159.77
Naked ADSL2+ 250GB	<b>\$69.99</b>	250GB	0.03¢	\$549.89	\$1,339.77
Naked ADSL2+ Unlimited	<b>\$69.99</b>	Unlimited	N/A	\$549.89	\$1,339.77

Uploads not 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 \$129.95 on 6 month contract or \$79.95 on 18 month contract</b> - <b>Equipment Delivery Fee \$10</b> (if applicable)
Early Termination Charge	Contract payout fee up to \$350
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

## 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)