

Critical Information Summary

Fibre400

Information About the Service

Service Description

Fibre400 IP-Line is a symmetrical 400Mbps fibre-optic connection to the TPG network and includes unlimited internet.

Minimum Service Term

The Service is supplied on a 24 or 36 Month contract.

Availability

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

Equipment Required

You'll need a compatible router or firewall at your premises. You can choose our managed router option in which case we will supply and manage the router for you.

Monthly Data Allowance

Unlimited – there are no time restrictions and no excess usage charges. Our Acceptable Usage Policy applies.

Fibre400 is available as a standalone service, or bundled with SIP or Amazon Web Services (AWS).

If Fibre400 is cancelled any bundled SIP or AWS will also be cancelled.

SIP

TPG's SIP Voice service enables your telephony traffic to be carried via Session Initiation Protocol.

SIP Included Value Plans cannot be used for running a telemarketing business or call centre; and are limited to usage with individual end users, no auto-dialler devices, software or other such equipment.

When SIP Plans are added to an existing Fibre400 service

- If there is 24 months or more remaining on the contract, there is no change to the contract term
- If there is less than 24 months remaining on the contract, the contract term is extended to 24 months

AWS Direct Connect

This service is available up to a maximum of 100Mbps. Further details can be found at <http://aws.amazon.com/directconnect>.

Information About Pricing

Unlimited Internet 400Mbps Offer

Installation Fee	24 Month	36 Month
\$0	\$799 + \$79.90 GST Min Charge \$21,093.60	\$699 + \$69.90 GST Min Charge \$27,680.40
\$1099	\$649 + \$64.90 GST Min Charge \$18,232.60	\$549 + \$54.90 GST Min Charge \$22,839.40
\$2199	\$499 + \$49.90 GST Min Charge \$15,372.60	\$399 + \$39.90 GST Min Charge \$17,999.40
Managed Router Option	Price dependent on router selected	
Early Termination Fee	85% of the monthly charges for the balance of the contract period	

Unlimited Internet 300Mbps + 20 Voice Lines Offer

Installation Fee	24 Months	36 Months
\$0	\$1,097 + \$109.70 GST Min Charge \$28,960.80	\$997 + \$99.70 GST Min Charge \$39,481.20
\$1,099	\$947 + \$94.70 GST Min Charge \$26,099.80	\$847 + \$84.70 GST Min Charge \$34,640.20
\$2,199	\$797 + \$79.70 GST Min Charge \$23,239.80	\$697 + \$69.70 GST Min Charge \$29,800.20
Early Termination Fee	85% of the monthly recurring charges remaining on the contract term	

Call Type	Cost
Local Calls	Included
Standard national calls	Included
Calls to Australian mobiles	\$0.13 per min
Call to 13/1300	\$0.23 per call
International calls and all other call types	Please contact TPG for the full price list

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Unlimited Internet 300Mbps + 20 Voice Lines Offer

In-Dial Charges	Monthly Recurring Cost
100 number range	\$30 per 100 numbers
50 number range	\$20 per 50 numbers
10 number range	\$10 per 10 numbers
National number hosting	\$0 per remote site
Disaster recovery redirection (standard and complex) maintenance fee	\$20 per logical diversion plan

Unlimited Internet 300Mbps + AWS Direct Connect 100Mbps Offer

NSW

Installation Fee	24 Months	36 Months
\$0	\$898 + \$89.80 GST Min Charge \$23,707.20	\$798 + \$79.80 GST Min Charge \$31,600.80
\$1,099	\$748 + \$74.80 GST Min Charge \$20,846.20	\$648 + \$64.80 GST Min Charge \$26,759.80
\$2,199	\$598 + \$59.80 GST Min Charge \$17,986.20	\$498 + \$49.80 GST Min Charge \$21,919.80
Early Termination Fee	85% of the monthly recurring charges remaining on the contract term	

VIC and QLD

Installation Fee	24 Months	36 Months
\$0	\$998 + \$99.80 GST Min Charge \$26,347.20	\$898 + \$89.80 GST Min Charge \$35,560.80
\$1,099	\$848 + \$84.80 GST Min Charge \$23,486.20	\$748 + \$74.80 GST Min Charge \$30,719.80
\$2,199	\$698 + \$69.80 GST Min Charge \$20,626.20	\$598 + \$59.80 GST Min Charge \$25,879.80
Early Termination Fee	85% of the monthly recurring charges remaining on the contract term	

SA and WA

Installation Fee	24 Months	36 Months
\$0	\$1,098 + \$109.80 GST Min Charge \$28,987.20	\$998 + \$99.80 GST Min Charge \$39,520.80
\$1,099	\$948 + \$94.80 GST Min Charge \$26,126.20	\$848 + \$84.80 GST Min Charge \$34,679.80
\$2,199	\$798 + \$79.80 GST Min Charge \$23,266.20	\$698 + \$69.80 GST Min Charge \$29,839.80
Early Termination Fee	85% of the monthly recurring charges remaining on the contract term	

Other Information

Customer Service

If you have questions regarding a new installation, existing service or your bill please call us on **1300 769 691**.

Complaints Handling

If you wish to make a complaint, please contact our specialist complaint resolutions team by email at: customer_relations@tpgtelecom.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 either online at www.tio.com.au/about-us/contact-us or by phone on **1800 062 058**.

This is a summary only – the full legal terms for your service are contained in your agreement with TPG which is available at http://www.tpg.com.au/business/legal/TPG_Network_General_Terms.pdf

Information is current as of 27/06/2016 and is subject to change without notice.