

critical information summary for your TPG Fibre 400 plan

Information about the Service

Here's a quick summary of all the important bits about your plan.

This plan is for a business grade Up to 400Mbps/400Mbps Internet service.

Minimum Term

This plan has a 12, 24 or 36 month minimum term.

What's Included and Excluded?

Your Fibre 400 Internet service includes:

- Static IP Address

You receive an Unlimited Data Allowance each month. There are no peak or off peak restrictions on your use and no excess usage charges. The speed of the Internet service is up to 400Mbps/400Mbps.

Information about pricing.

The minimum monthly charge is \$449.00 per month. The monthly charge is based on your contract term and connection charge. These variances are detailed below:

Contract term	Connection charge	Monthly charge	Minimum amount you'll pay
24 months	\$2,299	\$549.00	\$15,475
24 months	\$1,299	\$699.00	\$18,075
24 months	\$0	\$849.00	\$20,376
36 months	\$2,299	\$449.00	\$18,463
36 months	\$1,299	\$599.00	\$22,863
36 months	\$0	\$699.00	\$25,164

Connection Charge

The connection fee may be applicable for this service. Please refer to the table above to determine if it is applicable for your chosen speed and monthly charge.

Early Termination

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

Other Information

Availability

This service is not available everywhere. This service is delivered using TPG fibre and is only available in TPG fibre connected buildings.

It is important that a service qualification test is performed before ordering this service.

Ethernet Speeds

Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic.

Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

Equipment

You may use your own router provided it is compatible with our service; however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively, you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf. We recommend Cisco 881 routers, which can be supplied if required.

Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

We're here to Help

If you have any questions, just call us on 1800 733 368 so we can serve you better. Or you can visit us at www.moretelecom.com.au for additional information, including to access information about your usage of the service.

Complaints:

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.moretelecom.com.au/policies and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

Spend Management

A spend management tool is available to all More Telecom customers free of charge via the member portal at: <https://customerportal.utilibill.com.au/moretelecom/>

For instructions on how to access the member portal please check out the relevant article on our knowledgebase at <http://www.moretelecom.com.au/help>

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