

Broadband DSL (ADSL & SDSL) Registration



Please ensure that the following conditions are met prior to the completion of this form:

1. All other DSL services are cancelled prior to registering for TPG DSL.
2. The DSL Line chosen is active & belongs to the **TELSTRA** network.
3. The DSL Line does not have any other services on it (eg. be part of a rotary group or commander system, have a conference call facility, or PABX), with exception to phone and fax.
4. TPG can provide support to you, excluding Apple Macintosh support.

Please print clearly in BLOCK LETTERS to avoid delays in processing.

Return this form by: Fax 02 9850 0813
In person 65 Waterloo Road, North Ryde, NSW 2113
Post PO Box 1844, Macquarie Centre, NSW 2113
Email adsl@tpg.com.au **Enquiries** 1300 360 855
Register Online www.tpg.com.au

A Are you a Home or Business User?

Home or Business - Number of employees: less than 10 11-20 21-50 51-100 100+

Type of Business: Retail Wholesale Service Government Other:

B Plan Type

Region 1 packages are available in Canberra and locations within 165km of Sydney, Melbourne, Brisbane, Adelaide and Perth.
Region 2 packages are available in NT and locations greater than 165 km's from Sydney, Melbourne, Brisbane, Adelaide and Perth, up to the boundary of the state.
 Subject to availability in your area. To confirm your ADSL location visit www.tpg.com.au.
 The setup fee is a once-off payment. CC refers to Credit Card. DD refers to Direct Debit.

ADSL Residential Plans with Free ADSL USB Modem

Pay monthly in advance.

Plans	Speed	Downloads	IP Address	Emails	Webspace	Payment	Contract	Setup	Region 1	Region 2
Home Unlimited 256	256/64K	Unlimited	Dynamic	5	10MB	CC or DD	1 year	\$129	<input type="checkbox"/> \$49.95/mth	<input type="checkbox"/> \$59.95/mth

ADSL Business Plans with Free ADSL USB Modem for Unlimited 256 and Unlimited 512 only

Pay quarterly in advance.

Unlimited 256	256/64K	Unlimited	1 Static	20	30MB	CC or DD	1 year	\$129	<input type="checkbox"/> \$69.95/mth	<input type="checkbox"/> \$79.95/mth
Unlimited 512	512/128K	Unlimited	1 Static	20	30MB	CC or DD	1 year	\$129	<input type="checkbox"/> \$79.95/mth	<input type="checkbox"/> \$89.95/mth
Unlimited 1500	1.5/256K	Unlimited	1 Static	20	30MB	CC or DD	1 year	\$129	<input type="checkbox"/> \$149.95/mth	<input type="checkbox"/> \$169.95/mth

SDSL Business Plans

Pay quarterly in advance.

SDSL Unlimited 512	512/512K	Unlimited	1 Static	20	30MB	CC or DD	1 year	\$129	<input type="checkbox"/> \$149.95/mth	<input type="checkbox"/> \$169.95/mth
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C ADSL Modem Type (Please select a modem or if your plan comes with a FREE modem please select it)

Modem Type	Price [^]	Line Type	Usage Type
USB Modem#	FREE* with Unlimited 256 & 512 only + \$10 delivery fee	<input type="checkbox"/> B (Bridged)	Home User (Suitable for a single PC connected to the Internet)
USB Modem#	\$99 + \$10 delivery fee	<input type="checkbox"/> B (Bridged)	
Ethernet Modem/Router	\$129 + \$10 delivery fee	<input type="checkbox"/> B (Bridged)	Small/Medium Office or Home Office (Requires a router or PC server to share the Internet connection)
		<input type="checkbox"/> C (Routed)	Small/Medium Office or Home Office (Switch or hub is required to share the Internet connection)
4 Port Switch/Router	\$149 + \$10 delivery fee	<input type="checkbox"/> B (Bridged)	Requires a router or PC server to share the Internet connection
		<input type="checkbox"/> C (Routed)	Directly connects 4 PC to share the Internet connection with firewall and NAT feature

Providing own ADSL Modem/Router (TPG does not provide support)

Please specify your type of modem: Is your modem: Bridged or Routed

Please ensure this is the correct line type as an incorrect line type will cost another \$59 setup fee. All equipment comes fully configured and with over the phone installation consultancy. Makes and models of modems/routers supplied are subject to availability. [^] Modem/Router delivery is optional. A \$10 fee applies for delivery. # Please note the USB Modem does not work in a routed environment and is not stable in a Mac environment. Home Unlimited Broadband can only be used in bridged mode with a USB modem. * Free USB modem not available to ADSL Transfers.

D Additional Services (Optional)

IP Addresses

I have Class C IP Addresses. NB: TPG only advertises full Class C Routes.

IP Range:

I would like to order IP Addresses

Please complete the attached IP Address Form and return it with this registration form. If you have not received a form, please call TPG on 1300 360 855 or email adsl@tpg.com.au.

Please tick the services you are interested in and one of our Sales Team will contact you.

- Ethernet Card A VPN
 Website Hosting Security/Firewalls
 Email Solutions Domain Name Hosting

Additional Micro Filter \$20 each Quantity

You require a filter for each telephony device attached to your nominated ADSL line (eg fax, phone points). If you have more than 3 telephony devices, you require a splitter. Please indicate below how many filters you require (bear in mind if you purchase an ADSL modem from TPG, we provide one filter for free).

Other

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Email adsl@tpg.com.au **Enquiries** 1300 360 855
Register Online www.tpg.com.au

Dealer Code (TPG Dealer use only)

SASS

E Existing TPG Customers ONLY

Please enter your username if you are currently a TPG customer and you wish to upgrade or change your plan.

Please refer to Page 5 for Additional DSL Pricing.

Username

Dialup customers who are upgrading to DSL MUST complete section F, otherwise proceed to section L if your details have not changed.

H Technical Contact Details (Optional)

Please supply your Technical Contact Details, if they are different from your DSL Location Details.

Name

Phone ()

Email

F DSL Location Details

Please supply the phone number and address of the phone line you want upgraded to DSL. Your equipment will also be sent to this address.

DSL Line ()

Name

Company

Street address

Suburb/Town

State Post Code

Phone ()

Fax ()

Email

I Audit Number

If you have recently cancelled or wish to transfer your Broadband connection from another Internet Service Provider (ISP), please enter your Audit (Transfer/Cancellation) number provided to you by your previous ISP.

Audit Number

J Payment

Debit my Credit Card

Card Type Visa Mastercard Bankcard Amex

Card Number

Name on Card

Expiry Date /

Direct Debit my Account

Please fill in the Direct Debit form on the following page

G Billing Details (Optional)

Please supply your Billing Details, if they are different from your DSL Location Details.

Name

Company

Address

Suburb/Town

State Post Code

Phone ()

Fax ()

Email

K Referral Information

How did you hear about TPG? Please let us know who referred you, or where you saw our advertisement.

L Agreement

I declare that I have read, understood and agree to abide by TPG's ADSL, Standard and Filtering Terms and Conditions as stated overleaf.

SIGNATURE

NAME

DATE

Day Month Year

Service Agreement with TPG Internet Pty Ltd

This Direct Debit Authorisation ('DD Authorisation') Service Agreement is issued by TPG Internet Pty Ltd.

This Service Agreement and the DD Authorisation contain the terms and conditions on which you authorise TPG Internet to debit money from your account and the obligations of TPG Internet and you under this agreement. You should read through the Service Agreement and DD Authorisation carefully to ensure you understand these terms and conditions before signing the DD Authorisation.

You should direct all enquiries about your direct debit to TPG Internet Customer Service on the number appearing above.

A Direct Debit Service Agreement

1. Our commitment to you

TPG Internet will give you at least 14 days notice in writing if there are changes to the terms of the drawing arrangements.

TPG Internet will keep the details of your nominated financial institution account confidential, except where provided to TPG Internet financial institution or as it requires for the purposes of conducting direct debits with your financial institution.

We will not change the amount or frequency of drawings arrangements without your prior approval.

Where the due date is not a business day, TPG Internet will draw from your nominated financial institution account on the business day before or after the due date in accordance with the terms and conditions of your TPG Internet account.

2. Your commitment to us

It is your responsibility to:

- Ensure your nominated account can accept direct debits.
- Ensure there are sufficient funds available in the nominated account to meet each drawing on the due date.
- Advise us if the nominated account is transferred or closed, or the account details change.
- Arrange an alternative payment method acceptable to TPG Internet if TPG Internet cancels the drawing arrangements.
- Ensure that all account holders on the nominated financial institution account sign the Direct Debit Authorisation.
- A \$50 fee applies if the Financial Institution rejects the Direct Debit transaction.
- If you chose to cancel your Direct Debit payment, please contact our Customer Service in order to arrange Credit Card payment.

3. Your rights

You should contact TPG Internet if you wish to alter the drawing arrangements. This includes:

- stopping an individual drawing
- deferring a drawing
- suspending future drawings
- altering the DD Authorisation
- cancelling the DD Authorisation

Where you consider that a drawing has been initiated incorrectly, you should firstly contact TPG Internet Customer Service on the number appearing above. If you are not satisfied with the response, please write to us. Your letter should be marked "Notice of Complaint" and addressed to:

TPG Internet at the address appearing above.

TPG Internet will respond within 7 days of receiving your letter. TPG Internet has formal procedures for dealing with a complaint.

4. Other information

The details of your drawing arrangements are contained in the DD Authorisation.

TPG Internet reserves the right to cancel drawing arrangements if drawings are dishonoured by your financial institution.

Your drawing arrangements are also governed by the terms and conditions of your TPG Internet account.

B Your Username

Once you have registered for TPG Broadband, we will send you your username via email, which you should then enter here.

Username

C Contact Details

First Name

Surname

Address

Suburb Post Code

Phone ()

Email

D Direct Debit Payment Details

Please provide details of the account you wish to debit.

- I/We request TPG Internet Pty Ltd (ABN 15 068 383 737) to draw money from my/our account conducted with:

BSB Number

Account Number

Name of Financial Institution

Branch

Account Holders Full Name

E Agreement

- I/We acknowledge that this Direct Debit Authorisation is governed by the terms of the Direct Debit Service Agreement and the terms and conditions of my TPG Internet account. I have read and agree to the terms and conditions.

SIGNATURE

Full Name

Title

Date

SIGNATURE

Full Name

Title

Date

TPG ADSL Terms and Conditions

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TPG Internet Pty Ltd ACN 068 383 737 (hereinafter referred to as "TPG") and the Customer (being an entity subscribing to TPG for the provision of ADSL Services), accept, without limitation or qualification, these terms and conditions.

1. Any support, maintenance and/or consulting by TPG to the Customer shall be regarded as separate to this Agreement. The Customer is responsible for any expenses relating to, but not limited to cabling, configuration, reconfiguration and/or modifications to the Customer's equipment.
2. Equipment provided by TPG to the Customer is covered by a 1 year return to base warranty at the customer's expense. Replacement units are not provided until testing has been completed.
3. The Customer's equipment must conform to the minimum requirements for the provisioning of TPG's ADSL Services.
4. USB modems are not suitable to use on a low powered device such as a notebook.
5. The ADSL USB Modem does not work in a routed environment and is not stable in a Mac environment.
6. TPG can provide support to you, excluding Apple Macintosh support.
7. The free USB Modem offer can only be redeemed at the time of registration. This offer must be claimed within 30 days of the initial registration, otherwise the Customer forfeits this offer.
8. The free USB Modem offer is not available to existing TPG ADSL customers or to customers who have transferred/churned from a participating ISP to a TPG broadband package.
9. If the Customer fails to comply with any of the conditions set out in this Agreement and/or with TPG's Standard Terms and Conditions and TPG's Filtering Terms and Conditions, TPG may terminate this Agreement immediately by giving written notice. On termination, the Customer's right to use the ADSL Service ceases immediately and TPG will not be liable for any loss or damage suffered by the Customer.
10. The Customer agrees and understands that in some cases it may not be possible to provide the ADSL Service and in such an event both parties will be released from their obligations under this Agreement and TPG will have no liability to the Customer. The Customer accepts that some services offered by the Third Party Carrier's Network infrastructure are incompatible with the ADSL Service and may not be available to the Customer, after connection to the ADSL Network.
11. The Customer acknowledges that TPG cannot be held responsible for any loss incurred by the Customer because of faults and/or failures within the Third Party Carrier's Network infrastructure.
12. Customers use the ADSL Service at the Customers own risk and TPG takes no responsibility for any data downloaded and/or the content stored on the Customer's computer. The Customer agrees not to make any claim against TPG, its suppliers, employees, contractors or assignees for any loss, damages or expenses relating to, or arising from, this Agreement or the use of the ADSL Service and TPG mail service.
13. TPG will use its best endeavours to make the ADSL Service available to the Customer 24 hours a day, 7 days a week. The Customer acknowledges that TPG cannot guarantee uninterrupted service, the speed, performance or quality of the ADSL Service. The Customer further acknowledges that the ADSL Service is not fault free and there may be interruptions and/or access problems from time to time as TPG depends on the performance of Third Parties over which TPG has no control and therefore can accept no liability for problems that may arise from the Service.
14. The Customer hereby indemnify's TPG against all liability, costs, loss or damage, suffered or incurred by TPG, its suppliers, employees, contractors and assignees arising from this Agreement or the use of the ADSL Service.
15. The Customer agrees not to assign, transfer, or re-sell any of the services provided by TPG under this Agreement or any rights given by the use of this service.
16. The Customer agrees this ADSL Service cannot be resold and it is not available to, but not limited to ISPs, Internet Cafe's and Web Hosting Companies. Otherwise charges of \$10000 per month for a 256K connection, \$15000 per month for a 512K connection and \$20000 per month for 1500K connection from the first date of connection apply.
17. TPG reserves the right to terminate the service immediately and recover all monies owing from the first date of connection, including the cost of recovery, caused by, or resulting from, the above activities (clause 14).
18. The Customer agrees to direct all queries regarding faults and outages of the ADSL Service to TPG's Technical Help Desk. The Customer is liable for any inquiries to Third Party service providers or Telstra. TPG will invoice the Customer for any cost incurred by the Customer calling Telstra for any help or queries relating to the ADSL Service.
19. If the Customer acquires the TPG Service by signing an Agreement provided to the Customer by a TPG Dealer, the Customer acknowledges that the Dealer is acting as TPG's agent only for the purposes of receiving this Agreement from the Customer and providing it to TPG. The Dealer is not TPG's agent for any other purposes or in any other capacity and the Service, is not provided by the Dealer. The Customer acknowledges that the TPG Dealer is not the Customer's agent.
20. The Customer agrees that information concerning the Customer will be held by TPG and may be used to enable both parties to perform obligations defined in this Agreement and any other agreements between TPG and the Customer.
21. This Agreement shall operate and be binding upon the parties from the date of its execution.
22. The Customer agrees that TPG may increase its charges by any new or increased Government taxes, charges, fees, duties or other imposts.
23. The Customer agrees to pay charges for the ADSL Service in accordance with the TPG Internet Price List. The Customer understands that these charges might be altered from time to time by TPG without prior notice. However, TPG will not increase the access charge payable by the Customer during the Initial Contract Period.
24. The Customer acknowledges that there may be a minor disruption to the nominated standard telephone service during ADSL installation.
25. Where the installation of equipment involves a telephone line, the Customer warrants that the Customer is the legal renter of the telephone line.
26. The Customer agrees to nominate an existing standard telephone service for delivery of the ADSL Service and the Customer will continue to be responsible for all costs of the nominated service to the Customer's existing carrier or to the carrier of the Customer's choice.
27. The Customer is not to allow a Third Party to use the ADSL Service without direct supervision and/or written authorisation by TPG. The Customer is responsible for all use of the ADSL Service including use that is not authorised by the Customer.
28. The Customer is responsible, for all usage charges in respect to the use of the ADSL Services whether or not such usage was authorised. It is the Customer's responsibility to maintain the security of the means of access to the ADSL Services and to ensure unauthorised use does not occur.
29. TPG does not provide usage records for the Unlimited Broadband packages.
30. TPG will commence the Initial Contract Period and the billing cycle for data traffic, on activation of the ADSL line.
31. The Customer may elect to have its bills paid by way of a direct debit from an account held by the Customer at an approved financial institution or direct

debit from a valid credit card. Changes to direct debit payments may take up to 30 days to be effected.

32. Where the due date is not a business day, TPG Internet will draw from your nominated financial institution account on the business day before of after the due date in accordance with the terms and conditions of your TPG Internet account.
33. The customer must advise TPG Internet if the nominated account is transferred or closed, or the account details have changed.
34. A \$50 fee applies if the Customer's financial institution rejects the Direct Debit transaction.
35. TPG Internet reserves the right to cancel drawing arrangements if drawings are dishonoured by the Customers financial institution.
36. The Customer agrees to pay all set-up, access and usage charges (where applicable) and any other charges related to the Service chosen by the Customer by cheque, credit card or direct debit, once the ADSL line has been confirmed as available.
37. All notices shall be in writing and shall be hand delivered, or sent by post, or facsimile to the parties hereto at their respective addresses.
38. ADSL changes, additions and/or cancellations incur additional charges, as displayed on the TPG website www.tpg.com.au and the TPG Internet Price List.
39. You may terminate the Service by giving TPG 30 days notice. You must pay for the Service up until the end of the notice period. If you have agreed to take the Service for an Initial Contract Period and you seek early termination, then a pro-rated cancellation fee will apply of up to a \$350 - refer to Additional ADSL Pricing. If you move to another premises where TPG DSL is not provided, then a \$79 cancellation fee will apply for customers in a contract. You authorise TPG to debit these payments to your credit card or bank account on receipt of a termination notice from you.
40. Migrating to another TPG access plan does not reduce the Initial Contract Period or terminate the Agreement or result in a reduction of the charges payable by the Customer to TPG. The Customer will be charged additional set-up fees for any migration changes. The new package charges will apply from the date of the Migration to the end of the Initial Contract Period.
41. The Customer agrees that if TPG is asked to investigate a breakdown in the Service and upon investigation it is found that the fault is not due to TPG equipment then the Customer agrees to pay TPG its standard hourly rate for time and travel as indicated in TPG's Standard Terms and Conditions.
42. TPG reserves the right to change these ADSL Terms and Conditions without notice to the customer.
43. TPG reserves the right to terminate the service immediately and recover all monies owing, including the cost of recovery, when payments are overdue.
44. TPG assumes no responsibility or liability arising neither from the content nor for any error, defamation, libel, slander, omission, falsehood, obscenity, pornography, profanity, danger or inaccuracy contained in any information. You are prohibited from posting or transmitting any unlawful, threatening, libellous, offensive, obscene, scandalous, inflammatory, pornographic, or other materials that could constitute or encourage conduct that would be considered a criminal offence, give rise to civil liability, or otherwise violate any law.
45. TPG has the right to recover revenue from the Customer for any costs incurred for damages and/or repairs and/or maintenance and/or loss of business caused by, or resulting from, any of the above activities (clause 36 and 37).
46. TPG reserves the right to suspend or terminate, with or without notice, any Customers' account, which in TPG's opinion, directly or indirectly is involved in activities, which are detrimental to TPG's Internet Service or jeopardise the use of TPG's Service or its performance for other customers or how the wider community will perceive TPG. This includes, but is not limited to 'Spamming' e-mail or forwarding spammed e-mail to other Internet user's e-mail addresses, customers listed or cause the listing of TPG or its Customers on any Real-time Black List, e-mail bombing and the use of bulk e-mail programs to unsolicited recipients, commercial advertising, informational announcements, charity requests, petitions for signatures, chain letters and political or religious messages, attempted unauthorised access to other Internet servers and systems, misrepresentation and abusive or offensive behaviour in newsgroups and other online facilities.
47. The Customer must not use the TPG Service in a way or post to or transmit to or via the TPG Service any material which interferes with other users or defames, harasses, threatens, menaces, offends or restricts any person or which inhibits any other customer from using or enjoying the TPG Service. The Customer must not use the TPG Service to send unsolicited electronic mail messages to anyone. The Customer must not attempt any of these acts or permit another person to do any of these acts.
48. TPG reserves the right to suspend without notice any Customers' account involved in offensive and/or illegal activities under State and/or Federal laws. In such a case the relevant law enforcement agency(ies) will be notified, and where possible offending material(s) passed on.
49. TPG is not liable for any indirect loss or damage, loss of profits, loss of business or anticipated savings, loss, corruption or destruction of data or for any other type of indirect or consequential loss or damage whatsoever, as a result of using this Service.
50. TPG shall not be liable for the consequences of an occurrence of any event beyond its reasonable control and such event shall not amount to a breach of this Agreement.
51. The Customer agrees to be bound by TPG's ADSL, Standard and Filtering Terms and Conditions as displayed at the TPG Internet web site www.tpg.com.au. The Customer understands that TPG's ADSL, Standard and Filtering Terms and Conditions can be amended from time to time and the Customer should visit the TPG Internet web site regularly to be aware of any changes.
52. TPG makes no warranties or representations as to the accuracy of Information in or linked to the TPG web site and assumes no liability or responsibility for any errors or omissions in content.
53. This Agreement overrides and cancels any previous agreements, whether verbal or otherwise, arrangements or commitments between the Customer and TPG relating to ADSL Internet Connection Services.
54. This Agreement shall be deemed to have been made in Sydney, Australia, and it shall be governed and interpreted according to the laws, including conflict of laws, applicable in the State of New South Wales. Each of the parties submits to the jurisdiction of the Courts of New South Wales.

Additional Terms and Conditions for Specific Packages

Back-up dial-up Service

55. A back up dial-up Service (via a standard modem supplied by the Customer) is available in the event of an ADSL fault and is charged at \$1.10 per hour, and is available to the following packages: Home Unlimited 256, Unlimited 256, 512, 1500 and SDSL Unlimited 512. However ADSL packages with a 56K back-up dial-up will incur additional call connection charges and the Customer will continue to be responsible for all charges from the Customers telephone network provider. When you utilise the dialup backup service, you are agreeing to TPG's Dialup Terms and Conditions.

Business and Education Broadband

56. Business and Education Broadband packages have an equipment charge of \$495, which includes an ADSL Router and Firewall. Installation is not included. Up