Information about the Service

Service Description

TPG Video Surveillance permits customers to capture video images that are then transmitted over TPG ADSL2+ Service and stored for a period of time on TPG digital storage capacity. The stored video images can be accessed by customers via an online portal.

Supply of the Service requires an active and compatible telephone service.

Availability

Limited coverage availability at selected ADSL2+ enabled exchange areas & subject to infrastructure availability at customer's premises.

Bundling Arrangements

TPG ADSL2+ with Video Surveillance service is only available to new customers as a bundle with TPG Unlimited ADSL2+ plan.

Equipment Required

Customers need to purchase a Surveillance Camera from TPG for $139.99.

Minimum Term

The Service is supplied on an 18 month contract term. The minimum total cost is **$1049.81** (including $139.99 Surveillance Camera and $10 equipment delivery fee).

Charge Type	Amount
Monthly Charge	**$49.99**
Monthly Data Quota	**Unlimited**
Upfront Fees	**- Surveillance Camera $139.99** **- Equipment Delivery Fee $10**
Early Termination Charge	Contract payout fee up to $350
Change of Plan Fee	Standard change of plan fee set out on Additional Pricing page
Relocation Fee	Standard relocation fee set out on Additional Pricing page

Other Information

Customer Support

Customer Service

Email: customer_service@tpg.com.au
Phone: 13 14 23 (option 3, and then option 1)

Technical Support

Email: helpdesk.tpg.com.au
Phone: 13 14 23 (option 6, 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

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**