

From: **TPG Internet** <[customer\\_service@tpg.com.au](mailto:customer_service@tpg.com.au)>

Date: Wed, May 1, 2013 at 1:39 AM

Subject: TPG ADSL2+ with Home Phone Registration and Advance Payment (4700983)

To:

Cc: [baccaym@tpg.com.au](mailto:baccaym@tpg.com.au)



[Your Account](#)

## Important information about your TPG ADSL2+ and Home Phone installation



**Registration Confirmation of Address**

Advance Payment

ADSL2+ Service ACTIVE

Home Phone ACTIVE

Installation complete

### Current Status: Registration & Advance Payment

Thank you for choosing TPG as your Broadband and Home Phone Provider. In order to deliver your service TPG has charged you the following amount in advance:

Item	Fee
<b>Total</b>	\$0.00

By the way, the delivery of your service takes between 10 to 20 business days. Please note your service is not yet active.

The below table outlines the service delivery steps and dates,

Installation Step	Date
<input checked="" type="checkbox"/> 1. Registration	01/05/2013
<input checked="" type="checkbox"/> 2. Confirmation of Address	01/05/2013
<input type="checkbox"/> 3. Advance Payment	
<input type="checkbox"/> 4. ADSL2+ Service ACTIVE	

 5. Home Phone ACTIVE	
 6. Installation complete	

Please check your email regularly for further progress reports.

You can keep track of your installation status online by visiting:

[http://www.tpg.com.au/products\\_services/installation\\_status.php?/homephone](http://www.tpg.com.au/products_services/installation_status.php?/homephone)

**USERNAME:**

Upon registration you were asked to supply a password to access your TPG account. If that password is not working or you cannot authenticate your account, please contact TPG Technical Support on 13 14 23.

If you have any concerns regarding your billing or installation please forward to [customer\\_service@tpg.com.au](mailto:customer_service@tpg.com.au)

Please note the attached Customer Service Guarantee (CSG) waiver which you have agreed to upon registration, will take effect within 7 days from your registration date unless, before the expiry of the 7 day period you withdraw your waiver and communicate the withdrawal to TPG. If you do withdraw your waiver, TPG will not be able to supply the TPG Voice service to you.

**Regards,**  
TPG Internet

The use of this service is governed by [TPG's Standard Terms and Conditions](#) and TPG's [ADSL2+ with TPG Home Phone Service Description](#) and [Terms & Voice Service Description and Terms](#)

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