

----- Forwarded message -----

From: >

Date: Wed, May 1, 2013 at 9:03 AM

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

To: TPG Internet <customer_service@tpg.com.au>

I do not wish to continue with TPG . Please deactivate any further installation process. You first wrote to me and stated that you could not deliver the service to my area. another company has offered to deliver in reasonable time frame .

kind regards

On Wed, May 1, 2013 at 1:39 AM, TPG Internet <customer_service@tpg.com.au> wrote:

[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
Total	\$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
1. Registration	01/05/2013

	2. Confirmation of Address	01/05/2013
	3. Advance Payment	
	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

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

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](#)