

SERVICE INFORMATION

| Plan | Minimum Monthly Charge (ex gst) | Monthly Data Included | Minimum Term | Minimum Term Value (ex GST) |
|---------------|---------------------------------|-----------------------|--------------|-----------------------------|
| NBN 100 EE | \$299 | Unlimited | 36 Months | \$10,764 |
| TPG FIBRE250 | \$325 | Unlimited | 36 Months | \$11,700 |
| TPG FIBRE400 | \$375 | Unlimited | 36 Months | \$13,500 |
| TPG FIBRE1000 | \$625 | Unlimited | 36 Months | \$22,500 |

What the offer includes: broadband data service using fibre.

Is the offer part of a bundle: No.

Monthly Data Allowance: Unlimited – there are no time restrictions and no excess usage charges. Our Acceptable Usage Policy applies.

Connection Fee: \$0, however this may change in extraordinary circumstances.

Early Termination Fee: 100% of the monthly charges for the balance of the contract period.

Equipment Required: You'll need a compatible router or firewall at your premises.

Availability of Service: To check for availability, please contact our Customer Service team.

Exclusions: Does not support any equipment or wiring at your premises beyond the network boundary point. When you connect to a Fibre service, some equipment or services at your premises may be impacted and no longer operate, which may include medical devices, alarms, EFTPOS machines, lift emergency phones, email and fax services.

OTHER INFORMATION

Usage Information: You can monitor your Broadband and usage by logging into your portal online at portal.iperium.com.au.

Priority Assistance: Iperium does not offer Priority Assistance. If you require Priority Assistance

Customer Support



Customer Service
Email: sales@iperium.com.au
Phone: 1300 592 330



Technical Support
Email: support@iperium.com.au
Phone: 1300 592 330

Complaints Handling

If you have a dispute with Iperium and wish to make a complaint, please contact the complaint resolutions team, by emailing disputes@iperium.com.au.

Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Iperium, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058).

Terms and Conditions

The full terms and conditions for our services are available by contacting Customer Service.

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