

Information about the Service

Service Description

The Service is a prepaid SIM Only mobile service with an automatic prepayment top-up when the prepayment falls to a trigger point. The underlying network is the Optus GSM/3G network.

Minimum Term

TPG Mobile Services are supplied on a rolling month to month basis. Customers are permitted to terminate the acquisition of the Service at any time.

Included Value

Plan	Talk & Text Medium
Included Cap Value TPG to Any Network	\$330
Included Cap Value TPG to TPG (Mobile)	\$370
Included Data	1GB

Call Rates

Usage Types	Rate	TPG to Any Network Cap Inclusion	TPG to TPG Cap Inclusion
Calls to TPG Mobile	40¢ per 30 seconds + 35¢ flagfall	x	✓
Calls to Standard Australian Numbers	40¢ per 30 seconds + 35¢ flagfall	✓	x
Diversions within Australia	19¢ per 30 seconds	✓	x
International Calls (Mobiles & Landlines)	see website for rates	✓	x
Video Calls to Australian Numbers	50¢ per 30 seconds + 35¢ flagfall	✓	x
Video Calls to International Numbers	75¢ per 30 seconds + 35¢ flagfall	x	x
SMS to Australian Numbers	25.3¢ (max 160 characters)	✓	x
SMS to International Numbers	50¢ per message (max 160 characters)	✓	x
MMS to Australian Numbers	50¢ per message	✓	x
MMS to International Numbers	75¢ per message	✓	x
Voicemail Deposit & Retrieval	Free	✓	x
Excess Data	5¢ per MB (charged per 10KB or part thereof)	x	x
Calls to TPG Support 13 14 23	\$1.02 per minute + 35¢ flagfall	x	x
13/1300 numbers	\$1.02 per minute + 35¢ flagfall	x	x
1800 numbers	62¢ per 30 seconds + 35¢ flagfall	x	x
1900 numbers	Surcharge of 22¢ per 30 seconds + rate of holder of number	x	x
Directory Assistance 1223	\$2 per call	x	x
Premium SMS	Dependent on holder of number	x	x
International Roaming	see website for rates	x	x

Excluded Value

Cap Values exclude calls to 13/1300/1800/190 numbers, premium SMS, Optus Zoo services, Third Party content, International voice and video calls, International roaming, and other Enhanced Services.

Visit the website tpg.com.au/mobile/callrates for full rates and a complete understanding of Inclusions & Exclusions.

Bundling Arrangements & Mandatory Goods

- Supply of the Service does not require bundling but discounts are available to customers of TPG's fixed broadband services (ADSL and ADSL2+).
- It is not a requirement of TPG Mobile Services that customers acquire handsets or other equipment.

Information about Pricing

Plan	Talk & Text Medium
Monthly Charge	\$20.99 (\$16.99 when bundled with Broadband)
Upfront Fees	Once off SIM \$20 Mobile Prepayment Outside Included Value \$20
Minimum Monthly Charge – 1st Month	\$60.99 (\$56.99 when bundled with Broadband)
Early Termination Charge	N/A
Cost of a 2 Min Standard National Call	\$1.95 (inc. flagfall)
Number of Standard National Calls you could make from your Included Value if you restricted your use solely to Standard national mobile Calls each of 2 minutes in duration	169 calls
Cost of a Standard National SMS (up to 160 characters)	25.3¢
Cost of 1MB Excess Data	5¢

Other Information

Usage Information

You can monitor your TPG Mobile usage by logging into Your Account online at www.tpg.com.au/account.

International Roaming

While roaming, calls, SMS, MMS and data are charged at higher rates than they are used in Australia.

Charges for using International Roaming are not part of your plan's Monthly Included Value. We highly recommend you disable Mobile Data (GPRS) before going overseas to ensure that you do not incur unexpected and high data usage fees whilst roaming.

Please be aware there is often a lag of up to 21 days before the roaming usage is shown in "Your Account" due to the delay in receiving your roaming usage records from overseas network carriers.

Customer Support

Customer Service

Email: mobile.customer.service@tpg.com.au
Phone: 13 14 23 (option 3, and then option 2)

Technical Support

Email: mobile.helpdesk@tpg.com.au
Phone: 13 14 23 (option 2, and then option 3)

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