

## Information about the Service

### Service Description

The TPG Mobile **T4G-2 Plan** is a \$34.99 per month prepaid, SIM only, mobile service with the specified included value and included data. The underlying network is the Vodafone mobile digital network (2G/3G/4G).

The service includes the following monthly Included Value for use within Australia:

- 7GB Included Data
- Unlimited Calls & SMS to Standard AU Numbers (includes 13/1300)

Recurring charges are payable monthly in advance. You can make additional prepayment if you wish to make any excluded calls or usage that will incur excess charges. Payment options are Direct Debit or Credit Card.

### 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, but you will forfeit any prepayments already made.

### Bundling Arrangements & Mandatory Goods

Supply of the Service does not require bundling. It is not a requirement of TPG Mobile Services that customers acquire handsets or other equipment from TPG. However, you must have a compatible mobile handset to be able to use this service.

### Excluded Usage

The **T4G-2 Plan** excludes Excess Data, Calls, SMS and MMS to International numbers, MMS to Australian Mobiles, Third Party content, Video Calls to Standard Australian and International numbers, International Roaming, Directory Assistance and other Enhanced Services. Calls and SMS to 19 Numbers, Diversion to International numbers and Premium SMS/MMS are not supported. The plan is for personal use only and may not be acquired by companies or businesses or used for commercial purposes or in a manner that may adversely affect the mobile network.

**Excess Data:** T4G-2 plan has a certain amount of Included Data each monthly billing cycle. If at any time in a billing cycle you use more than the amount of Included Data, we will charge \$10 out of your prepaid balance to increase the amount of Included Data available in that particular billing cycle by 1GB. If there is insufficient funds in your prepaid balance, your service will become inactive until your prepaid balance is topped up.

See Call Rates and Other Usages Rates below for a pricing summary of excluded key usage types. For full rates and a complete understanding of Inclusions & Exclusions, visit the website [www.tpg.com.au/mobile/callrates](http://www.tpg.com.au/mobile/callrates).

### Coverage

Customers can only obtain 4G speeds when they use a 4G-ready phone (LTE 1800/850 MHz) in 4G coverage areas as per the detailed map listed at [www.tpg.com.au/mobile/coverage](http://www.tpg.com.au/mobile/coverage). When customers are not within a 4G coverage area or their mobile handset is not 4G compatible, the mobile service will automatically switch over to 3G or 2G and speeds will be much less than that of 4G. When inside 4G coverage areas actual speeds vary due to factors such as location, distance from the base station, local terrain, user numbers, hardware & software configuration and download source/upload destination.

## Information about Pricing

| Plan                                                                                                                                                                        | T4G-2 Plan                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| Monthly Charge                                                                                                                                                              | \$34.99                                                                  |
| Included Value                                                                                                                                                              | N/A                                                                      |
| Included Data                                                                                                                                                               | 7GB (charged per KB or part thereof)                                     |
| Upfront fee – once off SIM                                                                                                                                                  | \$10                                                                     |
| Early Termination Charge                                                                                                                                                    | N/A                                                                      |
| Cost of a 2 Min Standard National Call                                                                                                                                      | Unlimited                                                                |
| 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 | Unlimited                                                                |
| Cost of a Standard National SMS (up to 160 characters)                                                                                                                      | Unlimited                                                                |
| Cost of 1 MB Excess Data                                                                                                                                                    | \$10 for extra 1GB blocks (charged per GB, rounded up to the nearest GB) |

### Call Rates\*

| Usage Types in Australia                  | Rate                                                                                                                                    | Plan Inclusion |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|----------------|
| Calls to TPG Mobile & TPG Home Phone      | Unlimited                                                                                                                               | ✓              |
| Calls to Standard Australian Numbers      | Unlimited                                                                                                                               | ✓              |
| Diversions within Australia               | Unlimited                                                                                                                               | ✓              |
| 13/1300 Numbers                           | Unlimited                                                                                                                               | ✓              |
| 1800 Numbers                              | Unlimited                                                                                                                               | ✓              |
| Calls to TPG Support 13 14 23             | Unlimited                                                                                                                               | ✓              |
| International Calls (Mobiles & Landlines) | Visit <a href="http://www.tpg.com.au/mobile/idd/international-rate-plus">www.tpg.com.au/mobile/idd/international-rate-plus</a> for rate | x              |
| Video Calls to Australian Numbers         | \$1 per minute + 40¢ flagfall                                                                                                           | x              |
| Video Calls to International Numbers      | \$1.50 per minute + 40¢ flagfall                                                                                                        | x              |
| 1900 Numbers                              | Not Supported                                                                                                                           | x              |
| Directory Assistance 1223                 | \$2 per call                                                                                                                            | x              |

### Other Usage Rates

| Usage Types in Australia     | Rate                                                                     | Plan Inclusion |
|------------------------------|--------------------------------------------------------------------------|----------------|
| SMS to Australian Numbers    | Unlimited                                                                | ✓              |
| 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            | Unlimited                                                                | ✓              |
| Voicemail Retrieval          | Unlimited                                                                | ✓              |
| Excess Data                  | \$10 for extra 1GB blocks (charged per GB, rounded up to the nearest GB) | x              |
| Premium SMS                  | Not Supported                                                            | x              |

**International Roaming** - Usage when using International Roaming is not part of the Included Value. For International Roaming rates, see [www.tpg.com.au/mobile/intlroaming](http://www.tpg.com.au/mobile/intlroaming)

\* For full rates and a complete understanding of Inclusions & Exclusions, visit the website [www.tpg.com.au/mobile/callrates](http://www.tpg.com.au/mobile/callrates).

## Other Information

### Usage Information

You can monitor your TPG Mobile usage by logging into Your Account online at [www.tpg.com.au/account](http://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 30 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](mailto:mobile.customer.service@tpg.com.au)

Phone: 13 14 23 (option 3, and then option 2)

#### Technical Support

Email: [mobile.helpdesk@tpg.com.au](mailto: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](mailto: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).