

## Information about the Service

### Service Description

The TPG Mobile T4G S Plan is a \$19.99 per month prepaid, SIM only, mobile service with the specified included value and included data. The underlying network is the Optus 4G network. The service includes the following monthly Included Value for use within Australia:

- \$500 Included Value for Calls and Text (SMS & MMS) to Standard Australian Numbers & International Numbers
- Unlimited Calls to TPG Mobile & TPG Home Phone
- 250MB Included Data

Recurring charges are payable monthly in advance and prepayment of \$20 is also required for excluded call, other excluded usage and excess data charges (which will be automatically topped up if it falls to below \$10). 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.

### Excluded Usage

The T4G S Plan excludes Excess Data, Calls and SMS to 19 numbers, Premium SMS/MMS, Optus Zoo services, Third Party content, Video Calls to International numbers, International Roaming, Diversion to International numbers, Directory Assistance, Calls through to connect services (e.g. 124YES) and other Enhanced Services. All T4G plans are 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:** Excess Data rate (10¢ per MB - charged per KB or part thereof) applies once Included Data is exceeded.

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).

### 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.

## Information about Pricing

| Plan                                                                                                                                                                        | T4G Plan – S                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| Monthly Charge                                                                                                                                                              | \$19.99                                |
| Included Value                                                                                                                                                              | \$500                                  |
| Included Data                                                                                                                                                               | 250MB (charged per KB or part thereof) |
| Upfront Fees                                                                                                                                                                |                                        |
| - Once off SIM                                                                                                                                                              | \$20                                   |
| - Mobile Prepayment Outside Included Value                                                                                                                                  | \$20                                   |
| Minimum Monthly Charge – 1st Month                                                                                                                                          | \$59.99                                |
| Early Termination Charge                                                                                                                                                    | N/A                                    |
| Cost of a 2 Min Standard National Call                                                                                                                                      | \$2.38 (incl. 40¢ 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 | 210 calls                              |
| Cost of a Standard National SMS (up to 160 characters)                                                                                                                      | 25.3¢                                  |
| Cost of 1MB Excess Data                                                                                                                                                     | 10¢                                    |

### Mobile Prepayment Outside Included Value

All TPG services are prepaid. You must pay the monthly recurring charges in advance via direct debit from your nominated bank account or credit card. In addition, you must make a prepayment for usage that is not within the included value (if any) for the plan that you have acquired (Prepayment Outside Included Value). Your initial prepayment will be \$20. After registration, you may nominate how much you wish to prepay but the minimum prepayment is \$20. The prepayment will be debited from your nominated bank account or credit card. By acquiring and continuing to use the service, you agree to an automatic top up of your prepayment. The top up will occur when the amount of prepayment falls to below \$10. When that happens, TPG will debit a sufficient amount from your bank account/ credit card to restore your nominated prepayment amount. If your usage

is high, this can occur more than once per month. You authorise TPG to make such debits to your account/credit card. If you do not exceed the Included Value and do not incur any charges that are excluded from your plan, there will be no automatic top-ups. We will send you messages about your usage and the debits during the month. Your service will become inactive if our attempts to debit credit card/bank account to top up your prepayment are unsuccessful. If you do not use the prepayment, it will be forfeited to us when you cancel the service. You agree that no bill will be provided for this service and that direct debiting of your account or charge to your credit card may occur notwithstanding that no bill is provided and that it may occur even though you may not have had the opportunity to check charges at least 10 working days before the debit.

### Call Rates\*

| Usage Types in Australia                  | Rate                                                                                                                          | Plan Inclusion |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|----------------|
| Calls to TPG Mobile & TPG Home Phone      | Unlimited                                                                                                                     | ✓              |
| Calls to Standard Australian Numbers      | 99¢ per minute + 40¢ flagfall                                                                                                 | ✓              |
| Diversions within Australia               | 99¢ per minute                                                                                                                | ✓              |
| 13/1300 numbers                           | 99¢ per minute + 40¢ flagfall                                                                                                 | ✓              |
| 1800 numbers                              | Unlimited                                                                                                                     | ✓              |
| 1900 numbers                              | Surcharge of 44¢ per minute + rate of holder of number                                                                        | ✗              |
| Directory Assistance 1223                 | \$2 per call                                                                                                                  | ✗              |
| Calls to TPG Support 13 14 23             | Unlimited                                                                                                                     | ✓              |
| International Calls (Mobiles & Landlines) | Visit <a href="http://www.tpg.com.au/mobile/idd/international-rate">www.tpg.com.au/mobile/idd/international-rate</a> for rate | ✓              |
| Video Calls to Australian Numbers         | \$1 per minute + 40¢ flagfall                                                                                                 | ✓              |
| Video Calls to International Numbers      | \$1.50 per minute + 40¢ flagfall                                                                                              | ✗              |

### Other Usage Rates

| Usage Types in Australia     | Rate                                        | Plan Inclusion |
|------------------------------|---------------------------------------------|----------------|
| SMS to Australian Numbers    | 25.3¢ per message (max 160 characters)      | ✓              |
| SMS to International Numbers | 50¢ per message (max 160 characters)        | ✓              |
| MMS to Australian Numbers    | 50¢ per message                             | ✓              |
| MMS to International Numbers | 75¢ per message                             | ✓              |
| Voicemail Deposit            | Unlimited                                   | ✓              |
| Voicemail Retrieval          | 99¢ per minute + 40¢ flagfall               | ✓              |
| Excess Data                  | 10¢ per MB (charged per KB or part thereof) | ✗              |
| Premium SMS                  | Dependent on holder of number               | ✗              |

**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 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](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).