

Information about the Service

Service Description

The TPG Mobile T4G M Plan is a \$29.99 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:

- 10GB Included Data
- Unlimited Calls, SMS & MMS to Standard Australian Numbers (includes 13/1300)
- 100 International minutes per month (Exclude calls to satellite phones)

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.

Information about Pricing

Plan	T4G Medium Plan (Bundle)
Monthly Charge	\$29.99
Included Value	N/A
Included Data	10GB (charged per KB or part thereof)
Upfront Fees	\$0
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 1MB Excess Data	\$10 per extra 1GB (charged per GB, rounded up to the nearest GB)

Information is correct as at April 2018

CRITICAL INFORMATION SUMMARY

TPG MOBILE T4G MEDIUM PLAN (BUNDLE)



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)	First 100 Minutes free Standard Internation rate applies thereafter Visit www.tpg.com.au/mobile/idd/international-rate for rate	✓
Video Calls to Australian Numbers	\$1 per minute + 40¢ flagfall	✗
Video Calls to International Numbers	\$1.50 per minute + 40¢ flagfall	✗
1900 Numbers	Not Supported	✗
Directory Assistance 1223	\$2 per call	✗

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)	✗
MMS to Australian Numbers	Unlimited	✓
MMS to International Numbers	75¢ per message	✗
Voice-mail Deposit	Unlimited	✓
Voice-mail Retrieval	Unlimited	✓
Excess Data	\$10 per extra 1GB (charged per GB, rounded up to the nearest GB)	✗
Premium SMS	Not Supported	✗

International Roaming - Usage when using International Roaming is not part of the Included Value. For International Roaming rates, see www.tpg.com.au/mobile/introaming

* For full rates and a complete understanding of Inclusions & Exclusions, visit the website 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.

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).