

# CRITICAL INFORMATION SUMMARY

## TPG MOBILE T4G SMALL PLAN (BUNDLE)



### Information about the Service

#### Service Description

The TPG Mobile **T4G Small 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 Vodafone mobile digital network (2G/3G/4G).

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

- 4GB Included Data
- Unlimited Calls, SMS & MMS to Standard Australian 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 requires bundling with eligible TPG broadband plans. 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 Small Plan** excludes Excess Data, Calls to International Numbers, SMS and MMS to International numbers, Calls to Satellite phones, 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.

**Excess Data:** T4G Small 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 Small Plan (Bundle)
Monthly Charge	\$19.99
Included Value	N/A
Included Data	4GB (charged per KB or part thereof)
Upfront fee	\$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 Excess Data	\$10 for extra 1GB blocks (charged per GB, rounded up to the nearest GB)

Information is correct as at April 2018

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### 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/international-rate">www.tpg.com.au/mobile/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	✗
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 for extra 1GB blocks (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/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).