



CRITICAL INFORMATION SUMMARY

TPG MOBILE BROADBAND SERVICES

Information about the Service

Service Description

TPG Mobile Broadband Services are a high speed wireless broadband service. The underlying network is the Optus 3G/Dual Band network.

Availability

TPG Mobile Broadband is only available in TPG's Mobile Broadband Coverage area and is subject to network limitations and hardware capabilities.

Bundling Arrangements

Supply of the Service does not require bundling with any other TPG service.

Equipment Required

Customers need a compatible 3G capable mobile broadband modem to use this service. Customers can purchase a compatible device at the time of registration.

Minimum Term

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

Included & Excess Data

Each Mobile Broadband plan has a specific amount of Included Data each month. Data usage includes combined upload & download transfer and is charged per KB or in part. Included data can only be used in Australia and expires every month. If you exceed your plans included data allowance, excess data rate will apply.

Information about Pricing

Plan	Monthly Charge	Included Data	1 st Month Minimum Charge (SIM only BYO Modem)	Early Termination Charge	Cost of 1MB Data within Monthly Quota	Cost of 1MB of Excess Data
Mobile Broadband Go 2GB	\$15.99	2GB	\$55.99	N/A	0.8¢	2.75¢
Mobile Broadband Go 5GB	\$24.99	5GB	\$64.99	N/A	0.5¢	2.75¢
Mobile Broadband Go 9GB	\$34.99	9GB	\$74.99	N/A	0.39¢	2.75¢



Other Information

Usage Information

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

Customer Service

TPG Technical Support can be contacted by:

Email: helpdesk@tpg.com.au
Phone: 13 14 23 at the cost of a local call from a landline or **02 9850 0800** (option 2)
Fax: 02 9850 0813
Mail: PO Box 1844, Macquarie Centre, North Ryde, NSW 2113

Our Customer Service staff can be contacted by:

Email: customer_service@tpg.com.au
Phone: 13 14 23 at the cost of a local call from a landline or **02 9850 0800** (option 3)
Fax: 02 9850 0813
Mail: PO Box 1844, Macquarie Centre, North Ryde, NSW 2113

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
Fax: 02 9850 0813
Mail: PO Box 1844, Macquarie Centre, North Ryde, NSW 2113

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 tpg.com.au/terms_conditions