

## CRITICAL INFORMATION SUMMARY

### TPG MOBILE SUPER VALUE MEDIUM PLAN

#### Information about the Service

##### Service Description

The Service is a prepaid SIM Only mobile service with an automatic prepayment top-up when the prepayment falls to a trigger point. The underlying network is the Optus GSM/3G network.

##### Bundling Arrangements & Mandatory Telecommunications Goods

- Supply of the Service does not require bundling but discounts are available to customers of TPG's fixed broadband services (ADSL and ADSL2+).
- It is not a requirement of TPG Mobile Services that customers acquire handsets or other equipment.

##### 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.

##### Included Value

Plan	Super Value Medium
Included Value	\$550
Included TPG Mobile & Home Phone Calls	Unlimited
Included Data	1.5GB

##### Call Rates

Usage Type	Rate	Plan Inclusion
Calls to TPG Mobile & Home Phone	90¢ per minute + 35¢ flagfall	Unlimited
Calls to Standard Australian Numbers	90¢ per minute + 35¢ flagfall	✓
Diversions within Australia	38¢ per minute	✓
International Calls (Mobiles & Landlines)	see <a href="#">website</a> for rates	✓
Video Calls to Australian Numbers	\$1 per minute + 35¢ flagfall	✓
Video Calls to International Numbers	\$1.50 per minute + 35¢ flagfall	✗
SMS to Australian Numbers	25.3¢ (max 160 characters)	✓
SMS to International Numbers	50¢ (max 160 characters)	✓
MMS to Australian Numbers	50¢	✓
MMS to International Numbers	75¢	✓
Voicemail Deposit & Retrieval	Free	✓
Excess Data	25¢ per MB (minimum 10KB sessions)	✗
Calls to TPG Support 13 14 23	Free	✓
13/1300 numbers	\$1.02 per minute + 35¢ flagfall	✓
1800 numbers	\$1.24 per minute + 35¢ flagfall	✓
1900 numbers	Surcharge of 44¢ per minute + rate of holder of number	✗
Directory Assistance 1223	\$2 per call	✗
Premium SMS	Dependent on holder of number	✗
International Roaming	see <a href="#">website</a> for rates	✗

##### Excluded Value

Super Value Plans exclude Calls and SMS to 19 numbers, Premium SMS, Optus Zoo services, Third Party content, International Video Calls, International Roaming, Directory Assistance, Calls thru to connect services (eg 124YES) and other Enhanced Services. Visit the website [tpg.com.au/mobile/callrates](http://tpg.com.au/mobile/callrates) for full rates and a



complete understanding of Inclusions & Exclusions.

## Information about Pricing

Plan	Super Value Medium
Monthly Charge	<b>\$17.99 (\$14.99 when bundled with Broadband)</b>
Upfront Fees	<b>Once off SIM \$20</b> <b>Mobile Prepayment Outside Included Value \$20</b>
Minimum Monthly Charge – 1 <sup>st</sup> Month	<b>\$57.99 (\$54.99 when bundled with Broadband)</b>
Early Termination Charge	<b>N/A</b>
Cost of a 2 Min Standard National Call	<b>\$2.15 (inc. flagfall)</b>
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	255 calls
Cost of a Standard National SMS (up to 160 characters)	<b>25.3¢</b>
Cost of 1MB of Data	<b>25¢</b>

## 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 Service

TPG Technical Support can be contacted by:

**Email:** [mobile.helpdesk@tpg.com.au](mailto:mobile.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:** [mobile.customer.service@tpg.com.au](mailto:mobile.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](mailto: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](http://tpg.com.au/terms_conditions)