

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. The service does not have any included value for Calls and Text (SMS & MMS).

The service includes **1.5GB of monthly Included Data for use in Australia**. All other usage charges are taken out of your prepayment.

Call Rates

Usage Types in Australia	Rate
Calls to Standard Australian Numbers ~	12¢ per minute (no flagfall)
Diversions within Australia ~	15¢ per minute (no flagfall)
Voice-mail Deposit	Unlimited
Voice-mail Retrieval *	20¢ per minute (no flagfall)
Calls to TPG Support 13 14 23 ~	29¢ per minute (no flagfall)
13/1300 numbers ~	29¢ per minute (no flagfall)
1800 numbers ~	29¢ per minute (no flagfall)
International Calls (Mobiles & Landlines) *	see website for rates (35¢ flagfall)
Video Calls to Australian Numbers ~	49¢ per minute (no flagfall)
Video Calls to International Numbers	Not supported
SMS to Australian Numbers	12¢ per message
SMS to International Numbers	20¢ per message
MMS to Australian Numbers	60¢ per message
MMS to International Numbers	60¢ per message
Data	10¢ per MB (charged per KB or part thereof)
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

Usage when using International Roaming is not part of the Included Value. For International Roaming rates, see [www.tpg.com.au/mobile/intlroaming](#)

~ charged per second or part thereof

* charged per 30 seconds or part thereof

charged per minute or part thereof

Minimum Term

The service is supplied on a rolling month to month basis. Customers are permitted to terminate the acquisition of the service at any time.

Bundling Arrangements & Mandatory Goods

- Supply of the service does not require bundling with any other TPG services.
- It is not a requirement of TPG Mobile services that customers acquire handsets or other equipment from TPG.

Information about Pricing

Plan	3G Data Plus Plan
Monthly Charge	\$17.99
Upfront Fees	Once off SIM \$20 Mobile Prepayment Outside Included Value \$20 with auto top-up
Minimum Monthly Charge – 1st Month	\$57.99
Early Termination Charge	N/A
Cost of a 2 Min Standard National Call	24¢
Cost of a Standard National SMS (up to 160 characters)	12¢
Cost of 1MB Data	10¢

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.

Billing & Payments

Bills are not provided with the Service. Payments by direct debit or credit card only.

Customer Support

Customer Service

Email: mobile.customer.service@tpg.com.au
Phone: 02 9850 0800 (option 3, and then option 2)

Technical Support

Email: mobile.helpdesk@tpg.com.au
Phone: 02 9850 0800 (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).

This is a summary only – the full terms and conditions for this service are available at www.tpg.com.au/terms_conditions

Information is correct as at December 2013