

Information about the Service

Service Description

The TPG Mobile T4G XL Plan is a \$35 per month prepaid, SIM only, mobile service with unlimited calls and SMS and the specified included data. The underlying network is the Optus 4G network. The service includes the following monthly Included Value for use within Australia:

- Unlimited Calls & SMS to Standard Australian Numbers (includes 13/1300)
- 2GB Included Data

Recurring charges are payable monthly in advance and prepayment of \$20 is also required for excluded call, other excluded usage and excess data charges (which will be automatically topped up if it falls to below \$10). 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.

Excluded Usage

The T4G XL plan excludes Excess Data, Calls, SMS and MMS to International numbers, MMS to Australian Mobiles, Calls and SMS to 19 numbers, Premium SMS/MMS, Optus Zoo services, Third Party content, Video Calls to International and Standard National numbers, International Roaming, Diversion to International numbers, Directory Assistance, Calls through to connect services (e.g. 124YES) and other Enhanced Services. All T4G plans are for personal use only and may not be acquired by companies or businesses or used for commercial purposes or in a manner that may adversely affect the mobile network.

Excess Data: T4G XL 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 automatically increase the amount of Included Data available in that particular billing cycle by 1GB, for which we will charge you \$10 that will be taken from your prepayment. The maximum number of times that such an increase can occur in any billing cycle is 5. If your usage is such that a 6th increase is required (i.e., you have used more than 5GB in excess of the originally Included Data), your mobile data will be barred until the end of that monthly billing cycle. If there is insufficient funds in your prepayment, your service will become inactive until your prepayment 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.

Information about Pricing

Plan	T4G XL Plan
Monthly Charge	\$35
Included Value	N/A
Included Data	2GB (charged per KB or part thereof)
Upfront Fees	
- Once off Sim	\$20
- Mobile Prepayment Outside Included Value	\$20
Minimum Monthly Charge – 1st Month	\$75
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 per extra 1GB (charged per GB, rounded up to the nearest GB)

Mobile Prepayment Outside Included Value

All TPG services are prepaid. You must pay the monthly recurring charges in advance via direct debit from your nominated bank account or credit card. In addition, you must make a prepayment for usage that is not within the included value (if any) for the plan that you have acquired (Prepayment Outside Included Value). Your initial prepayment will be \$20. After registration, you may nominate how much you wish to prepay but the minimum prepayment is \$20. The prepayment will be debited from your nominated bank account or credit card. By acquiring and continuing to use the service, you agree to an automatic top up of your prepayment. The top up will occur when the amount of prepayment falls to below \$10. When that happens, TPG will debit a sufficient amount from your bank account/ credit card to restore your nominated prepayment amount. If your usage

is high, this can occur more than once per month. You authorise TPG to make such debits to your account/credit card. If you do not exceed the Included Value and do not incur any charges that are excluded from your plan, there will be no automatic top-ups. We will send you messages about your usage and the debits during the month. Your service will become inactive if our attempts to debit credit card/bank account to top up your prepayment are unsuccessful. If you do not use the prepayment, it will be forfeited to us when you cancel the service. You agree that no bill will be provided for this service and that direct debiting of your account or charge to your credit card may occur notwithstanding that no bill is provided and that it may occur even though you may not have had the opportunity to check charges at least 10 working days before the debit.

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	✓
1900 numbers	Surcharge of 44¢ per minute + rate of holder of number	×
Directory Assistance 1223	\$2 per call	×
Calls to TPG Support 13 14 23	Unlimited	✓
International Calls (Mobiles & Landlines)	Visit www.tpg.com.au/mobile/idd/international-rate-plus for rate	×
Video Calls to Australian Numbers	\$1 per minute + 40¢ flagfall	×
Video Calls to International Numbers	\$1.50 per minute + 40¢ flagfall	×

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	50¢ per message	×
MMS to International Numbers	75¢ per message	×
Voicemail Deposit	Unlimited	✓
Voicemail Retrieval	Unlimited	✓
Excess Data	\$10 per extra 1GB (charged per GB, rounded up to the nearest GB)	×
Premium SMS	Dependent on holder of number	×

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

* 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).