



Media Release

TPG Scoops Best Mobile Phone Provider Award

Sydney, 20 November 2012 – TPG has won the Best Mobile Phone Provider award at the *Financial Review Smart Investor SMILES Survey 2012/2013*.

The *Smart Investor SMILES Survey 2012/2013* is regarded as one of the most comprehensive resources of customer feedback. Each year, thousands of Australians give their opinion on a range of factors, to identify the companies providing the best customer service.

TPG's Consumer General Manager, Craig Levy, indicated that winning this award has further reinforced TPG's position as one of the leading telecommunications providers in Australia.

"In winning this award, TPG was recognised not only for the value it brings to customers but also for its excellence in customer service."

"We believe one of the reasons why customers are happy with our mobile service is our popular online self service tool where customers can conveniently configure various settings such as call barring and call diversion, activating international roaming and voicemail, and enabling or disabling premium services," said Mr. Levy.

In a market where most mobile providers have reduced the monthly data allowance in the plans they offer, TPG's SIM only mobile plan continues to offer 1.5GB of monthly data with \$550 Included Value (includes International Calls) and unlimited calls to TPG Mobile and Home Phone for \$17.99 per month (discounted to \$14.99 per month for TPG broadband customers).

TPG also recently won the CANSTAR Blue Customer Satisfaction award for Mobile Phone Carriers for the second year running.

For more information on TPG Mobile, visit www.tpg.com.au/mobile.





Media Inquiries

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About TPG

TPG (ASX: TPM) is a force in the Australian telecommunications industry. Our people, products, network assets and innovation have enabled us to provide our customers with communication services that are reliable, fast and cost effective.

We provide a diverse range of communication services to residential users, small and medium enterprises (SMEs), government and large corporate enterprises. TPG offers nationwide ADSL2+, Fibre Optic and Ethernet broadband access, telephony services, Internet Protocol Television (IPTV), SIM Only Mobile plans, Mobile Broadband and various business networking solutions.

TPG owns end-to-end network infrastructure which includes over 400 DSLAM enabled telephone exchanges across Australia, extensive metropolitan fibre optic networks, and the international PPC-1 submarine cable connecting Australia and Guam with onwards connectivity to USA and Japan. As we operate and manage our own network infrastructure, we take end-to-end responsibility in the services we offer.