



1. 'Free Virtual Phone Card Calls' special offers are only available upon successful registration of an eligible broadband plan, as displayed on the TPG website at the time of registration. These are limited promotional offers, where TPG has included a certain number of free Virtual Phone Card call minutes per billing month during the initial contract period of the plan, or for a specified period.
2. The 'Free Virtual Phone Card Calls' special offer is only available to new TPG Customers.
3. The duration of a 'Free Virtual Phone Card Calls' special offer, and the amount of free Virtual Phone Card minutes included in each billing month, will be as advertised on the TPG website at the time of registration, for the plan the Customer has chosen.
4. Unused free Virtual Phone Card minutes from one month's allocation each month will expire at the end of that billing month, and will not be carried forward to use in a future billing month.
5. The 'Free Virtual Phone Card Calls' special offer is only available for calls to select national and international destinations, as shown below and available on the TPG Virtual Phone Card website ([www.tpg.com.au/vccard](http://www.tpg.com.au/vccard)).  
National: Adelaide, Brisbane, Canberra, Melbourne, Perth and Sydney.  
International: Argentina, Austria, Australia, Belgium, Canada, Chile, China, Czech Republic, Denmark, France, Germany, Greece, Hong Kong, Iceland, Ireland, Israel, Italy, Japan, Korea (South), Malaysia, Netherlands, New Zealand, Norway, Peru, Poland, Portugal, Singapore, Spain, Sweden, Switzerland, Taiwan, United Kingdom, United States.
6. Call charges to the TPG Virtual Phone Card gateway are the Customer's responsibility. Local, STD or mobile call charges will apply to the TPG Gateway number. These are set by your Telephone Service Provider. Please ensure you verify these charges with your Telephone Service Provider prior to making any calls. To ensure the TPG Virtual Phone Card gateway number is a local call please contact your Telephone Service Provider. TPG shall not be liable, nor reimburse Customers for any costs, technical support or phone charges incurred while establishing connectivity with TPG.
7. The Virtual Phone Card cannot be used to make calls to Mobile telephones within Australia.
8. 'Free Virtual Phone Card Calls' call usage applies to calls to fixed line phones only and cannot be used to call mobile phones (Nationally or Internationally).
9. Each 'Free Virtual Phone Card Calls' call is charged as a ten (10) minute increment from the time of connection and then thereafter at one (1) minute increments from the start of the 11th minute.
10. 'Free Virtual Phone Card Calls' offer is not redeemable for cash or other goods or services.
11. The Customer can check their Virtual Phone Card usage by logging into 'Your Account' section on the TPG website [www.tpg.com.au](http://www.tpg.com.au) and selecting 'Check Usage' displayed under 'Phone Card Service'.
12. Any call made outside the stated 'Free Virtual Phone Card Calls' call zones (refer to clause 3, 5, 8 and 9) will incur a charge to the Customer. It is the Customer's responsibility to ensure they have the required credit available on their Virtual Phone Card account for these calls. When Customer does not have sufficient credit, it will not be possible to make calls outside the stated 'Free Virtual Phone Card Calls' call zones.
13. Calls to selected International destinations outside of the stated 'Free Virtual Phone Card Calls' call zones, (refer to clause 3, 5, 8 and 9), will be charged in one (1) minute increments, at the beginning of each minute increment, regardless of completion of each one (1) minute increment. Minimum call charge is 10 cents. Charges associated with these increments can be found by viewing TPG's list of rates and charges on the TPG Virtual Phone Card website [www.tpg.com.au/vccard](http://www.tpg.com.au/vccard).
14. Calls to selected destinations within Australia outside of the stated 'Free Virtual Phone Card Calls' call zones, (refer to clause 3, 5, 8 and 9), are charged at a flat rate, as per the Virtual Phone Card price list displayed at [www.tpg.com.au/vccard](http://www.tpg.com.au/vccard). The flat rate applies to calls to fixed line phones only.
15. TPG will initially debit the Customer's credit card account \$20 for Virtual Phone Card credit, at the time of registration.
16. Any unused credit will expire twelve months after the purchase of your Virtual Phone Card Credit. However, if your account is 'topped-up' during this twelve-month period, you will have an additional twelve months from the 'topup' date before any unused credit will expire, including any remaining credit from the previous purchase. Expired credits will not be refunded.
17. TPG will automatically debit the Customer's credit card \$20, for additional prepaid phone card credit, as soon as the Customer's Virtual Phone Card credit reaches \$5 or less. TPG will send the Customer electronic confirmation of any such automatic debit. Each 'top-up' will commence a new twelve-month period in which to utilise this credit as well as any remaining credit, before expiration.
18. Following successful Virtual Phone Card registration, TPG will send an email to the Customer confirming the purchase. TPG will also email the Customer their Access Code and PIN number. Customers are required to keep all account details, Access Code and PIN numbers confidential, and are not to disclose such information to any unauthorised parties.
19. TPG accepts no responsibility for any unauthorised use of Access Code and PIN numbers. It is the responsibility of the Customer to ensure details are not made known to any other person once they are received by the Customer.
20. To use the TPG Virtual Phone Card Customers must dial:
  - i. The local TPG Virtual Phone Card Gateway number;
  - ii. The Customer's unique Access Code, PIN and the hash (#) key; and
  - iii. The telephone number the Customer wishes to call. Customers should enter the hash (#) key after dialling an international number to avoid waiting for a timeout period.
21. Customers who experience any technical difficulties should contact the TPG Customer Service Department on 1300 360 855 for assistance.
22. For Virtual Phone Card Full Terms and Conditions, please visit [http://www.tpg.com.au/vccard/terms\\_conditions/vccard.php](http://www.tpg.com.au/vccard/terms_conditions/vccard.php)