CRITICAL INFORMATION SUMMARY
TPG Mobile CIS

Service Description
TPG SIM Only Mobile Plans are prepaid, month to month mobile services with the specified included usage and included data, supplied using the Vodafone mobile network. All inclusions are for use in Australia. TPG mobile plans are paid each month in advance and automatically renew every month until you cancel. Recurring charges are payable monthly in advance, seven days before the start of the next billing cycle. Payment options are Direct Debit or Credit Card.

Minimum Term
Your plan's monthly bill cycle starts when you activate your SIM. Moving forward, your mobile plan will automatically renew every month, and your plan fees will be invoiced seven days before this day. You can cancel the Service at any time by calling Customer Support. Subject to your consumer law rights, if you cancel your mobile plan part way through your billing cycle you won't receive a refund of your plan fees for a partial period or for any unused Prepaid Balance.

Information about Pricing

Plan	Small Plan	Medium Plan	Large Plan
Standard Monthly Plan Fee (Minimum Monthly Charge)	**$25**	**$35**	**$45**
Monthly Plan Fee (when bundled with TPG Internet) **Requires the TPG mobile plan with an active TPG Internet plan#. If the TPG Internet service is unlinked or becomes inactive (for any reason), then the Standard Monthly Plan Fee will apply.**	**$25**	**$30**	**$40**
Included Data (charged per KB or part thereof)	25GB	50GB	100GB
Cost of using 1MB of data	$0.0010/MB	$0.0007/MB	$0.0004/MB
Mobile Network Access	4G	4G and 5G	4G and 5G
Speed Cap	150Mbps	150Mbps	250Mbps
Standard National Calls, SMS, and MMS	Unlimited		
Standard Calls and SMS to 31 International Destinations **Bangladesh, Brazil, Canada, Chile, China, Colombia, Germany, Guam, Hong Kong, Iceland, India, Indonesia, Ireland, Italy, Japan, Malaysia, Mexico, Netherlands, New Zealand, Norway, Peru, Puerto Rico, Romania, Singapore, South Korea, Spain, Taiwan, Thailand, United Kingdom, United States of America, Vatican City (Holy See)**	100 Minutes and 100 SMS	Unlimited Minutes and Unlimited SMS	Unlimited Minutes and Unlimited SMS
Early Termination Charge	N/A		
Cost of Extra Data (charged per 2GB, rounded up to the nearest GB)	$10 for extra 2GB Requires Prepaid Balance		

Promotions and special offers
This summary does not include any special offers or promotions that may be offered on this plan, such as discounts or bonuses. #$5 off monthly plan fees with a linked TPG internet plan from month 7: New and existing TPG customers who link their eligible mobile plan with an eligible internet plan. Cannot be used in conjunction with any other offer. Available until withdrawn.

Bundling Arrangements and Mandatory Goods
You are not required to bundle this service. It is not a requirement that customers acquire handsets or other equipment from TPG. However, you must have a compatible mobile phone to be able to use this service.

Excluded Usage

You can make additional prepayment (Prepaid Balance) if you wish to make any excluded calls or usage that will incur excess charges. Minimum top-up is $10. See Call and Other Usages Rates below for a pricing summary of key usage types. For full rates and a complete understanding of Inclusions & Exclusions, visit tpg.com.au/mobile/callrates.
Extra Data: These plans have a specified amount of Included Data each monthly billing cycle. If at any time in a billing cycle you use up the amount of Included Data, we will charge $10 out of your Prepaid Balance to increase the amount of Included Data available in that billing cycle by 2GB. If there are insufficient funds in your Prepaid Balance, mobile data will be unavailable until your Prepaid Balance is topped up or until your next billing cycle commences.

Coverage and Speeds

Customers require a 4G (LTE 1800/850 MHz) or 5G enabled device to use within our coverage areas, as applicable. See tpg.com.au/mobile/coverage for further information. Mobile Data is capped to a maximum speed of 150Mbps or 250Mbps (depending on your chosen plan). These speeds are maximum potential speeds that you may get access to and the speed you experience may be slower. Actual coverage areas and network speeds vary due to factors such as your device, location, available bandwidth, and source of download.

Call and Other Usage Rates*

Usage Types in Australia	Rates	Plan Inclusion
Calls to Standard Australian Numbers Including calls to TPG Mobiles and TPG Home Phones	Unlimited	✓
SMS and MMS to Standard Australian Numbers	Unlimited	✓
Call Diversions to Standard Australian Numbers	Unlimited	✓
Calls to 13, 1300, 18, and 1800 Numbers	Unlimited	✓
Calls to TPG Support (13 14 23)	Unlimited	✓
Voicemail Deposit and Retrieval	Unlimited	✓
Calls to Directory Assistance (1223)	$2 per call	Prepaid Balance required
Calls to Standard International Numbers (Mobiles and Landlines)	Standard International call rates apply for calls that aren't included in your plan - see tpg.com.au/mobile/idd/international-rate	Prepaid Balance required
SMS to Standard International Numbers	50¢ per message (max 160 characters) for any messages that aren't included in your plan	Prepaid Balance required
MMS to Standard International Numbers	75¢ per message	Prepaid Balance required
SMS Delivery Reports to Standard Australian Numbers	Unlimited	✓
SMS Delivery Reports to International Numbers	75¢ per message	Prepaid Balance required
Video Calls to Australian and International Numbers	Not Available	X
Call Diversions to International Numbers	Not Available	X
Premium SMS and Premium MMS	Not Available	X
Calls and SMS to 19 Numbers	Not Available	X
Extra Data	$10 per extra 2GB (charged per 2GB blocks or part thereof)	Prepaid Balance required
International Roaming	International Roaming rates apply - see tpg.com.au/mobile/intlroaming	Prepaid Balance required

*For full rates and a complete understanding of Inclusions & Exclusions, visit tpg.com.au/mobile/callrates

International Roaming

International Roaming is automatically activated for services connected on or after 13 September 2023. You can deactivate or manage your roaming settings by logging in to My Account at tpg.com.au/account or by calling +61 2 9007 3023. International Roaming is not included in your plan, and roaming charges are in addition to your Monthly Plan Fee. While roaming, calls, SMS, MMS, and data usage are charged to your Prepaid Balance (if available) on a "pay as you go" basis at significantly higher rates than in Australia. You can find the list of Eligible Destinations and Roaming Rates at tpg.com.au/mobile/intlroaming.

If you wish to use International Roaming, it is recommended that it is turned on before leaving Australia. If you need to turn on International Roaming after leaving Australia, please call us on +61 2 9007 3023 from any phone. We highly recommend that you disable Mobile Data in your device settings to ensure that you do not incur unexpected and high data usage fees whilst roaming. It may take up to 48 hours for international roaming usage to be shown in My Account.

Other Information

This is a summary only – the full terms and conditions for this service are available at tpg.com.au/mobile. TPG's Standard Terms and Conditions applies to use of Plan inclusions. This includes the use of 'Unlimited' offerings. Head to tpg.com.au/terms_conditions.

Your Account	You can monitor your NBN data and voice usage by logging into Your Account online.
Broadband Education Package	You can view the Communications Alliance Broadband Education Package which is a guide to help consumers better understand broadband technologies here.
We're here to help	Customer Service Phone: 13 14 23 (option 3, and then option 1) Email: mobile.customer.service@tpg.com.au Support Phone: 13 14 23 (option 2, and then option 1) Email: mobile.helpdesk@tpg.com.au
Complaints Handling	If you have a dispute with TPG and wish to take the matter further, please follow the escalation process outlined here. Email: customer_relations@tpg.com.au
Telecommunications Industry Ombudsman	If you are dissatisfied with the outcome of your complaint with TPG, you may contact the TIO for assistance. TIO Phone: 1800 062 058 http://www.tio.com.au/making-a-complaint