

Information about the Service

Service Description

The TPG Mobile T4G XL Plan is a \$39.99 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:

- 20GB Included Data
- Unlimited Calls, SMS & MMS to Standard Australian Numbers (includes 13/1300)
- 100 International minutes per month (Exclude calls to satellite phones)

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.

Information about Pricing

Plan	T4G Extra Large Plan
Monthly Charge	\$39.99
Included Value	N/A
Included Data	20GB (charged per KB or part thereof)
Upfront fee	\$0
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 1MB Excess Data	\$10 for extra 1GB blocks (charged per GB, rounded up to the nearest GB)

Excluded Usage

The **T4G Small Plan** excludes Excess Data, Calls to International Numbers, SMS and MMS to International numbers, Calls to Satellite phones, Third Party content, Video Calls to Standard Australian and International numbers, International Roaming, Directory Assistance and other Enhanced Services. Calls and SMS to 19 Numbers, Diversion to International numbers and Premium SMS/MMS are not supported.

Excess Data: T4G Extra Large 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 charge \$10 out of your prepaid balance to increase the amount of Included Data available in that particular billing cycle by 1GB. If there is insufficient funds in your prepaid balance, your service will become inactive until your prepaid balance 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.

Coverage

Customers can only obtain 4G speeds when they use a 4G-ready phone (LTE 1800/850 MHz) in 4G coverage areas as per the detailed map listed at www.tpg.com.au/mobile/coverage. When customers are not within a 4G coverage area or their mobile handset is not 4G compatible, the mobile service will automatically switch over to 3G or 2G and speeds will be much less than that of 4G. When inside 4G coverage areas actual speeds vary due to factors such as location, distance from the base station, local terrain, user numbers, hardware & software configuration and download source/upload destination.

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	✓
Calls to TPG Support 13 14 23	Unlimited	✓
International Calls (Mobiles & Landlines)	Visit www.tpg.com.au/mobile/international-rate for rate	✗
Video Calls to Australian Numbers	\$1 per minute + 40¢ flagfall	✗
Video Calls to International Numbers	\$1.50 per minute + 40¢ flagfall	✗
1900 Numbers	Not Supported	✗
Directory Assistance 1223	\$2 per call	✗

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	Unlimited	✓
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/introaming

* 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).