

### Information about the Service

#### Service Description

The TPG Mobile **VM21 Plan** is a \$1 per month prepaid, SIM only, mobile service. The underlying network is the Vodafone mobile digital network (2G/3G/4G). The **VM21 Plan** is not generally available for purchase. The **VM21 Plan** may only be acquired by customers who have been invited by TPG to take up this plan. By activating the service, you agree to port your mobile number from the Optus network to the Vodafone network.

The service does not have any included value for Calls and Text (SMS & MMS). It includes **150MB of monthly Included Data for use in Australia**. All other usage charges are taken out of your prepayment.

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 **VM21 Plan** does not include any Calls & Text (SMS& MMS); any usage will be charged at standard rates and taken out of your prepayment. Video Calls, Calls and SMS to 19 Numbers, Diversion to International numbers, and Premium SMS/ MMS are not supported.

**Excess Data:** Excess Data rate (10¢ per MB - charged per KB or part thereof) applies once Included Data is exceeded.

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](http://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](http://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.

### Information about Pricing

Plan	VM21 Plan
Monthly Charge	\$1
Included Data	150MB (charged per KB or part thereof)
Early Termination Charge	N/A
Cost of a 2 Min Standard National Call	29.8¢ (incl. 10¢ flagfall)
Cost of a Standard National SMS (up to 160 characters)	9.9¢
Cost of 1 MB Excess Data	10¢

### Call Rates\*

Usage Types in Australia	Rate	Plan Inclusion
Calls to TPG Mobile & TPG Home Phone	9.9¢ per minute + 10¢ flagfall	x
Calls to Standard Australian Numbers	9.9¢ per minute + 10¢ flagfall	x
Diversions within Australia	9.9¢ per 30 seconds	x
13/1300 Numbers	9.9¢ per minute + 10¢ flagfall	x
1800 Numbers	Unlimited	x
Calls to TPG Support 13 14 23	Unlimited	x
International Calls (Mobiles & Landlines)	Visit <a href="http://www.tpg.com.au/mobile/idd/international-rate-plus">www.tpg.com.au/mobile/idd/international-rate-plus</a> for rate	x
Video Calls to Australian Numbers	Not Supported	x
Video Calls to International Numbers	Not Supported	x
1900 Numbers	Not Supported	x
Directory Assistance 1223	\$2 per call	x

### Other Usage Rates

Usage Types in Australia	Rate	Plan Inclusion
SMS to Australian Numbers	9.9¢ per message (max 160 Characters)	x
SMS to International Numbers	20¢ per message (max 160 characters)	x
MMS to Australian Numbers	60¢ per message	x
MMS to International Numbers	60¢ per message	x
Voicemail Deposit	15¢ per 30 seconds	x
Voicemail Retrieval	15¢ per 30 second	x
Excess Data	10¢ per MB (charged per KB or part thereof)	x
Premium SMS	Not Supported	x

**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](http://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](http://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](http://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 30 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](mailto:mobile.customer.service@tpg.com.au)

Phone: 13 14 23 (option 3, and then option 2)

#### Technical Support

Email: [mobile.helpdesk@tpg.com.au](mailto: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](mailto: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).