

# CRITICAL INFORMATION SUMMARY

## TPG MOBILE SIM ONLY PLANS



### Service Description

The TPG Mobile SIM Only Plans are prepaid, SIM only mobile plans with the specified included usage and included data. The underlying network is the Vodafone mobile digital network 4G.

All TPG mobile plans are prepaid and auto-renew every month until you cancel. Recurring charges are payable monthly in advance, 7 days before the start of the next billing cycle. You can make additional prepayment if you wish to make any excluded calls or usage that will incur excess charges. 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.

### Information about Pricing

Plan	SIM Only Small	SIM Only Medium	SIM Only Large	SIM Only Extra Large
Upfront Cost / Minimum Monthly Charge	\$20	\$25	\$30	\$40
Upfront Cost / Monthly Charge (when bundled with TPG Broadband)	N/A	\$20	\$25	\$30
Included Data (charged per KB or part thereof)	12GB	25GB	45GB	60GB
Cost of Data Usage (\$/MB)	\$0.0016	\$0.0010	\$0.0007	\$0.0007
Early Termination Charge	N/A	N/A	N/A	N/A
Cost of Excess Data (charged per 2GB, rounded up to the nearest GB)	\$10 for extra 2GB	\$10 for extra 2GB	\$10 for extra 2GB	\$10 for extra 2GB

#Requires the mobile service to be linked to an existing customer's active TPG broadband service. If the associated TPG broadband service is inactive (for any reason), then the standard Monthly Charge will apply.

**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. Promotional discounts offered cannot be used in conjunction with the available discount for bundling a mobile plan with TPG Broadband. In this instance, the bundling discount will not apply for the period of your promotional discount but will apply after your promotional discount has concluded.

### Bundling Arrangements & Mandatory Goods

Supply of the Service does not require bundling. However, to be eligible for the bundling discount you must have an active TPG broadband service linked to the TPG Mobile Service. 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

These plans exclude 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, Premium SMS, and Premium MMS are not supported.

**Excess Data:** These plans have 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 2GB. If there are 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](http://www.tpg.com.au/mobile/callrates).

### Coverage

Customers can only obtain 4G speeds when they use a 4G-ready phone. The quality and availability of some services and the speeds you reach will continually vary depending on many factors such as your location, your device capabilities, network congestion, network coverage or if you are roaming. For more info, visit [www.tpg.com.au/mobile/coverage](http://www.tpg.com.au/mobile/coverage).

### Optional Add-on – International Call Pack

Add-on	International Call Pack
Monthly cost	\$5
International calls	Unlimited calls to Landline and Mobile Numbers in Bangladesh, Brazil, Canada, Chile, China, Colombia, Germany, Guam, Hong Kong, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Kuwait, Malaysia, Mexico, Mongolia, Netherlands, New Zealand, Norway, Peru, Puerto Rico, Romania, Singapore, South Korea, Spain, Spain Canary Islands, Sweden, Switzerland, Taiwan, Thailand, UK, USA and Vatican.

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### Call Rates\*

Usage Types in Australia	Rates	Plan Inclusion
Calls to TPG Mobile & TPG Home Phone	Unlimited	✓
Calls to Standard Australian Numbers	Unlimited	✓
Divisions within Australia	Unlimited	✓
13/1300 Numbers	Unlimited	✓
1800 Numbers	Unlimited	✓
Calls to TPG Support 13 14 23	Unlimited	✓
International Calls (Mobiles & Landlines)	Visit <a href="http://www.tpg.com.au/mobile/idd/international-rate">www.tpg.com.au/mobile/idd/international-rate</a> 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 2GB (charged per 2GB blocks or part thereof)	✗
Premium SMS	Not Supported	✗

**International Roaming** - Usage when using International Roaming is not part of the Included Value. For International Roaming rates, see [www.tpg.com.au/mobile/intlroaming](http://www.tpg.com.au/mobile/intlroaming)

\*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 My Account online at [www.tpg.com.au/account](http://www.tpg.com.au/account).

Email: [mobile.customer.service@tpg.com.au](mailto:mobile.customer.service@tpg.com.au)  
Phone: 13 14 23 (option 3, and then option 3)

### International Roaming

While roaming, calls, SMS, MMS and data usage will be 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 Countries and Roaming Rates at [www.tpg.com.au/mobile/intlroaming](http://www.tpg.com.au/mobile/intlroaming).

International roaming is automatically activated on this plan. You can deactivate it by logging in to My Account online at [tpg.com.au/account](http://tpg.com.au/account) or by calling +61 2 9007 3023. Charges for using International Roaming are not part of your plan's Monthly Included Value. 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.

### 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).

### Customer Support

#### Customer Service

This is a summary only – the full terms and conditions for this service are available at [www.tpg.com.au/terms\\_conditions](http://www.tpg.com.au/terms_conditions).