

# Mobile SIM Only Plans (No Lock-In Contract)



Small	Medium	Large	Extra Large
<b>\$20</b> per month	<b>\$25</b> per month \$20/mth when bundled with TPG Broadband#	<b>\$30</b> per month \$25/mth when bundled with TPG Broadband#	<b>\$40</b> per month \$30/mth when bundled with TPG Broadband#
12GB Data Excess Data: \$10 for extra 2GB blocks	25GB Data Excess Data: \$10 for extra 2GB blocks	45GB Data Excess Data: \$10 for extra 2GB blocks	60GB Data Excess Data: \$10 for extra 2GB blocks
Unlimited Talk & Text to Standard AU Numbers	Unlimited Talk & Text to Standard AU Numbers	Unlimited Talk & Text to Standard AU Numbers	Unlimited Talk & Text to Standard AU Numbers

## Optional Add-on:

<b>\$5</b> per month	<b>International Call Pack</b> 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 (United Kingdom), USA (United States of America), and Vatican City (Holy See).
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**#Discount for existing TPG broadband customers:** 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.

**Payments:** 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. In addition, you have the option to make additional prepayment for usage that is not within the included value for the plan that you have acquired. If there are insufficient funds in your prepaid balance, you will not be able to make any usage that is not part of your included value. Prepayments can be made during registration or after activation via the My Account section of the TPG website. If you choose to make additional prepayment, the amount will be debited from your nominated bank account or credit card. We will send you messages about your usage during the month. If you do not use the prepayment, it will be forfeited to us when you cancel the service. Apart from the invoice issued at signup (if applicable), subsequent invoices will be issued 7 days prior to the end of your billing cycle. You agree your bank account will be direct debited or a charge to your credit card will occur even though you may not have had the opportunity to check all applicable charges at least 10 working days before the debit.

**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).

**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 and Premium SMS/MMS are not supported.

**Unlimited Usage:** Unlimited Talk & Text includes Calls, SMS & MMS to Standard AU Numbers (includes 13/1300). Any Unlimited Usage provided is only for use in Australia.

**Included Data:** These plans have a specific amount of Included Data each month. Data usage (including for social networking) is not unlimited and will be taken out of your Included Data.

**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 is insufficient funds in your prepaid balance, your service will become inactive until your prepaid balance is topped up.

**Personal, non-commercial use only:** All TPG Mobile plans are for personal use only and may not be acquired by companies or businesses or used for commercial purposes or in a manner that may adversely affect the mobile network. In particular the services may not be used for wholesaling, reselling, refilling, SIM boxing or any other commercial purpose. If TPG reasonably believes that you are using the service for commercial purposes in breach of this clause, or in a manner that may adversely affect the mobile network, TPG may immediately suspend the mobile service and may provide 24 hours' notice of termination of the mobile service.

## Call and Usage Rates, Inclusions and Exclusions

Usage Type	SIM Only Small	SIM Only Medium	SIM Only Large	SIM Only Extra Large	Rate
<b>Standard Voice Calls</b>					
Calls to Standard Australian Numbers	Unlimited	Unlimited	Unlimited	Unlimited	N/A
Calls to Standard International Numbers	Excluded	Excluded	Excluded	Excluded	<a href="#">Check Rates</a>
<b>Standard SMS &amp; MMS</b>					
SMS to Standard Australian Mobiles	Unlimited	Unlimited	Unlimited	Unlimited	N/A
SMS to International Mobiles	Excluded	Excluded	Excluded	Excluded	50¢ per message (max 160 Characters)
MMS to Standard Australian Mobiles	Unlimited	Unlimited	Unlimited	Unlimited	N/A
MMS to International Mobiles	Excluded	Excluded	Excluded	Excluded	75¢ per message
<b>Voicemail</b>					
Voicemail Deposit	Unlimited	Unlimited	Unlimited	Unlimited	N/A
Voicemail Retrieval	Unlimited	Unlimited	Unlimited	Unlimited	N/A
<b>Mobile Data</b>					
Included Data	12GB	25GB	45GB	60GB	Charged per KB or part thereof
Excess Data	Excluded	Excluded	Excluded	Excluded	\$10 for extra 2GB (charged per 2GB, rounded up to the nearest GB)
<b>Standard Video Calls</b>					
Standard National Video Calls	Excluded	Excluded	Excluded	Excluded	\$1 per minute + 40¢ flagfall
International Video Calls	Excluded	Excluded	Excluded	Excluded	\$1.50 per minute + 40¢ flagfall
<b>Special Numbers</b>					
13/1300 numbers	Unlimited	Unlimited	Unlimited	Unlimited	N/A
1800 numbers	Unlimited	Unlimited	Unlimited	Unlimited	N/A
1900 numbers	Not Available	Not Available	Not Available	Not Available	N/A
Directory Assistance (1223)	Excluded	Excluded	Excluded	Excluded	\$2 per call
Calls to TPG Support (13 14 23)	Unlimited	Unlimited	Unlimited	Unlimited	N/A
<b>Other Services</b>					
Diversions (within Australia)	Unlimited	Unlimited	Unlimited	Unlimited	N/A
Diversions (International Numbers)	Not Available	Not Available	Not Available	Not Available	N/A
International Roaming	Excluded	Excluded	Excluded	Excluded	<a href="#">Check Rates</a>
Premium SMS	Not Available	Not Available	Not Available	Not Available	N/A

## Mobile Plan Terms – Plan Brochure

1. Mobile plans are supplied by TPG Internet Pty Ltd (ACN 068 383 737) under the terms of the Standard Terms and Conditions and the Mobile Service Description and Terms (documents available at [www.tpg.com.au/terms\\_conditions](http://www.tpg.com.au/terms_conditions)).
2. Mobile plans have a minimum monthly access charge shown next to the chosen plan which is payable regardless of the amount of usage.
3. During the application process, we will debit your bank account/credit card for the first month's minimum monthly recurring charge. We will then dispatch the SIM to you and send to your nominated email address an account number which you must use at the "Your Account" section of our website to activate your Mobile Service. Your billing month will commence on the date your Mobile Service is activated. If you do not activate the SIM within 3 months from its dispatch, your application will be cancelled.
4. If you have not given at least 14 days notice of termination prior to the expiry of a billing month, we will debit the next month's minimum monthly recurring charge 7 days prior to the commencement of the next billing month.
5. Payments: All TPG services are prepaid. You must pay the monthly recurring charges in advance. In addition, you have the option to make additional prepayment for usage that is not within the included value (if any) for the plan that you have acquired. If there is insufficient funds in your prepaid balance, you will not be able to make any usage that is not part of your included value. Prepayments can be made during registration or after activation via the My Account section of the TPG website. If you choose to make additional prepayment, the amount will be debited from your nominated bank account or credit card. We will send you messages about your usage during the month. If you do not use the prepayment, it will be forfeited to us when you cancel the service. Apart from the invoice issued at signup (if applicable), subsequent invoices will be issued 7 days prior to the end of your billing cycle. You agree your bank account will be direct debited or a charge to your credit card will occur even though you may not have had the opportunity to check all applicable charges at least 10 working days before the debit.
6. If the direct debit of your credit card or bank account for the monthly recurring charges or a Top Up Amount fails, the services will be suspended and you must pay a bank dishonour charge of \$10.
7. If you port your mobile service number to another carrier a port out fee of \$11 is payable in addition to any other charges.
8. If you wish to upgrade or downgrade to a different mobile plan, there is no charge for this, but the change may only be effected at the start of the next billing month and provided at least 7 days notice of the required change has been given.
9. If you require a new phone number because you have received calls of a harassing nature, we will supply you with a new phone number free of charge on the first occasion. You will have to pay a \$25.00 charge for any subsequent phone number changes.
10. Premium SMS/MMS Services: Premium SMS/MMS services are not supported.
11. ADSL2+ and Mobile plans do not include the provision of any equipment but mobile handsets, modems and filters may be purchased from TPG separately during the application process. If you bring your own handset, it must be unlocked and capable of functioning on the Vodafone GSM network.
12. Charges are incurred by you notwithstanding that no bill has been issued.
13. Generally, usage records will be available online 30 minutes after the usage event but records of some events, particularly international roaming events, may not be available until some time after the relevant billing month. You are liable for such usage events even if we only become aware of them after termination of the Mobile Service.
14. Services are available to approved customers only on direct debit/credit card. Payment by American Express/Diners Club will incur a surcharge of 3.02% and 2.75% (incl. GST) respectively. If an attempt to debit your bank account or credit card fails, you will be liable to pay a bank dishonour charge of \$10 per instance.
15. If you acquire a Mobile plan which has a discounted monthly recurring charge because you have acquired a Broadband plan, if you cease for any reason to acquire the relevant Broadband plan the discount will cease and you will pay the usual rate for the plan you have chosen.
16. Collection Notice: During your application for a TPG service, you provided personal information to TPG Internet Pty Ltd. We collect your personal information to enable us to supply, support, bill and otherwise manage services that you (or a person/company with whom you are associated) acquire or wish to acquire. Without your personal information we will not be able to supply those services. The personal information you provide by completing these fields will not usually be disclosed to anyone else. Our privacy policy contains information about how we may use your personal information, how you may access your personal information and seek correction of such information as well as how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint. [www.tpg.com.au/about/privacy](http://www.tpg.com.au/about/privacy).

## Switch to a better mobile deal



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