

# MOBILE T4G PLANS (No Lock-In Contract)



<b>PAYG</b>
<b>\$1</b> per month
Minimum Charge \$31
<b>50MB Data</b> Excess Data: 10¢ per MB
<b>Calls To Standard AU Numbers</b> 9.9¢ per min (10¢ flagfall)
<b>SMS to Standard AU Mobiles</b> 9.9¢ per message

**First month minimum charge calculated as:** \$(monthly charge in 1st month) + \$10 SIM + \$20 Prepayment

**General:** Offers may be withdrawn at any time.

**Prepayment:** All TPG services are prepaid. You must pay the monthly recurring charges in advance. In addition, you must make a prepayment for usage that is not within the included value (if any) for the plan that you have acquired. Your initial prepayment will be \$20. After registration, you may nominate how much you wish to prepay but the minimum prepayment is \$20. The prepayment will be debited from your nominated bank account or credit card. By acquiring and continuing to use the service, you agree to an automatic top up of your prepayment. The top up will occur when the amount of prepayment falls to below \$10. When that happens, TPG will debit a sufficient amount from your bank account/credit card to restore your nominated prepayment amount. If your usage is high, this can occur more than once per month. You authorise TPG to make such debits to your account/credit card. If you do not exceed the Included Value and do not incur any charges that are excluded from your plan, there will be no automatic top-ups. We will send you messages about your usage and the debits during the month. Your service will become inactive if our attempts to debit credit card/bank account to top up your prepayment are unsuccessful. If you do not use the prepayment, it will be forfeited to us when you cancel the service. You agree that no bill will be provided for this service and that direct debiting of your account or charge to your credit card may occur notwithstanding that no bill is provided and that it may occur even though you may not have had the opportunity to check charges at least 10 working days before the debit.

**Coverage:** Customers who purchase a TPG T4G plan 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 [tpg.com.au/mobile/coverage](http://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.

**Excluded Usage (T4G PAYG):** The 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.

**Included Data:** T4G 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 (T4G PAYG):** Excess Data rate (10¢ per MB - charged per KB or part thereof) applies once Included Data is exceeded.

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Small	Medium	Large	Extra Large
<p><b>\$10</b> per month</p> <p>For 6 months. \$19.99/mth thereafter Available for new registrations only</p>	<p><b>\$15</b> per month</p> <p>For 6 months. \$29.99/mth thereafter Available for new registrations only</p>	<p><b>\$19<sup>99</sup></b> per month</p> <p>For 6 months. \$34.99/mth thereafter Available for new registrations only</p>	<p><b>\$24<sup>99</sup></b> per month</p> <p>For 6 months. \$39.99/mth thereafter Available for new registrations only</p>
<p><b>4GB Data</b></p> <p>Excess Data: \$10 for extra 1GB blocks</p>	<p><b>10GB Data</b></p> <p>Excess Data: \$10 for extra 1GB blocks</p>	<p><b>15GB Data</b></p> <p>Excess Data: \$10 for extra 1GB blocks</p>	<p><b>20GB Data</b></p> <p>Excess Data: \$10 for extra 1GB blocks</p>
<p><b>Unlimited Talk &amp; Text to Standard AU Numbers</b></p>	<p><b>Unlimited Talk &amp; Text to Standard AU Numbers</b></p>	<p><b>Unlimited Talk &amp; Text to Standard AU Numbers</b></p>	<p><b>Unlimited Talk &amp; Text to Standard AU Numbers</b></p>
	<p><b>100 International Minutes</b></p>	<p><b>100 International Minutes</b></p>	<p><b>100 International Minutes</b></p>

**First month minimum charge calculated as:** \$(monthly charge in 1st month)

**Availability:** T4G Small, Medium, Large and Extra Large plans are available for new mobile registrations only. Offers may be withdrawn at any time.

**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. You agree that no bill will be provided for this service and that direct debiting of your account or charge to your credit card may occur notwithstanding that no bill is provided and that it may occur even though you may not have had the opportunity to check charges at least 10 working days before the debit.

**Coverage:** Customers who purchase a TPG T4G plan 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 [tpg.com.au/mobile/coverage](http://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.

**Excluded Usage (T4G Small):** 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.

**100 International Minutes (T4G Medium, T4G Large & T4G Extra Large):** The 100 International Minutes can be used to call International Landline and Mobile destinations (excluding calls to satellite phones) listed on our [International call rates](#) page. Standard rates apply after the first 100 minutes of International Calls and for calls to satellite phones. Unused included minutes for international calls expire at the end of each month.

**Excluded Usage (T4G Medium, T4G Large & T4G Extra Large):** These plans exclude Excess Data, Calls to International Numbers after the first 100 minutes, 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 Calls to TPG Mobile, TPG Home Phone and Voicemail apply to all T4G plans (Except T4G PAYG). Unlimited Calls to TPG Support (13 14 23) apply to all T4G plans. 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:** T4G 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 (T4G Small, T4G Medium, T4G Large & T4G Extra Large):** 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 1GB. If there is insufficient funds in your Prepaid Balance, your Mobile Data will become inactive until your Prepaid Balance is topped up to a sufficient level.

**Personal, non-commercial use only:** All T4G 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.

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## Call and Usage Rates, Inclusions and Exclusions

Usage Type	T4G PAYG	T4G Small	T4G Medium	T4G Large	T4G Extra Large	Rate
<b>Standard Voice Calls</b>						
Calls to TPG Mobile & Home Phone	Excluded	Unlimited	Unlimited	Unlimited	Unlimited	T4G PAYG: 9.9¢ per minute + 10¢ flagfall
Calls to Standard Australian Numbers	Excluded	Unlimited	Unlimited	Unlimited	Unlimited	T4G PAYG: 9.9¢ per minute + 10¢ flagfall
Calls to Standard International Numbers	Excluded	Excluded	100 International Minutes	100 International Minutes	100 International Minutes	<a href="#">Check Rates</a>
<b>Standard SMS &amp; MMS</b>						
SMS to Standard Australian Mobiles	Excluded	Unlimited	Unlimited	Unlimited	Unlimited	T4G PAYG: 9.9¢ per message (max 160 Characters)
SMS to International Mobiles	Excluded	Excluded	Excluded	Excluded	Excluded	T4G PAYG: 20¢ per message (max 160 Characters) T4G S, M, L, XL: 50¢ per message (max 160 Characters)
MMS to Standard Australian Mobiles	Excluded	Unlimited	Unlimited	Unlimited	Unlimited	T4G PAYG: 60¢ per message
MMS to International Mobiles	Excluded	Excluded	Excluded	Excluded	Excluded	T4G PAYG: 60¢ per message; T4G S, M, L, XL: 75¢ per message
<b>Voicemail</b>						
Voicemail Deposit	Excluded	Unlimited	Unlimited	Unlimited	Unlimited	T4G PAYG: 15¢ per 30 seconds
Voicemail Retrieval	Excluded	Unlimited	Unlimited	Unlimited	Unlimited	T4G PAYG: 15¢ per 30 seconds
<b>Mobile Data</b>						
Included Data	50MB	4GB	10GB	15GB	20GB	Charged per KB or part thereof
Excess Data	Excluded	Excluded	Excluded	Excluded	Excluded	T4G PAYG: 10¢ per MB (charged per KB or part thereof) T4G S, M, L, XL: \$10 for extra 1GB blocks (charged per GB, rounded up to the nearest GB)
<b>Standard Video Calls</b>						
Standard National Video Calls	Not Supported	Excluded	Excluded	Excluded	Excluded	\$1 per minute + 40¢ flagfall
International Video Calls	Not Supported	Excluded	Excluded	Excluded	Excluded	\$1.50 per minute + 40¢ flagfall
<b>Special Numbers</b>						
13/1300 numbers	Excluded	Unlimited	Unlimited	Unlimited	Unlimited	T4G PAYG: 9.9¢ per minute + 10¢ flagfall
1800 numbers	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
1900 numbers	Not Supported	Not Supported	Not Supported	Not Supported	Not Supported	N/A
Directory Assistance 1223	Excluded	Excluded	Excluded	Excluded	Excluded	\$2 per call
Calls to TPG Support 13 14 23	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
<b>Other Services</b>						
Diversions (within Australia)	Excluded	Unlimited	Unlimited	Unlimited	Unlimited	T4G PAYG: 9.9¢ per 30 seconds
Diversions (International Numbers)	Not Supported	Not Supported	Not Supported	Not Supported	Not Supported	N/A
International Roaming	Excluded	Excluded	Excluded	Excluded	Excluded	<a href="#">Check Rates</a>
Premium SMS	Not Supported	Not Supported	Not Supported	Not Supported	Not Supported	N/A

Visit the website [www.tpg.com.au/mobile/callrates](http://www.tpg.com.au/mobile/callrates) for full rates and a complete understanding of Inclusions & Exclusions.

## 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 once off SIM Charge and 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 (T4G Small, Medium, Large, Extra Large): 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. You agree that no bill will be provided for this service and that direct debiting of your account or charge to your credit card may occur notwithstanding that no bill is provided and that it may occur even though you may not have had the opportunity to check charges at least 10 working days before the debit.
6. Prepayment (T4G PAYG): All TPG services are prepaid. You must pay the monthly recurring charges in advance. In addition, you must make a prepayment for usage that is not within the included value (if any) for the plan that you have acquired. Your initial prepayment will be \$20. After registration, you may nominate how much you wish to prepay but the minimum prepayment is \$20. The prepayment will be debited from your nominated bank account or credit card. By acquiring and continuing to use the service, you agree to an automatic top up of your prepayment. The top up will occur when the amount of prepayment falls to below \$10. When that happens, TPG will debit a sufficient amount from your bank account/credit card to restore your nominated prepayment amount. If your usage is high, this can occur more than once per month. You authorise TPG to make such debits to your account/credit card. If you do not exceed the Included Value and do not incur any charges that are excluded from your plan, there will be no automatic top-ups. We will send you messages about your usage and the debits during the month. Your service will become inactive if our attempts to debit credit card/bank account to top up your prepayment are unsuccessful. If you do not use the prepayment, it will be forfeited to us when you cancel the service. You agree that no bill will be provided for this service and that direct debiting of your account or charge to your credit card may occur notwithstanding that no bill is provided and that it may occur even though you may not have had the opportunity to check charges at least 10 working days before the debit.
7. 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.
8. If you port your mobile service number to another carrier a port out fee of \$11 is payable in addition to any other charges.
9. 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.
10. 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.
11. Premium SMS/MMS Services: Premium SMS/MMS services are not supported.
12. 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.
13. Charges are incurred by you notwithstanding that no bill has been issued.
14. 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.
15. Services are available to approved customers only on direct debit/credit card. Payment by American Express/Diners Club will incur a surcharge of 3.13% 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.
16. 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.
17. 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).

## WHY PAY MORE?