

The Super Value plans have been DISCONTINUED as of 1 July 2013. Existing Super Value customers who are currently subscribed to these plans are not affected.

 **Mobile Starter Plan** **\$9.99** Per Month

Included Value **\$180<sup>^</sup>**

TPG Mobile & Home Phone Calls **\$2000**

Data **250MB**  
*Excess Data Rate : 25¢ per MB*

Min Charge in First Month = \$49.99

2 Minute Standard Call **\$2.15**

Standard SMS **25.3¢**

1MB Excess Data **25¢**

 **Mobile Medium Plan** **\$17.99** Per Month

Included Value **\$550<sup>^</sup>**

TPG Mobile & Home Phone Calls **Unlimited**

Data **1.5GB**  
*Excess Data Rate : 25¢ per MB*

**\$14.99 per month when you have TPG Broadband**

Min Charge in First Month = \$57.99 (\$54.99 when bundled)

2 Minute Standard Call **\$2.15**

Standard SMS **25.3¢**

1MB Excess Data **25¢**

 **Mobile Heavy Plan** **\$34.99** Per Month

Included Value **\$1000<sup>^</sup>**

TPG Mobile & Home Phone Calls **Unlimited**

Data **3GB**  
*Excess Data Rate : 25¢ per MB*

**SMS & MMS Unlimited**

*To Standard Australian & International Numbers*

**\$29.99 per month when you have TPG Broadband**

Min Charge in First Month = \$74.99 (\$69.99 when bundled)

2 Minute Standard Call **\$2.15**

1MB Excess Data **25¢**

 **Mobile Infinity & Beyond Plan** **\$45.00** Per Month

International Value **\$100<sup>#</sup>**

Standard Australian Numbers Calls **\$3000**

Data **5GB**  
*Excess Data Rate : 25¢ per MB*

**SMS & MMS Unlimited**

*To Standard Australian & International Numbers*

Min Charge in First Month = \$85.00

2 Minute Standard Call **\$2.15**

1MB Excess Data **25¢**

### Super Value Extras<sup>^^</sup>

**Starter \$9.99 plan includes:**

▶ **\$2000 worth of Calls to TPG Mobile & Home Phone**

**Medium \$17.99 plan includes:**

▶ **Unlimited Calls to TPG Mobile & Home Phone**

**Heavy \$34.99 plan includes:**

▶ **Unlimited Calls to TPG Mobile & Home Phone**

▶ **Unlimited SMS & MMS to Standard Australian & International Numbers**







**Infinity & Beyond \$45 plan includes:**

▶ **\$3000 worth of Voice & Video Calls to Standard Australian Numbers (includes 13/18)**

▶ **Unlimited SMS & MMS to Standard Australian & International Numbers**

First month minimum charge calculated as: \$(monthly charge in 1st month) + \$20 SIM + \$20 Mobile Prepayment Outside Included Value. Special discounted offer only available for new and existing TPG customers when they bundle with TPG ADSL, ADSL2+, Naked ADSL2+ and ADSL2+ with Home Phone plans. Discounted Mobile monthly charge reverts to standard price of \$17.99 (Medium - Super Value plan) from discounted \$14.99 and \$34.99 (Heavy - Super Value plan) from discounted \$29.99, if TPG Broadband is terminated or not active. <sup>^</sup> **Included Value:** For Super Value plans, Included Value means the available monthly usage value which can be used within each billing month for eligible calls and other usage types. Eligible Calls and Usage types are: Calls, SMS & MMS to Standard Australian (includes 13/18) and International Numbers (Landlines & Mobiles), Video Calls to Standard Australian Mobiles and Diversion within Australia. Standard rates apply for usage outside of the Included Value. Unused Included Value is forfeited at the end of each monthly billing cycle period. SMS & MMS not counted towards Included Value for Heavy plan only due to Unlimited quota. <sup>#</sup> **\$100 Included International Value:** This offer applies to Infinity & Beyond Super Value plan only. \$100 Included International Value can be used for Calls to International Numbers. International call rates apply beyond \$100 of Included International Value. Included International Value excludes International Roaming and Data usage whilst Roaming. **Excluded Value:** Super Value Plans exclude Calls and SMS to 19 numbers, Premium SMS, Optus Zoo services, Third Party content, International Video Calls, International Roaming, Directory Assistance, Calls thru to connect services (eg 124YES) and other Enhanced Services. **Included & Excess Data:** Each Super Value plan has a specific amount of Included Data each month, Excess Data rate applies once Included Mobile Data is exceeded. Data usage while Tethering is taken out of your Included Data. <sup>^^</sup> **Super Value Extras for use in Australia:** TPG Medium, Heavy and Infinity & Beyond Super Value 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 or in a manner that may adversely affect the mobile network, TPG may ask you to switch to another plan or may provide one month's notice of termination of the mobile service. Unlimited Calls to Voicemail & TPG Support (13 14 23) applies to all Super Value Plans. Unlimited Calls to TPG Mobile & Home Phone applies to Medium & Heavy Super Value Plans. Unlimited SMS, MMS to Standard Australian & International Numbers applies to Heavy and Infinity & Beyond Super Value Plans. Unlimited Access to specific Social Networking sites applies to all Super Value Plans and can be only used within Australia: Facebook®, Twitter®, LinkedIn®, MySpace®, eBay® and Foursquare®. Access to social networks require compatible handset. Responding by SMS to social media SMS messages or similar alert services counts as an SMS and is not unlimited for Starter & Medium plans. Accessing other websites via TPG Unlimited social network sites will incur charges or will come out of the value for Included Data. Charges may apply if these specific Social Networking sites are accessed via Tethering.

### Call Rates & Inclusions

TPG Mobile Services	Starter	Medium	Heavy	Infinity & Beyond	Rates (Calls are charged per minute or part thereof)
<b>Standard Voice Calls</b>					
Calls to TPG Mobile & Home Phone	\$2000 worth of calls	Unlimited		Part of \$3000 Value  \$100 Included International Value #	90¢ per minute + 35¢ flagfall
Calls to Standard Australian Numbers	Part of Included Value				90¢ per minute + 35¢ flagfall
Diversions within Australia					38¢ per minute
Calls to International Numbers (Mobiles & Landlines)					Check Rates
<b>Standard Video Calls</b>					
Video Calls to Australian Numbers	Part of Included Value			Part of \$3000 Value	\$1 per minute + 35¢ flagfall
Video Calls to International Numbers	Excluded				\$1.50 per minute + 35¢ flagfall
<b>Standard SMS &amp; MMS (per message)</b>					
SMS to Standard Australian Numbers	Part of Included Value		Unlimited		25.3¢ (max 160 characters)
SMS to International Numbers					50¢ (max 160 characters)
MMS to Australian Numbers					50¢
MMS to International Numbers					75¢
<b>Voicemail</b>					
Voicemail Deposit	Unlimited				N/A
Voicemail Retrieval					
<b>Mobile Data</b>					
Included Data	250MB	1.5GB	3GB	5GB	N/A
Excess Data Rate	25¢ per MB (minimum 10KB sessions)				
Access to Social Networking	Unlimited Access to      				N/A
<b>Special Numbers</b>					
Calls to TPG Support 13 14 23	Unlimited				N/A
13/1300 numbers	Part of Included Value		Part of \$3000 Value		\$1.02 per minute + 35¢ flagfall
1800 numbers					\$1.24 per minute + 35¢ flagfall
1900 numbers	Excluded				Surcharge of 44¢ per minute + rate of holder of number
Directory Assistance 1223					\$2 per call
Calls thru to connect services (eg 124YES)					\$1.10 per call + standard call rate for connected call
<b>Other Services</b>					
Premium SMS	Excluded				Variable - dependant on holder of number
International Roaming	Excluded				Check Rates

## Summary of Mobile Plan Terms – Plan Brochure

1. Mobile plans are supplied by Soul Contracts Pty Ltd (ACN 110 992 446) 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 and a once off \$20 SIM charge which is payable regardless of the amount of usage. The \$20 SIM Charge is non refundable. After we have dispatched the SIM, if you choose not to activate the Mobile Service for any reason, you will not be entitled to a refund of the SIM Charge.
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. Mobile Prepayment Outside Included Value: 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.
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 \$20.
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: Subscribers are responsible for Premium Service charges which are billed via TPG. Premium SMS/MMS services include mobile ringtones, wallpaper, sports or news information, games, chat services or age restricted content. TPG does not provide any Premium Services nor do we add any additional charges for Premium Services. In general, to cancel Mobile Premium Services simply reply with one word in caps: STOP. If you no longer wish to receive charges for any PSMS services, you can bar access to PSMS services via the Mobile Service Control Panel. To access the Mobile Service Control Panel, simply log into "Your Account" at [www.tpg.com.au/account](http://www.tpg.com.au/account). For further information on Premium SMS/MMS Services, please visit <http://www.tpg.com.au/mobile/premiumSMS.html>.
11. Super Value Plans exclude Calls and SMS to 19 numbers, Premium SMS, Optus Zoo services, Third Party content, International Video Calls, International Roaming, Directory Assistance, Calls thru to connect services (eg 124YES) and other Enhanced Services.
12. Unlimited Access to specific Social Networking sites (only available for Super Value Plans): Offer is restricted within Australia to certain sites only : Facebook®, Twitter®, LinkedIn®, MySpace®, eBay® and Foursquare®. Access to social networks require compatible handset. Responding by SMS to social media SMS messages or similar alert services counts as an SMS and is not unlimited for Starter & Medium plans. Facebook and the Facebook logo are registered trademarks of Facebook, Inc. Twitter and the Twitter logo are trademarks of Twitter Inc. Ebay: eBay and the eBay logo are trademarks of eBay Inc. LinkedIn and the LinkedIn logo are registered trademarks of LinkedIn Corporation in the U.S. and/or other countries. Foursquare: and the Foursquare logo are registered trademarks of Foursquare Labs, Inc. All rights reserved. Accessing other websites via TPG Unlimited social network sites will incur charges or will come out of the Included Value for Mobile Data. Example, if a customer accesses Youtube from a link in their Facebook then accessing Youtube will not be part of the Unlimited Value. Charges may apply if these specific Social Networking sites are accessed via Tethering.
13. 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 Optus GSM network.
14. Soul has appointed TPG as its agent to perform billing, collection and administration on Soul's behalf for all Broadband and Mobile plans.
15. Charges are incurred by you notwithstanding that no bill has been issued.
16. Generally, usage records will be available online 48 hours 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.
17. Services are available to approved customers only on direct debit/credit card. Payment by American Express/Diners Club will incur a surcharge of 3.2%. If an attempt to debit your bank account or credit card fails, you will be liable to pay a bank dishonour charge of \$20 per instance.
18. 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 Medium Super Value Plan, Heavy Super Value Plan you have chosen.