



TPG Telecom offering free mobile calls to Tonga to help customers reconnect to loved ones

21 January 2022 – TPG Telecom is making mobile phone calls to Tonga free-of-charge across its family of brands for the next two weeks to help customers reconnect with loved ones in the Pacific Island nation.

With connectivity for voice calls being restored to Tonga, TPG Telecom is now allowing customers across its Vodafone, Kogan and Lebara brands to make free-rated standard mobile calls to Tonga for two weeks starting Friday 21 January and ending on the night of Thursday 3 February 2022.

Other TPG Telecom brands, including TPG, iiNet, Westnet and Internode will also allow free standard calls to Tonga between the same dates. A small number of customers may still see charges related to Tonga calls during this period, in which case, TPG Telecom invites them to please contact their service provider for a full credit.

“We are heartbroken to see the tragic events that have taken place in Tonga, and to see the ripple effect it has had on the people of Tonga, Tongan Australians and the worldwide Tongan community,” said Arthur Panos, General Manager Products and Devices.

“Our thoughts are with all those affected by this disaster, and we hope this small gesture to help our customers reconnect will provide some support and comfort.”

TPG Telecom advises its customers that while the communications network to Tonga has been restored, it may still encounter periods of instability during times of peak load. If customers experience any issues connecting with Tonga, they may need to retry calling to successfully connect.

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Notes to editors:

The free-rating for mobile calls applies to standard international voice calls to Tonga (prefix +676). The following services are excluded from free-rating, and usage will incur additional charges: Premium calls, Premium SMS, SMS, MMS, video calls, calls to satellite phones, and international roaming in Tonga.

TPG Telecom's digital telco brand Felix does not include Tonga on its list of international call destinations.

Terms & Conditions

For personal use only. Free standard international voice calls from Australia to Tonga (+676) available to postpaid and prepaid mobile customers from 21/01/2022 AEDT 12:01AM to 03/02/2022 AEDT 11:59PM ('Offer'). Free calls offered by Vodafone, Kogan & Lebara. If your service provider is TPG, iiNet/Westnet or Internode, please check your bill, and if you have been charged for any call to Tonga during this time, please contact customer service who will apply the relevant credit for you. Exclusions: Premium calls, Premium SMS, SMS, MMS, video calls, calls to satellite phones, and international roaming in Tonga. MBB, NBN and Tablet Plan customers are excluded from this offer. Services subject to device capabilities, network limitations and customer location. Prepaid customers must have an active mobile service. Not for commercial or resale purposes.

About TPG Telecom

TPG Telecom (ASX:TPG) is an Australian telecommunications company which is home to some of Australia's most-loved brands including Vodafone, TPG, iiNet, AAPT, Internode, Lebara and felix.

TPG Telecom owns and operates nationwide mobile and fixed networks that are connecting Australia for the better. These include Australia's second-largest fixed voice and data network, with more than 28,000 kilometres of metropolitan and inter-capital fibre networks and a leading mobile network comprising more than 5,600 sites and covering over 23 million Australians.

As the second largest telecommunications company listed on the ASX, TPG Telecom has a strong challenger spirit and a commitment to delivering the best services and products to our customers.

For more information, visit <https://www.tpgtelecom.com.au/>