



TPG Telecom offers free calls to customers connecting with loved ones in Ukraine

4 March 2022 –TPG Telecom is offering free standard international mobile phone calls from Australia to Ukraine to help reconnect families and loved ones in light of recent events unfolding in the country.

From Friday 4 March, free mobile voice calls to Ukraine will apply to postpaid and active prepaid customers across the TPG Telecom family of brands, including Vodafone, TPG, iiNet, Internode, Lebara, felix, Westnet and Kogan. Upon commencement, the free calls will continue until further announcement.

While most communications in and out of Ukraine remain intact, potential infrastructure damage could impact call quality and service. If customers experience any issues connecting to Ukraine, they may need to retry calling to successfully connect.

A small number of customers within the TPG, iiNet, Internode and Westnet brands may still see charges related to Ukraine calls during this time, in which case, TPG Telecom invites them to please contact their service provider for a full credit.

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Notes to editors:

For personal use only. Free standard international mobile calls from Australia to Ukraine (+380) available to postpaid and prepaid mobile customers from 04/03/2022 AEDT 12:01AM ('Offer'). Offer is available until withdrawn. Free standard international mobile calls offered by Vodafone, Kogan, Lebara, felix, TPG, iiNet, Westnet and Internode. If your service provider is TPG, iiNet, Westnet or Internode, please check your bill, and if you have been charged for any call to Ukraine 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 Ukraine. 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.



Free mobile phone calls offered by Vodafone, TPG, iiNet, Internode, Lebara, felix, Westnet and Kogan. If your service provider is TPG, iiNet/Westnet or Internode, please check your bill, and if you have been charged for any call to Ukraine during this time, please contact customer service who will apply the relevant credit for you.

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/>