



# CALLS TO SELECTED COUNTRIES PACK CRITICAL INFORMATION SUMMARY

## INFORMATION ABOUT THE SERVICE

The term 'Calls to Selected Countries Packs' is used to reference the three following packs: Calls to 10 Countries Pack, Calls to 15 Countries Pack and Calls to 20 Countries Pack.

The service provided are Kogan Mobile CALLS TO SELECTED COUNTRIES PACKS giving access to Vodafone 2G, 3G & 4G coverage (but does not include VoLTE). To use the service you must first order and activate a Kogan Mobile SIM card which will enable you to access data services. The service is provided by TPG Telecom Limited (Vodafone).

### Are CALLS TO SELECTED COUNTRIES PACKS bundled with any other Telecommunications Services?

In order to use the service, you must first order a Kogan Mobile SIM Card.

The CALLS TO SELECTED COUNTRIES PACKS can only be used to add additional services to the following Plans:

- SMALL – 30 DAYS
- SMALL – 90 DAYS
- SMALL – 365 DAYS
- MEDIUM – 30 DAYS
- MEDIUM – 90 DAYS
- MEDIUM – 365 DAYS
- LARGE – 30 DAYS
- LARGE – 90 DAYS
- LARGE – 365 DAYS
- EXTRA LARGE – 30 DAYS
- EXTRA LARGE – 90 DAYS
- EXTRA LARGE – 365 DAYS

You bring your own mobile, tablet or laptop.

### Minimum Term:

The CALLS TO SELECTED COUNTRIES PACKS enable you to call to certain international countries for 30 days or until exhausted (whichever comes earlier).

### How it works:

There are three types of CALLS TO SELECTED COUNTRIES PACKS listed above.

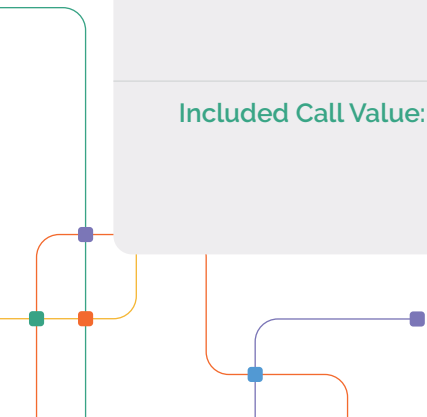
You may have five of each type of CALLS TO SELECTED COUNTRIES PACKS active simultaneously, meaning that up to 15 packs may be active at any one time, with the earliest expiring pack consumed first.

However, the expiry date of the packs does not stack. Each pack will expire after 30 days regardless of whether you have more than one active CALLS TO SELECTED COUNTRIES PACK.

### Included Call Value:

When you're in Australia, 250 minutes of standard international voice calls to selected countries, which depends on the pack you buy.

You bring your own mobile, tablet or laptop.



**Included Text Value:**

No texts are included with the CALLS TO SELECTED COUNTRIES PACKS.

**Included Data Value:**

No data is included with the CALLS TO SELECTED COUNTRIES PACKS.

**What's not included:**

All services not listed above, including but not limited to:

- all national Voice and SMS services
- any type of Data services
- calls, SMS, MMS or video calls to non-terrestrial locations such as satellites and space stations;
- international rerouted, freephone, pager and premium numbers
- international voice call diverts or call forwarding;
- use of the Vodafone Network that is for a commercial purpose or for resale by you; and
- calls and SMS to the Pivotel Network

## INFORMATION ABOUT PRICING

**Cost:**

\$5, \$10 or \$15 for 250 minutes of standard international voice calls from Australia to selected countries which expires after 30 days. The selected countries are as follows:

**Calls to 10 Countries Pack - \$5**

U.S.A., China, Canada, U.K, India, Singapore, Germany, South Korea, Malaysia, Ireland

**Calls to 15 Countries Pack - \$10**

U.S.A., China, Canada, U.K, India, Singapore, Germany, South Korea, Malaysia, Ireland, Hong Kong, Colombia, Bangladesh, New Zealand, Thailand

**Calls to 20 Countries Pack - \$15**

U.S.A., China, Canada, U.K, India, Singapore, Germany, South Korea, Malaysia, Ireland, Hong Kong, Colombia, Bangladesh, New Zealand, Thailand, Japan, Indonesia, Pakistan, Chile, Brazil

**Early termination charge:**

There is no fee for cancellation however if you terminate the CALLS TO SELECTED COUNTRIES PACK prior to the CALLS TO SELECTED COUNTRIES PACK's expiration, any remaining credit will not be refunded.

## OTHER INFORMATION

**International Roaming:**

Kogan Mobile can only be used within Australia. International roaming services are not available.

**Spend management tools:**

You can check your balance, view your call history and view your invoices in the members section of our website: [accounts.koganmobile.com.au](https://accounts.koganmobile.com.au)

## Help and Support:

You can find answers to our most frequently asked questions on our website: [koganmobile.com.au/help](https://koganmobile.com.au/help)

You can call us free on 12612 from your Kogan Mobile phone or on 1300 056 426 from any other phone (standard call charges apply).

Should you wish to access our complaint handling process, this can be found on our website [koganmobile.com.au/legal](https://koganmobile.com.au/legal) or by calling us on 1300 056 426 (standard call charges apply).

The Telecommunications Industry Ombudsman is contactable at: [www.tio.com.au/about-us/contact-us](https://www.tio.com.au/about-us/contact-us), by phone on 1800 062 058, by Fax on 1800 630 614, by post at PO Box 276 Collins Street West, VIC 8007, or in person at Level 3, 595 Collins Street, Melbourne.

## Coverage:

The quality and availability of some services may vary depending on your location, your phone, network congestion and network coverage. For more info visit [koganmobile.com.au/about/coverage](https://koganmobile.com.au/about/coverage)

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