

## KOGAN MOBILE ROAMING PACK CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

The Service provided is a Kogan Mobile Roaming pack giving access to Roaming services in selected countries. To use the service, you must first order and activate a Kogan Mobile SIM card and purchase a Plan recharge before being able to access Roaming services. The service is provided by TPG Telecom Limited (Vodafone).

#### Is KOGAN MOBILE ROAMING PACK Bundled with any other Telecommunications services:

You can only use a ROAMING PACK if you are an existing Kogan Mobile customer with an active account and recharge. New Kogan Mobile Customers who activated a SIM will need to recharge with Kogan Mobile Recharge Products before purchasing a ROAMING PACK.

#### How it works:

- KOGAN MOBILE ROAMING PACK enables you to access voice and data services in 30 selected countries outside of Australia for 24 hours from pack activation or until inclusions are exhausted, whichever comes earlier.
- Where the ROAMING PACK is purchased from koganmobile.com.au, the expiry period will begin immediately after purchase. Where the ROAMING PACK is purchased as a voucher, the expiry period will begin from activation.
- You can have up to five ROAMING PACK active simultaneously. The ROAMING PACK with the earliest expiry will be consumed first.
- Unless stated otherwise, ROAMING PACK can only be purchased via Online/Mobile, via sms or over the phone.

#### Included Value (Data, Talk and Text):

The following table specifies the type of credit that is provided if you purchase a ROAMING PACK:

Type	Price	Expiry Period	Inclusions to use in selected countries*		
			Data*	Outgoing and incoming standard voice calls*	Standard TXT*
Roaming Pack	\$15	24 Hours (or once all inclusions are exhausted)	1GB (cost per MB is \$0.0146)	30 min	100TXT

\*Roaming PACK inclusions can be used only in selected countries.

- Data is charged in per KB increments.
- Both outgoing and incoming voice calls are charged in per 1-second increments.

#### Selected Roaming countries:

- Roaming PACK inclusions can be used only in selected countries.
- Roaming Countries are New Zealand, U.S.A., U.K., Hong Kong, Singapore, China, Malaysia, Indonesia, Thailand, Fiji, Japan, Vietnam, India, Italy, Greece, France, Canada, Spain, Philippines, Chile, Czech Republic, Taiwan, Sri Lanka, Saudi Arabia, Germany, Croatia, South Korea, Belgium, Portugal, Brazil.
- Check <https://www.koganmobile.com.au/plans/mobile/international-roaming-packs/> for list of current countries before you travel. Fair Use Policy applies. See [www.vodafone.com.au/fairuse](http://www.vodafone.com.au/fairuse).
- Customers can continue to use their valid Roaming pack when they travel between the selected countries within the validity period of the Pack
- Customers cannot use their valid pack if they travel to any of non-selected countries

### What is included and what is excluded:

- All national data, voice and TXT services are excluded,
- Standard incoming and outgoing voice calls includes calls to and from mobiles and land lines in Australia and the selected countries included in the pack.
- Standard incoming and outgoing voice calls excludes premium services, overseas freephone numbers, video calls, re-routed calls and cannot be used for commercial purposes or for resale purposes. Standard TXT includes standard outgoing TXT and excludes any picture text or multimedia messages.

## INFORMATION ABOUT PRICING

### Cost:

Minimum charge is \$15.00 for one Roaming pack valid for 24 hours from activation. All charges must be paid upfront at time of activation the service or purchasing a voucher.

### Early termination charge:

There is no fee for cancellation however if you choose to terminate your service while having a valid ROAMING PACK, any remaining inclusions will not be refunded.

## OTHER INFORMATION

### Call and Data Usage:

Information about your call and data usage can be viewed at the Kogan Mobile members area here: [accounts.koganmobile.com.au](https://accounts.koganmobile.com.au)

### International Calls & Roaming:

There is no international call or roaming services included in the Plan, however you may purchase separate add-on packs to access international call or international roaming services. For more information on international call packs and international roaming packs visit [www.koganmobile.com.au](https://www.koganmobile.com.au).

### 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)