

Medium 12 Month Plan Critical Information Summary

These services are prepaid mobile services on a 12-month Commitment Period.

Monthly Recharge Price	\$20
Commitment Period	12 months
Monthly Data Inclusions	10GB
Cost of using 1MB data within Australia	\$0.0010/MB
Calls + SMS to Standard Australian numbers	Unlimited
Calls to international numbers	Not included. Purchase an international calls add-on
International Roaming Calls + SMS	Not included. Purchase an International Roaming add-on
Minimum Cost over 12-month Commitment Period	\$240
Maximum Early Exit Fee	\$60
Data Rollover	Rollover up to 200GB of unused data when your plan automatically recharges each month of the 12-month Commitment Period. If you cancel or change your plan, you will lose your data rollover.

All plan inclusions are for use in Australia

How can I pay for my 12 Month plan?

Your plan will automatically recharge each calendar month of the 12 month term. Charges will be automatically deducted from your nominated payment card.

What happens if my plan recharge fails due to lack of funds on my card?

You will be able to recharge your plan anytime for up to 20 days through your Kogan Mobile account. If your plan is not recharged within 20 days from when your last recharge expired, your nominated payment card will be automatically charged the Early Exit Fee and the service will be cancelled. To reconnect your service within 60 days from service cancellation, you will need to call customer service on 12612 from Kogan Mobile number or 1300056426 from any other number.

What happens if I cancel my plan early?

You will need to pay an Early Exit Fee if you cancel your plan before end of the 12 Month Commitment Period. The maximum Early Exit Fee for your plan is set out in the above table.

How is the Early Exit Fee calculated?

The Early Exit Fee when terminating between month-1 and month-9 of the Commitment Period = 3 x Monthly Recharge Price. Early Exit Fee when terminating between month-10 and month-12 = 1 x Monthly Recharge Price.

How can I cancel my service?

You can cancel you service by calling Kogan mobile customer service on 12612.

What if I run out of data mid-month?

Your data will cease until your plan automatically recharges the following month, unless you purchase a data pack at <https://www.koganmobile.com.au/plans/mobile/data-packs/>

How does data rollover work?

You can roll over up to 200GB of unused data when your plan automatically recharges each month of the 12 Month Commitment Period. Your included data will be used first, followed by any rolled over data. Data in excess of 200GB each month will be forfeited. If your recharge has expired and is not renewed, or you cancel or change plans, you will lose any rolled over data.

Calls and SMS to International numbers

Your plan does not include an International Call and SMS allowance. You will need to purchase an international calls pack at <https://www.koganmobile.com.au/plans/mobile/international-call-packs/>

What happen after the end of the 12-month term?

After the end of your Commitment Period, you may be able to re-contract for another 12 months or if you choose not to re-sign for another term, your service will be moved to a month-to-month plan.

Using your service overseas

To use your plan overseas, you will need to purchase an international roaming pack at <https://www.koganmobile.com.au/plans/mobile/international-roaming-packs/>

Support	You can keep track of your call and data usage and make changes to your account through https://accounts.koganmobile.com.au/ or through the Kogan mobile app. You can find answers to our most frequently asked questions on our website: 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)
Complaints	If, after speaking with us, you are not happy with the outcome you may also contact the Telecommunications Industry Ombudsman on 1800 062 058, or head to www.tio.com.au
Coverage	Kogan Mobile uses the Vodafone Mobile Network within the Kogan Coverage Area. The quality and availability of some services and the speeds you reach will continually vary depending on many factors such as your location, your device capabilities, network congestion, network coverage or if you are roaming. For more info, head to https://www.koganmobile.com.au/about/coverage/
Offers and Promotions	Special promotional offers relating to your plan (if any) are not shown on this Critical Information Summary. To check your plan details, please call 12612 from your Kogan Mobile phone or on a 1300 056 426 from any other phone
Full terms and conditions	To view full terms and conditions for this plan head to https://www.koganmobile.com.au/legal/plan-details/ . To view the Standard Form of Agreement head to https://www.koganmobile.com.au/legal/terms/ . Personal use only and Vodafone's Fair Use Policy applies to any unreasonable use of Plan inclusions, this includes use of any "Unlimited" offerings. See https://www.koganmobile.com.au/legal/fair-use-policy/