

# Kogan Monthly Plans Critical Information Summary

## INFORMATION ABOUT THE SERVICE

Applicable for customers who sign up before 15<sup>th</sup> November 2022.

These services are prepaid mobile services on a monthly recharge cycle.

	Small Monthly	Medium Monthly	Large Monthly
<b>Monthly Recharge Price</b>	\$15	\$25	\$40
<b>Monthly Data Inclusions</b>	10GB	45GB	80GB
<b>Cost of using 1MB data within Australia</b>	0.001465/MB	0.000543/MB	0.000488/MB
<b>Calls + SMS to Standard Australian numbers</b>	Unlimited		
<b>Calls to international numbers</b>	Not included. Purchase an international calls add-on		
<b>International Roaming Calls + SMS</b>	Not included. Purchase an International Roaming add-on		
<b>Data Rollover</b>	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 Monthly plan?

Your plan will automatically recharge each calendar month on the same day of signing up to the plan unless your recharge date falls on the 29th - 31st of the month, in which case depending on the calendar month in question, the recharge date will be on the following date. 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 manually recharge your plan again through your Kogan mobile account or through calling customer service on 12612 from Kogan Mobile number or 1300056426 from any other number. You can reconnect your service 60 days from expiry of your last recharge.

### What happens if I cancel my plan?

You can cancel the plan anytime. You will not need to pay an Early Exit Fee or any other charges to cancel.

### How can I cancel my service?

You can cancel your 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?

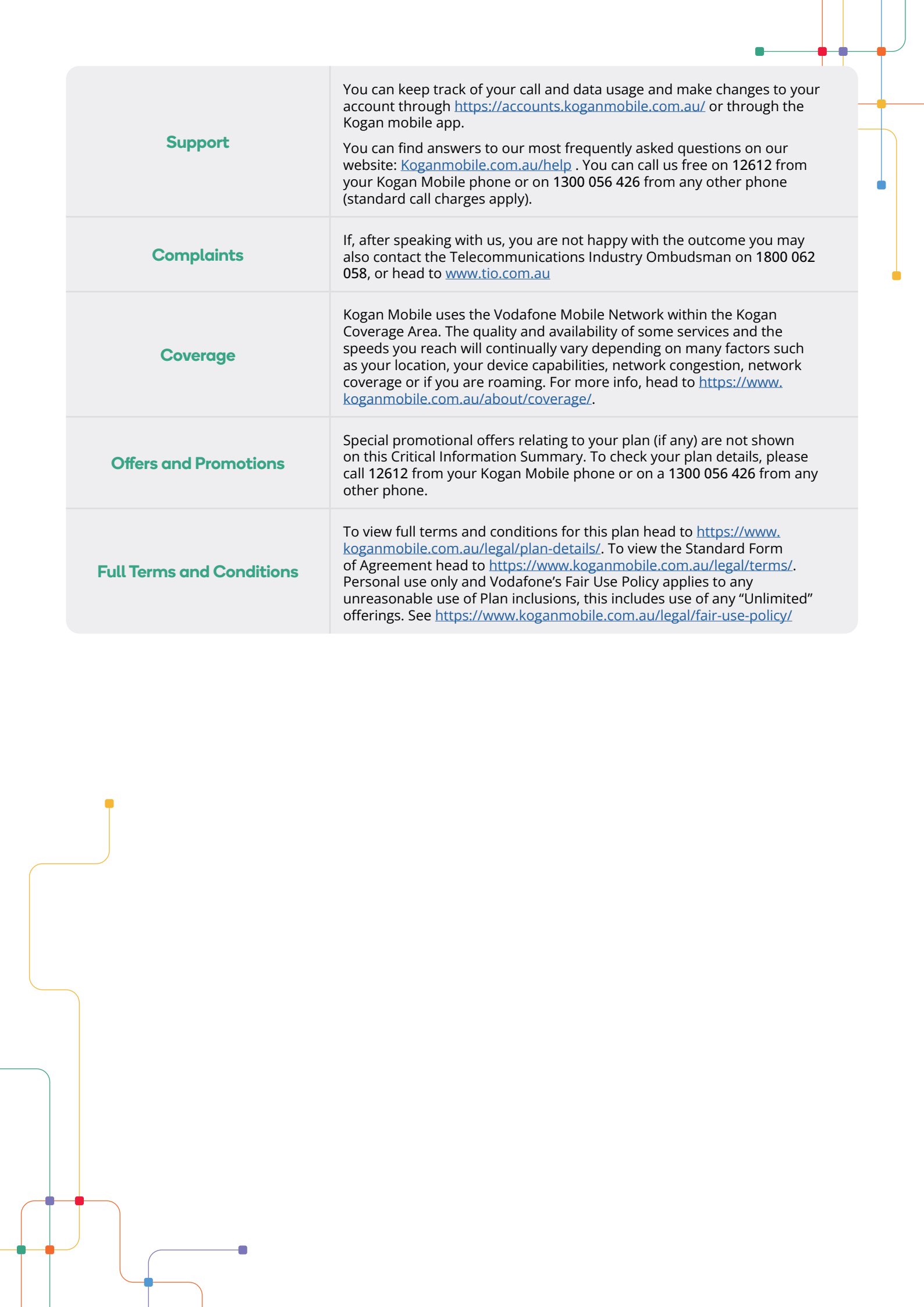
You can roll over up to 200GB of unused data when your plan automatically recharges each month. Your included data will be used first, followed by any rolled over data. Data in excess of 200GB each month will be forfeited. If your recharge has expired and is not renewed, or you cancel or change plans,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

### 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/>



<b>Support</b>	<p>You can keep track of your call and data usage and make changes to your account through <a href="https://accounts.koganmobile.com.au/">https://accounts.koganmobile.com.au/</a> or through the Kogan mobile app.</p> <p>You can find answers to our most frequently asked questions on our website: <a href="https://www.koganmobile.com.au/help">Koganmobile.com.au/help</a> . 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).</p>
<b>Complaints</b>	<p>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 <a href="http://www.tio.com.au">www.tio.com.au</a></p>
<b>Coverage</b>	<p>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 <a href="https://www.koganmobile.com.au/about/coverage/">https://www.koganmobile.com.au/about/coverage/</a>.</p>
<b>Offers and Promotions</b>	<p>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.</p>
<b>Full Terms and Conditions</b>	<p>To view full terms and conditions for this plan head to <a href="https://www.koganmobile.com.au/legal/plan-details/">https://www.koganmobile.com.au/legal/plan-details/</a>. To view the Standard Form of Agreement head to <a href="https://www.koganmobile.com.au/legal/terms/">https://www.koganmobile.com.au/legal/terms/</a>. 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 <a href="https://www.koganmobile.com.au/legal/fair-use-policy/">https://www.koganmobile.com.au/legal/fair-use-policy/</a></p>