

International Roaming Packs.

Critical Information Summary.

This Critical Information Summary contains some important information for your plan. It's a good idea to read it through.

Prepaid International Roaming Packs:

This service is a prepaid international roaming add-on, giving access to roaming services in selected Eligible Roaming Countries.

| Roaming Pack Type | 1-Day Roaming Pack | 3-Day Roaming Pack | 7-Day Roaming Pack |
|---|---------------------------------------|---------------------------------------|---------------------------------------|
| Cost Minimum charge is \$10 for 1-Day Roaming Pack, \$25 for 3-Day Roaming Pack, and \$45 for 7-Day Roaming Pack. All charges must be paid upfront at time of activating the service or purchasing a voucher. | \$10 | \$25 | \$45 |
| Data | 1GB Cost per MB is \$0.0146 | 2GB Cost per MB is \$0.0146 | 5GB Cost per MB is \$0.0146 |
| Outgoing and incoming standard voice calls Includes standard calls to and from mobiles and land lines in Australia and the selected Eligible Roaming Countries included in the pack. Excludes premium services, overseas freephone numbers, video calls, re-routed calls and cannot be used for commercial purposes or for resale purposes. | 50 minutes | 100 minutes | 150 minutes |
| Standard TXT Includes standard outgoing TXT to numbers in Australia and the selected Eligible Roaming Countries included in the pack. Excludes any picture text or multimedia messages. | 50 TXT | 100 TXT | 150 TXT |
| Expiry period You have this many days until your inclusions expire. Please see the below section Commencement of Expiry Period for more details as to when the Expiry Period will start. | 1-Day | 3-Days | 7-Days |
| Early termination fee There is no early termination fee for cancellation however if you choose to terminate your service while having a valid Roaming Pack, any remaining inclusions will be forfeited. | None | None | None |

Information about service

How to purchase:

Kogan Roaming Packs can be purchased through:

- Online at <https://www.koganmobile.com.au/plans/mobile/international-roaming-packs/> OR Kogan Mobile Application
- Over the phone, please call 12612 from your Kogan Mobile
- Via SMS to 12612 from your Kogan Mobile

| Roaming Pack Type | 1-Day /1GB | 3-Day /2GB | 7-Day /5GB |
|-------------------|------------|------------|------------|
| SMS | ROAM1 | ROAM3 | ROAM7 |

Offers and promotions

Special promotional offers relating to your plan (if any) are not shown in this Critical Information Summary. To check your plan details, including any applicable offers, please call 12612 from your Kogan Mobile, or 1300 056 426 from any phone.

Bundling

To use the service, you must first order and activate a Kogan Mobile SIM card and purchase a Kogan Mobile Plan before being able to purchase a Roaming Pack.

How it works

- A Roaming Pack enables you to access voice and data services in selected Eligible Roaming Countries outside of Australia for 1 day, 3 days or 7 days (depending on your chosen pack) from purchase or pack activation (depending on your chosen method of purchase, see left) or until inclusions are exhausted, whichever comes earlier.
- **Commencement of Expiry Period:** Where the Roaming Pack is purchased from [koganmobile.com.au](https://www.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 purchase up to five Roaming Pack and these will be active simultaneously. The Roaming Pack inclusions with the earliest expiry will be consumed first. However the Expiry Period of each Roaming Pack will run concurrently.

Selected Eligible Roaming Countries:

Roaming Pack inclusions can be used only in selected eligible countries. Countries may change from time to time. For a full list of selected Eligible Roaming Countries please visit the following before you travel, <https://www.koganmobile.com.au/plans/mobile/international-roaming-packs/>. Fair Use Policy applies, see <https://www.koganmobile.com.au/legal/>.

Other Information

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| Tracking call & data usage overseas | Information about your call and data usage can be viewed at the Kogan Mobile members area here: accounts.koganmobile.com.au or call Customer Care free from your Kogan Mobile phone on 12612. |
| 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 |
| Help and support | 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). Should you wish to access our complaint handling process, this can be found on our website 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 , 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 and the speeds you reach may continually vary depending on your location, your phone capabilities, network congestion, network coverage or if you are roaming. For more info visit koganmobile.com.au/about/coverage |