

# BIG DATA PACK CRITICAL INFORMATION SUMMARY

## INFORMATION ABOUT THE SERVICE

The service provided is a Kogan Mobile BIG DATA PACK (previously DATA 2GB Pack) giving access to Vodafone 2G, 3G & 4G coverage. To use the service you must first purchase and activate a Kogan Mobile SIM card which will provide access to data services. The service is provided by Vodafone Hutchinson Australia Pty Ltd.

### Is BIG DATA PACK bundled with any other Telecommunications Services?

In order to use the service, you must first order a Kogan Mobile SIM Card. There is no charge for ordering the SIM card.

The BIG DATA PACK can be purchased as a stand-alone plan or as an additional data allocation 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 BIG DATA PACK enables you to use the service for 30 days.

### Included Data Value:

2GB of data to use within Australia valid for a 30 day period (data sessions rounded to the nearest KB). Unused data expires on next recharge or expiry date, whichever is earlier.

Once data is used (or expires), access to data will cease until the customer recharges or purchases another BIG DATA PACK.

Personal use only and [Fair Use Policy](#) apply.

### What's not included:

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

- All national Voice and SMS services
- calls made, SMS sent and Data used when you are roaming onto a network other than the Vodafone Digital Mobile Network, including Australian and international networks;
- calls and SMS to international numbers;
- premium and re-routed SMS;
- voice call diverts;
- any form of video calls;
- use of the VHA Network that is for a commercial purpose or for resale by you;
- calls and SMS to the Pivotal Network;

## INFORMATION ABOUT PRICING

### Minimum charge:

Minimum charge is \$14.90. All fees must be paid up front at the time of activation of the service.

### Early termination charge:

There is no fee for cancellation however if you terminate the Plan prior to the Plan expiration, any remaining credit will not be refunded.

### Cost of 1MB of Data within Australia:

The price of data per MB is not directly ascertainable, since the cost of the plan includes multiple elements, of which data is one. However, assuming the entire cost of the plan were ascribed to data, and assuming all the data were used, then the maximum estimated notional cost of 1MB of Data within Australia is estimated to be, at maximum: \$0.0169 / MB.

## OTHER INFORMATION

### Data Usage:

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

### 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)