

## DATA PACKS CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

The service provided is a Kogan Mobile DATA PACK giving access to Vodafone 3G & 4G coverage. To use the service you must first order and activate a Kogan Mobile SIM card which will enable you to access data services. The service is provided by Vodafone Hutchinson Australia Pty Ltd.

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

In order to use the service, you must first order a Kogan Mobile SIM Card.

The DATA PACKS will require you to have an active Kogan Mobile Recharge Product, before you can purchase a Data pack.

- SMALL – 30 DAYS
- SMALL – 90 DAYS
- SMALL – 365 DAYS
- SMALL – 365 DAYS Plus
- SMALL – 24 Months
- MEDIUM – 30 DAYS
- MEDIUM – 90 DAYS
- MEDIUM – 365 DAYS
- MEDIUM – 24 Months
- LARGE – 30 DAYS
- LARGE – 90 DAYS
- LARGE – 365 DAYS
- LARGE – 24 Months
- EXTRA LARGE – 30 DAYS
- EXTRA LARGE – 90 DAYS
- EXTRA LARGE – 365 DAYS
- EXTRA LARGE – 24 Months

You bring your own mobile, tablet or laptop.

#### Minimum Term:

The DATA PACKS enable you to use the service for 2, 7 or 30 days, based on which Data pack you have purchased.

#### Included Data Value:

- Data Pack 2 days: includes 3GB of data valid for 2 days
- Data Pack 7 days: includes 3GB of data valid for 7 days
- Data Pack 30 days: includes 2GB of data valid for 30 days
  - Data to use within Australia
  - Data sessions rounded to the nearest KB
  - Unused data can continue to be used after your Kogan Mobile Recharge Product Expiry Period, however will be forfeited at the end of the DATA PACK Expiry Period
  - Once data is used (or expires), access to data will cease until the customer recharges or purchases another DATA PACK.
  - Personal use only and Fair Use Policy apply.

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 \$5 for the Data Pack 2 days.  
Minimum charge is \$10 for the Data Pack 7 days  
Minimum charge is \$14.90 for the Data Pack 30 days  
All fees must be paid upfront at the time of purchasing the DATA PACK.

### 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 an estimate only, and will depend on the amount of data used. However, assuming all the data is used, then the average estimated notional cost of 1MB of Data within Australia is:

\$0.0016 / MB for the Data Pack 2 days  
\$0.0032 / MB for the Data Pack 7 days  
\$0.0073 / MB for the Data Pack 30 days

## 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:

There are 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 [click here](#). For more information on international roaming packs [click here](#).

### 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)