

PREMIER ACCESS BOLT-ON PACK CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

The service provided is a Kogan Mobile Premier Access Bolt-On giving access to the 2G and 3G parts of the Vodafone Mobile Network. 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 Premier Access Bolt-On bundled with any other Telecommunications Services?

In order to use the service, you must first purchase a Kogan Mobile SIM Card for a minimum charge of \$4.90 (if not purchased in the same order as a compatible device) or free (if purchased in the same order as a compatible device).

The Premier Access Bolt-On can only be used to add additional services to the following Plans:

- 3XL – 30 DAYS
- 3XL – 90 DAYS
- 3XL – 365 DAYS
- 5XL – 30 DAYS
- 5XL – 90 DAYS
- 5XL – 365 DAYS

You bring your own mobile, tablet or laptop.

Minimum Term:

The Premier Access Bolt-On enables you to access certain Premier services for 30 days or until exhausted (whichever comes earlier).

Included Call and Text Value:

When you're in Australia up to \$14.90 worth of the following services are included:

- national and international video calls;
- calls, MMS and SMS to international numbers;
- Directory Assistance 1223; and
- call forwarding within Australia

You bring your own mobile, tablet or laptop.

Included Data Value:

No data is included with the Premier Access Bolt-On.

What's not included:

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

- all national Voice and SMS services
- any type of Data services
- calls, SMS, MMS or video calls to non-terrestrial locations such as satellites and space stations;
- international voice call diverts or call forwarding;
- use of the VHA Network that is for a commercial purpose or for resale by you; and
- calls and SMS to the Pivotal Network

INFORMATION ABOUT PRICING

Cost:

\$14.90 for use on the included services which expires after 30 days.

The prices of included services are as follows:

SERVICE	CHARGE
International Voice Call	Varies
National Video Call	\$0.42 per min + \$0.33 connect fee
International Video Call	\$0.72 per min + \$0.44 connect fee
Call Forwarding within Australia	\$0.20 per min
Directory Assistance 1223	\$1.60 flat rate
Internationals SMS	\$0.55 per SMS
International MMS	\$0.83 per MMS

Early termination charge:

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

OTHER INFORMATION

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

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 may vary depending on your location, your phone, network congestion and network coverage. For more info visit koganmobile.com.au/about/coverage