



11XL - 30 DAYS PLAN CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

The service provided is a Kogan Mobile 11XL – 30 DAYS Plan giving access to Vodafone 2G, 3G & 4G coverage (but does not include VoLTE). To use the service you must first purchase and activate a Kogan Mobile SIM card which will enable you to make and receive domestic voice calls, SMS, MMS and provide access to data services. The service is provided by Vodafone Hutchinson Australia Pty Ltd.

Is the 11XL – 30 DAYS Plan 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 \$0.05 (if not purchased in the same order as a compatible device) or free (if purchased in the same order as a compatible device).

You bring your own mobile, tablet or laptop. You may purchase an additional Data 2GB Pack or Premier Access Bolt-On which can be used with 11XL – 30 DAYS Plan.

Minimum Term:

The 11XL - 30 DAYS Plan enables you to use the service for 30 days.

Included Call Value:

When you're in Australia the following services are **unlimited** and included:

- calls to standard national fixed lines;
- calls to standard national mobiles;
- calls to 13, 1300 and 18 numbers;
- calls to voicemail; and
- standard national SMS and MMS

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

Included Data Value:

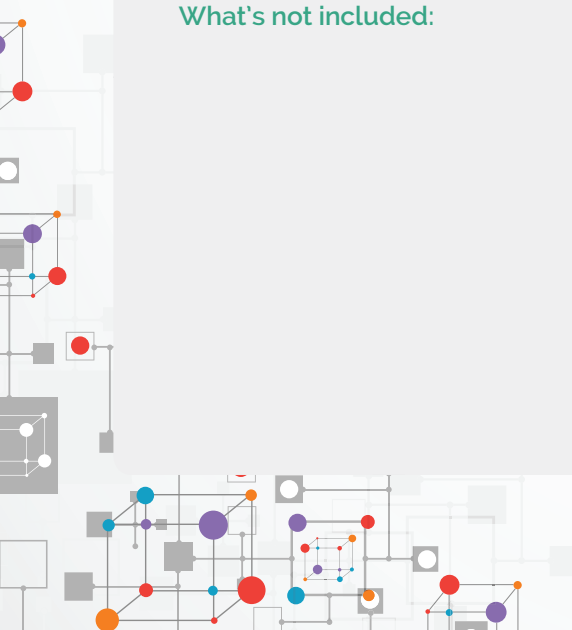
11GB of data to use in Australia valid for a 30 day period (data sessions rounded to the nearest KB). Unused data expires on next recharge or expiry date, whichever is earlier.

If 11GB is reached before 30 days has elapsed, access to data will cease until the customer recharges or purchases a data pack.

What's not included:

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

- 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; and
- any voice call, SMS or MMS which is rerouted by a third party and/or re-routed to an international destination or to a premium number or service.



INFORMATION ABOUT PRICING

Minimum charge:

Minimum charge is \$49.90 plus a one off charge of \$0.05 is payable for a Kogan Mobile SIM Card (with free delivery) in which case the total charge is \$49.95 (the SIM charge is not applicable if the Kogan Mobile SIM card you plan to use is purchased in the same order as a compatible device, or if you already own the Kogan Mobile SIM card you plan to use).

All fees must be paid up front at the time of activation of the service, except for the SIM Card fees which are payable at the time of ordering the SIM Card.

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 a 2 Min Standard Call:

No additional cost. These calls are included in the cost of the recharge.

Cost of a Standard National SMS:

No additional cost. These SMS are included in the cost of the recharge.

Cost of 1MB of Data within Australia:

\$0.0035/MB (Assuming you use all your included data, this is the per megabyte rate of your included data.)

OTHER INFORMATION

Call and Data Usage:

Information about your call and data usage can be viewed at the Kogan Mobile members area here: 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

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