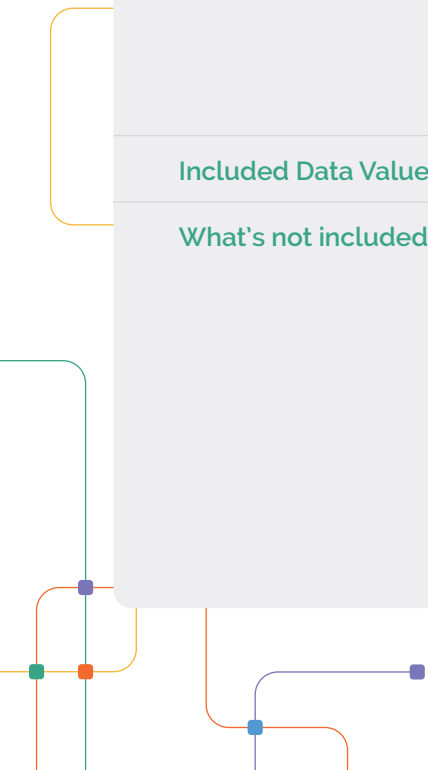


# PREMIER ACCESS BOLT-ON PACK CRITICAL INFORMATION SUMMARY

## INFORMATION ABOUT THE SERVICE

The service provided is a Kogan Mobile PREMIER ACCESS BOLT-ON giving access to Vodafone 2G, 3G & 4G coverage (but does not include VoLTE). 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.

<b>Is PREMIER ACCESS BOLT-ON bundled with any other Telecommunications Services?</b>	<p>In order to use the service, you must first order a Kogan Mobile SIM Card.</p> <p>The PREMIER ACCESS BOLT-ON can only be used to add additional services to the following Plans:</p> <ul style="list-style-type: none"><li>• SMALL – 30 DAYS</li><li>• SMALL – 90 DAYS</li><li>• SMALL – 365 DAYS</li><li>• MEDIUM – 30 DAYS</li><li>• MEDIUM – 90 DAYS</li><li>• MEDIUM – 365 DAYS</li><li>• LARGE – 30 DAYS</li><li>• LARGE – 90 DAYS</li><li>• LARGE – 365 DAYS</li><li>• EXTRA LARGE – 30 DAYS</li><li>• EXTRA LARGE – 90 DAYS</li><li>• EXTRA LARGE – 365 DAYS</li></ul> <p>You bring your own mobile, tablet or laptop.</p>
<b>Minimum Term:</b>	<p>The PREMIER ACCESS BOLT-ON enables you to access certain Premier services for 30 days or until exhausted (whichever comes earlier).</p>
<b>Included Call and Text Value:</b>	<p>When you're in Australia up to \$14.90 worth of the following services are included:</p> <ul style="list-style-type: none"><li>• Standard national and international video calls;</li><li>• Standard calls, MMS and SMS to international numbers;</li><li>• Directory Assistance 1223; and</li><li>• call forwarding within Australia</li></ul> <p>You bring your own mobile, tablet or laptop.</p>
<b>Included Data Value:</b>	<p>No data is included with the PREMIER ACCESS BOLT-ON.</p>
<b>What's not included:</b>	<p>All services not listed above, including but not limited to:</p> <ul style="list-style-type: none"><li>• all national Voice and SMS services</li><li>• any type of Data services</li><li>• calls, SMS, MMS or video calls to non-terrestrial locations such as satellites and space stations;</li><li>• international rerouted, freephone, pager and premium numbers</li><li>• international voice call diverts or call forwarding;</li><li>• use of the VHA Network that is for a commercial purpose or for resale by you; and</li><li>• calls and SMS to the Pivotal Network</li></ul>



## 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](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)