kogan mobile

CRITICAL INFORMATION SUMMARY

Kogan Monthly & Long Expiry Plans

This is a Prepaid Mobile Service, offered by Kogan Mobile supplied using the Vodafone network.

	Small Monthly	Medium Monthly	Large Monthly	Small 365 Flex	Medium 365 Flex	Large 365 Flex	Extra Large 365 Flex	Small 365 Days	Medium 365 Days	Large 365 Days	Extra Large 365 Days
Cost of recharge	$23	$29	$40	$179.90	$200	$275	$335	$179.90	$200	$275	$335
Expiry Recharge expires at 11.59PM AEST/AEDT	30 days	30 days	30 days	365 days	365 days	365 days	365 days	365 days	365 days	365 days	365 days
Included Data	25GB	40GB	80GB	140GB	200GB	300GB	500GB	146GB	206GB	306GB	511GB
Upfront Data Total	25GB	40GB	80GB	140GB	200GB	300GB	500GB	Not Applicable			
Data provisioned per 30 Days	Not Applicable							12GB	17GB	25GB	42GB
Standard national calls & SMS	Unlimited										
Data Rollover	Save up to 200GB of unused data when you recharge on a Kogan mobile monthly plan before expiry. Active recharge is required to access Data Rollover.			Not Applicable							
Network	4G enabled	5G enabled	5G enabled	4G enabled							
Cost of using 1MB data within Australia	0.000898 / MB	0.000708 / MB	0.000488/ MB	0.0022/MB	0.0019/MB	0.0016/MB	0.0011/MB	0.0169/MB	0.0169/MB	0.0169/MB	0.0169/MB
Standard national call charge increments	60 seconds										
What's not Included	Premium numbers, International Roaming, International Calls + Text + MMS, video calls, voice call diverts, third-party content or subscription charges										

All data for use in Australia

Information about the service:

No Additional Data charges in Australia:	Once you exceed your Included Data allowance and have also exhausted any data in your Data Rollover, you can no longer use the service and will need to recharge at www.accounts.koganmobile.com.au/recharge.
Heavy data users:	Heavy data users may experience slower speeds than others during busy periods. Actual speeds you reach will continually vary depending on many factors such as device capabilities, location, network congestion, network coverage, if you are roaming, and if you are a heavy data user.
Premium Services:	This plan does not come with any premium service inclusions. To access premium services, you can purchase a Premier Access Bolt-On. The Premier Access Bolt-On adds extra services to your active plan, giving you access to international calls, SMS and MMS, as well as video calls. Visit www.kogan.com/au/about-premier-access-bolt-on/ for more information on Premier Access Bolt-On.
Offers and promotions:	This summary does not reflect any additional discounts, bonus data or promotions that may be applicable from time to time. Special promotional offers require automatic recharge to remain on to maintain promotional benefits. Plan vouchers may also have offers available on the Kogan website.
Tracking your spend and Usage:	Information about your account and usage can be viewed in the Kogan customer portal at www.accounts.koganmobile.com.au/ or via the Kogan mobile app.
Automatic Recharge:	Automatic Recharge is turned on by default if you have provided your payment card details to preauthorise your purchase or if you have stored your details and you did not opt out. The plan you will be automatically recharged on will be the same plan as your most recent recharge. You can opt out of Automatic Recharge at any time - for month-to-month plans by calling customer care on 1300 056 426 8am-8pm AEST/AEDT 7 days a week, and for long term expiry by using either the Kogan customer portal at www.accounts.koganmobile.com.au/ or via the Kogan mobile app. Head

	to www.koganmobile.com.au/atr-terms to get more information.
Data Rollover:	You can roll over up to 200GB of unused data when your plan automatically recharges each month. Your included data will be used first, followed by any rolled over data. Data in excess of 200GB each month will be forfeited. If your recharge has expired and is not renewed, or you cancel or change plans, you will lose any rolled over data.
International Roaming:	International roaming does not automatically apply on this plan, however you may purchase separate add on packs to access international roaming. Add on an International Roaming Pack to use your service in selected overseas destinations. For more info, visit www.koganmobile.com.au/plans/mobile/international-roaming-packs/.
Calls and SMS to International numbers:	Your plan does not include an international calls and SMS allowance. You will need to purchase an International Calls Pack at www.koganmobile.com.au/plans/mobile/international-call-packs/.
We're here to help:	Check out our online support section at www.koganmobile.com.au/help. Otherwise, call us on 1300 056 426 or 12612 from your Kogan mobile 8am-8pm AEST/AEDT 7 days a week. If, after speaking with us, you aren't happy with the outcome you may also contact the Telecommunications Industry Ombudsman on 1800 062 058, or head to www.tio.com.au.
Coverage:	The quality, availability of some services and the speeds you reach will continually vary depending on many factors such as your location, your device capabilities, network congestion, network coverage or if you are roaming. For more info, head to www.koganmobile.com.au/about/coverage/. Compatible approved device required to use this service and our 4G/5G network. To check if your device is a compatible approved device, head to www.koganmobile.com.au/3g-network-closure/#Compatible-Devices.
Activation:	You can activate your SIM and choose a plan online at www.accounts.koganmobile.com.au/activation.
Plan Changes:	You can swap to a different Kogan mobile plan at any time but note that inclusions and credit do not roll over when you switch plans, and you'll need to recharge to get the benefits of the new plan. If you change plans, you will lose any special promotional offers and benefits associated with your current plan. Long term expiry customers can change plans through the Kogan customer portal www.accounts.koganmobile.com.au/ or via the Kogan mobile app. Monthly plan customers can change plans calling customer care on 1300 056 426.
Cancellation:	There are no cancellation fees. You can cancel your service by calling Kogan mobile care on 1300 056 426 8am-8pm AEST/AEDT 7 days a week. If you cancel your plan before your plan expires, any remaining credit will not be refunded and you will lose any rolled over data.

For information on other plans, head to www.koganmobile.com.au/legal. To view the full terms and conditions for this plan, head to www.koganmobile.com.au/legal/plan-details/. To view the Standard Form of Agreement head to www.koganmobile.com.au/legal/terms/. Personal use only. Kogan's Fair Use Policy applies to any unreasonable use of Recharge inclusions. This includes the use of any 'Unlimited' and 'Infinite' offerings. Head to www.koganmobile.com.au/legal/fair-use-policy/.