

4G Home Wireless Broadband Plans

This summary may not reflect any discounts or promotions which may apply from time to time.

The Mango Mobile Home Wireless Broadband plans includes unlimited data allowance for use within Australia. The service utilises the Optus 4G network to deliver a 4G connection to your home or other fixed location. It is an alternative to more 'traditional' internet connections like ADSL or nbn™.

These plans do not include paper bills and require upfront, automatic payments via a credit, debit or charge card.

Plan	Unlimited Monthly	Unlimited
Minimum monthly charge	\$59	\$59
Monthly data allowance	Unlimited	Unlimited
Minimum term	Month-to-month	24 months
Modem charges	\$216	\$129
Start-up fee	\$0	\$0
Minimum total cost	Min. cost is \$275	Min. cost is \$1,545
Speed	Capped at 25/2Mbps (see Speed section below for details)	
Cancellation fees	There is no cancellation fee for our plans. (See Cancellation section below for details)	
Payment method	You'll need to set up an automatic payment method from a debit card, credit card, or direct debit to pay for this service.	

Information about this service

Service Description

The Mango Mobile 4G Home Wireless Broadband is a fixed wireless service which utilises the Optus 4G Network. The service includes Unlimited Data for use within Australia and does not include a home phone line.

Recurring charges are payable monthly in advance. Your bill is issued on the same date each month. Payment options include Debit Card, Credit Card or Direct Debit and will incur a 2% (incl. GST) surcharge.

Required Equipment

Customers must use the included 4G compatible modem supplied by Mango Mobile to be able to use this service. The SIM supplied with the modem will not work with any other device and must not be removed from the modem.

Speed

The speeds on the 4G Home Wireless Broadband plans have a maximum download speed of 25Mbps and a maximum upload speed of 2Mbps.

Data speeds on this service are variable and may differ to mobile and mobile broadband speeds on our 4G network. Actual speeds experienced will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic.

Serviceability

The 4G Home Wireless Broadband Service is only available in selected areas on the Optus 4G Network with the modem supplied by Mango Mobile. There may also be technical or commercial reasons that affect your ability to access the service at your address. The service cannot be used overseas.

Coverage availability will vary depending on your device and location. A service qualification and coverage check based on your address will be conducted before your order is accepted.

The service qualification check (SQ) is an indication that your chosen location is within a 4G Home Wireless internet serviceable area, it does not guarantee that your address is 4G serviceable. We recommend that you position your modem close to a window to maximise signal strength.

Service Limitations

4G Home Wireless Broadband plans do not support data sharing or data pooling. You cannot use your included data if you are overseas.

Excess Data

This service comes with unlimited data so no excess data charges apply. Fair Use Policy applies. See Fair Use Policy below.

Cancellation

There is no cancellation fee for our plans. If your plan is cancelled, you won't receive a pro-rata refund for the remainder of your payment cycle. Any related payment plan will be cancelled, and you'll need to pay out any remaining payments in full and any other charges owing, as a one-off payment.

Fair Use Policy

You must comply with our Fair Use Policy and not use your service in an unacceptable, unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of, or causes significant congestion to, the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

Other Information

Usage Information

You can monitor your Mango Mobile 4G Home Wireless Broadband data usage by logging into My Account at mangomobile.com.au/myaccount

Broadband Education Package

You can view the Communications Alliance Broadband Education Package which is a guide to help consumers better understand broadband technologies here: www.commsalliance.com.au/BEP

Customer Support

Email: support@mangomobile.com.au

Live Chat:

<https://chatting.page/oyyn0letsksfmlsnzmtwrs90ppqwfwx3>

Complaints Handling

If there's something you're not happy with and you wish to make a complaint or escalate a dispute, visit www.mangomobile.com.au/complaints.

We endeavour to make every attempt to resolve any issue you may have.

Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Mango Mobile, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/contact-us.

This is a summary only. The full terms and conditions for our 4G Home Wireless Broadband plans are available at mangomobile.com.au/customer-terms. This document is current as of 9 December 2022 and is subject to change without notice. All prices quoted include GST.