

5G Home Wireless Broadband Plans

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

These are automatic payment plans for a 5G Internet service that is supplied in limited areas of selected suburbs within Australia using the Optus 5G network. These plans do not include paper bills and require upfront, automatic payments via a credit, debit or charge card. These plans include an unlimited broadband data allowance on month-to-month term.

Plan	5G Unlimited	5G Unlimited Premium
Minimum monthly charge	\$79	\$99
Promotional Offer <i>(ends 31/03/2023; see Promotional Offer section below for details)</i>	\$40/mnth for the first 3 months, then the standard monthly charge	\$60/mnth for the first 3 months, then the standard monthly charge
Monthly data allowance	Unlimited	Unlimited
Minimum term	Month-to-month	Month-to-month
Speed <i>(see Speed section below for details)</i>	100Mbps	Uncapped
Start-up fee	\$0	\$0
Minimum total cost <i>(for new customers who cancel within one month)</i>	\$569	\$589
Modem charges	\$529 <i>A non-return fee applies for cancellation within 24 months. See Required Equipment section below for details.</i>	
Cancellation fees <i>(see Cancellation section below for details)</i>	There is no cancellation fee for our plans.	
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 5G Home Broadband is a fixed wireless service which utilises the Optus 5G 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.

Minimum Term

Mango Mobile 5G Home Broadband service is supplied on a rolling month-to-month basis. You can terminate your Service at any time, but any unused balance will not be refunded to you.

Speed

5G Home Broadband speeds are either up to 100Mbps or Uncapped depending on the plan:

Plan Name	Download Speeds (max. off-peak speed)	Upload Speeds (max. off-peak speed)
5G Unlimited	Up to 100Mbps (typical busy period 83Mbps)	20Mbps
5G Unlimited Premium	Uncapped [^] (typical busy period 225Mbps, max 500Mbps off-peak)	Uncapped

[^]The average and maximum download speeds you can obtain from the 5G Unlimited Premium Plan will not necessarily always be greater than the speeds you can obtain from the 5G Unlimited plan.

5G coverage and speeds are variable on the Optus 5G network. Your actual speed will depend on a number of factors including congestion, location and placement of the Mango Mobile provided modem in your house, distance from the Optus 5G tower and any obstructions between the tower and the modem, local conditions, hardware, software and general internet traffic.

In the event of an interruption to the Optus 5G network service, your service may continue to operate on the Optus 4G Plus network (if available) depending on the nature of the interruption.

Required Equipment

Customers must use the included 5G compatible modem supplied by Mango Mobile to be able to use this service.

If you cancel your plan within 24 months of connecting or if your order is withdrawn by us, you will need to return the 5G Home Broadband Modem supplied by us back to us in good working order. If you do not return the modem within 21 days of the cancellation or withdrawal of your service, then you will be charged a modem non-return fee. This fee covers the pro-rated cost of the Mango Mobile 5G Home Broadband modem. The non-return fee is calculated as \$24 multiplied by the months remaining in the first 24 months of your service e.g., if you leave after 20

months, you would pay \$24 x 4 (the number of remaining months), a total of \$96.

The SIM supplied with the modem will not work with any other device and must not be removed from the modem.

Installation

You can self-install the 5G Internet Service. The modem is Plug & Play and we recommend you position your 5G modem close to a window to maximise signal strength.

Excess Data

The Mango Mobile 5G Home Broadband service comes with unlimited data so no excess data charges apply. Fair Use Policy applies. See Fair Use Policy below.

Serviceability

The 5G Home Broadband Service is only available in selected areas on the Optus 5G network with the modem supplied by Mango Mobile.

A service qualification check of your address is conducted prior to accepting your order however, it does not guarantee that your address is 5G serviceable. There may be technical or other reasons that affect your ability to access the service on the 5G network at your address. If you are unable to establish a 5G connection within the first 30 days, Mango Mobile reserves the right to:

- cancel your service contract with us; or
- offer an alternative internet service.

We recommend that you position your 5G modem close to a window to maximise signal strength.

We reserve the right to suspend or cancel your service if we identify that the Mango Mobile supplied modem has been (or is being) used at a different location other than that provided during the service check. If you are relocating to a new address, you must contact us to perform a service qualification check to determine if 5G Internet is available at your new address. If your new address is not 5G serviceable, we will offer you an alternative broadband service.

If you choose not to proceed with any alternatives we offer you, you must return the modem within 21 days in good working order otherwise you will be required to pay the modem non-return fee.

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.

Promotional Offer

For new customers who sign up to Mango Mobile 5G plans will receive promotional pricing for the first 3 months of their plan and then pay the standard monthly plan fee thereafter. Offer ends 31/03/2023 unless withdrawn or extended.

These offers are available to new Consumer and Business customers (with a valid ABN/ACN) only. Not available with any other offer unless specified. Offers are forfeited if customer makes any changes to their plan.

Other Information

Usage Information

You can monitor your Mango Mobile 5G Home 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/oyyn0letsksfmlsnzmtwrs90ppqfwfx3>

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 5G Home Internet plans are available at mangomobile.com.au/customer-terms. This document is current as of 12 January 2023 and is subject to change without notice. All prices quoted include GST.