

## Mobile Monthly SIM Only Plans

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

The plans in this summary are Mobile SIM Only Service plans on a month-to-month term with inclusion and exclusions as indicated below. These plans do not include paper bills and require upfront, automatic payments via a credit, debit, or charge card.

Plan	BASIC	STANDARD	PLUS	ULTRA	SUPREME
<b>Minimum monthly charge</b>	\$15	\$20	\$25	\$35	\$55
<b>Monthly data allowance</b>	5GB	10GB	25GB	40GB	60GB
<b>Minimum term</b>	Month-to-month				
<b>Standard National calls to mobile and landlines</b>	Unlimited				
<b>Standard National SMS &amp; MMS</b>	Unlimited				
<b>Voicemail</b>	Free for standard Voicemail services				
<b>Additional data cost</b> <i>(see Excess Data section below for details)</i>	\$10/2GB as a Data Bolt-On Data Bolt-On is automatically applied when you exceed your monthly allowance up to 5 recurrences in the same billing cycle				
<b>Data Banking</b>	200GB				
<b>Cancellation fees</b> <i>(see Cancellation section below for details)</i>	There is no cancellation fee for our plans.				
<b>Payment method</b>	You'll need to set up an automatic payment method from a debit card or credit card to pay for this Service				

### Information about this service

#### Service Description

The Mango Mobile SIM Only plans are no lock-in month-to-month Service for use within Australia operating on the Optus network.

#### Minimum Term

Mango Mobile SIM Only 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.

#### Excess Data

We'll notify you when you've reached 50%, 85% and 100% of your monthly Data allowance. If you exceed your monthly allowance, a Data Bolt-On will be automatically applied to your Service and will be charged on your next invoice. To prevent excessive charges, Data Bolt-Ons can be added up to 5 times within the same billing cycle. Beyond that, your Service will be suspended until the next billing cycle.

Data Bolt-Ons are charged at \$10/2GB.

#### Billing

Automatic payments via debit card or credit card are required for these plans.

Recurring charges are payable monthly in advance, with automatic deductions at the start of each billing cycle. Your bill is issued on the same date each month. Dishonour fee of \$10 applies. You can access your invoices and payment method at any time by visiting MyAccount.

By signing up to these plans, you are agreeing to Mango's automatic payment terms at

[www.mangomobile.com.au/mango\\_direct-debit-service-agreement/](http://www.mangomobile.com.au/mango_direct-debit-service-agreement/)

#### Cancellation

You can cancel your plan at any time, but you won't receive a pro-rata refund for the remaining portion of your billing cycle. Any related payment plan will be cancelled, and any unused balances, inclusions, allowances and access fees will be forfeited and non-transferable. You'll need to make a one-time payment to settle any remaining payments and outstanding charges.

#### 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 steps to monitor and ensure compliance with this policy, including suspending or cancelling your Service.

### Other Information

#### Usage Information

You can monitor your data usage by logging into My Account at [mangomobile.com.au/myaccount](http://mangomobile.com.au/myaccount)

#### Changing your plan

We may make changes to your plan, including to the price or inclusions. This could mean switching you to a different plan, which may cost more. We'll notify you at least 30 days prior for any changes to your plan. If you don't like the changes, you can

switch to another eligible plan or cancel your plan (See Cancellation).

Keep in mind that you can change your plan once per billing cycle, and you may lose your Data Banking data, and/or forfeit any inclusions, unused balances, and allowances.

#### **Customer Support**

Email: [support@mangomobile.com.au](mailto:support@mangomobile.com.au)

Live Chat:

<https://chatting.page/oyyn0letsksfmlsnzmtwrs90ppqfwx3>

#### **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](http://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](http://tio.com.au/contact-us).

*This is a summary only. The full terms and conditions for our Monthly SIM Only Mobile Plans are available at [mangomobile.com.au/customer-terms](http://mangomobile.com.au/customer-terms). This document is current as of 11 January 2024 and is subject to change without notice. All prices quoted include GST.*