

Mango nbn™ 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 Mango Mobile's NBN Service delivered via the National Broadband Network (NBN) using FTTP, FTTB, FTTN, FTTC or HFC technology. The plans are 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 card or debit card.

Plan	NBN25	NBN50	NBN100	NBN250	NBN1K
Minimum monthly charge	\$69	\$79	\$89	\$119	\$149
Monthly data allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Speed <i>(see Speed section for details)</i>	25Mbps Download 5Mbps Upload	50Mbps Download 20Mbps Upload	100Mbps Download 20Mbps Upload	250Mbps Download 25Mbps Upload	500-1000Mbps Download 50Mbps Upload
Option 1: Upfront modem cost (No lock-in contract)					
Minimum term	Month-to-month				
Modem charge	\$99				
Min Cost.	\$168	\$178	\$188	\$218	\$248
Option 2: No upfront modem cost (Lock-in contract)					
Minimum term	12 months				
Modem charge	\$7/month				
Min. cost	\$153	\$163	\$173	\$203	\$233
Option 3: BYO modem (No lock-in contract)					
Minimum term	Month-to-month				
Min. cost	\$69	\$79	\$89	\$119	\$149
Cancellation fees <i>(see Cancellation section 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

Mango NBN services may not be available in all areas or to all premises. The service provided will be dependent on the availability at your location. Mango NBN services are exclusively accessible at locations that can be physically linked to the NBN Co Limited (NBN Co) network. Certain technical or commercial reasons may affect our ability to establish a connection at your address. Until Mango successfully installs your service, we cannot guarantee its installation at your address. To determine service availability and explore the plans available at your address, please visit mangomobile.com.au.

Required Equipment

With our plans, you have the option to acquire a Mango-provided modem either upfront or through a Product Payment Plan (PPP). If you choose to purchase a modem on a PPP, you will be charged an additional \$7/month on top of your plan amount for a period of 12 months. If you cancel your NBN plan within 12 months of

connecting, or if your order is withdrawn by us, you will need to pay the pro-rated cost remaining on the PPP. For example, if you leave after 8 months, you would pay \$7 x 4 (the number of remaining months), a total of \$28. Maximum payable amount on the PPP is \$84.

Alternatively, you may choose to use your own modem. You are responsible for ensuring that your self-supplied modem is compatible with the supplied internet service and NBN. Mango can provide general support for your service but is unable to address faults related to your self-supplied modem. For technical support regarding your self-supplied modem, please contact the manufacturer directly.

NBN Charges

We will pass on any and all costs Mango Mobile incurs from NBN Co in providing you with an NBN connection. A New Development Fee of \$349 will be charged to your bill if NBN Co has to activate a connection for the first time at a premises it classifies as a 'new development' including an administrative charge of \$49 for

providing you with assistance or arranging an appointment with NBN Co. Other fees may apply for missed or cancelled appointments, subsequent installations, and No Fault Found.

Note: If you require a technician visit for installation, we will inform you of the scheduled appointment. You will need an NBN-compatible modem to connect to the Mango NBN service. Mango reserves the right to charge for non-standard installations. You must obtain permission from the owner of the property, if that's not you, to proceed with installation, and have someone over 18 years of age in attendance at the appointment.

Mango is required by law to confirm your NBN service is working. You'll need to tell us of any issues you have with your NBN service before we can rectify them.

If you don't connect your modem, we will complete your order automatically 10 days after reminding you to do so. Billing starts upon confirmation of your NBN service is operational or order completion (whichever comes first). For NBN FTTC or HFC customers, failure to connect the equipment within the specified time may result in order cancellation by NBN Co.

Speed

The speed you achieve will depend on the plan option you select, subject to eligibility. You may have the option to change to a higher speed plan, however you need to ensure your equipment can achieve the plan speeds and we won't know if your self-supplied modem will be compatible.

The speeds quoted are typical busy period download speeds measured from 7pm-11pm, are subject to change. Upload Speeds are estimated by reference to the maximum upload speed. The actual service speeds may be slower and can vary due to several factors, including the type and source of the downloaded content, hardware and software configurations, the number of users, and the performance of the infrastructure not managed by Mango Mobile. Devices connected via Wi-Fi may experience slower speeds than those connected through an Ethernet cable. Upon activation, if you are a customer with an NBN FTTN/B/C connection, we will notify you of your maximum attainable line speed. If your maximum attainable line speed does not support your plan speed, we will present you with options including the possibility of downgrading or cancelling your service at no additional cost.

Service limitations

This service may not be suitable if you have a serious illness or condition and require an uninterrupted service. Some equipment like back-to-base and medical alarms and other devices may not be compatible with the NBN or 4G backup service and are not tested by us or supported on Mango NBN. You should contact your device supplier to find out if your device is compatible before connecting.

Billing

Automatic payments via credit card or debit 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/

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.

CSG Waiver

The regular monthly charge (Minimum monthly charge) and setup pricing quoted in this document are on the condition that new customers agree to waive the Customer Service Guarantee (CSG).

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

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 forfeit any inclusions, unused balances, and allowances.

Customer Support

Email: support@mangomobile.com.au

Live Chat:

<https://chatting.page/ovyn0letsksfmlsnzmtwrs90ppqwfwx3>

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 NBN Plans are available at mangomobile.com.au/customer-terms. This document is current as of 6 March 2024 and is subject to change without notice. All prices quoted include GST.