

## 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>	\$19	\$29	\$39	\$49	\$59
<b>Monthly data allowance</b>	15GB	30GB	60GB	90GB	120GB
<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 A Data Bolt-On will be automatically applied when you exceed your monthly data allowance, unless you have opted out. This can occur up to 5 times per billing cycle.				
<b>Data Banking</b>	200GB			500GB	
<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 mobile services operating on parts of the Optus 4G network. Mango Mobile is responsible for this service and is not affiliated with or related to Optus. Network coverage depends on your location and device.

#### 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. You have the option to opt out of automatic Data Bolt-Ons.

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

#### Billing

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

Your bill is issued on the same date each month and automatic payments are processed the next day after your bill is issued. Recurring charges are payable monthly in advance. A \$5 Dishonour fee applies to failed payments.

If your account remains overdue for 3 days, you will lose any accumulated data bank balance, and your data service will be barred. After 5 days, we'll contact you to discuss payment options. Your service may be restricted or suspended after 14 days. You can access your invoices and payment method at any time by visiting the Customer Service Portal on our website or by contacting the Mango Support team.

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/)

#### Service Management

You can check your data balance and account overdue charges by texting "Bal", "Balance", or "Usage" to 0483 944 670 (not case sensitive, response time approximately 1 minute).

A SIM Replacement fee of \$10 applies.

#### 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 texting "Bal", "Balance", or "Usage" to 0483 944 670 (not case sensitive, response time approximately 1 minute).

### Financial Hardship

We understand circumstances can change, making it difficult to manage your bill payments. If you're experiencing financial hardship, we encourage you to contact us as soon as possible so we can help keep you connected. You can notify us about financial hardship by emailing [support@mangomobile.com.au](mailto:support@mangomobile.com.au) and submit a request for assistance.

We offer several options to help customers experiencing financial difficulty, including flexible payment arrangements, bill extensions and plan adjustments. Our team will work with you to understand your situation and find a suitable solution. You can also appoint a financial counselor or authorised representative to speak with us on your behalf.

All financial hardship requests are treated confidentially and assessed based on individual circumstances. We aim to respond to financial hardship applications within 5 business days. While being assessed for financial hardship assistance, we will pause any credit management action on your account. If approved, we'll confirm the details of your financial hardship arrangement in writing.

### Changes to Your Service

We may make changes to your plan or services from time to time, including changes to price, inclusions, or service features. 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.

## Service Suspension and Restoration

Before we take any action to restrict or suspend your service, we will take reasonable steps to contact you. This includes sending at least three notifications through various channels (SMS, email, or by phone), providing at least 5 working days' notice before suspension, and offering options to help you maintain your service. We will not suspend or restrict your service while a financial hardship application is being assessed or while you are meeting the terms of an approved financial hardship arrangement.

If your service is suspended due to non-payment, we will restore it within 24 hours of receiving your payment. There is no fee for service restoration. You can avoid service suspension by contacting us promptly if you're having difficulty making a payment, so we can discuss your options.

## Customer Support

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

Live Chat:

<https://chatting.page/ovyn0letsksfmlsnzmtwrs90ppqfwx3>

## 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).

## Your Rights

This agreement is subject to your rights under Australian Consumer Law. Nothing in this agreement limits those rights.

*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 03 February 2025 and is subject to change without notice. All prices quoted include GST.*