Moose $29 SIM – 12 Month Term

Critical Information Summary

Information About the Service

This plan is a post-paid mobile service that offers the following monthly included value on a 12-month term:

Talk & Text

Unlimited, with the following inclusions:

- Unlimited calls within Australia to standard land line, mobile, 13, 1300, 1800 numbers.
- Unlimited SMS and MMS from Australia to all national mobiles.
- Unlimited Voicemail
- VoLTE and VoWiFi capability

and the following exclusions:

- International calls, SMS, and MMS (See International Call Rates)
- International roaming (See Roaming Rates)
- Premium talk and text to third party services (19 numbers, competitions, TV voting)
- Directory assistance ($1 per minute)

Use of excluded services will incur excess charges per month. Charges for premium services are as advertised by that provider.

Data Allowance

40GB of included monthly data for use in Australia.

Mandatory Components

A mobile phone is required to use this service. Moose Mobile will only provide a SIM card.

Minimum term

This plan is contracted for 12 months. The total minimum cost is $180 over 12 months.

Fair Use Policy

Fair Use Policy refers to 'unreasonable' use on this particular plan. Please view our Fair Use Policy document for further information.

Information About Pricing

Standard Call (landline + mobile)	0c
National SMS/MMS	0c
13, 1300, 1800 number calls	0c
Voicemail deposits & retrievals	0c
International SMS	50c
International MMS	75c
International Calls	See Here
Included Data	$0.0007 /MB

Excess Data Charges

Excess data is charged at $9 per GB ($0.00879 per MB). However, you will only be charged for what you use in KB increments. This means that if you used an additional 100MB of data you would be charged an additional 88 cents on your next bill.

Minimum Monthly Charge

$29 per month.

Early Termination Charges

The maximum early termination charge for this plan is $348, which is reduced by the minimum monthly charge of $29 for every month completed on the contract term. After this contract term is finished no early termination charges apply.

Payment Options

Automatic Direct Debit	Free
Direct Deposit	Free
Pay via phone	Free
Pay via website/app	Free
BPay Payment Handling Fee	$1.00
AusPost Payment Handling Fee	$2.50
Late Payment Fee	$15.00

Coverage

Your mobile service will be carried on the Optus 3G or 4G networks.

Other Information

Usage Information

Moose Mobile will provide free SMS and email usage alerts once you've reached approximately 50%, 85%, and 100% of your Standard Credit or Data Allowance, whichever comes first. You can monitor your monthly usage by logging into the Moose Mobile website at moosemobile.com.au/secure/login/. You can also check your data usage using the Moose Mobile Application available for iOS and Android devices. Simply search for "moose mobile" on the Apple App Store or the Google Play Store to download the app. Please note that data usage records may take up to 60 minutes to be received. International call records can take up to 3-4 days to be received.

International Roaming

Please contact customer service if you wish to activate global roaming. To activate, you must pay an upfront prepayment of $200 which will act as a credit on your account while you use the roaming service overseas. If you have not used this entire amount upon your return to Australia, you are eligible for a refund equal to the remaining amount.

Enquiries, Feedback, and Complaints

We are committed to providing you with excellent service. You can contact us by:

Phone	(07) 3193 9400
E-mail	admin@moosemobile.com.au
Web	moosemobile.com.au/contact
Facebook	facebook.com/moosemobile.au
Twitter	twitter.com/moosemobileau

To view our full complaints handling policy and procedure please view our Complaint Policy.

Resolution Process

Generally, any enquiries and issues raised through first contact with us are resolved. However, if your issue persists, we promise to keep regular contact until any issue has been resolved to your satisfaction.

Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any issues or are unsatisfied with your service. If you are still not satisfied with the proposed resolution after the full resolution process has been conducted or you believe that we have not served you in a fair manner, then you can seek assistance from the TIO by submitting a complaint:

Phone	1800 062 058
Fax	1800 630 614
Web	tio.com.au/making-a-complaint/

Standard Operating Times

Weekdays:	9AM – 8PM AEST
Weekends:	10AM – 6PM AEST

Billing

The billing cycle for this plan uses calendar month billing, meaning your billing cycle commences on the first day of the month and ends on the last. If you sign up part way through a calendar month, you will receive a proportional bill and a proportional amount of inclusions for the remaining part of that month until the first of the following month.

For example, if you sign up on the 15th you will be charged a pro rata amount for this period from the 15th to the end of that calendar month. As such you will receive a proportional amount of your allowances as well. Then from the beginning of the following month your first full billing cycle will commence.

The initial payment you made during the sign-up process serves as a credit on your account which will be used as a credit against your first bill.

Moose Mobile uses direct debiting and requires a valid debit/credit card issued in your name to be used in the sign-up process. Once your initial payment has been made you may opt to use alternative payment methods for future invoices in place of a direct debit transaction. Please note that some alternative payment methods incur a handling fee. See *Payment Options*.

Your invoice is generally created between 3-6 days after your billing cycle refreshes and is sent via email by default. It is advised that invoices be paid on time to avoid being charged the $15.00 late payment fee.

Links

Terms and Conditions
moosemobile.com.au/terms-and-conditions/

Fair Use Policy
moosemobile.com.au/fair-use-policy/

Privacy Policy
moosemobile.com.au/privacy-policy/

International Call Rates
moosemobile.com.au/international-call-rates/

Roaming Rates
moosemobile.com.au/roaming-rates/

Additional Charges
moosemobile.com.au/additional-charges/

Complaint Policy
moosemobile.com.au/complaint-policy/