



## Moose 15GB Data SIM Plan

### Critical Information Summary

#### **Information About the Service**

This plan is a post-paid data only service that offers the following monthly included value:

##### **Monthly Data Allowance**

15GB of monthly data allowance, with excess data usage charged at 1.5c per MB (\$15.36 per GB). Excess usage is billed in KB increments.

This service cannot make or receive phone calls, or SMS and MMS messages.

##### **Mandatory Components**

A mobile phone or other SIM compatible device is required to make use of this service. Moose Mobile can provide a compatible device for an additional upfront cost.

##### **Minimum term**

This service is available as a month to month service (minimum term of one month) agreement.

##### **Fair Use Policy**

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

##### **Coverage and Speed**

Your mobile service will be carried on the Optus 4G network. Data speeds can vary, but are identical to a standard Optus 4G mobile phone service.

#### **Information About Pricing**

Excess Data 1.5c per MB

##### **Minimum Monthly Charge**

\$32 per month.

##### **Maximum Monthly Charge**

The maximum monthly charge depends on whether you consume more value and/or data than included in your plan.

##### **Early Termination Charges**

There are no cancellation fees for a month-to-month plan. Note: You could receive invoices with delayed usage charges or any additional or non-included charges for up to 2 months after you disconnect.

##### **Other Fees and Charges**

Paper Bill Fee	\$2.50
BPay Payment Handling Fee	\$1.00
Aus Post Payment Handling Fee	\$2.50
Late Payment Fee	\$15.00
Excess Plan Change Fee	\$20.00

## **Other Information**

### **Usage Information**

Moose Mobile will provide free email usage alerts once you've reached approximately 50%, 85%, and 100% of your Data Allowance. You can monitor your monthly usage by logging into the Moose Mobile website at

[moosemobile.com.au/secure/login/](https://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 Calls**

This service cannot make international calls.

### **International Roaming**

This service cannot use international roaming.

### **Enquiries, Feedback, and Complaints**

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

Phone	(07) 3193 9400
E-mail	<a href="mailto:admin@moosemobile.com.au">admin@moosemobile.com.au</a>
Web	<a href="https://moosemobile.com.au/contact">moosemobile.com.au/contact</a>
Facebook	<a href="https://facebook.com/moosemobile.au">facebook.com/moosemobile.au</a>
Twitter	<a href="https://twitter.com/moosemobileau">twitter.com/moosemobileau</a>

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	<a href="https://tio.com.au/making-a-complaint/">tio.com.au/making-a-complaint/</a>

### **Standard Operating Times**

Monday to Friday:	9AM – 8PM AEST
Saturday:	10AM – 6PM AEST
Sunday:	CLOSED

### **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 up to the first of the following month.

For example, if you sign up on the 15<sup>th</sup> you will be charged a pro rata amount for this period from the 15<sup>th</sup> 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.

This plan uses direct debiting and requires a valid credit card issued in your name to be used in the sign-up process. Once the initial month of your plan has been paid using this card you may opt to use BPay or Australia Post to pay for future invoices in place of a direct debit transaction. Please note that using these alternative payment methods incurs a handling fee. See [Additional Charges](#).

Your invoice is generally created between 3-6 days after your billing cycle refreshes and is sent via email by default. You can opt to receive paper bills at a charge of \$2.50 per invoice. 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/](https://moosemobile.com.au/terms-and-conditions/)

Fair Use Policy  
[moosemobile.com.au/fair-use-policy/](https://moosemobile.com.au/fair-use-policy/)

Privacy Policy  
[moosemobile.com.au/privacy-policy/](https://moosemobile.com.au/privacy-policy/)

Additional Charges  
[moosemobile.com.au/additional-charges/](https://moosemobile.com.au/additional-charges/)

Complaint Policy  
[moosemobile.com.au/complaint-policy/](https://moosemobile.com.au/complaint-policy/)

Return Policy  
[moosemobile.com.au/return-policy/](https://moosemobile.com.au/return-policy/)