



## Moose Family NBN – Month-to-Month

### Critical Information Summary

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

This plan is a for a stand-alone Fixed Broadband service supplied using the nbn™ network.

#### **Monthly Data Allowance**

Unlimited.

#### **Mandatory Components**

You need a compatible broadband modem to use this service. Compatibility with the nbn™ network varies between modems and manufacturers.

Where applicable, NBNCo will need to install equipment on the outside and inside of your premises, but your premises will most likely already have this equipment installed.

#### **Minimum term**

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

#### **nbn™ speed**

The maximum speed on this plan will be 100Mbps download and 20Mbps upload. Typical evening speed on this plan is 95Mbps.

#### **Minimum Monthly charge**

\$94.80 per month.

#### **Maximum Monthly charge**

\$94.80 per month + \$20 per month for the static IP option.

#### **10-day Satisfaction Guarantee**

This service is eligible for Moose Mobile's 10-day risk free satisfaction guarantee. Please see our [Return Policy](#) for further information and how to request a refund.

#### **Information About Pricing**

#### **Minimum total cost**

The minimum total cost for this plan is equal to the sum of the monthly access fee plus the hardware cost. If Moose Mobile supplies a modem, the hardware cost is \$99. Otherwise, it is \$0.

#### **With Modem**

\$94.80 + \$99.00 = \$193.80

#### **Without Modem**

\$94.80 + \$0 = \$94.80

#### **Minimum term**

Month-to-month

#### **Modem charges**

\$99 upfront cost for a Moose Mobile supplied modem. There is no cost involved for a BYO modem.

#### **Cancellation fee**

There are no cancellation fees for a month-to-month plan.

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

BPay Payment Handling Fee	\$1.00
Aus Post Payment Handling Fee	\$2.50
Late Payment Fee	\$15.00

## **Other Information**

### **Usage Information**

You can monitor your monthly data 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.

### **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**

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 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/)

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/)