



## Moose \$19.80 Month-to-Month SIM

### Critical Information Summary (CIS)

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

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

##### ***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 (Directory assistance, 19 numbers, competitions, TV voting, etc.)

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

##### ***Data Inclusion & Banking***

15GB of included monthly data for use in Australia.

This service comes with data banking capped at 200GB. Unused included and data pack data will be added to your data bank at the beginning of each new billing cycle.

##### ***Mandatory Components***

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

##### ***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 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, and 1800 number calls	0c
Voicemail deposits & retrievals	0c
International SMS	50c
International MMS	75c
International Calls	See <a href="#">Here</a>
Included Data	\$0.00129 /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 use an additional 100MB of data you will be charged an additional 88 cents on your next bill.

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

\$19.80 per month.

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

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

##### ***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, 4G, or 5G (throttled to 100Mbps) networks depending on local availability.

## **Other Information**

### ***Usage Information***

Moose Mobile will send you SMS usage notifications once you've reached approximately 50%, 85%, and 100% of your call or data inclusion. 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/) or by 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 after 30 days.

### ***Enquiries, Feedback, & Complaints***

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

Phone	1300 566 673
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>

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 immediately. However, if your issue persists, we promise to keep regular contact until any issue has been resolved to your satisfaction.

### ***Telecommunications Industry Ombudsman***

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 a proposed resolution after the full resolution process has been conducted or believe that we have not served you in a fair manner, you can seek assistance from the TIO by submitting a complaint via:

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 – 7PM AEST
Weekends:	10AM – 5PM AEST

### ***Billing***

The billing cycle for this plan uses a 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 plan inclusion for the remaining part of that month until the first of the following month.

For example, if you sign up on the 15<sup>th</sup> you will be charged a pro-rated amount for this period from the 15<sup>th</sup> to the end of that calendar month. You will also receive a proportional amount of your inclusion for this period as well. Your first full billing cycle will then commence on the 1<sup>st</sup> of the following month.

The initial payment you make during the sign-up process is applied to your first full month of service.

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

Your invoice is generally created 3-6 days after your billing cycle renews and is sent via email. Invoices are due 4 days after being sent to you. 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/)

International Call Rates  
[moosemobile.com.au/international/](https://moosemobile.com.au/international/)

Roaming Rates  
[moosemobile.com.au/roaming/](https://moosemobile.com.au/roaming/)

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/)