

# Critical Information Summary

## Mobile Plans



Standard Mobile Plans							
Plan	Minimum monthly charge	Included Data	Included data cost per MB	Calls & Text	Data Bank	Download Speed Cap	International Call & Text Credit
Moose \$26.80 27GB	\$26.80	27GB	\$0.00095	Unlimited standard national calls & text	200GB	100Mbps	\$0 (Pay as you go based on international calls rates)
Moose \$33.80 40GB	\$33.80	40GB	\$0.00082				
Moose \$41.80 100GB	\$41.80	100GB	\$0.000408				
Moose \$55.80 220GB	\$55.80	220GB	\$0.000247			Uncapped	\$400 int calls & text

### Information about the service

These plans are post-paid mobile services that offer 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](#)) except for 200GB plan
- 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

See tables above for included monthly data per plan.

These services come 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 these particular plans. 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 Call.....	See <a href="#">HERE</a>

### 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.

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## 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
Late Payment Fee .....	\$15.00

## Coverage

Your mobile service will be carried on the Optus 4G or 5G 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 [portal.moosemobile.com.au](https://portal.moosemobile.com.au) 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. To learn more about roaming please visit the Roaming Rates page on our website.

### Enquiries, Feedback, and Complaints

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

<b>Phone</b>	1300 566 673
<b>E-mail</b>	<a href="mailto:admin@moosemobile.com.au">admin@moosemobile.com.au</a>
<b>Web</b>	<a href="https://moosemobile.com.au/contact">moosemobile.com.au/contact</a>
<b>Facebook</b>	<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 (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 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:

<b>Phone</b>	1800 062 058
<b>Fax</b>	1800 630 614
<b>Web</b>	<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 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 the calendar month you will receive a proportional access fee, a proportional plan inclusion, and if you're on a promotional plan, a proportional discount for the remainder of the month. From the start of the following calendar month onwards you will receive your full access fee, inclusion, and discount.

The initial payment you make during the sign-up process is applied to 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. 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-call-rates/](https://moosemobile.com.au/international-call-rates/)

Roaming Rates

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

Complaint Policy

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

Payment Assistance Policy

[moosemobile.com.au/payment-assistance-policy/](https://moosemobile.com.au/payment-assistance-policy/)