

Enterprise Mobile Solutions

Introduction

This Service Schedule contains further terms that apply to Mango Mobile Services in addition to Mango's Standard Terms, Agreements, and your Application.

Service Description

The Mango Mobile Service is a post-paid SIM Only service for use within Australia operating on the Optus network. The service allows you to make and receive calls and text messages, access the internet and use mobile data. The data is shared across all Services from a common data pool.

Minimum Term

Mango Mobile SIM Only Service is supplied on a rolling month-to-month basis. You can terminate your Services at any time, but any unused balance will not be refunded to you. This clause may be superseded by specific arrangements/agreements made with you.

Compatible Devices

To use our Mobile Service, you will need a compatible mobile device which must be compatible with the 700MHz, 1800MHz and 2600MHz bands.

It is the responsibility of the end-user to ensure their device will be compatible and/or optimally perform with the Optus Mobile Network at any given time.

Shared Data

Our Enterprise Solutions has shared data across all Services. This means that all the registered mobile Services under within the Enterprise account share and utilise a common data pool. There are no individual Data limits.

Excess Data

We'll notify you when you've reached 50%, 85% and 100% of your monthly Data allowance. If you exceed your monthly allowance, a Data Bolt-On will be automatically applied to your Service and will be charged on your next invoice.

Data Bolt-Ons are charged at \$25/5GB.

Billing

Automatic payments via credit, debit or charge card are required for our Enterprise Mobile Solutions.

Recurring charges are payable monthly in advance, with automatic deductions at the start of each billing cycle. Your bill is issued on the same date each month and will contain details relating to the charges payable by you (including applicable taxes). Dishonour fee of \$10 applies.

If you do not pay a bill on time, Mango may take action to suspend, limit or terminate your Services.

If payment is not received within 7 days of the due date, we will issue you with a suspension notice. This notice will give you at least 5 business days to act before suspension or restriction of your Services. If payment is still not received after the notice period, your Services will be restricted or suspended. If your account remains overdue for 21 days, your Services will be cancelled and your Services may be disconnected.

By signing up to our Enterprise Mobile Solutions, you are agreeing to Mango's automatic payment terms at www.mangomobile.com.au/mango_direct-debit-service-agreement/

Service Suspension and Restoration

Before restricting or suspending your Service for non-payment, we will take reasonable steps to contact you. This may include reminders and a formal suspension notice sent by SMS, email, or phone.

If your Service is suspended due to non-payment, it will be restored within 24 hours of receiving full payment. There is no fee for service restoration.

You can avoid suspension by contacting us promptly if you're having difficulty paying, so we can discuss your options. Customers experiencing financial hardship may be eligible for assistance — see our Financial Hardship Policy.

Cancellation

You can cancel your plan at any time, but you won't receive a pro-rata refund for the remaining portion of your billing cycle. Any related payment plan will be cancelled, and any unused balances, inclusions, allowances, and access fees will be forfeited and non-transferable. You'll need to make a one-time payment to settle any remaining payments and outstanding charges.

Fair Use Policy

You must comply with our Fair Use Policy and not use your Services in an unacceptable, unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of, or causes significant congestion to, the network. We may take steps to monitor and ensure compliance with this policy, including suspending or cancelling your Services.

Phone Numbers

When you want to transfer your mobile number from one service provider to another, this is known as "Mobile Number Portability" (MNP). MNP allows you to retain an existing mobile number when changing service providers, a process referred to as "porting". Please note that only active mobile phone numbers can be ported. It is your responsibility to ensure that the mobile phone number is active and can be confirmed by contacting your current provider.

If you do not want to keep an existing mobile number, or require a new one, Mango will provide a new number for any assigned SIMs under your Enterprise agreement.

If you choose to transfer your mobile phone number to another mobile service provider on a different network, Mango will make reasonable efforts to facilitate the transfer.

Account Details

You are required to ensure that your account details, including your contact phone number and email address, are kept up to date. This is essential for Mango to communicate important information related to your Services. Mango will be considered to have fulfilled this obligation if an SMS or email has been sent to the most recently provided phone number or email address.

You must ensure that you safeguard your account information, passwords, data, and equipment. Mango is not liable for any loss or damage you may incur due to a failure to uphold security measures as outlined in this clause.

Personal Information

The protection of your personal information is a top priority for Mango. By using our services, you are providing Mango your consent to use your personal information in accordance with our Privacy Policy, available on our website or by contacting us.

Your consent extends to Mango utilising any end-user information generated or received in the provision of the Mobile Services to you for internal business purposes, including analysis for general marketing purposes.

Lost, Stolen or Damaged SIM Cards

Contact Mango Customer Support immediately in the event a SIM card is lost, stolen or damaged. You are responsible for all charges on your Services until you contact Mango Customer Support.

A SIM Replacement fee of \$10 applies.

Other Information

Usage Information

You can monitor your data usage by logging into My Account at <https://shop.mangomobile.com.au/login>

Financial Hardship

We understand circumstances can change, making it difficult to manage your bill payments. If you're experiencing financial hardship, we encourage you to contact us as soon as possible so we can help keep you connected. You can notify us about financial hardship by emailing support@mangomobile.com.au and submit a request for assistance.

We offer several options to help customers experiencing financial difficulty, including flexible payment arrangements, bill extensions and plan adjustments. Our team will work with you to understand your situation and find a suitable solution. You can also appoint a financial counsellor or authorised representative to speak with us on your behalf.

All financial hardship requests are treated confidentially and assessed based on individual circumstances. We aim to respond to financial hardship applications within 5 business days. While being assessed for financial hardship assistance, we will pause any credit management action on your account. If approved, we'll confirm the details of your financial hardship arrangement in writing.

Changing your plan

We may make changes to your plan, including to the price or inclusions. This could mean switching you to a different plan, which may cost more. We'll notify you at least 30 days prior for any changes to your plan. If you don't like the changes, you can switch to another eligible plan or cancel your plan (See Cancellation).

Keep in mind that you can change your plan once per billing cycle, and you may forfeit any inclusions, unused balances, and allowances.

Customer Support

Email: support@mangomobile.com.au

Live Chat:
<https://chatting.page/oyyn0letsksfmlsnzmtwrs90ppqwfwx3>

Complaints Handling

If there's something you're not happy with and you wish to make a complaint or escalate a dispute, visit www.mangomobile.com.au/complaints.

We endeavour to make every attempt to resolve any issue you may have.

Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Mango Mobile, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/contact-us.

The full terms and conditions for our Mobile Services are available at mangomobile.com.au/customer-terms. This document is current as of 22 November 2023 and is subject to change without notice. All prices quoted include GST.