

Mobile Monthly SIM Only Family Sharing Plans

This summary may not reflect any promotions, discounts or bonus data which may apply from time to time.

The plans in this summary are Mobile SIM Only Family Sharing Service plans on a month-to-month term with inclusion and exclusions as indicated below. These plans do not include paper bills and require upfront, automatic payments via a credit, debit, or charge card.

Plan	BASIC	STANDARD	PLUS	ULTRA
Minimum monthly charge	\$21	\$29	\$39	\$49
Monthly data allowance	15GB	30GB	60GB	90GB
Minimum term	Month-to-month			
Standard National calls to mobile and landlines, Standard SMS & MMS	Unlimited			
Voicemail	Free for standard Voicemail services			
Additional data cost (see <i>Excess Data</i> section below for details)	\$10/2GB as a Data Bolt-On Available if you opt in. Bolt-Ons apply automatically when you exceed your monthly data allowance (max 5 times per billing cycle). Without opt-in, data is barred once your allowance is used. Data Packs can also be purchased via Customer Portal.			
Cancellation fees (see <i>Cancellation</i> section below for details)	There is no cancellation fee for our plans.			
Payment method	You'll need to set up an automatic payment method from a debit card or credit card to pay for this Service.			

Information about this service

Service Description

The Mango Mobile SIM Only Family Sharing plans are no lock-in month-to-month mobile services operating on parts of the Optus 4G network. Mango Mobile is responsible for this service and is not affiliated with or related to Optus. Coverage and speeds may vary depending on your location, device, and network conditions.

Minimum Term

Mango Mobile SIM Only Family Sharing Service is supplied on a rolling month-to-month basis. You can terminate your Service at any time, but any unused balance will not be refunded to you.

Shared Data

On our Family Bundle plans, all the registered Mobile Services under a primary account share a common data pool. Rather than limiting each Service to a fixed Data allowance, the entire family can utilise a shared pool of Data. This feature simplifies billing and reduces concerns about individual Data limits.

There is no Data Banking on our Family Sharing plans.

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 and you have not opted in to Data Bolt-Ons, your data service will be suspended until the start of your next billing cycle. If you choose to opt in to Data Bolt-Ons, an additional 2GB of data will be added to your Service each time you exceed your allowance. Each Data Bolt-On is charged at \$10/2GB and will appear on your next invoice. To prevent excessive charges, a maximum of 5 Data Bolt-Ons can be added in the same billing cycle. Once this limit is reached, your

data service will be suspended until your next billing cycle. Alternatively, you may purchase Data Packs at any time through the Customer Self Service Portal.

Please note: usage information may be delayed, which may affect when notifications are received and when Data Bolt-Ons are applied. You are responsible for all usage on your service, and charges may still apply if your usage exceeds your allowance during this delay period.

Billing

Automatic payments via debit card or credit card are required for these plans. Your bill is issued on the same date each month and automatic payments are processed the next day after your bill is issued. Recurring charges are payable monthly in advance. A \$5 Dishonour fee applies to failed payments. If your account becomes overdue, your data service will be barred. If payment is not received within 7 days, we will issue you with a suspension notice. This notice will give you at least 5 business days' notice 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. You can view invoices and update your payment method at any time via the Customer Service Portal at <https://shop.mangomobile.com.au/login> or by contacting the Mango Support team. By signing up to these plans, you are agreeing to Mango's automatic payment terms at www.mangomobile.com.au/mango_direct-debit-service-agreement/

Service Management

You can manage your account, update your payment details, check your balance, and update your details through our secure online

Customer Service Portal at
<https://shop.mangomobile.com.au/login>.

A SIM Replacement fee of \$10 applies.

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. If you cancel your service, it will be disconnected and the associated mobile number will enter a quarantine period in accordance with Australian numbering rules. Mango Mobile is not obliged to reconnect a cancelled service. However, at our discretion, reconnection may be offered during the quarantine period to the same service holder. Requests to reconnect a cancelled service must be made within 14 days of cancellation. Reconnection requests made after this timeframe will not be considered, even if the mobile number remains in quarantine. If reconnection is approved, there is a Reconnection & service setup fee (\$59), SIM or eSIM replacement fee (\$10) and we require the upfront payment of the selected plan. All applicable fees must be accepted and paid prior to reconnection. Reconnection is not guaranteed and is subject to Mango Mobile approval.

Fair Use Policy

You must comply with our Fair Use Policy and not use your Service 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 Service.

Other Information

Usage Information

You can monitor your data usage through our secure online Customer Service Portal 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 counselor 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.

Changes to Your Service

We may make changes to your plan or services from time to time, including changes to price, inclusions, or service features. 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 lose your Data Banking data, and/or forfeit any inclusions, unused balances, and allowances.

Service Suspension and Restoration

Before restricting or suspending your service for non-payment, we will take reasonable steps to contact you. This may include sending reminders and a formal suspension notice by SMS, email, or phone. The suspension notice will provide you with at least 5 business days' notice and include options to help you maintain your service. We will not suspend or restrict your service while a financial hardship application is being assessed or while you are meeting the terms of an approved financial hardship arrangement. If your service is suspended due to non-payment, we will restore it within 24 hours of receiving your payment. There is no fee for service restoration. You can avoid service suspension by contacting us promptly if you're having difficulty making a payment, so we can discuss your options.

Reconnection of cancelled services during the quarantine period is only available to the original service holder and cannot be transferred to another person or account (See **Cancellation**).

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.

Your Rights

This agreement is subject to your rights under Australian Consumer Law. Nothing in this agreement limits those rights.

This is a summary only. The full terms and conditions for our Monthly SIM Only Mobile Plans are available at mangomobile.com.au/customer-terms. This document is current as of 01 December 2025 and is subject to change without notice. All prices quoted include GST.