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 inclusions and exclusions as indicated below. These plans do not include paper bills and require upfront, automatic payments via a credit or debit card.

Plan	BASIC	CLASSIC	PLUS	ULTRA	SUPREME
Minimum monthly charge	$25	$29	$39	$49	$59
Monthly data allowance for use in Australia	25GB	35GB	70GB	120GB	200GB
Minimum term	Month-to-month				
Network Access*	5G				
Standard National talk & text	Unlimited				
International calls included^	60mins				
Standard International SMS & MMS *(Subject to our Fair Use Policy)*	Unlimited				
International daily roaming[1]	$10/day				
Voicemail	Free for standard Voicemail services				
Cancellation fees *(see Cancellation 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.				

**5G speed capped at 150Mbps. 5G network access requires a compatible mobile phone and is only available in selected areas. Outside 5G coverage areas, your service will use the Optus 4G network.*
^Standard calls to landlines and mobiles from within Australia to select 30 countries only. See International Calls and Messages section for details.
[1]Not a plan inclusion. Charges apply. See Roaming section below for details.

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 and 5G networks. 5G network access (capped at 150Mbps) requires a compatible device and is available in selected areas; outside 5G coverage, your service will use 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. The size of the shared data pool is the sum of the monthly data allowances of all plans within the pool. This feature simplifies billing and reduces concerns about individual Data limits.

There is no Data Banking on our Family Sharing plans.

Data Usage

We'll notify you when you've reached 50%, 85% and 100% of your monthly Data allowance. If you reach your monthly allowance, your data service will be restricted until the start of your next billing cycle. If you would require additional data, you can purchase Data Packs at any time through the Customer Self Service Portal. You will still be able to make calls and send SMS and MMS.

Please note: Due to network processing delays, data usage information and usage alerts may be delayed by up to 1 hour. As a result, your data service may not be restricted immediately after you reach your included allowance. We recommend monitoring your usage via the Customer Portal if you are nearing your limit.

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 service. If payment is still not received after the notice period, we may suspend your service. A suspended service is fully barred from making or receiving calls, SMS, MMS and data services until the suspension is lifted. If your account remains overdue for 21 business days, your service will be cancelled. (see Cancellation).

You can view invoices, make payments and update your payment method at any time via the Customer Service Portal at https://mangomobile.com.au/login. 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://mangomobile.com.au/login. A SIM Replacement fee of $10 applies.

International Calls and Messages (From Australia)

Standard international SMS and MMS are fully included on all Mango Mobile 5G plans at no additional charge to all destinations. All Mango Mobile 5G plans include a monthly promotional allowance of 60 minutes of free standard voice calls to Bangladesh, Brazil, Canada, China, France, Germany, Hong Kong, Ireland, Italy, Japan, South Korea, Malaysia, Mexico, Mongolia, New Zealand, Norway, Peru, Poland, Portugal, Puerto Rico, Romania, Singapore, Slovakia, Spain, Sweden, Taiwan, Turkey, UK, USA, Vietnam. Once this 60-minute allowance is exhausted, standard Pay-As-You-Go rates apply. These rates are maintained in our published fee schedule available on our website. To assist with spend management and prevent bill shock, an automated hard spend cap limits total international voice usage to a maximum of $300 per billing period per service. Additional international calls will be blocked once the spend cap is reached. All international outbound inclusions are subject to our Fair Use Policy.

International Roaming (Overseas Usage)

International Roaming is disabled by default and is available on all Mango Mobile 5G plans. To use your service while traveling overseas, you must manually enable roaming prior to use via the secure Customer Portal. When traveling in an eligible Zone 1 destination, a flat fee of $10 per calendar day (charged on AEST) is automatically triggered upon your first instance of daily usage (making/receiving a call, sending an SMS, MMS or using data). This fee activates a daily International Roaming Pack providing 3,000 Voice Minutes, 3,000 SMS messages, and 5GB of Data. If you completely exhaust any single component of this daily allowance within the calendar day, a new $10 pack will automatically apply, and any remaining balance from the previous pack is forfeited. Multiple pack fees may apply in a single day depending on your usage. Daily roaming packs cannot be used in Zone 2 or Zone 3 destinations; all usage in these countries will be billed at standard Pay-As-You-Go international roaming rates.

To help you manage your spend and minimise bill shock, an automated hard spend cap limits total international roaming charges to a maximum of $300 per month per service; further roaming usage will be blocked once the spend cap is reached. In addition, automated notifications will be sent to you when you reach 50%, 85%, and 100% of your daily roaming pack thresholds. Real-time usage can be tracked, and roaming can be deactivated at any time, via the Customer Portal. Please note that due to processing times on overseas third-party networks, usage alerts may be delayed by up to 48 hours and international roaming charges may take up to 90 days to appear on your bill.

Cancellation

You can cancel your plan at any time by emailing us at support@mangomobile.com.au or via the Customer Service Portal at https://mangomobile.com.au/login. 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.

Porting your mobile number to another provider is not a cancellation of your service — your service continues with your new provider. When your number is ported out, your account with Mango Mobile is closed instead: any outstanding balances remain payable, and any unused allowances or remaining balances are forfeited and non-transferable.

If you request cancellation of your service and your mobile number is not ported to another provider, your service will be cancelled and 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 the applicable quarantine period. Reconnection requests made after this timeframe will not be considered. 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://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

You may change your plan once per billing cycle. If you change your plan, any unused inclusions or allowances may be forfeited.

Changes to Your Service

We may make changes to your plans or services from time to time, including changes to pricing, inclusions or features. Where we discontinue or replace a plan, we may migrate you to a comparable plan. Where the change materially affects your service or increases your charges, we will provide at least 30 days' written notice. If you do not wish to accept the changes, you may switch to another eligible plan or cancel your service without cancellation fees before the changes take effect. (See Cancellation).

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 Family Sharing Plans are available at mangomobile.com.au/customer-terms. This document is current as of 10 September 2026. This document may be updated from time to time. Where we make changes that materially affect your plan, your service or your rights, we will provide at least 30 days' written notice. All prices quoted include GST.