

Big - 365 Days Plan

Information about the service

The service provided is a Kogan Mobile BIG – 365 DAYS Plan giving access to One NZ 3G & 4G coverage. To use the service you must first order and activate a Kogan Mobile SIM card which will enable you to make and receive domestic voice calls, SMS, MMS and provide access to data services. The service is provided by One NZ New Zealand Ltd.

Is the BIG – 365 DAYS Plan bundled with any other Telecommunications Services?

In order to use the service, you must first order a Kogan Mobile SIM Card.
You bring your own mobile.
You may purchase separate add-ons for use with this service, including Data Pack Add-On, International Roaming Add-On and International Calls Add-Ons.

Minimum term:

The BIG – 365 DAYS Plan enables you to use the service for 365 days.

Included call value:

When you're in New Zealand the following services are unlimited and included:

- calls to standard New Zealand & Australian fixed lines;
- calls to standard New Zealand & Australian mobiles;
- calls to 0800 & 0508 numbers;
- calls to voicemail;
- SMS to standard New Zealand & Australian mobiles; and
- MMS to standard New Zealand mobiles

Personal use only.

Included data value:

This plan comes with 50GB total data to use in New Zealand. That total data is allocated in 12 equal monthly allocations, with the first allocation credited on activation and each subsequent allocation credited on the same day of each following calendar month for the duration of the Plan. If a month does not contain that day, the allocation will be credited on the last day of that month. Plan allocation consists of 4.17GB added to your account each calendar month. If the data amount for a calendar month is exhausted before the next monthly allocation date, access to data will cease until the next allocation date (if any), or you recharge or purchase a data pack. Data sessions are rounded to the nearest KB.

Unused data expires at the next monthly allocation date, if you renew your Plan before it expires, or on the expiry date of your Plan, whichever is earlier.

What's not included:

All services not listed above, including but not limited to:

- calls made, SMS sent and Data used when you are roaming overseas from New Zealand on International networks (including Maritime Roaming Services);
- calls and SMS to international numbers (excluding Australian when in New Zealand);
- international MMS (including Australia);
- premium and re-routed SMS;
- premium and re-routed voice calls (eg. 0900, 018)
- voice call diverts;
- any form of video calls;
- use of the One NZ New Zealand Network that is for a commercial purpose or for resale by you; and
- any voice call, SMS or MMS which is rerouted by a third party and/ or re-routed to an international destination or to a premium number or service.

Information about the pricing

Minimum charge:

Minimum charge is \$250. All fees must be paid up front at the time of activation of the service.

Early termination charge:

There is no fee for cancellation however if you terminate the Plan prior to the Plan expiration, any remaining credit will not be refunded.

Cost of a standard national SMS:

No additional cost. These SMS are included in the cost of the recharge.

Other information

Call and data usage:

Information about your call and data usage can be viewed at the Kogan Mobile members area here: accounts.koganmobile.co.nz

International calls & roaming:

The BIG – 365 DAYS Plan only includes use within New Zealand. International roaming services are available if a separate International Roaming Add-On is purchased. More information can be found on our [website](#).

Spend management tools:

You can check your balance, view your call history and view your invoices in the members section of our website: accounts.koganmobile.co.nz

Help and support:

You can find answers to our most frequently asked questions on our website: koganmobile.co.nz/help.

Should you wish to access our complaint handling process, this can be found on our website: koganmobile.co.nz/legal.

Coverage:

The quality and availability of some services may vary depending on your location, your phone, network congestion and network coverage. For more info visit: koganmobile.co.nz/coverage.