

Cooee Mobile – Standard Form of Agreement (Customer Terms & Conditions)

Effective Date: 29 August 2025

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1. Introduction

This Standard Form of Agreement (Customer Terms & Conditions) governs the supply of mobile telecommunications services by Cooee Mobile to our customers. By purchasing or using our services, you agree to be bound by these terms. This Agreement is made in compliance with the Telecommunications Consumer Protections (TCP) Code C628:2019, the Australian Consumer Law, and other applicable laws.

2. Services We Provide

- Cooee Mobile provides mobile voice, text (SMS/MMS), and data services on a month-to-month basis.
- Services are supplied using the Telco In A Box platform on the Telstra Wholesale mobile network.
- We do not guarantee service availability in all areas and performance may vary.
- Details of inclusions, exclusions, and limits for each plan are set out in the Critical Information Summary (CIS) for that plan.

3. Customer Eligibility

- To acquire services, customers must be at least 18 years old.
- Customers must provide valid identification and pass identity verification checks (including through One Click Services/DVS).
- Services are for personal or business use and must not be resold without consent.

4. Term of Agreement

- All services are provided on a no lock-in, month-to-month basis.
- Services continue until cancelled by the customer or Cooee Mobile in accordance with this Agreement.

5. Billing and Payments

- Services are billed monthly in advance.
- Payment is due by the due date on the invoice, with a 7-day grace period.
- Failure to pay may result in suspension or disconnection (see Billing & Payments Policy).
- All prices include GST unless otherwise stated.

6. Usage and Spend Management

- Customers receive usage alerts at 50%, 85%, and 100% of their data allowance.
- Customers may request spend controls, credit limits, or plan changes.
- Details are outlined in the Usage & Spend Management Policy.

7. Customer Responsibilities

Customers must:

- Provide accurate and up-to-date information.
- Use services responsibly and not for unlawful purposes.
- Keep account details and login credentials secure.
- Pay all charges by the due date.
- Notify us of any changes to contact details or payment methods.

8. Our Responsibilities

Cooee Mobile will:

- Provide services with due care and skill.
- Comply with all applicable laws and industry codes.
- Provide clear and transparent billing.
- Provide timely customer support and complaint resolution.
- Protect customer personal information in accordance with our Privacy Policy.

9. Financial Hardship

- Customers experiencing payment difficulties may apply for support under our Financial Hardship Policy.
- Options include payment extensions, instalment plans, and service restrictions.

10. Complaints

- Customers may lodge complaints in accordance with our Complaints Handling Policy.
- If unresolved, complaints may be referred to the Telecommunications Industry Ombudsman (TIO).

11. Privacy

- We collect, use, and disclose personal information in accordance with our Privacy Policy.
- This includes ID verification via One Click Services for compliance purposes.

12. Cancellation and Termination

- Customers may cancel their service at any time with no penalty.
- Cooee Mobile may suspend or cancel services if:
 - The customer fails to pay bills after the grace period.
 - The customer engages in unlawful or fraudulent use.

- Required by law or regulation.
- Any prepaid but unused portion of service may be forfeited.

13. Liability

- Our liability is limited to the maximum extent permitted by law.
- We are not liable for service interruptions caused by factors outside our control, such as network outages, force majeure, or third-party actions.

14. Changes to this Agreement

- We may update these terms to reflect changes in law, regulation, or business practices.
- Customers will be notified of material changes at least 30 days in advance.
- The latest version will always be published on our website.

15. Governing Law

This Agreement is governed by the laws of the Northern Territory and the Commonwealth of Australia.

16. Contact Us

For enquiries about this Agreement, please contact:

Cooee Mobile Customer Support
Email: hello@cooemobile.com
Phone: 0418 682 309
Postal: PO Box 37057 Winnellie NT 0830

