

# Cooee Mobile – Critical Information Summary

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## Cobber Plan

This Critical Information Summary (CIS) sets out key information about the Cooee Mobile Cobber Plan.

It forms part of your agreement with Cooee Mobile and should be read together with:

- Our Standard Form of Agreement (SFOA)
- Our Financial Hardship Policy
- Our Complaints Handling Policy
- Our Privacy Policy
- Our Authorised Representative & Advocate Policy

All documents are available at [www.cooeemobile.com](http://www.cooeemobile.com).

## 1. Plan Summary

Plan Name: Cobber

Monthly Charge: \$29 (GST Inclusive) per billing period on or around 28<sup>th</sup> of each month

Minimum Monthly Charge: \$29

Minimum Total Cost: \$29 (month-to-month plan)

Included Data: 15GB per billing period

Maximum Download Speed: Capped at 250 Mbps

Contract Term: Month-to-month (no lock-in contract)

Early Termination Fee: \$0

Connection Fee: \$0 (unless otherwise advised at sign-up)

Plan Type: Postpaid mobile service

eSIM Available: Yes (compatible device required)

## 2. Network Information

Cooee Mobile uses the Telstra Wholesale Mobile Network.

- Coverage depends on your location

- May be limited in rural or remote areas
- May be affected by terrain, buildings, weather, and environmental factors
- May vary between 4G and 5G

Coverage maps are available at [www.telstrawholesale.com.au/mobile-network](http://www.telstrawholesale.com.au/mobile-network)

### 3. Included Usage

- Unlimited standard national voice calls to Australian numbers
- Unlimited standard national SMS and MMS within Australia
- Unlimited standard calls to 13/1300/1800 numbers
- Voicemail
- Caller ID
- Call forwarding
- 15GB of data per billing period

This plan is for personal use. Excessive or unreasonable usage may breach our Fair Use Policy.

### 4. Data Information

Included data: 15GB per billing period.

Maximum download speed: 250 Mbps.

Once 15GB is reached, data access will be blocked until the next billing period.

No excess data charges apply.

Data bolt-ons are not available on this plan.

### 5. Excluded Usage and Services

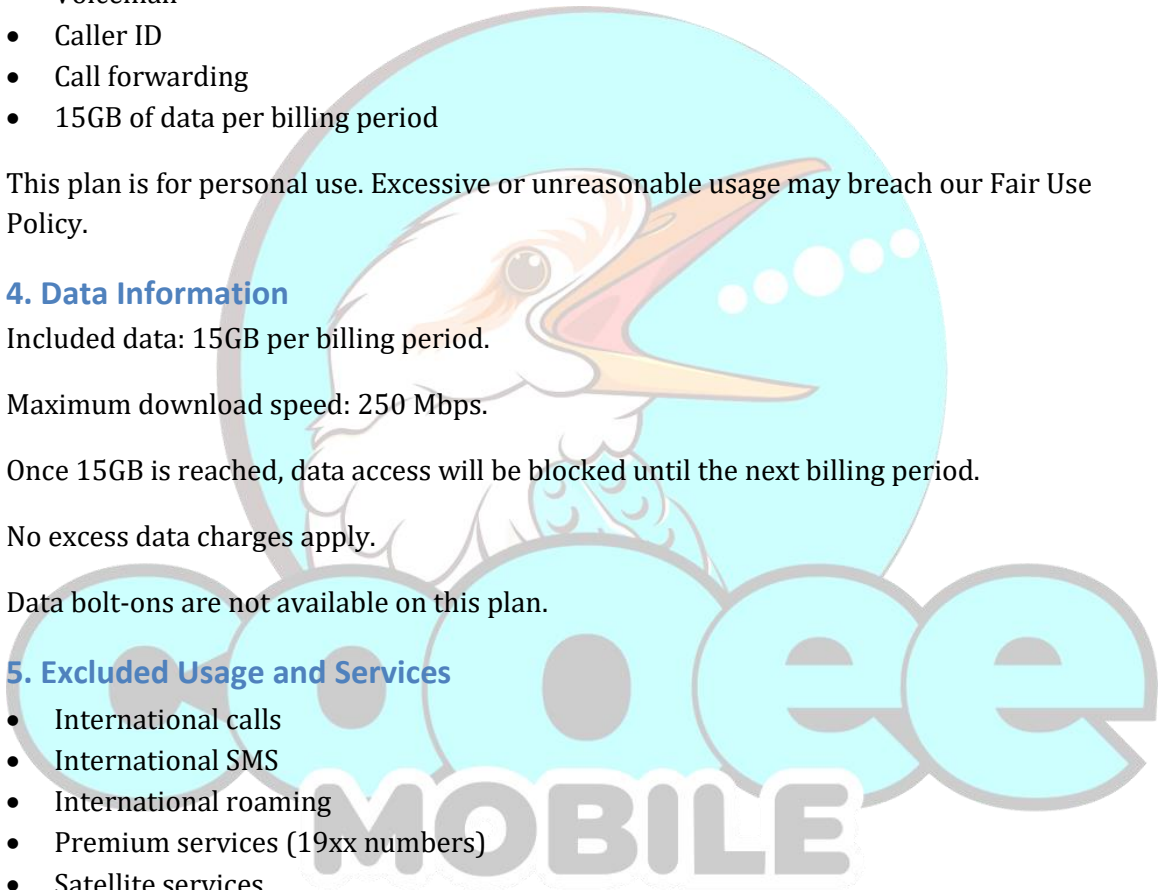
- International calls
- International SMS
- International roaming
- Premium services (19xx numbers)
- Satellite services
- Directory assistance
- Third-party content charges
- Data bolt-ons

### 6. Billing and Payment

Billing Period: Monthly in advance.

Your first bill may be pro-rated depending on activation date.

- Direct Debit (Australian bank account)



- Credit Card (Visa, Mastercard, American Express)
- BPAY
- Australia Post Billpay
- Cheque

Late Payment Fee: \$15 plus GST (\$16.50 GST inclusive) may apply if payment is not received by the due date.

## **7. Financial Hardship**

If you are experiencing financial difficulty, please contact us. Our Financial Hardship Policy is available at [www.cooeemobile.com](http://www.cooeemobile.com).

## **8. Complaints and Dispute Resolution**

Contact us first at:

- Email: [hello@cooeemobile.com](mailto:hello@cooeemobile.com)
- Phone: 0418 682 309
- Online: [www.managemyaccount.com.au](http://www.managemyaccount.com.au)

If unresolved, you may contact the Telecommunications Industry Ombudsman (TIO):

- Phone: 1800 062 058
- Online: [www.tio.com.au](http://www.tio.com.au)

## **9. Authorised Representatives and Advocates**

You may appoint an Authorised Representative or use an Advocate. See our policy at [www.cooeemobile.com](http://www.cooeemobile.com).

## **10. Privacy**

Our Privacy Policy is available at [www.cooeemobile.com](http://www.cooeemobile.com).

This CIS is prepared in accordance with the Telecommunications Consumer Protections Code.

