

STARTER – MONTHLY PLAN

CRITICAL INFORMATION SUMMARY

Information About the Service

The service provided is a Mighty Mobile STARTER – monthly plan giving access to One NZ 4G & 5G coverage (where available).

It is a prepay service. To use the service you must first order and activate a Mighty 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 New Zealand Ltd.

Is the STARTER – monthly plan bundled with any other Telecommunications Services?

In order to use the service, you must first order a Mighty Mobile SIM Card.
You need to bring your own compatible mobile phone.
You may purchase separate add-ons for use with this service (such as international roaming) where available.

Minimum Term:

The STARTER – monthly plan enables you to use the service for a month.

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; and
- SMS to standard New Zealand & Australian mobiles

100 MMS to standard New Zealand mobiles are also included.

Personal mobile phone use only. Fair use policy applies which can be found at mightymobile.co.nz

Included Data Value:

5GB of max speed data to use in New Zealand, valid for a monthly period. Once the 5GB allowance is fully used, data access will stop until the next monthly renewal. Any unused data does not carry over to the next month. Personal mobile phone use only.

Data Add On:

You can add extra data for \$10 per 1GB. Each 1GB data add-on is valid for 7 days from the time of purchase. Once the 7 days expires, any unused add-on data is forfeited and does not carry over.

If your plan renews while you still have unused add-on data within the 7-day validity period, that add-on data will be used first before your new monthly 5GB allowance. Data add-ons can only be purchased via the Mighty Mobile self-service app or website and are not available for purchase at Mighty Ape.

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);
- MMS to international numbers (including Australia);
- premium SMS (i.e. short codes);
- premium and re-routed voice calls (eg. 0900, 018)
- voice call diverts;
- use of the One 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 Pricing Other Information

Minimum Charge:	Minimum charge is \$25. 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 plan entitlements will not be refunded unless you are terminating because of our breach or because we have changed the terms of your service in a way which is detrimental to you.
Expiry or renewal of Plan:	When your Plan expires or renews at the end of the monthly period, any unused MMS will be lost and cannot be carried over to any other Plan.
Auto-renew:	Once activated, your plan will be set to auto-renew by default. This means payment will be taken 24 hours before your plan expires using the payment method you provided during registration. You can turn off auto-renew at any time by logging in to your Mighty Mobile account and updating your settings in the dashboard.
Cost of a Standard National SMS:	No additional cost. These SMS are included in the cost of the plan.
Call and Data Usage:	Information about your call and data usage can be viewed at the Mighty Mobile members area at Mightymobile.co.nz
International Roaming:	The STARTER – monthly plan only includes use within New Zealand. International roaming services are available if a separate International Roaming Add-On is purchased (when available). 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 Mighty Mobile app
Help and Support:	You can find answers to our most frequently asked questions on our website: Mightymobile.co.nz
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 Mightymobile.co.nz

This is a summary only. Further terms and conditions regarding Mighty Mobile's services can be found at Mightymobile.co.nz/legal/

