

SPRIGGY MOBILE PRE-PAID PRICING

July 2024

V2

About this Spriggy Mobile pricing document

The agreement we have with you comprises:

- your application for the service;
- the standard form of agreement (SFOA);
- the service description and pricing in the critical information summaries (CISs);
- this pricing document.

This document describes standard pricing for the Spriggy Mobile pre-paid mobile service and includes:

- general information about the Spriggy Mobile plans and services;
- pre-paid plans and pricing;
- specials offers;
- standard pricing for any service not included in a plan.

Information about the service

The Spriggy Mobile plans are for a pre-paid mobile phone service and are paid for each month in advance as a subscription offered by Spriggy Mobile using the Optus cellular network.

Spriggy Mobile pre-paid mobile phone plans are available for purchase via credit, debit, or charge card issued by Australian financial services providers (Approved Payment Methods) through the Spriggy app or by calling Spriggy Mobile customer service and are paid for and renewed automatically each month unless cancelled. Plans can be cancelled by a customer of Spriggy Mobile at any time.

What is included?

All Spriggy Mobile pre-paid plans include telephone calls and SMS/MMS messages within Australia, and a data inclusion. A multi-fit SIM card is supplied by Spriggy Mobile if required but the service may also be deployed onto an eSIM on mobile devices that are already equipped with an eSIM. 3G devices are not supported.

General Information about the Spriggy Mobile plans and Services

How do we calculate the length of a call?

Unless otherwise stated in this standard pricing table, we calculate charges for outgoing calls based on one-minute intervals and we round the charge to the nearest cent.

Charges for part of an interval will be rounded up to the next full interval. For example, charges based on one-minute intervals will be rounded up to the next minute.

How do we calculate charges for data services?

We will charge you for the volume of data uploaded and downloaded to your mobile device. Unless otherwise stated in this standard pricing table, charges are based upon 1 kilobyte increments. Charges for part of a 1 kilobyte increment will be rounded up to the next kilobyte.

Free Calls

Regardless of whether you purchase a plan that includes all calls to national numbers, we will not charge you for calls you make to the following numbers (within Australia):

- Emergency service numbers 000, 112
- Customer service number 1300 640 918
- Voicemail 321
- 1800 RESPECT 1800737732
- Kids helpline 1800551800
- Lifeline 13114
- 13YARN 139276

Calls to 13 and 1300 numbers

- For technical reasons, calls made to '13' numbers of other suppliers from the service in regional areas will not always be answered by the other supplier in that regional area; they may be answered by the company to whom the '13' number has been assigned in a capital city of Australia. We are not responsible for the particular routing of calls to '13' numbers of other suppliers.
- Calls to some 13 and 1300 numbers are charged at a special rate. Please refer to your pricing plan for details.

Calls to 1800 numbers

- Calls to 1800 numbers are free for the calling party. However, services that connect you to premium numbers may be charged to you or a third party.
- Subject to above, you will not be charged for making calls to 1800 numbers. If you have zero credit you will still be able to make calls to 1800 numbers up until the time your recharge expires. You will be able to retain your phone number until the time your service expires. To keep your service active on a Spriggy Mobile prepaid service, you need to recharge within 3 days of your recharge expiry.

Standard National Numbers

A standard national number is any 10-digit mobile or landline number within Australia starting with 02, 03, 04, 07 and 08. This also includes 13/1300 numbers. Excludes special, premium, satellite and overseas numbers, and numbers that are redirected to premium numbers.

Premium SMS

You can only use Premium SMS (PSMS) services if you have credit on an active Extras pack on your service. PSMS enables you to send an SMS to vote or enter competitions by texting a '19' short code that is either 6 or 8 digits long.

Excludes content purchases such as:

- Mobile ringtones
- Mobile wallpaper
- Online games
- Chat services
- Horoscopes
- Subscription services
- Age-restricted content
- News, sports and weather updates • Music and video clips

The categories of premium SMS may change from time to time and we reserve the right to add or remove number ranges from any category set out above in accordance with those changes.

Special Offers

Unless specified otherwise, all special offers only apply to use within Australia.

Prepaid credit validity period

The credit validity period refers to the period of time that you will have available credits on your prepaid service (including when you recharge your plan). The credit validity period is also known as your expiry period and is set out in each of the pricing plans below in this document.

- Irrespective of whether your service currently has available credits, you must add at least the minimum credit to your service within the credit validity period.
- If you do not add at least the minimum credit in accordance with the above, the remaining balance on your service will be forfeited at the end of the credit validity period and your service will be set at a zero credit balance.
- You cannot claim a refund or credit for any forfeited credits.
- We are under no obligation to notify you that the credits are about to be or have been forfeited.
- You add the credits to your service by recharging your service with one of the plans (excluding Extras packs) described in the standard pricing table. Each time credits are added, a fresh credit validity period begins.
- If you use all of your credits before the expiry of the credit validity period, the additional period does not commence until the credit validity period has expired.

The additional period

The additional period is the period of time when you have limited inbound services available on your prepaid mobile service. It does not commence until the credit validity period has expired.

- If the balance of your prepaid service is zero because your credits were forfeited as referenced above, or the available credits were exhausted through usage, you must add at least the minimum credit before the expiry of the additional period.
- If you do not add at least the minimum credit as described above, we can cancel the service without notice. If you add at least the minimum credit before the expiry of the additional period, the service will be restored.
- The prepaid mobile service can be used to receive calls and SMS during the additional period.
- We may, but need not, send you SMS reminders to warn you that if you do not add the minimum credit before the expiration of the additional period, your service will be cancelled.

Month-to-month subscription

Each time your service auto renews a new subscription period begins.

- We will continue to renew your service at the end of the subscription period on your current plan.
- If you have opted out of Autopayments for your service, and you have not renewed your subscription before your subscription period ends, then following the expiry of the subscription period for your service any remaining balance on your service will be forfeited and your service will be set at a zero credit balance (for your included plan credit).

- You cannot claim a refund or credit for any forfeited plan inclusions.
- We are under no obligation to notify you that the credits are about to be or have been forfeited.
- If you use all of your inclusions before the expiry of the subscription period, the additional period does not commence until the subscription period has expired.

Data banking

If your plan includes data banking then any data usage inclusion you have not used in a particular month is automatically rolled over into the next recharge period when you recharge the plan. If you do not recharge and allow the plan to lapse and the service to be disconnected then the accumulated data will be forfeited.

Spriggy Mobile Pre-Paid Plans

The following Spriggy Mobile Prepaid Mobile voice and data Plans are available to Spriggy Mobile customers from 1 July 2024 to new customers who purchase a Spriggy Mobile SIM card or eSIM service from the Spriggy app or from the Spriggy Mobile customer service centre, and as a recharge option for existing Spriggy Mobile customers.

We reserve the right to withhold any special promotion from you if you use the service in a manner deemed inconsistent by us in accordance with the terms of our Fair Go Policy.

The value of the recharge that you purchase is made up of various components, depending on the value of the recharge that you purchase, while the recharge remains unexpired as set out below.

The Spriggy Mobile **Starter** pre-paid plan includes:

Spriggy Mobile Plan name	Starter
Plan description	The perfect starter plan
Plan available from	1 July 2024
Plan term	Month-to-month
Plan inclusions (all for use in Australia only):	
Plan cost (minimum per month)	\$25.00
Standard national calls to mobiles and landlines	Unlimited
Standard national SMS & MMS	Unlimited
Monthly data inclusion	6GB
Additional data available (purchased separately)	\$10/GB
Calls to voicemail	Unlimited
Calls to 13, 1300 & 1800 numbers	Unlimited
Data banking	Not available
Mobile network access	4G only
Automatically top-up data	No

The Spriggy Mobile **Essential** pre-paid plan includes:

Spriggy Mobile Plan name	Essential
Plan description	The just-right plan for kids
Plan available from	1 July 2024
Plan term	Month-to-month
Plan inclusions (all for use in Australia only):	
Plan cost (minimum per month)	\$30.00
Standard national calls to mobiles and landlines	Unlimited
Standard national SMS & MMS	Unlimited
Monthly data inclusion	25GB

Additional data available (purchased separately)	\$10/GB
Calls to voicemail	Unlimited
Calls to 13, 1300 & 1800 numbers	Unlimited
Data banking	75GB
Mobile network access	4G and 5G
Automatically top-up data	No

The Spriggy Mobile **Plus** pre-paid plan includes:

Spriggy Mobile Plan name	Plus
Plan description	The on-the-go plan for older kids and parents
Plan available from	1 July 2024
Plan term	Month-to-month
Plan inclusions (all for use in Australia only):	
Plan cost (minimum per month)	\$40.00
Standard national calls to mobiles and landlines	Unlimited
Standard national SMS & MMS	Unlimited
Monthly data inclusion	40GB
Additional data available (purchased separately)	\$10/GB
Calls to voicemail	Unlimited
Calls to 13, 1300 & 1800 numbers	Unlimited
Data banking	150GB
Mobile network access	4G and 5G
Automatically top-up data	No

Fair use of the service

Spriggy Mobile pre-paid plans are subject to our Fair Go Policy (<https://spriggymobile.com.au/terms/fair-go-policy>) and Standard Form of Agreement (<https://spriggymobile.com.au/terms/sfoa>). These govern the use of the service and what is considered reasonable use. Spriggy Mobile pre-paid plans are for personal use only.

What is not included

Calls to 1900 numbers and to numbers outside Australia are not included. Using the service in other countries outside Australia (roaming) is also not included.

Mobile devices such as phones or tablets are not included in the Spriggy Mobile plans. You will need to bring your own device to use the service with.

Term of the plans

Spriggy Mobile pre-paid plans are subscription services that have a recharge period of one calendar month. They do not have an end-date. You may cancel your Spriggy Mobile pre-paid plan at any time. Each plan must be recharged every month or it will be cancelled.

Automatic renewal

Automatic payments via an Approved Payment Method are required for this plan. You will be automatically charged via your Approved Payment Method at the start of each payment cycle for recurring charges. By signing up to this plan, you are agreeing to the Spriggy Mobile automatic payment terms described at <https://spriggymobile.com.au/terms/sfoa>.

However, if when we process the monthly pre-payment and the payment attempt fails, the service will be barred immediately for 24 hours. If payment is not received within 24 hours the service will be suspended for 3 days. If payment is not received within that 3 days the service will be cancelled and

the number removed from service. If a service has been cancelled and a request is made by phone to us within 90 days to restate the service, and a payment for the service is successfully processed, the service may be able to be reinstated.

Cancellation

If your plan is cancelled for any reason, you won't receive a pro-rata refund for the remainder of your payment cycle, and the phone number associated with the service will be removed from service.

Support and Enquiries

Spriggy Mobile phone support is available during the following hours by using the webchat function available on the Spriggy app, by calling 1300 640 918 or emailing support@spriggymobile.com.au :

- Weekdays 09:00 (9AM) to 20:00 (8PM) AEST
- Weekends and NSW Public Holidays 10:00 (10AM) to 18:00 (6PM) AEST

Customer complaints

You can contact our complaint resolution team by calling us on 1300 640 918. If unsatisfied with our handling of your complaint, you may seek mediation with the Telecommunications Industry Ombudsman, contactable via: www.tio.com.au/about-us/contact-us or by phone on 1800 062 058. We encourage you to contact us before you lodge any complaint directly with the TIO.