



Spriggy Mobile Pre-Paid Plan Service Terms



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1. Introduction

These Pre-Paid Plan Service Terms ("**Pre-Paid Terms**"), together with all of the documents listed in our [Master Terms of Use](#), govern your access to and use of the Spriggy Mobile pre-paid telecommunication services (**Plans**).

In the event of any inconsistency, these Pre-Paid Terms shall prevail only to the extent necessary to resolve the inconsistency. All other terms and conditions of the Master Terms of Use remain in full force and effect.

Capitalised terms not defined in these Pre-Paid Terms have the meaning given to them in the Master Terms of Use.

2. Our Service

We supply the Plan to you, using a network operated by our carrier, Optus.

Our Plans are 5G mobile plans that entitle you to the allowances, inclusions and functionality as detailed in the relevant Critical Information Summary.

To sign up to a Plan, you must:

- (a) have a compatible handset, which you must supply and maintain at your own cost; and
- (b) acquire and activate a Spriggy Mobile SIM card or Spriggy Mobile eSIM (as applicable).

3. Plan allowances

Your Plan includes the allowances and inclusions set out in the applicable Critical Information Summary.

Your use of the Service is subject to those allowances and inclusions. If you use all of an applicable allowance before the end of your current Plan Period, the relevant part of the Service may be restricted until your Plan renews or you otherwise obtain an additional allowance.

You will still be able to receive calls and SMS and make calls that are designated as free (such as to emergency services).

4. Plan Period and renewal

Your Plan operates for the period specified in your Critical Information Summary (**Plan Period**) and renews in accordance with clause 5, unless cancelled or otherwise terminated in accordance with your Agreement.

Unless otherwise stated in your Plan, unused inclusions expire at the end of the applicable Plan Period, except for eligible data that is carried forward.

5. Recharges

5.1 Prepaid service and automatic renewal

Our Service operates on a prepaid basis unless stated otherwise. You pay the applicable Plan Fee in advance for the Plan Period set out in your Critical Information Summary.

By default, all Plans automatically recharge at the end of the Plan Period, and we will charge and collect the applicable Fee from your stored payment method.

If a recharge is not successfully processed, we will take reasonable steps to notify you (which may include SMS, email or in-app notice), and you must make payment by the date specified in that notice to avoid your Plan being restricted or suspended.

You can access your usage and recharge history by logging into your account in the Spriggy App.

5.2 Data banking

If data banking is included in your Plan, it only applies to eligible data. See the Critical Information Summary for your Plan to confirm eligibility, limits, expiry and any restrictions (such as when it may be forfeited) that may apply.

6. Phone numbers

6.1 Use of phone numbers

If you do not already have a phone number for your mobile phone for use with the Plan, we will issue you a phone number.

All phone numbers are selected, issued and used by us in accordance with the *Telecommunications Numbering Plan 2025* (Cth) made by the Australian Communications and Media Authority, and any other instrument, industry code or standard that applies to the allocation and use of numbers (together, the **Numbering Rules**).

We may be required to vary, withdraw, suspend or reassign a phone number we have allocated to you in order for us to comply with the Numbering Rules. We will give you as much notice as is reasonably practicable if we have to do this.

If you need a new phone number because you have received calls of a harassing nature and you reported the matter to the relevant law enforcement agency, we will supply you with a new number.

You do not own the phone number and your right to use the phone number ends when your Plan ends unless you transfer ('port') the phone number to another provider.

If you do not port your phone number after your Plan ends, we may release or reassign the number after your Service is disconnected, in accordance with applicable law.

7. Mobile number portability

You may be able to port a phone number from another provider when you activate your Service. You must be the authorised account holder to request porting and complete any additional identity checks we require of you.

When requesting to port your number, you should check with your current provider on the process, including whether you can take your current number with you. You should also check whether you will need a new or unlocked mobile phone when switching networks. It is your responsibility to ensure the device you use is compatible with the network.

We will use all reasonable efforts to port your phone number as soon as possible, but we have no liability to you for any delays. There is no fee for porting a number to us and we will notify you once the porting is complete.

You may also port a number from us to another provider. You should not cancel the Service before you port the phone number. We will cancel the Service once the provider to which you have ported the phone number informs us that you have ported the phone number.

You can only port the phone number. You cannot port any Plan inclusions or value-added services (e.g. voicemail).

8. Lost or stolen SIM cards or eSIM devices

If your SIM card or the device containing your eSIM is lost or stolen, you must notify us as soon as possible. Once notified, we may bar, restrict or suspend your Service to protect your account. Any replacement SIM or reactivation may be subject to identity verification and any applicable replacement fee notified to you before the replacement or reactivation is processed.