

SPRIGGY MOBILE CRITICAL INFORMATION SUMMARY

Spriggy Mobile Essential Pre-Paid Mobile Plan
February 2026
V1.6

Information about the service

The Spriggy Mobile **Essential** plan is for a pre-paid mobile phone service paid for each month in advance 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 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

The Spriggy Mobile **Essential** pre-paid plan includes telephone calls and SMS 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, if Spriggy Mobile makes eSIM capability available.

This 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
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
Data access speed limit	150Mbps
Cancellation Fee	\$0.00

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 do not have an end-date. You may cancel your Spriggy Mobile pre-paid plan at any time.

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/sfo> .

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 30 days. If payment is not received within that 30 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 reinstate 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.

Network coverage

The Spriggy Mobile **Essential** pre-paid mobile plan uses the Optus mobile 4G and 5G networks.

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/AEDT
- Weekends and NSW Public Holidays 10:00 (10AM) to 18:00 (6PM) AEST/AEDT

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.