

Spriggy Mobile Critical Information Summary

Pre-Paid Essential Plan

November 2026



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1. Service details

The Spriggy Mobile Essential plan is a pre-paid mobile phone service paid for each month in advance, offered by Spriggy Mobile using the Optus cellular network.

The Spriggy Mobile Essential plan is available for purchase via credit or debit card issued by Australian financial services providers (**"Approved Payment Methods"**) through the Spriggy app. It is paid for and renewed automatically each month on your renewal date unless cancelled. The plan can be cancelled by a customer of Spriggy Mobile at any time.

Plan name	Essential
Plan description	The just-right plan for kids
Plan term	Monthly, renewing on your SIM activation day each month*
Plan cost (minimum per month)	$30.00
Standard national calls to mobiles and landlines	Subject to a cap of 3,000 minutes per month under our Fair Go Policy
Standard national SMS & MMS	Subject to a cap of 3,000 SMS/MMS per month under our Fair Go Policy
Monthly data inclusion**	25GB
Once you use your data	Data stops until your next renewal date. Calls, SMS and emergency services (000) continue to work. There are no extra charges.
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 (maximum). Actual speeds are often lower and vary by location, device and network conditions
Cancellation fee	$0.00

All plan inclusions are for use in Australia only.

* Your plan renews on the same calendar day each month as the day your SIM was activated. See section 5.
** Customers can monitor data usage via the Spriggy app.

2. What is included

The Spriggy Mobile Essential plan includes telephone calls and SMS messages within Australia, and a data inclusion, as set out in the table above. A multi-fit SIM card is supplied by Spriggy Mobile if required. 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. Calls to 1900 numbers and calls to numbers outside Australia, and use of the service outside Australia (international roaming) are excluded.

Unused data at the end of a billing month rolls into the next month, on top of that month's allowance. Anything over the plan's banking cap is forfeited.

3. Fair use of the service

The Spriggy Mobile Essential plan is subject to our Fair Go Policy and Master Terms of Use. These govern the use of the service and what is considered reasonable use. The Spriggy Mobile Essential plan is for personal use only.

4. Term of the plan

The Spriggy Mobile Essential plan has no minimum term and does not have an end date. You may cancel your Spriggy Mobile Essential plan at any time.

5. Automatic renewal

Your plan renews automatically every month on your renewal date, until you cancel.

- Your first plan fee is charged when you activate your SIM.
- Your renewal date is the same calendar day of the month as the day you activate your SIM. The day you order your SIM, or the day it arrives, does not affect your renewal date.
- On each renewal date, we automatically charge your monthly plan fee ($30.00 for the Essential plan) to your Approved Payment Method.
- If your renewal day does not exist in a particular month, we will charge you on the last day of that month instead, and that day becomes your new renewal date from then on.

Example: Sam orders a SIM on 21 October and activates it on 31 October. Nothing is charged when Sam orders. Sam's first plan fee is charged on 31 October, when the SIM is activated. November has only 30 days, so Sam's next charge is on 30 November, and the 30th becomes Sam's renewal date. Sam is then charged on 30 December and 30 January. February is shorter again, so Sam is charged on 28 February (29 February in a leap year). From then on, Sam's renewal date is the 28th (or 29th) of each month. If Sam had activated the SIM on any day from the 1st to the 28th, Sam's renewal date would stay on that day every month.

6. Cancellation

- You can cancel at any time in the Spriggy app or by contacting us. There is no cancellation fee.
- To avoid being charged for the next month, cancel at least 3 business days before your renewal date. If you cancel later, the next month's fee will be charged and is not refundable.
- When you cancel, your service continues until the end of the month you have paid for. We do not give pro-rata refunds for the unused part of a month, except where required by law.

7. If a payment fails

- We will tell you if your payment fails, and you can contact Member Help.
- If payment is still not received, we will notify you before we restrict or suspend your service. Calls to emergency services (000) will always work.
- If we haven't received payment by the due date, your service may be restricted or suspended in accordance with our Master Terms of Use.

8. Network coverage

The Spriggy Mobile Essential plan uses the Optus mobile 4G and 5G networks.

9. Support and enquiries

Spriggy Mobile support is available during the following hours by using in-app chat in the Spriggy app or by emailing support@spriggy.com.au:

- Monday to Sunday, 9am to 5pm (AEST/AEDT); and
- NSW public holidays, 10am to 4pm (AEST/AEDT).

If you need an interpreter, call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to call Spriggy Mobile on 1300 640 918, or visit tisnational.gov.au.

If you are deaf, or have a hearing or speech impairment, you can contact us through the National Relay Service:

- Voice Relay (Speak and Listen): 1300 555 727
- TTY or SMS Relay: 133 677
- NRS Chat: 1300 553 467
- NRS Captions: 1300 018 342

10. Customer complaints

You can contact our complaint resolution team by calling us on 1300 640 918. If you are unsatisfied with our handling of your complaint, you may seek mediation with the Telecommunications Industry Ombudsman (**"TIO"**), which is a free and independent service, and is 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.

Issued by Rivva Mobile Pty Ltd (ABN 35 674 423 333) trading as Spriggy Mobile.