

**SPINTEL's
MOBILE PLAN PRICING
TABLE**



1. MOBILE PLAN PRICING TABLE

- a) This Mobile Plan Pricing Table, together with:
 - i. your Application
 - ii. the Customer Terms
 - iii. the Mobile Service Description
 - iv. the Acceptable Use Policyforms the agreement.
- b) You may obtain a copy of the latest version of the Customer Terms, Mobile Service Description, SpinTel's Mobile Plan Table and, Acceptable Use Policy from us or from our website: spintel.net.au
- c) Where you may be charged a fee or charge, then this fee is set out in this document.

2. PAYMENT TERMS

You must pay the charges for the service by direct debit payment from your credit card or nominated bank account.

3. ACTIVATION FEES

Standard postage	\$0
Express postage	\$10.00
Activation	\$10.00

4. PRICING PLANS

4.1 General Information

- a) SpinTel's Mobile plans have a minimum monthly access charge.
- b) You must pay us a monthly access charge, which is billed in advance each month while the service is active.
- c) There is no minimum term for SpinTel's Mobile plan, however we require 30 days' notice to cancel or port the service.
- d) The pricing plans for the service are set out in the tables below.

4.2 SpinTel's Mobile plans;

4.2.1 Eligibility

SpinTel's Mobile plans are available to new customers who apply and connect to the service on the following terms:

- a) You must pass a SpinTel credit assessment and your application must be accepted by SpinTel.
- b) You must be approved and either on direct debit or credit card payment option.

4.2.2 Minimum Term

- a) There is no minimum term for the SpinTel's Mobile plans.

4.2.3 What you have to pay us

- a) Subject to the pricing tables **Table 2B**, **Table 3B** and **Table 4B**, you must pay us for the use of the service at the rates stated in these tables. Furthermore, you must pay us for any Value-Added Services (VAS) stated in **Table 2Z**.
- b) If there is a flagfall or call-connection charge for a particular call type, the charge for those calls is the flagfall charge plus the relevant rate for the call multiplied by the duration of the call. The flagfall charge for SpinTel's Mobile plans is stated in **Table 5B**.

c) Included Data

- i. SpinTel's Mobile plans are set out in **Table 3B**.
- ii. The included 'Data' can be used to browse the internet from your mobile within Australia. If non-capped and you hit your data limit, you'll be charged \$10 per 1GB of usage (\$0.01 per MB) known as a 'data block' If capped and you hit your data limit, you'll be suspended and may purchase a data block at \$12 per 1GB of usage (\$0.012 per MB) known as a 'data block'. Additional Data Usage rates are listed below in **Table 4B**. Any unused included data is forfeited at the end of each billing month.
- iii. Data usage will be counted in megabytes where 1 megabyte (MB) = 1000 kilobytes (KB).

d) Minimum Monthly Charge

- i. Each of SpinTel's Mobile plans have a minimum monthly charge you must pay us each month. This minimum monthly charge is outlined in **Table 6B**.
- ii. If you do not reach your included value allowance in any calendar month, you must still pay us your pricing plan's minimum monthly charge for that month.
- iii. The included value allowances and eligible call types applicable for SpinTel's Mobile plans are set out in **Table**

1B. These included value allowances can be used each billing month. Any unused included value allowances are forfeited at the end of each billing month and are not transferrable, interchangeable or refundable. See charges applicable to your plan as stated in **Table 2B**.

- iv. You must pay for any voice ‘minutes’, ‘sms/mms’, or ‘data’ that is not part of any included value.

e) Inclusions, Call Charges and VAS Charges

Table 1B below contains the included value allowances which apply to SpinTel’s Mobile plans;

Table 2B below contains the rates for calls, text and data which apply to SpinTel’s Mobile plans;

Table 3B below contains the included data amount which applies to SpinTel’s Mobile plans;

Table 4B below contains additional data usage rates which applies to SpinTel’s Mobile plans; option and additional data usage (data blocks).

Table 5B below contains the flag fall charges that apply to SpinTel’s Mobile Plans;

Table 6B below contains the minimum monthly access charge which applies to SpinTel’s Mobile Plans;

Table 1B – Included Value Allowances and Eligible Call Types

Mobile Plans	‘2GB’ \$9.95	‘3GB’ \$15.95	‘5GB’ \$19.95	‘9GB’ \$22.95	‘15GB’ \$29.95
Data options (Data Australia)	2GB	3GB	5GB	9GB	15GB
Minutes (Landline and Mobile calls inclusion) SMS/MMS (National inclusion)	100 minutes to the following national call types: Landline Mobile Voicemail 13 & 1300 1800 (unlimited) Unlimited SMS/MMS sent to standard Australian numbers	Unlimited calls to the following national call types: Landline Mobile Voicemail 13 & 1300 1800 (unlimited) Unlimited SMS/MMS sent to standard Australian numbers			

Table 2B –Chargeable and included Calls, Text and Data Rates

Flexible option	'2GB'	'3GB' '5GB' '9GB' '15GB'
National Landline	100 Minutes	Unlimited
National Mobile (non-SpinTel)	100 Minutes	Unlimited
National SpinTel Mobile	100 Minutes	Unlimited
National SMS	Unlimited	
National MMS	Unlimited	
International SMS	\$0.35 per message (160 characters)	
International MMS	\$0.70 per MMS	
Voicemail Deposit	No charge	
Voicemail Retrieval	Unlimited	
Included Data	As per Table 3B	
13 & 1300 Calls	Unlimited	
1800 Calls	Unlimited	
National Call Forwarding	\$0.25 per 60 seconds, plus \$0.35 flagfall	
National Video Calls	\$1 per 60 seconds, no flagfall	
International Video Calls	\$1.50 per 60 seconds, no flagfall	
International Calls Credit	9GB plan \$100 Credit	15GB plan \$400 Credit
International Roaming	Variable depending on destination, flagfall may apply, plus a roaming fee	
124YES	\$0.90 per 60 seconds, plus \$1.75 flagfall	
Directory Assistance (1223)	\$0.50 untimed	
International Directory assistance	\$1.80 untimed	
Voicemail SMS (SMS to 321)	Unlimited	
WAP Alert	\$0.25 per message (160 characters)	
Third Party Content	Variable depending on content	
1900 Premium Numbers	Extra charged as advertised by that provider	
Premium SMS	Extra charged as advertised by that provider	
Surepage	\$0.80 per message	
Surepage Diversion	\$1 per 60 seconds, no flagfall	
Local Digital Data Calls	\$1.35 per 60 seconds, no flagfall	
Long Distance Data Calls	\$1.35 per 60 seconds, no flagfall	
Calls to MobileSat	\$1.10 per 60 seconds, no flagfall	
Call Diversion o MobileSat	\$0.10 per 60 seconds, no flagfall	

Table 3B – Included Data

Flexible option	'12GB' \$9.95	'3GB' \$15.95	'5GB' \$19.95	'9GB' \$22.95	'15GB' \$29.95
Included Data	2GB (\$0.0049 per MB)	3GB (\$0.0053 per MB)	5GB (\$0.0039 per MB)	9GB (\$0.0024 per MB)	15GB (\$0.001 per MB)

Table 4B – Additional Data Usage

Billing Increment	Charge
Per Gigabyte (GB) or part thereof	\$10 per GB (\$0.01 per MB)
Per Gigabyte (GB) Data Block	\$12 per GB (\$0.012 per MB)

* If you reach the maximum for your plans data inclusion on capped plans you will be automatically have the data suspended. If you reach the maximum for your plans data inclusion on non-capped plans you will be automatically charged be charged 'Additional Data' charges per 1GB. For example, if you reach the '2GB' plan data limit of 2GB (\$9.95), you will be charged \$10 per gigabyte for any further data usage. Additional data usage is capped at a maximum of triple of your data inclusion, including your plan data limit per month. When you reach this limit the data component of the plan will be disabled. *

Table 5B – Flagfall Charge

Description	Charge
Flagfall	Nil

Table 6B – Minimum Monthly Access Charge

The minimum monthly access charge is dependent on the Mobile plan you choose. For example, if you choose the '2GB' option your minimum monthly access charge will be \$9.95 per month.

Mobile plan	'2GB'	'3GB'	'5GB'	'9GB'	'15GB'
Minimum monthly access charge	\$9.95	\$15.95	\$25.95	\$22.95	\$29.95

5. UPGRADING YOUR MOBILE PLAN

If you wish to upgrade your mobile plan to a plan with a higher monthly access charge, you may do so *without incurring a plan change fee*. The changes to your plan won't become effective until the next billing cycle. For example, if you change from the '2GB' \$9.95 option to the '3GB' \$23.95 option it will take effect from the following month.

6. VALUE ADDED SERVICES (VAS)

A Value-Added Service (VAS) is a mobile feature which is either activated by default or which you can elect to add to your service. The features offered are as follows (**Table 2Z**), with their applicable charges;

Table 2Z – Value Added Services

VAS Feature	Charge
124 YES	No monthly fee, \$0.90 per 60 seconds, plus \$1.75 flagfall (as per your plan)
Voice 966	No monthly fee, standard call charges and no flagfall applies (as per your plan) + any purchase fees as applicable
Cell Casting 955	No monthly fee, standard call charges and no flagfall applies (as per your plan) + any purchase fees as applicable
Caller Line Identification (CLI)	No charge
Call Hold/Call Wait	No charge
Call Forward	No monthly fee, standard call charges apply (as per your plan)
Call Barring	No charge
Voicemail	No monthly fee, voicemail deposit and retrieval charges apply (as per your plan)
Voicemail Call Recall	No monthly fee, standard SMS charges may apply (as per your plan)
Voicemail Call Return	No monthly fee, voicemail deposit, retrieval and standard call charges apply (as per your plan)
Group Voicemail	No monthly fee, voicemail deposit and retrieval charges apply (as per your plan)
Fly Mailbox	No monthly fee, voicemail deposit and retrieval charges apply (as per your plan)
Missed Call Service	No monthly fee, standard call charges may apply (as per your plan)

7. OTHER CHARGES

- a) If we have advised you that electronic billing is available to you, and you choose to continue to receive a paper bill via the postal service, we may charge you a paper bill fee of \$2.50.
- b) If you do not pay all amounts owing to us by the date the payment is due, you may be charged a late fee of \$15.

- c) You may be charged a dishonour fee of up to \$30 if your payment is dishonored by your nominated financial institution or credit provider. This fee is in addition to any fees your financial institution may charge you.
- d) If a credit agent is required to recover money you owe us, you may be charged a recovery fee of 11 per cent of the outstanding amount.
- e) If your service is suspended because of an outstanding balance, you may be charged a fee of \$25.
- f) If we disconnect the service (for example for non-payment) and then you choose to reactivate it, you must first pay full activation fees as if you were a new customer.
- g) If we agree to let you change the name on your account by assigning your rights under this agreement, we may charge you a \$29.00 fee for processing this change.
- h) Applications which are cancelled after processing has commenced, but before the order has been submitted to our wholesaler, are subject to a fee of \$10 for SIM card and postage costs. Cancellation requests received after the order has been lodged with our wholesaler will be subject to standard cancellation fees and conditions.
- i) A fee of \$10 per ACTAVITION on your application applies on your application.
- j) An annual mobile number levy is applied and determined by the Australian Communications and Media Authority (ACMA). As of 2016, the cost of such a levy is \$0.65. This fee will be added to your account as a once-off fee per year while you have an active service with us.
- k) If you wish to change your mobile number after you've activated your account, there is a one-off \$20 administration fee per number change.
- l) If your SIM Card is lost, stolen, damaged or requires replacement, there is a \$10 SIM replacement cost. This includes postage.

This is a summary only. Full terms and conditions are available at spintel.net.au/terms