

SPINTEL
4G FLEXIBLE MOBILE STANDARD PRICING
TABLE



1. THIS MOBILE STANDARD PRICING TABLE

- a) This 4G Flexible Mobile Standard 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, Mobile Standard Pricing Table and, Acceptable Use Policy from us or from our website: www.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

SIM only with free standard postage	\$10
SIM only with express postage	\$20

4. PRICING PLANS

4.1 General Information

- a) SpinTel 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 mobile plans, 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 4G Flexible Mobile Phone Plans; Voice (to Australian Landline and Mobile phone) – ‘S’ \$6.00 (200 minutes), ‘M’ \$9.00 (500 Minutes), ‘L’ \$11.00 (Unlimited Minutes). Text (National SMS and MMS) – ‘S’ \$6.00 (200 Texts), ‘M’ \$9.00 (1000 Texts), ‘L’ \$11.00 (Unlimited Texts). Data (3G/4G Network) – ‘S’ \$6.00 (500 MB), ‘M’ \$9.00 (1 GB), ‘L’ \$15.00 (4 GB) (4G Flexible Mobile Phone Plans).

4.2.1 Eligibility

4G Flexible Mobile Phone Plans are available to new and existing 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 these 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 the Flexible Mobile Phone Plans; Voice – ‘S’, ‘M’, ‘L’ plans is stated in **Table 5B**.
- c) **Included Data**
 - i. The 4G Flexible Mobile Phone Plans; Data – ‘S’, ‘M’, ‘L’ plans is set out in **Table 3B**.
 - ii. The included data can be used to browse the internet from your mobile within Australia. If you hit your data limit, that component of your plan will automatically be ‘bumped’ to the next plan available. You will be charged for that plan amount e.g. if you get bumped from the ‘S’ data to the ‘M’ data, you pay \$9.00 for the data component. If you are on the ‘L’ data plan you will be charged per Gigabyte (GB) as 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 the stated 4G Flexible Mobile Phone Plans has 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 to each plan for the 4G Flexible Mobile Phone Plans; Voice, Text & Data – 'S', 'M', 'L' 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. Once you reach and exceed your included value allowance you will be 'bumped' and be charged at the rates on the next available plan option. See charges applicable to your plan as stated in **Table 2B**.
- iv. You must pay for any calls, text 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 the 4G Flexible Mobile Phone Plans; Voice, Text & Data – 'S', 'M', 'L'.

Table 2B below contains the rates for calls, text and data which apply to 4G Flexible Mobile Phone Plans; Voice, Text & Data - 'S', 'M', 'L'.

Table 3B below contains the included data amount which applies to the 4G Flexible Mobile Phone Plans; – Data 'S', 'M', 'L'.

Table 4B below contains additional data usage rates which applies to the 4G Flexible Mobile Phone Plans; – Data 'L' and additional usage on top of the 'L' option.

Table 5B below contains the flag fall charge which applies to 4G Flexible Mobile Phone Plans; Voice – 'S', 'M', 'L'.

Table 6B below contains the minimum monthly access charge which applies to 4G Flexible Mobile Phone Plans; Voice, Text & Data - 'S', 'M', 'L'

Table 1B – Included Value Allowances and Eligible Call Types

4G Flexible option	‘S’	‘M’	‘L’
Voice – Landline and Mobile calls	\$6.00 200 minutes to the following national call types: <ul style="list-style-type: none"> • Landline • Mobile • Voicemail • 13 & 1300 1800 (unlimited)	\$9.00 500 minutes to the following national call types: <ul style="list-style-type: none"> • Landline • Mobile • Voicemail • 13 & 1300 1800 (unlimited)	\$11.00 Unlimited calls to the following national call types: <ul style="list-style-type: none"> • Landline • Mobile • Voicemail • 13 & 1300 1800 (unlimited)
Text – National SMS/MMS	\$6.00 200 SMS/MMS sent to standard Australian numbers	\$9.00 1000 SMS/MMS sent to standard Australian numbers	\$11.00 Unlimited SMS/MMS sent to standard Australian numbers
Data – 3G/4G Network Within Australia	\$6.00 500 MB	\$9.00 1 GB	\$15.00 4 GB

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

4G Flexible option	‘S’ – \$6 Voice, Text and Data	‘M’ - \$9 Voice, Text and Data	‘L’- \$11 Voice and Text, \$15 Data
National Landline	\$0.03 per 60 seconds, no flagfall	\$0.018 per 60 seconds, no flagfall	Unlimited
National Mobile (non-SpinTel)	\$0.03 per 60 seconds, no flagfall	\$0.018 per 60 seconds, no flagfall	Unlimited
National SpinTel Mobile	\$0.03 per 60 seconds, no flagfall	\$0.018 per 60 seconds, no flagfall	Unlimited
National SMS	\$0.03 per message (160 characters)	\$0.009 per message (160 characters)	Unlimited
National MMS	\$0.03 per MMS	\$0.009 per MMS	Unlimited
International SMS	\$0.35 per message (160 characters)	\$0.35 per message (160 characters)	\$0.35 per message (160 characters)
International MMS	\$0.70 per MMS	\$0.70 per MMS	\$0.70 per MMS
Voicemail Deposit	No charge	No charge	No charge
Voicemail Retrieval	\$0.03 per 60 seconds, no flagfall	\$0.018 per 60 seconds, no flagfall	Unlimited
Included Data	As per Table 3B	As per Table 3B	As per Table 3B
13 & 1300 Calls	\$0.03 per 60 seconds, no flagfall	\$0.018 per 60 seconds, no flagfall	Unlimited
1800 Calls	Unlimited	Unlimited	Unlimited
National Call Forwarding	\$0.25 per 60 seconds, plus \$0.35 flagfall	\$0.25 per 60 seconds, plus \$0.35 flagfall	\$0.25 per 60 seconds, plus \$0.35 flagfall
National Video Calls	\$1 per 60 seconds, no flagfall	\$1 per 60 seconds, no flagfall	\$1 per 60 seconds, no flagfall
International Video Calls	\$1.50 per 60 seconds, no flagfall	\$1.50 per 60 seconds, no flagfall	\$1.50 per 60 seconds, no flagfall

International Calls	Variable depending on destination, see website for rates	Variable depending on destination, see website for rates	Variable depending on destination, see website for rates
International Roaming	Variable depending on destination, flagfall may apply, plus a roaming fee	Variable depending on destination, flagfall may apply, plus a roaming fee	Variable depending on destination, flagfall may apply, plus a roaming fee
124YES	\$0.90 per 60 seconds, plus \$1.75 flagfall	\$0.90 per 60 seconds, plus \$1.75 flagfall	\$0.90 per 60 seconds, plus \$1.75 flagfall
Directory Assistance (1223)	\$0.50 untimed	\$0.50 untimed	\$0.50 untimed
International Directory assistance	\$1.80 untimed	\$1.80 untimed	\$1.80 untimed
Voicemail SMS (SMS to 321)	Unlimited	Unlimited	Unlimited
WAP Alert	\$0.25 per message (160 characters)	\$0.25 per message (160 characters)	\$0.25 per message (160 characters)
Third Party Content	Variable depending on content	Variable depending on content	Variable depending on content
1900 Premium Numbers	Extra charged as advertised by that provider	Extra charged as advertised by that provider	Extra charged as advertised by that provider
Premium SMS	Extra charged as advertised by that provider	Extra charged as advertised by that provider	Extra charged as advertised by that provider
Surepage	\$0.80 per message	\$0.80 per message	\$0.80 per message
Surepage Diversion	\$1 per 60 seconds, no flagfall	\$1 per 60 seconds, no flagfall	\$1 per 60 seconds, no flagfall
Local Digital Data Calls	\$1.35 per 60 seconds, no flagfall	\$1.35 per 60 seconds, no flagfall	\$1.35 per 60 seconds, no flagfall
Long Distance Data Calls	\$1.35 per 60 seconds, no flagfall	\$1.35 per 60 seconds, no flagfall	\$1.35 per 60 seconds, no flagfall
Calls to MobileSat	\$1.10 per 60 seconds, no flagfall	\$1.10 per 60 seconds, no flagfall	\$1.10 per 60 seconds, no flagfall
Call Diversion o MobileSat	\$0.10 per 60 seconds, no flagfall	\$0.10 per 60 seconds, no flagfall	\$0.10 per 60 seconds, no flagfall

Table 3B – Included Data

4G Flexible option	‘S’ \$6.00 each	‘M’ \$9.00 each	‘L’ \$15.00 each
Included Data	500 MB (\$0.012 per MB)	1 GB (\$0.009 per MB)	4 GB (\$0.00375 per MB)

Table 4B – Excess Data Usage/Bumping of Data

Billing Increment	Bumping over ‘L’ Usage Rate
Per Gigabyte (GB) or part thereof	\$10 per GB (\$0.01 per MB)

If you reach the maximum for your plans data inclusion, you will automatically be ‘bumped’ up to the next inclusion amount. Once you have reached the ‘L’ data limit of 4GB, you will be charged \$10 per gigabyte for any further data usage. Additional data usage is capped at a maximum of 6GB (totaling 10GB usage 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

Customers choose a S, M or L option for each component (Voice, Text or Data). A total of three options for the 4G Flexible Mobile Phone Plans are applicable. For example if you start on the 'S' option for Voice (\$6.00), Text (\$2.00) and Data (\$10.00) your minimum monthly access charge will be \$18.00.

4G Flexible option	'S'	'M'	'L'
Voice – Landline & Mobile Calls	\$6.00 each	\$9.00 each	\$11.00 each
Text – National SMS	\$6.00 each	\$9.00 each	\$11.00 each
Data – 3G/4G Network	\$6.00 each	\$9.00 each	\$15.00 each

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*.

6. DOWNGRADING YOUR MOBILE PLAN

If you wish to downgrade your mobile plan to a plan with a lesser monthly access charge, you may do so however, this attracts a \$5 charge. For example, if you change from the 'M' Text (\$9.00) to the 'S' Text (\$6.00) which becomes effective from the following month, you will be charged \$5.00. This fee is capped at \$5.00, therefore if you change all of your mobile options you will only be charged \$5.00.

7. 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)
SurePage	\$0.80 per SMS (160 characters)

8. 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 dishonoured 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 SIM CARD 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 2012, the cost of such a levy is \$0.68. This fee will be added to your account as a once-off fee per year while you have an active service with us.
- k) A Gold Number is a mobile number which has an ease of recognition of the pattern of the digits. If you wish to apply for a Gold Number, you should request one with our customer service team when you lodge your application. A one-off administration fee of \$55 will apply. Gold Numbers are subject to availability.
- l) If you wish to change your mobile number after you've activated your account, there is a one-off \$37.5 administration fee per number change.
- m) If your SIM Card is lost, stolen, damaged or requires replacement, there is a \$10 SIM replacement cost. This includes postage.