

# STANDARD PRICING TABLE & PRICING PLANS



## ABOUT THIS SECTION

(a) This section contains the pricing plans that we currently offer to new customers.

## 1. DEFINITIONS

Meanings of capitalised terms have the meaning given in the General Terms or the Service Description unless defined below:

**Additional Data:** Means additional data usage provide once the Included Data has been used up.

**Boost:** Means a package which customer could buy on top of Base Data.

**Credit Cap:** Means credit limit which has been set for customer to use out of monthly plan inclusion (Pay as you Go rate, IDD Calls, Roaming and excess data usage).

**Billing Cycle:** Means a calendar month beginning on the first day of the month and ending on the last day of the month.

**Circles.Life app:** Means an app that delivers a customisable mobile service (Voice, Data, Roaming) experience where users can track and manage their Circles.Life plan.

**Flagfall:** Means a connecting charge or an initial charge per call.

**Included Data:** Means data include in a plan.

**Minimum Monthly Charge:** Means the minimum amount you must pay for the Service for a month as set out in Table 1.

## 2. CIRCLES.LIFE MONTHLY PLAN

This section relates to the following plans:

Plan	Available
Circles.Life 8GB Monthly Plan (\$18)	24 September 2020
Circles.Life 20GB Monthly Plan (\$28)	19 August 2019
Circles.Life 100GB Monthly Plan (\$38)	19 February 2020

### 2.1 Eligibility

These plans are available to new mobile customers connecting to the service who pass Circles.Life Australia's credit assessment.

### 2.2 What You Have to Pay Us

(a) You must pay us for use of the Service at the rates set out in the standard pricing table and for Value Added Service Features at the rates set out in Value Added Service Features.

(b) If there is a Flagfall for a particular call type (that is not included in the unlimited standard national calls), the charge for these calls is the Flagfall amount plus the relevant rate for the call multiplied by the duration of the call, in 30 second increments.

(c) Any additional fees or charges that apply to your use of the Service.

(d) Minimum Monthly Charge

(i) The plan has a Minimum Monthly Charge amount that you must pay us each month as set out in Table 1 below.

## 2.3 How the Circles.Life Monthly Plan Works

- (a) Each Circles.Life Monthly Plan has unlimited minutes to use on standard national calls to landlines and mobiles, 13/1300/1800 numbers and voicemail retrievals and an amount of Included Data (for mobile internet use).
- (b) The plan includes unlimited standard national SMS/MMS subject to our Fair Use Policy.
- (c) Data usage is calculated in one kilobyte increments, rounded up to the next kilobyte. Calls to international numbers that are not included in the plan are billed in increments rounded up to the next 30 seconds.

We will send warnings within 48 hours of your data usage reaching 50%, 85% and 100% thresholds. Circles.Life provides Bill Shock Protection of 3GB for free. You will also have the option of purchasing Boosts or Add-ons at anytime for additional data. (Bill Shock Protection and Add-ons not available on the Circles.Life 8GB Monthly Plan.) If you exceed your included or purchased data, you'll automatically be charged \$0.01 for each additional 1MB of data ("Excess Data") per account each month. If you have reached your credit cap, your service may be restricted.

In addition, please note that:

- (d) Any unused portion of your plan's Included or Additional Data expires at the end of each Billing Cycle and does not roll over into the next Billing Cycle.
- (e) You must pay us for use of any services that are not included in your plan's inclusions, examples of which are set out in Table 2 below.
- (f) You must pay us for any additional fees or charges that may apply under the Service Description, examples of which are set out in Table 3 below.

## 2.4 International Minutes

The Monthly Plan does not include international minutes. For IDD rates to other countries, see our IDD document. All calls are subject to our Fair Use Policy. (Not available on the Circles.Life 8GB Monthly Plan)

## 2.5 Unlimited Standard National SMS and MMS

You may send unlimited standard SMS and MMS to Australian mobiles from within Australia. Unlimited standard national SMS and MMS are only available for personal use and are not to be used for a commercial or non-ordinary purpose as set out in the Fair Use Policy.

## 2.6 International SMS and MMS

The Monthly Plan includes 2 standard SMS to a UK number, for the purpose of setting up your iMessage. Any additional international SMS and MMS will be charged at the rates listed in the tables below.

## 2.7 International Roaming

Customers who wish to activate International Roaming may do so using your Circles.Life Account, which may be accessed through the Circles.Life app. Roaming voice, SMS, and data will be charged on a Pay-as-you-go (PAYG) basis. You will be able to set up roaming alerts through the mobile app for \$20, \$40, \$60 and \$80. Further details on roaming may be found here. (Not available on the Circles.Life 8GB Monthly Plan)

**TABLE 1 – CIRCLES.LIFE 8GB MONTHLY PLAN INCLUSIONS AND CHARGES**

	<b>Circles.Life 8GB Monthly Plan</b>	
<b>Description</b>	Monthly mobile post-paid service plan with inclusions and exclusions described in this Critical Information Summary	
<b>Minimum Monthly Charge</b>	\$18	
<b>Included Data</b>	Base Data: 8GB	
	Bill Shock Protection: 3GB Once you run out of your Base Data we provide you with additional 3GB at no cost	
<b>Included Minutes (standard national calls, 13, 1300, 1800 calls and voicemail)</b>	Unlimited	
<b>Standard National SMS (per SMS of up to 160 standard characters)</b>	Unlimited	
<b>Standard National MMS (per message)</b>	Unlimited	
<b>Additional Data Options</b>	Boost: 3GB for \$6 Non-recurring Boost data top-up can be applied multiple times during any given billing period. Each Boost data top up is an individual transaction. Unlike the monthly plan charges, your card on file will be charged immediately each time you buy a Boost top up.	Non-recurring
<b>Excess data charges</b>	Excess data is charged at \$0.01 per 1MB unless you choose to purchase any additional data options.	

**TABLE 2 – CIRCLES.LIFE 20GB MONTHLY PLAN INCLUSIONS AND CHARGES**

	<b>Circles.Life 20GB Monthly Plan</b>	
<b>Description</b>	Monthly mobile post-paid service plan with inclusions and exclusions described in this Critical Information Summary	
<b>Minimum Monthly Charge</b>	\$28	
<b>Included Data</b>	Base Data: 20GB	
	Bill Shock Protection: 3GB Once you run out of your Base Data we provide you with additional 3GB at no cost	
<b>Included Minutes (standard national calls, 13, 1300, 1800 calls and voicemail)</b>	Unlimited	
<b>Standard National SMS (per SMS of up to 160 standard characters)</b>	Unlimited	
<b>Standard National MMS (per message)</b>	Unlimited	
<b>Additional Data Options</b>	Boost: 3GB for \$6 Non-recurring Boost data top-up can be applied multiple times during any given billing period. Each Boost data top up is an individual transaction. Unlike the monthly plan charges, your card on file will be charged immediately each time you buy a Boost top up.	Non-recurring
	Add-on: 10GB for \$10 Recurring data add-on available once per billing period. Upon first activation, the cost will be pro-rated for that month and will be charged on your upcoming bill. This is an ongoing monthly charge until you choose to turn it off through the app. The \$10 charge will be added to your upcoming bills every month.	Recurring
<b>Excess data charges</b>	Excess data is charged at \$0.01 per 1MB unless you choose to purchase any additional data options.	

**TABLE 3 – CIRCLES.LIFE 100GB MONTHLY PLAN INCLUSIONS AND CHARGES**

	<b>Circles.Life 100GB Monthly Plan</b>	
<b>Description</b>	Monthly mobile post-paid service plan with inclusions and exclusions described in this Critical Information Summary	
<b>Minimum Monthly Charge</b>	\$38	
<b>Included Data</b>	Base Data: 100GB	
	Bill Shock Protection: 3GB Once you run out of your Base Data we provide you with additional 3GB at no cost	
<b>Included Minutes (standard national calls, 13, 1300, 1800 calls and voicemail)</b>	Unlimited	
<b>Standard National SMS (per SMS of up to 160 standard characters)</b>	Unlimited	
<b>Standard National MMS (per message)</b>	Unlimited	
<b>Additional Data Options</b>	Boost: 3GB for \$6 Non-recurring Boost data top-up can be applied multiple times during any given billing period. Each Boost data top up is an individual transaction. Unlike the monthly plan charges, your card on file will be charged immediately each time you buy a Boost top up.	Non-recurring
	Add-on: 10GB for \$10 Recurring data add-on available once per billing period. Upon first activation, the cost will be pro-rated for that month and will be charged on your upcoming bill. This is an ongoing monthly charge until you choose to turn it off through the app. The \$10 charge will be added to your upcoming bills every month.	Recurring
<b>Excess data charges</b>	Excess data is charged at \$0.01 per 1MB unless you choose to purchase any additional data options.	

**TABLE 4 – VALUE-ADDED SERVICES**

Usage type	Charge
National Diversions	\$0.05 per 30 seconds (rounded up to next 30 second interval)
International Diversions	\$0.05 per 30 seconds + IDD rates (rounded up to next 30 second interval)
1900 numbers	Variable cost per minute as set by the third party
1800 numbers	\$0 per minute
Directory Assistance 1223	45c per call
124 Yes	\$1.59 (ex GST) per call + local call charge
International voice calls (where you have no plan inclusions or have exceeded your inclusions)	For the full list of IDD rates, see <a href="http://Circles.com.au/international">Circles.com.au/international</a> Flat fee per call \$0.33 (incl GST) on top of IDD call rates (Not available on the Circles.Life 8GB Monthly Plan)
International SMS (where you have no plan inclusions or have exceeded your inclusions)	\$0.318 per SMS up to 160 standard characters
International MMS (where you have no plan inclusions or have exceeded your inclusions)	\$0.68 per MMS
International roaming	For the full list of roaming rates, see <a href="http://Circles.com.au/roaming">Circles.com.au/roaming</a> . (Not available on the Circles.Life 8GB Monthly Plan)

**TABLE 5 – ADDITIONAL FEES AND CHARGES**

Usage Type	Definition	Charge
Registration fee	Incurred when a customer registers for Circles.Life	\$0.00
Delivery fee	Incurred when delivery of a Circles.Life simcard to the customer delivery address is triggered	\$0.00
SIM replacement fee	Incurred when a customer requests a replacement Circles.Life simcard	\$10.00
Number change fee	Incurred when a customer requests a number change	\$32.00
Deposit fee	Incurred as part of the Circles.Life credit risk assessment	\$0.00
Port-in fee	Incurred when a customer ports-in to Circles.Life	\$0.00
Port-out fee	Incurred when a customer ports-out from Circles.Life	\$0.00
Voluntary service suspension: One-time fee	Incurred when a customer requests to suspend their service.	\$10.00
Termination fee	Incurred when a customer requests for a termination before 2 month billing cycle	\$0.00
Flagfall per IDD Call	Incurred when a customer makes an IDD Call	\$0.33