

CUSTOMER SERVICE SATISFACTION GUARANTEE

Updated on 16 November 2021

This document contains the Customer Service Satisfaction Guarantee that Circles Australia Pty Ltd ("Circles.Life") currently offers to eligible new customers. Circles.Life reserves the right to modify or discontinue this Customer Service Satisfaction Guarantee at any time without notice to anyone.

BEST VALUE PROMISE

This is only applicable to first time customers who are signing up to the new base plans.

Under Best Value Promise (Price Match), potential customers can call Circles.Life at **+61 2905 39420** from 9AM to 5PM AEST if they find a better phone deal.

The plan should be:

- I. Compared to on a non-promotional basis, at full non-discounted price
- II. From a competitor's online or physical network MNO/MVNO retail shop in Australia.
- III. An ongoing, active offering at the time of comparison. It must be publicly available to all customers and verifiable by Circles.Life
- IV. Found on the telco's own website and not on affiliates or other channels selling their offers, it MUST be on the Telco's website for the public to see and for Circles to verify.
- V. Comparable, SIM-Only, Postpaid, Monthly, Mobile, Single-Line, No Lock-In plans
 - A. Comparable: Comparison of price and base data inclusions only. The plan must be of an equal price with better inclusions.
 - B. SIM-Only: Only for SIM-Only purchases. Not applicable for Device Combos
 - C. Postpaid: Only postpaid plans. Not applicable for Prepaid plans
 - D. Monthly: Monthly billing only. Not applicable for yearly billing or any other period cycles
 - E. Mobile: For SIMs used on Mobile devices only. Not applicable for broadband device data plans
 - F. Single-Line: Only for one line per user plan. Not applicable for multiple SIM plans, multi-line plans or data sharing plans
 - G. No Lock-In: Flexible plans with no contractual lock-in period

If the above conditions are fulfilled, the plan will be compared to Circles.Life on a price to data ratio. Only base plan data will be considered, rollover and bonus data will not be considered.

This is calculated by dividing the base plan price by the base data inclusion, Price/Data. E.g. Our \$45 plan comes with 100GB of data. The Price/Data ratio is \$0.45.

If Circles.Life has a higher price/data ratio, the customer who called in will either receive a Price/Data match or a \$25 credit when they sign up with Circles.Life, under any plan. The price match deal offered is subject to Circles.Life's discretion.

*Not applicable for:

- Existing customers from old 8GB, 20GB, or 100GB plans or for any upgrade or downgrade requests from old 8GB, 20GB, or 100GB plans.
- Customers that have already signed up with Circles.Life previously.

FREE 5 HOURS SIM DELIVERY

This is only applicable to new customers who are signing up to the new base plans.

New customers will enjoy free SIM delivery in as fast as 5 hours if they live in the selected 4 metropolitan cities (Sydney, Melbourne, Brisbane & Perth).

If the customer lives outside of the selected 4 metro cities, new SIM deliveries will take up to 5 business days.

Delivery cut off for 4 metropolitan cities (Sydney, Melbourne, Brisbane & Perth)*:

- Orders before 9am, delivery starts at 1pm
- Orders from 9am but before 1pm, delivery starts at 6pm
- Orders from 1pm will go to the next day, delivery starts at 1pm in the next day

* Timings stated are in local time

Free 4 Hours SIM Delivery is not applicable for Mobile Phone purchases, Combo (Mobile Phone + SIM) purchases, SIM Replacement deliveries and SIM Loss deliveries.

30-DAY SATISFACTION GUARANTEE

This is only applicable to first time customers who are on the new base plans.

New customers who sign up for our new 5GB, 30GB, 100GB or 160GB plans are entitled to the 30-Day Satisfaction Guarantee. The 30-Day Satisfaction Guarantee allows new customers to try out Circles.Life's services, without being charged for their base plan within the first 30 days. Only customers who are not satisfied with our service and want to terminate the service are eligible for the refund.

Under the 30-Day Satisfaction Guarantee, new customers can contact Circles.Life's Customer Happiness team and request for a refund for their Base Plan. The refund request is only valid if:

- Customers contact Circles.Life's Customer Happiness team for a refund within 30 days from their SIM Activation date or 5GB of data usage (whichever comes first)
- The termination is initiated through Circles.Life's Customer Happiness team, along with the refund request
 - Any terminations initiated before the refund request will not be eligible for the refund
 - Any port-out requests initiated before requesting for a refund will not be eligible for the refund
- The refunded plan is SIM-only
 - Not applicable for Mobile Phone purchases, Combo (Mobile Phone + SIM) purchases

Refund Process and Charges

- Refunds are only for base plans, including proration.
- Refunds are applicable if the customer has paid the first month's bill, where the bill amount has been successfully deducted from their account
 - If the customer has not paid their first month's bill, the bill amount will be waived under the 30-Day Satisfaction Guarantee
- Refunds are not applicable for promotions and bill waivers.
- Charges outside of the base plan inclusions (such as IDD, Roaming, Data Boosts and PAYG, Suspension fees, Voicemail) are not covered by the 30-Day Satisfaction Guarantee and are borne by the customer.
- Refund process will take up to 10 - 15 working days, before the refunded sum is reflected in the customer's bank account.

* Not applicable for:

- Existing customers from old 8GB, 20GB or 100GB plans or for any upgrade or downgrade requests from old 8GB, 20GB or 100GB plans.
- Return customers who have already signed up with Circles.Life previously.