

MOBILE

BUSINESS MOBILE SERVICES

1 SERVICE OVERVIEW

1.1 Overview

Digital Island provides comprehensive mobile services to businesses of all sizes in New Zealand, based on the reliable and extensive Spark mobile network. Digital Island's mobile services include:

- **Mobile Plans:** A range of plans, including DigiEndless Individual Voice & Data plans and DigiShare shared data plans, to suit different business needs. Individual Plans provide a set amount of high-speed data per connection, after which speeds are reduced. Shared Plans give access to a pool of data shared across all the mobiles in that shared plan.
- **Unlimited Calling and Text:** Voice plans include unlimited calls and texts to standard numbers within New Zealand and Australia, subject to fair use.
- **Roaming Services:** Mobile roaming to over 210 destinations worldwide, with cost-effective roaming packs available in the most common destinations.
- **Mobile Devices:** A range of mobile devices certified to be fully compatible with the Spark mobile network.
- **MobiPay:** An interest-free mobile device financing option, available with a mobile connection for each device purchased.
- **eSIM Support:** eSIM technology for more flexible SIM registration, including dual SIMs on compatible devices and easy network switching when travelling. Available for select phones and watches.

2 PRICING

2.1 Service & Usage Fees

Pricing is generally based on a minimum term, with ongoing charges for the services you use. The following charges apply to the mobile services and usage provided by Digital Island:

Mobile Services	Monthly
Product Offer – plan combinations of voice, text and data	Monthly charge per agreement
Other Services – not included in your plan, e.g. international calling, premium texts	Usage charge per agreement
Excess Data – if you exceed your usage limits	Usage charge per agreement
Roaming – roaming packs and/or roaming usage overseas (see Section 4.1)	Per pack or usage
Setup & Hardware Charges	Total
Onboarding and Operating – account setup on the network and platform, plus ongoing operating costs	Charge per agreement
SIM and Device – SIM cards or mobile devices purchased from Digital Island	One-off charge per agreement
MobiPay Hardware Financing (see Section 4.3)	24 equal monthly instalments, interest-free

Detailed pricing information will be provided in your individual agreement.

2.2 Early Termination

- If you cancel a mobile connection early, Digital Island's early termination charge is calculated as: current full monthly plan price × months remaining on the contract term × 75%.
- If any additional subsidies, credits or promotions were provided as part of the mobile contract, they must be repaid, pro-rata to the months remaining in the minimum term. Additional mobile subsidies are calculated as the subsidy provided less the advertised subsidy at the time of purchase.

2.3 Contract & Pricing Terms

- **Early Termination Fees:** These apply if a contract is ended before the agreed term.
- **Plan Downgrades:** For plan downgrades within the contract term, the downgrade charge is calculated as: (previous monthly spend – new monthly spend) × months remaining × 50%.
- **Pricing Adjustments:** If Digital Island's input costs materially increase, charges may be adjusted accordingly, to the extent reasonably required to reflect the increased costs.
- **Currency & Tax:** All prices are in NZD and exclude GST.
- **Term Commitment:** Mobile connections on a term commitment automatically revert to the advertised open term pricing after the initial term expires. At that time there will be the opportunity to revisit the pricing and term.

3 SUPPORT

3.1 Support Options

Digital Island provides full support to keep your services running smoothly. Our support team is here to help you with technical issues, user questions and system guidance. We focus on fixing any issues quickly and effectively:

- **Incident Logging and Tracking** – Every issue is logged and tracked, providing a transparent record of actions and progress.
- **Remote Diagnosis and Resolution** – Our skilled technicians diagnose and resolve issues remotely whenever possible, minimising downtime.
- **Workarounds and Escalation** – If a solution isn't immediately available, we will attempt to provide temporary workarounds to keep your business running. Complex issues are escalated to specialists for timely resolution.

3.2 Contact Details

You can reach the Digital Island Support Desk during standard business hours:

- **Hours:** Monday to Friday, 8am – 6pm (excluding public holidays)
- **Phone:** 0800 999 010
- **Email:** support@digitalisland.co.nz
- **Online:** via the online support form or the MyIsland customer portal

4 TECHNICAL CONSIDERATIONS

4.1 Roaming

Global mobile roaming is available in over 210 destinations. We offer roaming packs for the most common destinations, with both auto-purchase and manual purchase options. Roaming packs are activated on first roaming use in the destination they are valid for, and expire fourteen days from the next New Zealand midnight, or once the pack inclusions are used. Up to 20 roaming packs are available in a day, after which charging switches to per day data roaming.

Per day data roaming is available in specific countries and is charged per day or per 200MB (whichever comes first). Up to 14 blocks of 200MB are available in a day. Overage charges after exceeding 14 blocks in one day are \$0.50/MB in Australia and \$1/MB in all other qualifying countries. Per day data roaming applies from 12:00AM to 12:00PM NZ local time.

For destinations not included in our roaming pack countries, standard roaming rates apply.

For roaming countries and associated roaming rates, see <https://digitalisland.co.nz/mobile/mobile-roaming-rates/>

4.2 Roaming Data Spend Control

To help manage roaming data spend for users travelling overseas, a spend control is applied to all mobile connections. When a user's casual roaming data charges reach 80% of the preset limit (default \$500), the user and/or admin (depending on alert settings) will receive a notification. Once the limit is reached, roaming data is blocked for the rest of the month to prevent unexpected charges. The control resets at midnight NZ time on the 1st of each month. If you want the user to continue roaming, data can be re-enabled via the MyIsland portal. Please note:

- The Roaming Data Spend Control applies to casual/standard roaming data usage. It does not apply to roaming packs, casual calling, texts, picture messages or other usage types.
- The Roaming Data Spend Control is not a guaranteed limit. Roaming usage must first be provided to Digital Island by other network operators, so there can be a delay in billing. This may affect when a bar is applied, including beyond the spend control cap. Any delay in billing does not affect Digital Island's right to charge for roaming usage, and you are liable for all roaming charges billed.
- Digital Island reserves the right to withdraw or change the Roaming Data Spend Control service at any time.

4.3 MobiPay

Where you purchase a Mobile Device using Digital Island's MobiPay scheme, the following provisions apply:

- The purchase price for the Mobile Device is payable in equal consecutive monthly instalments over 24 months.
- An administration fee equal to 10% of the purchase price is payable if the purchase price is paid early. This fee does not apply where you are upgrading your Mobile Device, as described in the last point below.
- To qualify for MobiPay, each Mobile Device purchased must have a corresponding mobile connection.
- Mobile Devices can be transferred to another connection, subject to an administration fee of \$50.00 plus GST per transfer.
- If you wish to cancel a connection, you must first pay the outstanding balance of the purchase price owing on the Mobile Device, together with an administration fee equal to 10% of the purchase price for that Mobile Device.
- You can upgrade or purchase new Mobile Devices from time to time, provided any outstanding purchase price owing on earlier devices is first paid in full.

4.4 Portal Changes

The portal used for mobile management, or its associated services, may change. We will give reasonable notice of major changes, such as the introduction of new features. If changes to provisioning services are needed to resolve an issue, we will provide reasonable notice. Any requested changes to the portal to support custom products may incur additional charges.

5 RESPONSIBILITIES

5.1 Customer Responsibilities

As the customer, you need to:

- **Follow the Fair Use Policy:** This ensures everyone uses mobile services fairly, maintaining quality for all. See the Fair Use Policy in Section 6.
- **Ensure users follow the rules:** Make sure your users comply with all legal, technical and operational rules for smooth and lawful service.
- **Provide necessary information:** Share required information as per the Privacy Act 2020 to protect user privacy.
- **Get user consent:** Obtain consent from your users to share their information with you and relevant parties, ensuring transparency.
- **Maintain confidentiality:** Ensure third-party providers keep information about Cellular Mobile Services confidential, just like the agreement between Digital Island and you.
- **Follow key terms:** Adhere to any other responsibilities in the key terms of the agreement to maintain a smooth service relationship.
- **Manage mobile services:** Oversee mobile services for your users, including SIM cards, devices and number management.

5.2 Digital Island Responsibilities

Digital Island will:

- **Ensure reliable service:** Provide a dependable mobile service using a strong network.
- **Deliver services with care:** Offer agreed services with reasonable care and skill, following industry standards.
- **Correct issues:** Take steps to fix problems or deficiencies in the services provided.
- **Follow key terms:** Comply with any additional responsibilities in the key terms of the agreement.
- **Support access:** Provide access to the Digital Island Support Desk during standard business hours for reporting incidents or service requests.

6 TERMS & CONDITIONS

Product Specific Terms:

- You are responsible for providing each end-user with the necessary disclosures under the Privacy Act 2020 and obtaining their consent to share information as required for the provision of Cellular Mobile Services. You must also ensure that end-users consent to the collection, use and disclosure of their information in line with our Privacy Policy.
- You are responsible for all costs and actions related to End-User fraud, including subscription fraud, cloning fraud, fraud from using the Service, hacking, fraudulent Service subscriptions, or use on lost or stolen devices you haven't deactivated. This also includes fraud by agents, employees or representatives, such as employee theft.
- While we do our best to ensure a reliable service, mobile services, including roaming and interconnection, may not always be available or fault-free. The network may be changed, suspended or restricted, or parts of the Cellular Mobile Service or platform withdrawn, for maintenance, upgrades or fraud protection. We will endeavour to give reasonable notice of these changes, but in emergency situations notice may not be possible.
- Unlimited calling and text to New Zealand and Australian destinations is subject to the Fair Use Policy.
- From time to time there may be changes to the mobile service, including (but not limited to) changes to mobile coverage, roaming inclusions and pricing, and network technology.

Fair Use Policy

Unlimited calling, unlimited text and endless data mobile services are subject to a fair use policy. If your usage is much higher than average for your plan, we may ask you to reduce your usage, or your service could be withdrawn, with any related costs recovered.

Unlimited texts should only be used for standard personal communication. They cannot be used for re-supply, call centre operations, telemarketing, bulk messaging, app-to-person communication, machine-to-machine communication, or any other non-standard use as determined by Digital Island.

Digital Island General Terms:

- You can find our General Terms on our website: www.digitalisland.co.nz/about-us/terms-conditions-home