SPAR Mobile

Subscriber Terms and Conditions

Service provider

The SPAR Group Limited
Registration number 1967/001572/06

Your mobile service, products, Rewards Airtime and Black Friday 2026 offers

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Read these terms together with the price, allowance and validity information supplied for the product or service you select.

A Scope and interpretation

A1 Your service provider

Your subscriber agreement is with The SPAR Group Limited, registration number 1967/001572/06. References to the service provider in the subscriber terms retain that meaning. A technology operator, campaign funder or retailer does not replace your subscriber counterparty merely by supporting the service or a promotion.

A2 How these sections apply

Section B contains the subscriber terms. Section C contains the applicable product terms, Section D governs Rewards Airtime and ordinary-airtime data elections, and Section E sets out Black Friday earning rules. Each promotion applies only to its stated period, qualifying events and brand. The end of a campaign does not shorten a reward credit’s stated validity.

For the offers covered by Sections C to E, the specific earning rule governs qualification and the amount awarded. Section D governs how Rewards Airtime can be spent, its rates and its validity. D6 governs ordinary-airtime data states and takes precedence over inconsistent general charging or deemed-consent wording. The subscriber terms otherwise continue to apply. A specific offer does not change the allowance or expiry of the bundle you buy.

Ordinary airtime, paid bundles, promotional data and Rewards Airtime are different balances. The collective use of “airtime” in older wording does not give Rewards Airtime the uses or value of ordinary airtime. Earlier benefits remain governed by the terms applicable when they were earned; these sections do not retrospectively convert them into Rewards Airtime.

A3 Your statutory rights

Nothing in these terms excludes a right or remedy that applicable law does not allow us to exclude. A provision limiting liability, allowing a change or permitting a reversal is subject to those rights. This section takes precedence over inconsistent general wording in the subscriber terms.

A4 Separate loyalty programme

SPAR Rewards programme membership and the restricted Rewards Airtime balance are distinct. A reference to the SPAR Rewards programme does not mean that its general benefits are paid as Rewards Airtime.

A5 Account terms used in the campaign

A Mobile Account means one SPAR Mobile number. An App User means one profile on the SPAR Mobile app or web app. A reward limited per Mobile Account is counted per number; a MyWallet reward limited per App User is counted per profile and qualifying tier. Creating duplicate profiles or manipulating links does not create an additional entitlement.

A6 Applicable law

These terms are governed by South African law. If a provision is unenforceable, the remainder continues to apply to the extent it can operate lawfully. A delay in enforcing a right does not by itself waive that right.

B Subscriber terms

These terms govern your use of SPAR Mobile Services. They must be made available to you before you agree to the service. Later changes are governed by clause 8; using the service does not waive a right protected by law.

Read these subscriber terms with the applicable product and promotion sections identified in Section A. A separate policy applies only to the service or activity it identifies and must be made available before it applies to you.

SPAR Rewards programme membership is separate from your mobile service and from Rewards Airtime. Where membership is offered, its terms and the use of your information must be explained through the applicable enrolment process. These terms do not themselves constitute consent to optional direct marketing.

Important Consumer Protection Law Notices

Please pay particular attention to the provisions about loss or theft (clause 3), prohibited use and suspension (clauses 4 and 9), service interruptions (clause 10), liability (clause 11), and reward restrictions and expiry (Section D). They affect how you may use the service and the remedies available to you.

We must draw any provision requiring special notice to your attention before it applies. Nothing in these terms requires you to waive rights that applicable law protects.

1. Definitions

“Airtime” means ordinary prepaid SPAR Mobile airtime. A data bundle or promotional data allowance is separate from ordinary airtime. Rewards Airtime is the restricted promotional credit described in Section D; it is not ordinary airtime or money held in a wallet.

“Service provider”, “we”, “us” and “our” mean The SPAR Group Limited, registration number 1967/001572/06, providing the SPAR Mobile service. Its address is The Arch, 1 Ncondo Place, Umhlanga Ridge, Umhlanga, Durban, 4320.

“SPAR Mobile App” refers to mobile application which SPAR Mobile Subscribers can download to their mobile device for purposes of, inter alia, purchasing Airtime and/or other Recharge Vouchers, checking Airtime balances, redeeming SPAR Mobile rewards and purchasing various SPAR Mobile Value-Added Services from the SPAR Mobile marketplace function built into the Mobile App.

“SPAR Mobile Services” refers to the use by You of, inter alia, a SPAR Mobile SIM Card, SPAR Mobile Recharge Vouchers, SPAR Mobile Airtime, the SPAR Mobile App., and/or any other SPAR Mobile Value-Added Services which SPAR Mobile may elect to make available from time to time.

“SPAR Mobile Subscriber” refers to You, and/or any other user of the SPAR Mobile Services from time to time.

“SPAR Rewards Program” refers to the loyalty program offered by The SPAR Group Limited to its customers in terms of which the members of the SPAR Rewards Program stand to receive discounts and other benefits on certain promotional items, as determined by that programme’s terms.

“SPAR Mobile SIM Card” means a physical SIM or, where offered, an eSIM profile that identifies your SPAR Mobile subscription on the network. An eSIM is subject to the additional terms in C3.

“SPAR Mobile Value-Added Services” refers to, inter alia, the advertising platform and the marketplace for the procurement of multiple 3rd party services that are provided in the functionality offered to SPAR Mobile Subscribers who make use of the SPAR Mobile App.

“Recharge Voucher” means a voucher redeemable for the ordinary airtime, bundle or other specified service identified when it is sold. The purchased entitlement and its conditions must be disclosed before payment. A recharge voucher is not itself Rewards Airtime.

“You” refers to the SPAR Mobile subscriber who makes use of the SPAR Mobile Services from time to time, and the term “Your” shall have a corresponding meaning.

2. Activation

Your application is accepted when your SPAR Mobile SIM Card is activated after the required identity verification and applicable activation steps. Buying or installing a SIM or eSIM does not by itself complete verification or activate service. Any connection charge must be disclosed before you commit to it.

The service is prepaid unless a separate subscriber contract expressly provides otherwise. We must disclose any applicable inactivity or number-recycling conditions before they apply.

You must comply with the Regulation of Interception of Communications and Provision of Communication-related Information Act 70 of 2002 (RICA). We must complete the required verification before activating the service. Use a SPAR Mobile verification channel made available for that purpose and provide the identity, address and supporting information required by law.

Contact SPAR Mobile before transferring a SIM or changing its registered user so that any legally required verification and account steps can be completed. A transfer does not bypass RICA or give another person access to your protected account information.

3. Theft, loss or damage

Take reasonable care of your SIM, device, account credentials and any eSIM activation code. If your SIM or device is lost, stolen or compromised, contact SPAR Mobile promptly to request protection of the account and suspension of affected service.

Where RICA requires a police report for loss, theft or destruction, make that report within the period required by law. Do not delay contacting SPAR Mobile while waiting for a police or blacklisting reference. We will explain the available suspension and replacement steps after verifying your identity.

Responsibility for disputed use will be assessed on the facts and under applicable law. You are not automatically liable for avoidable charges caused by our unreasonable delay after receiving a valid suspension request.

4. SPAR Mobile SIM card

Although You do not own the SPAR Mobile SIM Card, You may retain the mobile number if you port to another network or service provider. When using Your SPAR Mobile SIM Card on the SPAR Mobile virtual network you must comply with the SPAR Mobile rules, as set out, inter alia, in these T’s and C’s and elsewhere in our SPAR Mobile policy documents from time to time.

Specifically, You:

• must only use the SPAR Mobile Services for lawful purposes;

• must only use Your SPAR Mobile SIM Card in a mobile device which is approved by ICASA or any other relevant authorities;

• must not reverse engineer, decompile, modify or tamper with any software on any SPAR Mobile SIM Card and You must prevent anyone else from doing so;

• must not use, or attempt to use, Your SPAR Mobile SIM Card, the SPAR Mobile virtual mobile network or SPAR Mobile Services for any fraudulent and/or other unlawful purposes;

• must not obtain or attempt to obtain benefits through fraud, deliberate misrepresentation or unauthorised manipulation of the service;

• must not use or operate, whether directly or through a third party, any SPAR Mobile SIM Card, or apparatus to route or re-route voice, data, messages or other network services on, from or to the network using a GSM gateway or any other apparatus commonly known as a 'SIM box’;

• must not use unauthorised routing or traffic manipulation to evade applicable charges; this does not prohibit legitimate device features or lawful use of a purchased service;

• must not re originate international calls or refile incoming traffic or engage in any activity which may negatively affect the network and compromise the quality of service provided to You and other customers;

• must not change any number with another number in an attempt to make international incoming or outgoing calls appear as locally originating or terminating calls;

• You may not sell, or attempt to sell, or otherwise provide commercial services using the SPAR Mobile SIM Card, or virtual mobile network to any third party without SPAR Mobile's express prior written consent;

• you may not use a SPAR Mobile SIM Card overlay to access SPAR Mobile Services on our SPAR Mobile virtual mobile network;

If there are reasonable grounds to suspect prohibited use, we may take a proportionate protective step, including temporary suspension where necessary. We will explain the reason and how to seek review as soon as reasonably possible, unless the law prevents disclosure. Final termination is governed by clause 9.

5. Payment

Unless otherwise determined by SPAR Mobile from time to time, all SPAR Mobile SIM Cards are pre-paid and require You to load SPAR Mobile Airtime and/or Data Recharge Vouchers to make use thereof.

For a purchased prepaid voucher covered by section 63 of the Consumer Protection Act, the voucher cannot expire before its value has been fully used or three years after issue, whichever happens first. Any longer or extended period agreed by the supplier applies. Applicable law governs the treatment of unused value.

Once a voucher has been redeemed for a specified service or bundle, that service's properly disclosed validity applies, subject to applicable law. This distinction does not permit us to shorten a protected voucher's redemption period. Rewards Airtime is addressed separately in Section D.

6. International roaming

Where international roaming is available (and SPAR Mobile cannot and does not guarantee that this functionality will be available on pre-paid SPAR Mobile SIM Cards), at least five business days before You leave Your country of residence You must request permission from SPAR Mobile to utilize Your SPAR Mobile SIM Card for our SPAR Mobile Services while out of the country. You may be required to pay SPAR Mobile a security deposit before SPAR Mobile activates Your SPAR Mobile SIM Card for roaming services.

When You apply, SPAR Mobile will provide a copy of the specific terms relating to international roaming. The terms are also available in store and on the SPAR Mobile website. Please visit these pages before You travel and read all the relevant information.

International roaming is expensive. Before You leave, check the SPAR Mobile website for details on charges for international roaming. SPAR Mobile also strongly advises that You check Your user manual for your mobile device and learn how to disable voice, SMS, data, Wi-Fi, application or email settings on Your mobile device before You leave.

7. Charges

We must disclose the applicable price and material charging conditions before you purchase or use a chargeable service. Rewards Airtime rates and spending restrictions appear in Section D. An ordinary-airtime data election must be explained and recorded through the applicable consent journey.

8. Changes to terms and prices

Changes must be lawful, fair and prospective. We will explain a material change, its effective date and any action you may take before it applies, using an appropriate direct notice channel and the published terms. We will give any notice period required by law or an applicable contract.

A change does not retrospectively reduce an already purchased entitlement or an earned promotional benefit. Changes to a future offer must not misrepresent the terms on which a customer already qualified.

If a change requires your consent, publication on a website or continued service use does not replace that consent. We will explain any applicable cancellation or refund rights. Urgent protective action remains subject to clauses 4 and 9 and applicable law.

9. SPAR Mobile’s right to terminate

We may terminate the service for a material breach that you do not remedy after clear notice and a reasonable opportunity to do so, subject to any mandatory notice or cure period. Non-payment applies only to an amount lawfully due.

Immediate restriction or termination may be used only where permitted by law and reasonably necessary for serious unlawful use, material fraud, security or network protection, or where continued service would be unlawful. We will explain the reason and available review route as soon as reasonably possible, unless disclosure is prohibited.

If a required network authorisation or arrangement ends, we will provide the notice, transition assistance and treatment of unused paid entitlements required by law. Unused balances are not automatically forfeited merely because a network authorisation or arrangement ends.

10. Access to SPAR Mobile Services

Service availability can be affected by maintenance, network faults, third-party failures and events beyond our reasonable control. We will take reasonable steps to prevent and reduce disruption, restore service and provide appropriate information. A supplier failure does not automatically remove our obligations to you.

We do not promise uninterrupted coverage or service in every location. Your statutory rights to service quality, remedies and refunds remain applicable.

11. Liability

Nothing in these terms excludes or limits liability for fraud, gross negligence or any other liability that the law does not allow us to exclude or limit. It also does not waive a statutory right or remedy.

Any claim for loss or damage will be assessed under applicable law, including responsibility for the conduct, causation and reasonable steps to reduce loss. A service interruption, suspension, SIM swap or third-party fraud does not, by itself, remove our liability or establish it.

12. Notice and address

You may contact SPAR Mobile through the support route in clause 15. Report urgent loss, theft or account compromise promptly; an ordinary notice period must not delay protective action. Where a particular legal notice requires a specified method or period, that requirement applies.

The service provider’s physical address is The Arch, 1 Ncondo Place, Umhlanga Ridge, Umhlanga, Durban, 4320, KwaZulu-Natal, South Africa.

We may send service notices to your registered contact details. Material changes and legally required notices must use a method and timing appropriate to the requirement; website publication alone is not a substitute where direct notice or consent is required.

13. Privacy and marketing

We process personal information on an applicable lawful basis for purposes explained in the relevant privacy notice, including providing and securing the service, verifying identity and administering a reward for which you qualify. The service provider’s privacy policy is available at https://www.spar.co.za/privacy-policy. A specific mobile-service notice must explain any additional processing and the parties’ actual roles.

Optional direct marketing is separate from service administration. We will obtain consent where required or comply with an applicable existing-customer exception and provide the required opportunity to object. Receiving or spending a reward does not itself constitute marketing consent.

14. Your agreement

You must have a reasonable opportunity to read these terms and any applicable product conditions before agreeing to the service. Ask SPAR Mobile if anything is unclear. Your agreement does not waive protected rights or confirm that an undisclosed condition was explained to you.

15. Help and complaints

For SPAR Mobile customer support, use WhatsApp 063 901 0000 or the contact route published at https://sparmobile.co.za. Ask for a complaint reference and keep the transaction details relevant to your complaint. Do not send a payment-card security code, password or one-time PIN in a complaint.

If the matter is not resolved, you may use an applicable external dispute route. ICASA’s consumer complaints procedure explains when and how to escalate a telecommunications complaint: https://www.icasa.org.za/pages/consumer-complaints-procedure. These terms do not restrict another remedy available under law.

C Products and services

C1 New starter offer

The new SPAR Mobile starter offer has a consumer price of R23 including VAT (R20 excluding VAT). The included promotional benefit is R120 Rewards Airtime, governed by Section D. It is not R120 ordinary airtime and is not a cash or wallet balance. The R120 credit is earned on qualifying activation after RICA, not merely by buying a starter pack.

At the Section D rates, R120 Rewards Airtime is equivalent to 40 MB of eligible data, or 40 minutes of eligible calls, or 120 eligible SMSs, or a combination that uses the same balance. These are alternatives, not three allowances supplied together.

C2 Other services

Online-store purchases, privacy notices, fair-use policies and separately contracted services retain their own purposes. A store checkout policy does not replace these subscriber terms. Product-specific conditions must identify the service to which they apply.

C3 eSIM purchase, installation and replacement

Where SPAR Mobile offers an eSIM, check that your device supports the offered eSIM and is not locked against its use before purchasing. Use the compatibility information supplied for the offer; eSIM support can vary by model and regional variant. The price and included services must be shown before payment.

Provide an email address you can access for delivery of the activation instructions or QR code. Keep the code private. Follow the supplied installation and identity-verification instructions. Payment, code delivery and installation do not themselves guarantee completed RICA, network activation or coverage.

If delivery or installation fails, or you need to move to another device or replace a profile, contact SPAR Mobile so that the available recovery or replacement process can be checked after identity verification. Do not assume that a deleted profile can be reinstalled or that a replacement is free. Any replacement charge and effect on existing services must be explained before you accept it.

Any product-specific cancellation or refund conditions must be disclosed before purchase and remain subject to applicable statutory rights. These terms do not impose a blanket no-refund rule for an eSIM.

C4 Grocery promotional data

The grocery offer advertised by SPAR Mobile provides free promotional data on selected products at participating stores. For that advertised offer, no airtime or data top-up is required to unlock the reward. The offer identifies the qualifying products, reward and campaign period. This promotional data is separate from Rewards Airtime and MyWallet money.

Under that offer, earned data remains in the Rewards Wallet without expiry until redeemed; after redemption it is active for seven days. Earlier earned entitlements retain their applicable terms. This section does not convert an existing data reward into Rewards Airtime or authorise a retrospective reduction in its value.

D Rewards Airtime and Out of Bundle Data

D1 What Rewards Airtime is

Rewards Airtime is a restricted promotional credit for eligible direct service use on your Mobile Account. It is separate from ordinary airtime, your paid bundle allowances and any wallet balance. A rand amount of Rewards Airtime does not buy the same amount of service as ordinary airtime or a paid bundle.

D2 Permitted use and restrictions

Rewards Airtime may be used only for eligible direct mobile data usage in South Africa, and eligible calls and SMSs from South Africa to South African numbers. International destinations and roaming are outside these stated reward rates. It cannot be transferred or shared, used for airtime payments, or used to buy or top up bundles, vouchers or other products. It cannot be paid into a wallet or treated as a general payment balance.

D3 Usage rates

Rewards Airtime depletes at R3 per MB of eligible data, R3 per minute of eligible calls billed per second at R0.05, and R1 per eligible SMS. Each use reduces the same Rewards Airtime balance.

Rewards balance	If used only for data	If used only for calls	If used only for SMSs
R30	10 MB	10 minutes	30 SMSs
R100	About 33.33 MB	About 33 minutes 20 seconds	100 SMSs
R120	40 MB	40 minutes	120 SMSs

The examples above show alternative uses of a single Rewards Airtime balance at the stated rates, before the effect of the applicable data billing increment. Mixed use reduces each remaining equivalent.

D4 Order of use

For data, eligible bundles are used first, subject to their service, time window and validity; Rewards Airtime is used next at its own rates; ordinary airtime is used only if the applicable ordinary-airtime data plan is active under D6. Otherwise data stops. For calls and SMS, an eligible bundle is used before Rewards Airtime, then ordinary airtime where permitted. Where several Rewards Airtime credits are available, the credit expiring first is used first. Your data election does not change ordinary voice or SMS tariffs.

D5 Validity

The default validity of each Rewards Airtime credit is 30 full days (720 hours), measured from the date and time it is credited, with expiry expressed in South African time. Each credit has its own expiry; adding a new credit does not restart an earlier credit’s validity. Any qualifying outage extension under D9 applies separately. The purchased bundle keeps its own stated allowance and expiry.

D6 Out of Bundle Data

D6.1 What your data state controls

Your data state controls whether ordinary airtime may pay for data after eligible bundles and Rewards Airtime are unavailable. Ordinary airtime and Rewards Airtime are separate balances. An ordinary-airtime opt-out does not switch off eligible bundles or Rewards Airtime. This D6 rule takes precedence over general wording about acceptance of tariffs, continued service use or charging for additional data elsewhere in these terms.

D6.2 Existing customers

If your Mobile Account already exists when these Out of Bundle Data arrangements are introduced for SPAR Mobile, it is explicitly set to opted out of ordinary-airtime data charging. Neither the Non-Elector Data Plan nor the OOB Data Plan applies. This starting setting is not a choice you personally made or your consent. You can use eligible bundles and Rewards Airtime. When neither is available, data stops without charging ordinary airtime; you may buy an eligible bundle or actively opt in at R0.32 per MB.

D6.3 New activations without an election

Only a new Mobile Account activated and provisioned through the DMA process that activates and provisions the account after these Out of Bundle Data arrangements are introduced for SPAR Mobile starts as a non-elector. Its Non-Elector Data Plan permits ordinary-airtime data at R0.08 per MB after eligible bundles and Rewards Airtime are unavailable, while sufficient ordinary airtime remains. Non-election means you have not chosen either opt-in or opt-out. It is not consent or an opt-in. Before affected charging, your activation information must clearly disclose this default state, both rates, charging priority and how to make your choice.

D6.4 Making and changing an election

You may actively opt in or opt out. Opt-in enables the OOB Data Plan at R0.32 per MB and removes the Non-Elector Data Plan if present. Opt-out removes either ordinary-airtime data plan and prevents ordinary airtime from paying for data. Once you make either election, you leave the introductory non-elector state. Any later opt-in is at R0.32 per MB; it does not restore R0.08 per MB.

You may actively choose opt-in or opt-out for your Mobile Account through an available election channel. For the available channels and assistance with your request, contact SPAR Mobile customer support on WhatsApp 063 901 0000. Your choice takes effect when the corresponding plan change has actually been applied. Submitting a request or receiving an acknowledgement does not, by itself, mean that the change is complete.

Confirmation of an applied change must identify your resulting state, applicable ordinary-airtime data rate and effective date and time. The record of your requested choice and request time must be kept separately from the applied state and effective time, linked to your Mobile Account and request channel. A starting setting applied to an existing account must be recorded separately from your personal choice. The time a confirmation reaches you is not necessarily the time the change took effect. Contact customer support if you need confirmation of your applied state.

Buying a bundle, topping up airtime, receiving Rewards Airtime or continuing to use the service does not itself opt you in or reset your election. Running out of a bundle does not opt you in. A later activation-processing attempt must not override an explicit choice made after cutover or restore the non-elector state.

D6.5 Charging priority and stopping data

First, eligible bundles are used, subject to their service, time window and validity. Second, Rewards Airtime is used at its own rates in D3. Third, ordinary airtime is used for data only while the Non-Elector Data Plan or OOB Data Plan is active, at its applicable rate. Otherwise data stops when no eligible bundle or Rewards Airtime remains. Having ordinary airtime available does not override an opt-out.

The data election plans themselves have no purchase or renewal fee. Charges arise from eligible data actually consumed from the relevant balance. The Casual Plan remains in place for all states; the election does not change ordinary voice or SMS tariffs or remove applicable starter or migration allowances. A bundle purchase keeps its own allowance and validity and takes priority without changing your data state.

D6.6 Rewards use while ordinary airtime is opted out

Rewards Airtime remains usable for eligible direct data after ordinary-airtime opt-out, at R3 per MB. Its other rates remain R3 per minute, billed per second at R0.05, and R1 per SMS. Its default validity remains 30 days from credit under D5. Opting out does not change these reward rates. Opting in does not permit Rewards Airtime to be transferred, shared, used for airtime payments or used to buy bundles or other products.

R120 of Rewards Airtime provides approximately 40 MB OR 40 minutes OR 120 SMS if used wholly for one service. These are alternatives, not combined allowances. Receiving a starter or Black Friday reward does not make an existing customer a new non-elector and does not create ordinary-airtime opt-in.

D6.7 Billing basis

Before chargeable use, the applicable tariff information must disclose its VAT treatment, data measurement unit, billing increment and any rounding. These charging conditions must be made available to you before they apply. No undisclosed charging condition may override the rates and ordinary-airtime protections in this section.

D7 Rewards Airtime credited by mistake

If we credit Rewards Airtime by mistake, we may correct only the remaining unspent part of that erroneous credit after explaining the correction. We absorb any part already spent in good faith and will not recover it by debiting your ordinary airtime or wallet or creating a debt merely because of our mistake. This protection does not prevent investigation or action in cases of deliberate fraud.

D8 Rewards linked to refunded or reversed purchases

If a qualifying purchase is cancelled, refunded or confirmed as reversed, we reduce the related reward in proportion to the qualifying purchase value cancelled, refunded or reversed. We may recover no more than the remaining unspent part of that reward. We will explain the adjustment and how to request a review. We absorb any shortfall attributable to rewards already spent in good faith; we will not recover it by debiting ordinary airtime or a wallet, reducing your refund or creating a debt. Deliberate refund abuse or fraud may be investigated and addressed separately.

D9 Service failure affecting reward expiry

If a failure for which we are responsible prevents you from using a valid reward, we will extend the affected unused reward’s expiry by the verified period of lost use. This preserves its remaining value; it does not replenish spent rewards or restart the original validity period.

D10 Protection against later rate increases

A later increase in reward usage rates will not apply to Rewards Airtime already credited. Those credits remain usable at the rates disclosed when awarded throughout their remaining validity. Any higher rate applies only to new credits and must be disclosed before you qualify for those credits.

D11 Porting out and same-number SIM replacement

If you voluntarily port your Mobile Account number to another network, any unused promotional Rewards Airtime ends when the port is completed. Until completion, it remains available on its existing terms, including its expiry. We will disclose this condition before you qualify for the reward; it does not retrospectively add a forfeiture condition to rewards already earned. This rule does not govern purchased airtime or wallet money and does not limit any rights protected by law. Replacing your SIM or eSIM on the same verified Mobile Account number does not, by itself, cause forfeiture of Rewards Airtime.

E Black Friday 2026

E1 Campaign period

The Black Friday campaign runs from 00:00:00 on 20 November 2026 until 23:59:59 on 3 December 2026, South African time. A qualifying purchase or action must occur during that period. A reward may be credited later without moving the qualifying event into or out of the campaign. For a SPAR Mobile bundle voucher, E4 makes successful redemption the qualifying event.

E2 The Bundle Match

For a qualifying paid bundle purchase, you receive the purchased bundle plus Rewards Airtime equal to the qualifying amount actually paid, including VAT and after discounts. You keep the purchased bundle’s original allowance and validity. The reward is not a second copy of that bundle and does not double its data, minutes or SMS allowance.

For example, a qualifying bundle bought for R50 earns R50 Rewards Airtime. The bundle remains available on its own terms; the additional credit is used at the Section D rates.

There is no daily count cap and no campaign rand-value cap on qualifying Bundle Matches. Limits on separate action rewards still apply.

Receiving a campaign marketing message is not a condition of earning a reward. Every qualifying purchase earns the stated reward, including where a customer is not selected to receive optional campaign marketing messages.

E3 Purchases and funding

Qualifying paid bundle purchases through the app, PWA, USSD or MyWallet can earn a Bundle Match. An eligible bundle purchased using an ordinary-airtime balance is included, regardless of the ordinary funding source of that balance.

Loading airtime or funding a wallet is not itself a Bundle Match event. A later qualifying paid bundle purchase may qualify. The same funding and purchase must not produce two awards for one qualifying bundle.

E4 Retail bundle vouchers

A qualifying paid SPAR Mobile bundle voucher bought at a retailer or till qualifies when it is successfully redeemed to the receiving Mobile Account. A voucher or PIN is not excluded merely because it was purchased at a till. The match uses the qualifying amount actually paid, including VAT and after discounts. One qualifying redemption earns one reward; no second award is made for the earlier issue or sale of that voucher. An airtime voucher or recharge alone does not qualify.

E5 Card save reward

A qualifying successful card save or verification during the campaign earns R100 Rewards Airtime once per Mobile Account. A customer with a previously saved card may qualify by successfully saving or verifying it during the campaign, including re-saving the same card. Merely having a card saved before the campaign earns no automatic reward. Repeating the action does not earn a second reward on the same Mobile Account.

E6 Employee participation

Employees of 85 Group, participating brands and participating retailers may participate on ordinary customer terms for genuine personal purchases, subject to the same eligibility and abuse rules. Employment creates no special reward entitlement. An otherwise qualifying, genuine and fully paid personal purchase is not disqualified solely because the employee processed the retail transaction themselves. Existing staff conduct and processing controls apply separately. Fraudulent transactions do not qualify.

E7 Opening MyWallet — Tier 1

An App User who had no MyWallet account at 00:00:00 on 20 November 2026 may earn R100 Rewards Airtime by opening MyWallet during the campaign. The App User must first have a linked, verified SPAR Mobile Account and then open the wallet.

The reward is available once per App User for Tier 1 and is credited to the linked, verified Mobile Account, never to MyWallet. Opening a wallet before linking and verifying the Mobile Account does not qualify under this sequence.

E8 Upgrading MyWallet — Tier 2

An App User who was not already on MyWallet Tier 2 at 00:00:00 on 20 November 2026 may earn R100 Rewards Airtime by completing the required FICA verification and being upgraded to Tier 2 during the campaign. The linked, verified Mobile Account must be in place before the qualifying upgrade.

The reward is available once per App User for Tier 2 and is credited to the linked, verified Mobile Account, never to MyWallet. An App User who separately meets both E7 and E8 may earn one reward for each tier. Moving backwards and repeating a tier does not create a second reward.

E9 Buying a bundle for another number

Where a qualifying paid bundle is bought for another qualifying SPAR Mobile number, the Bundle Match goes to the Mobile Account receiving the bundle, not the payer’s number. This is an award to the receiving number at the qualifying event; it does not allow an existing Rewards Airtime balance to be transferred.

E10 Bundle categories

Qualifying paid bundles include voice, SMS, data, social bundles, Nightboost, Day+Night and combination bundles in the applicable SPAR Mobile catalogue, including non-expiring and multi-month bundles. Bundle duration does not exclude a purchase from Bundle Match. A bundle must be successfully provisioned and meet the other qualifying-purchase rules. The match equals the full eligible amount actually paid, including VAT and after discounts; it is not reduced to a one-month equivalent. The purchased bundle keeps its original allowance and validity. Rewards Airtime has its own separate validity under Section D.

E11 Transactions that do not earn a Bundle Match

An ordinary airtime recharge, wallet funding, electricity purchase or purchase of a separate value-added or third-party service does not itself earn a Bundle Match. The SPAR Mobile bundle-voucher rule in E4 remains applicable.

A bundle that is free, awarded as a reward or compensation, or bought for resale or other commercial use does not qualify as a paid personal bundle purchase. A transaction that fails provisioning, is fully cancelled, refunded or reversed is not a qualifying completed purchase. For a partial refund or reversal, the qualifying value and associated reward are reduced proportionately under D8. Any correction to a reward already credited must follow the review and correction provisions in D7 and D8; this clause does not authorise a debit to your paid airtime or wallet.

E12 Missing rewards and disputed decisions

If you believe a qualifying reward is missing or incorrect, contact SPAR Mobile through clause 15 of Section B with the receiving number, transaction reference and date and time. We will investigate the qualifying event and relevant credit records. Our records do not prevent you from supplying evidence or challenging an error.

We will explain a correction or adverse eligibility decision and the route for review, subject to lawful limits on disclosing fraud or security information. These terms do not introduce an arbitrary deadline that extinguishes your statutory rights.