

SIM Only Mobile Plans

Critical Information Summary

Plan Name	10GB 4G	22GB 4G	35GB 5G	80GB 5G
Data Allowance	10GB*	22GB*	35GB*	80GB*
Network Access	4G	4G	5G**	5G**
Plan Download Speeds Caps^	100Mbps (4G)	100Mbps (4G)	100Mbps (4G & 5G)	100Mbps (4G & 5G)
Price	\$20.00	\$25.00	\$35.00	\$45.00
Expiry	30 Days	30 Days	30 Days	30 Days
One month Minimum Term	✓	✓	✓	✓
Maximum Early Termination Fees	None, but if you cancel your service, any remaining credit will not be refunded.			
National Voice and SMS inclusions	Unlimited standard calls to national fixed lines and standard national mobile and 13/1300, 18/1800 numbers. Unlimited standard national SMS to other Australian mobiles.			
Included Standard MMS	2000	2000	2000	2000
Included Value Added Services	\$2	\$2	\$2	\$2
International Voice & SMS	PAYG***	PAYG***	Unlimited 10	Unlimited 10
Databank Cap	500GB	500GB	500GB	500GB

*A GB is equal to 1,073,741,824 Bytes.

**5G network access requires a 5G compatible mobile phone and is only available in selected areas.

*** International Voice & SMS == billed as Pay as You Go which is deducted from your Value-Added Services allowance.

^ Please note, speeds may vary due to a variety of factors. These include the distance from a tower, the type of surrounding terrain (hills and valleys can block or reduce coverage), tall trees or tall buildings, hardware and software configurations and download/upload destination.

Information about the Service

Service Details

This plan is a "SIM-Only" pre-paid service designed for use with a Mobile device. Our prepaid SIM plans are subject to our Spacetalk Mobile Fair Use policy and Terms and Conditions. To use these plans, you must purchase and activate a Spacetalk Mobile SIM card. This summary may not reflect any discounts or promotions which may apply from time to time.

You can switch to a different Spacetalk Mobile plan at any time, however, please note that your inclusions and pre-paid credits will be forfeited.

What's included?

- Unlimited calls to standard mobile and fixed numbers within Australia, including 13, 1300 and 1800 numbers and unlimited standard text messages within Australia.
- 2000 standard MMS per 30-day recharge within Australia.
- VoLTE, Wi-Fi calling, Voicemail, call forwarding, calling line identification and caller number display capability.
- A monthly data allowance in line with your plan.

What's not included?

- Calls from Australia to international countries, unless included in your plan.
- Calls and messages to premium numbers are not enabled.
- MMS from Australia to international numbers.

Hardware Requirement

This service is SIM-only and does not include a device. You must bring your own compatible device. Please check device specifications to ensure the network is compatible.

Auto-Recharge

Upon activation of your Spacetalk Mobile service, you must agree to the automatic recharge of your plan.

Unless you remove auto-recharge before expiry, we will automatically charge you the selected recharge amount through your chosen payment method at the end of the credit expiry period.

Pay As You Go (PAYG) and Value-Added Services (VAS)

Upon activation of your Spacetalk Mobile service, you must agree to the automatic recharge of your plan.

Unless you remove auto-recharge before expiry, we will automatically charge you the selected recharge amount through your chosen payment method at the end of the credit expiry period.

To access these services, you will need to utilise your Value-Added Services allowance included in your plan. VAS allowances cannot be topped up and expire at the same time as your Mobile Plan.

Coverage

Spacetalk Mobile (a brand of Spacetalk Holdings Pty Ltd) uses parts of Telstra Wholesale's 5G, 4G and 3G mobile networks to provide talk, text and data.

The Telstra Wholesale mobile coverage reaches at least 97.9% of the Australian population and covers more than 1.6 million square kilometres of the Australian landmass. Telstra's 3G Network (850Mhz band) will close in mid-2024.

To view our coverage map, head to spacetalk.co/mobile.

Please note, even if you are living in an area that has coverage, connectivity via a mobile network can be impacted by a variety of factors. Spacetalk Mobile Australia does not offer refunds on credit purchased where the coverage map indicates a lack of coverage.

International Voice and SMS

Pay As You Go calling rates are available at <https://spacetalk.co/pages/support-mobile>. You need to have a balance in their plan's VAS inclusion to make international Calls and international SMS.

Unlimited 10 plans include unlimited call and SMS to Canada, China, Germany, Hong Kong, India, Indonesia, New Zealand, South Korea, UK, USA.

Databank

Unused data from your monthly allowance or data you receive as a data gift will be rolled over to the next billing period provided it does not exceed your databank cap. SIM only Mobile plans can bank up to 500GB of mobile data. Rolled over data does not expire but will be forfeited if you cancel or downgrade your plan.

Spacetalk Mobile Usage

Spacetalk Mobile is responsible for the service to you (the Consumer) and is not affiliated or related to Telstra. This Plan and your use of our network (including the unlimited use of national calls and SMS) is subject to the Spacetalk Mobile Terms of Use Policy, available at

<https://spacetalk.co/pages/mobile-terms-of-use-policy>

Data Usage

You can check and manage your usage in our self-serve portal at <https://mobile-activate.au.spacetalk.co/login>. You will receive SMS usage alerts to your compatible device within 24 hours of reaching 50%, 85% or 100% of your Included value calls and data allowance. These SMS will not contain an unsubscribe facility. You can purchase an additional 1GB of data for \$10 at any time during your credit validity period through your Spacetalk Mobile portal. Data Top Up's expire at the same time as your Mobile Plan.

We are here to help

If you have any questions, you can contact mobilesupport@spacetalk.co

Alternatively, you can visit us at www.spacetalk.co/mobile for additional information, including to access information about your usage of the service.

If you have any concerns or complaints, you can reach out to our team who will work to resolve it for you in a timely and efficient manner. If after speaking with our team, you are not satisfied with the outcome please review our complaint policy [here](#).

You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at www.tio.com.au