Spacetalk Mobile

Pre-Paid Plans Critical Information Summary

Plan	Bigger Value
Price including GST	$99.99
Expiry	180 days
National voice and SMS inclusions	Unlimited standard calls to national fixed lines and standard national mobile, 13/1300, 18/1800 and voicemail. Unlimited standard national SMS to other Australian mobiles; Unlimited standard national MMS (video MMS excluded) to other Australian mobiles.
Value Added Services (VAS) included **	$3.00
Data inclusions	1 GB*
1GB Top Up	Purchase an additional 1GB of data for $10 at any time during your credit validity period. Data Top Ups expire at the same time as your Mobile Plan.
International Roaming	Your service is for use in Australia only. You won't be able to use it to make or receive calls or to send messages while you're overseas, or to access mobile data while overseas. We don't currently offer any international roaming options.
International Voice and SMS inclusions	Your service does not include and international call minutes or text messages.
Maximum Early Termination Fees	None, but if you cancel your service, any remaining credit will not be refunded. We are unable to refund any unused prepaid mobile credits.

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

Information about the Service

Service Details

This plan is a "SIM-Only" pre-paid service designed for use with a wearable device. Spacetalk Mobile uses parts of the Telstra 4G and 3G mobile network that covers more than 98.8% of the population with 3G and 97.9% of the population with 4G. Spacetalk Mobile is responsible for providing this service to you (the Consumer). Our prepaid Sim plans are subject to our Spacetalk Mobile Fair Use policy and Terms and Conditions. This service is provided with no lock in contract and has a 28-days minimum term. 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.

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.

Choosing a Plan

When activating your Spacetalk Mobile Sim card, you will need to set up auto pay for future recharges. You can change your plan when you want to but note that inclusions and credit do not rollover when you switch plans, and you'll need to recharge to get the benefits of the new plan. Unless you remove auto-recharge before expiry, we will automatically charge you your selected recharge amount through your chosen payment method at the end of the credit expiry period. You can remove auto-recharge at any time by contacting our customer support team at **mobilesupport@spacetalk.co**

Coverage

Spacetalk Mobile (a brand of Spacetalk Holdings Pty Ltd) uses the Telstra Wholesale Mobile Network. To learn more, head to **https://www.telstrawholesale.com.au/products/mobiles/coverage.html**

The Telstra Wholesale Mobile Network coverage area reaches more than 98.8% of the Australian population with 3G** and 4G and covers more than 1.6m square kilometres of the Australian landmass. To view our coverage map, head to **www.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.

* Telstra's 3G Network (850Mhz band) will close in mid-2024

Spacetalk Mobile Usage

This plan uses parts of the Telstra 3G and 4G mobile network. Spacetalk Mobile is responsible for the service to you (the Consumer) and is not affiliated or related to Telstra.

Data

If you have exceeded the included data and exhausted your data balance, your device will not be able to use data until the start of your next recharge. Please note this may affect the functionality of your device. 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 Ups expire at the same time as your Mobile Plan.

Voicemail

Voicemail service is active as default. To disable voicemail services please contact Spacetalk Mobile customer support.

Spacetalk Mobile Customer Support

If you have any questions, you can contact **mobilesupport@spacetalk.co** so we can serve you better. Alternatively, you can visit us at **www.spacetalk.co/mobile** for additional information, including to access information about your usage of the service.