

Wearable Pre-Paid Plans

Critical Information Summary

Plan	Ignite	Boost	Orbit
Price including GST	\$17.99	\$90.99	\$164.99
Expiry	30 days	180 days	365 days
Data inclusions	1 GB*	10 GB*	30 GB*
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; (audio, picture and video MMS not enabled) to other Australian mobiles. Unlimited voicemail services, divert and retrieval.		
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.		

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

Exclusions

Spacetalk Mobile wearable plans do not include international calls, international roaming, premium services or audio, picture and video MMS. Calls cannot be made to premium numbers (e.g. 19xx numbers) or calls to satellite numbers 1234, 12 455 and 12 456 numbers.

Please note: Value Added Services no longer included on Spacetalk Mobile wearable plans.

Information about the Service

Service Details

This plan is a "SIM-Only" pre-paid service designed for use with a wearable device. Our prepaid Sim plans are subject to our Spacetalk Mobile Fair Use policy and Terms and Conditions.

If a Spacetalk Mobile SIM card is removed from a wearable device and placed into a handset or non-wearable device, the service must be recharged with a SIM only mobile plan within 30 days or the service will be cancelled.

This service is provided with no lock in contract and has a 30-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, click [here](#) to learn more.

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 Wholesale Mobile 3G and 4G networks. 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 by contacting Spacetalk Mobile support at mobilesupport@spacetalk.co

Data Top Ups 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 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.

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