



Spacetalk App and Reach App Subscriptions Promo Terms and Conditions 2022 – 2024

The Spacetalk app is now available for download and use at no cost for 14 days. Following this trial period, unless certain criteria are met, as listed below ('Free App Criteria'), a subscription fee of \$5.99 per month for the Spacetalk app will be applicable.

The Spacetalk Reach app (formerly known as the Spacetalk Family app) is now downloadable for free. However, to utilize its features, you must have the Spacetalk app installed. If you meet the Free App Criteria, you can acquire the Spacetalk app at no cost. Otherwise, following a 14-day trial period, a subscription fee of \$5.99 per month for the Spacetalk app will apply.

App fees are billed through your Apple Store, or Google Play account.

Free App Criteria:

- Customers with an active Spacetalk Mobile wearable plan in each connected Spacetalk Wearable device will not be charged the \$5.99 Spacetalk monthly app fee after the free 14 day trial.
- Customers with an active Spacetalk Mobile handset plan who pair the Spacetalk Reach App with the Spacetalk App using the same account will not be charged the \$5.99 Spacetalk monthly app fee after the free 14 day trial.
- A customer must hold a Spacetalk Mobile Wearable or Handset plan for the number of devices they have connected to their Spacetalk app to get it for free.
- Customers who downloaded the Reach app in the introductory period (prior to 24th January 2024) will not be charged until 1st March 2024.

This offer is subject to the full terms and conditions and eligibility criteria below:

1. New or existing customers must activate a Spacetalk Mobile service with a new or existing (ported) number.
2. Eligible devices include:
 - a. Spacetalk Kids (Telstra Variant Only) - Model: SP-1005 or IF-W515C
 - b. Spacetalk Adventurer - Model: ST2-4G-1
 - c. Spacetalk Adventurer 2 - Model: ST3-4G-1
 - d. Spacetalk Loop – Model: SK2-4G-1
3. Not available for Spacetalk Life devices.
4. Subscription fees will resume if the Spacetalk Mobile SIM is removed and/or replaced with another provider.
5. Subscription fees will resume if the Spacetalk Mobile SIM has no credit applied.
6. Once your eligible device has been paired to your Spacetalk app you will receive an email confirming your free Spacetalk app subscription has been applied.
7. If your Spacetalk device is already paired to a Spacetalk app subscription, when you insert your activated Spacetalk Mobile SIM Card into your device, you will receive an email

confirming your free Spacetalk app subscription has been applied. You will then need to cancel your existing paid subscription through your Apple Store or Google Play Account.

8. Spacetalk is not liable and no refunds will be issued should you fail to cancel an existing paid subscription.
9. This offer cannot be transferred to another person or party.
10. Spacetalk Mobile services must not be resold and are intended to be used by the account holder only.
11. This offer is limited to Australian customers only.
12. This offer is subject to the Spacetalk and Spacetalk Mobile Terms of Service and related policies which can be found at www.spacetalk.co.
13. This offer is available to be paired with unlimited Spacetalk app or Reach apps as long as the Free App criteria are met for each device. Offer Fair Usage Terms apply.

Offer Fair Usage Terms:

The Spacetalk Reach app and Spacetalk app offer is subject to fair usage terms to ensure equitable access and optimal service for all users. Fair usage entails reasonable and responsible utilization of the apps' features and functionalities. Excessive or abusive use, including but not limited to, sending an unusually high volume of messages, initiating an excessive number of calls, or engaging in activities that significantly burden the app's infrastructure, may result in limitations or restrictions on account access. These measures are implemented to maintain service quality and availability for all users. We reserve the right to monitor usage patterns and take appropriate action if fair usage terms are violated. Users are encouraged to utilize the apps responsibly and adhere to the fair usage guidelines outlined herein.

Contact and Enquiries:

If you sign up Spacetalk Mobile will be your service provider for your prepaid mobile service and will handle all the technical enquiries, complaints, and servicing.

If you have any questions about how this offer may apply to you, please contact us at www.spacetalk.co/mobile.