

30 Day Plan Critical Information Summary

Plan	30 Day Plan*
Price including GST	\$17.99
Expiry	30 days
Data inclusions	1 GB**
National voice and SMS inclusions	Unlimited standard calls to national fixed lines and standard national mobile and 13/1300, 18/1800. Unlimited standard national SMS to other Australian mobiles; (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 be forfeited. We are unable to refund any unused prepaid mobile credits.

*Wholesale plan name: Ignite

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

^ 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 Wearable 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.

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.

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.
- 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 and international roaming.
- Calls and messages to premium numbers are not enabled.
- MMS, Standard picture, and video.
- Pay As You Go and Value added services.

Hardware Requirement

This service is SIM-only and does not include a device. You must bring your own compatible Wearable 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.

Data Usage

You can check and manage your usage in our self-serve portal [here](#). 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 by contacting Spacetalk Mobile support. Data Top Up's 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 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.

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 spacetalk.co/pages/mobile-terms-of-use-policy

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