

Mobile SIM-Only Plans: Critical Information Summary

Plan Name	\$20 Mobile Sim Plan	\$25 Mobile Sim Plan	\$35 Mobile Sim Plan	\$45 Mobile Sim Plan
Data Allowance	15GB*	29GB*	40GB*	100GB*
Network Access	4G	5G**	5G**	5G**
Plan Download Speed Caps^	100Mbps (4G)	150Mbps (4G & 5G)	150Mbps (4G & 5G)	150Mbps (4G & 5G)
Price	\$20.00	\$25.00	\$35.00	\$45.00
Expiry	30 Days	30 Days	30 Days	30 Days
Included Standard MMS	2000	2000	2000	2000
International Voice & SMS	Not Available	Unlimited 15	Unlimited 15	Unlimited 15
National Voice & SMS	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. Unlimited voicemail services, divert and retrieval			
Databank Cap	500GB	500GB	500GB	500GB
Data Gifting	Gifting and Receiving	Gifting and Receiving	Gifting and Receiving	Gifting and Receiving
Data Gifting Allowance per Recharge	7.5GB	14.5GB	20GB	50GB
Maximum Early Termination Fees	Cancel at any time. If you cancel the service, any remaining balance of your recharge will not be refunded.			

*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.

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 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.
- Data banking and Data gifting

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.

Coverage

Spacetalk Mobile (a brand of Spacetalk Holdings Pty Ltd) uses parts of Telstra Wholesale's 5G and 4G 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 closes in Nov 2024.

To view our coverage map, head to our [coverage checker](#). 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

Unlimited 15 plans include unlimited calls and SMS to Bangladesh, Canada, China, Greece, Japan, Hong Kong, Ireland, India, Malaysia, New Zealand, South Korea, Singapore, Thailand, the UK, and the 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 when recharged within 2 days of the validity period expiry. 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.

Data Gifting

Up to 50% of domestic included data per recharge can be gifted in 1GB increments to another active Spacetalk Mobile handset plan with the Data Gifting Feature.

A maximum of 50% of plan data inclusion or 999GB can be gifted in any recharge period. 5GB is the maximum amount of data that can be gifted in a single transaction. Service cannot have more than 100GB of unused gifted data at any time.

The data gifting applies to the following Mobile SIM Only plans:

- 15GB for \$20
- 29GB for \$25
- 40GB for \$35
- 100GB for \$45

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 Plan Service Terms, available [here](#)

Data Usage

You can check and manage your usage in our self-serve portal <https://mobile-activate.au.spacetalk.co>. You will receive usage alerts to your compatible device within 24 hours of reaching 50%, 85% or 100% of your Included value calls and data allowance.

We are here to help

If you have any questions, you can contact mobilesupport@spacetalk.co Alternatively, you can visit us at <https://support.spacetalk.co/en/> 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