

Plan Service Terms

1 Introduction

These Plan Service Terms ("Plan Terms"), together with our Master Terms of Use, govern your access and use of the Spacetalk Mobile (previously called JumpySIM) mobile communication goods and services.

In the event of any inconsistency, these Plan Terms shall prevail only to the extent necessary to resolve the inconsistency. All other terms and conditions of the Master Terms of Use remain in full force and effect.

2 Our Service

We supply the Spacetalk Plan service to you, using a network operated by our carrier partner that applies in your jurisdiction.

2.1 Our Service Includes

- (a) 4G and 5G Mobile plans that entitle you to allowances as detailed in the related Critical Information Summary, covering the below functionality:
 - (i) calls to domestic numbers;
 - (ii) MMS to domestic numbers;
 - (iii) standard SMS to domestic numbers;
 - (iv) a data/send receive allowance;
 - (v) international call and SMS; and
 - (vi) the right to purchase Data Top Up for an extra charge.
- (b) Wearable plans that entitle you to allowances as detailed in the related Critical Information Summary, covering the below functionality:
 - (i) calls to domestic numbers;
 - (ii) standard SMS to domestic numbers;
 - (iii) a data/send receive allowance; and
 - (iv) the right to purchase Data Top Up for an extra charge.

To sign up to the Spacetalk Plan service, you must:

- (a) possess a compatible handset or tablet, which you must supply and maintain at your own cost; and
- (b) acquire and activate a Spacetalk SIM card or Spacetalk eSIM.

3 Minimum Credit

If your SIM card is active but your credit balance is zero:

- (a) you can receive calls and SMS;
- (b) you can make calls that are designated as free (e.g. to emergency services), but you cannot otherwise use the Service.

You must ensure sufficient credits on your account to make outgoing calls, send SMS or MMS, or to use other Spacetalk Mobile Services.

You cannot make a call or send an SMS or MMS if the credits in your account are less than the cost of the calls, SMS or MSM, except to emergency services.

You cannot use data unless you have data allowance under any Plan.

We may terminate a call or data session without notice if your credits run out during the call or data session.

If your credits are running low, we may send a low balance alerts, but are not obliged to.

Your service will be disconnected if your Service remains at zero credit balance for six (6) continuous months.

4 Credit Expiry

4.1 Plan Expiry

Plans expire at 11:59pm AEDT/AEST on the date that falls at the end of the period specified in your relevant Critical Information Summary. Unless otherwise stated, any remaining Credits and inclusions will be forfeited.

Banked Data (where applicable for eligible mobile plans) will carry over if the Plan is auto-renewed within two days of the expiry. If no auto-renewal occurs, any unused Banked Data will be forfeited.

5 Recharges

5.1 Prepaid Service Only

Our Service operates on a prepaid basis unless explicitly stated otherwise. Any reference to a "charge", "cost" or similar mean a deduction from your Credits, not a future bill

You may recharge your Service:

- (a) by purchasing a recharge value at www.spacetalk.co; or
- (b) by calling our customer support team.

We offer automatic recharge of all Plans by default. Auto-recharge will commence when your plan expires at 11:59pm AEDT/AEST and will take between two and six hours to complete.

We may SMS or email you to confirm that a Recharge has been successfully processed, but we are not obliged to.

You will be able to access your recharge and usage history for the current calendar month online by logging into your Spacetalk Account

5.2 Data Banking

Data banking only applies to eligible data on Mobile Plans (see your applicable Critical Information Summary to confirm eligibility).

Eligible data for a Mobile Plan means all unused data (if any) that is part of the standard data allowance. that does not exceed your databank cap when recharged within 2 days of the validity period expiry.

Your eligible data will automatically bank for use at a later date, to a maximum 500G. You cannot rollover unused or unaccumulated data if you switch between plan types.

6 Phone Numbers

6.1 Use of Phone Numbers

If you do not already have a phone number for your mobile phone for use with the Service, we will issue you a phone number.

All phone numbers are selected, issued and used by us in accordance with the applicable regulations and legislation that applies in your jurisdiction (**Numbering Regulations**).

We may be required to vary, withdraw, suspend or re-assign a phone number we have allocated you in order for us to comply with the Numbering Regulations. We will give you as much notice as is reasonably practicable if we have to do this.

If you need a new phone number because you have received calls of a harassing nature and you reported the matter to the relevant law enforcement agency, we will supply you with a new number.

You do not own the phone number and your right to use the phone number ends if you no longer obtain the Service unless you transfer ('port') the phone number.

If you stop obtaining the service and do not port the phone number, we may issue the phone number to another customer in accordance with the Numbering Regulations.

7 Mobile Number Portability

You may be able to port a phone number from another carrier when you connect to the Service. You must be the authorised account holder to request porting. We will use all reasonable efforts to port your phone number as soon as possible, but we have no liability to you for any delays. There is no fee for porting a number to us.

Before porting, you must cancel your existing service. We will also notify your previous provider.

You may need a new or unlocked mobile phone when switching networks.

You may also port a number from us to another carrier. You must not cancel the Service before you port the phone number. We will cancel the Service once your new carrier to which you have ported the phone number informs us that you have ported the phone number.

You can only port the phone number. You cannot port any Credits or value-added services (e.g. voicemail).

8 Lost or Stolen Mobile Phone or SIM Cards

If your activated Spacetalk Mobile SIM card is lost or stolen:

- (a) we are not responsible for it;
- (b) you must notify us as soon as possible;
- (c) within a reasonable time we will bar outgoing calls and/or suspend the Service;
- (d) if we become aware of the loss or theft, and you have not notified us, we may cancel the Service but we are not obliged to; and
- (e) we may charge a fee for a replacement SIM card.