

# JUMPY SIM



## Critical Information Summary

[jumpysim.com](http://jumpysim.com)



This summary may not reflect any discounts or promotions which may apply from time to time.

## JumpySIM Wearable Plans

Plan	Starter	Bigger Value	Biggest Value
<b>Price including GST</b>	\$16.99	\$99.99	\$164.99
<b>Expiry</b>	28 days	180 days	365 days
<b>National voice and SMS inclusions</b>	Unlimited standard calls to national fixed lines and standard national mobile, 13/1300, 18/1800 and voicemail. Unlimited standard national SMS to other Australian mobiles; Unlimited standard national MMS (video MMS excluded) to other Australian mobiles.		
<b>Value Added Services (VAS) included</b>	\$1.00	\$3.00	\$4.00
<b>Data inclusions</b>	1 GB*	15 GB*	30 GB*
<b>1GB Top Up</b>	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		
<b>International Roaming</b>	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.		
<b>International Voice and SMS inclusions</b>	Your service does not include and international call minutes or text messages.		
<b>Maximum Early Termination Fees</b>	None, but if you cancel your service, any remaining credit will not be refunded.		

## Information about the Service

### Service Details

This plan is a "SIM-Only" pre-paid service designed for use with a wearable device. JumpySIM uses parts of the Telstra 4G and 3G mobile network that covers more than 98.8% of the population with 3G and 97.9% of the population with 4G. JumpySIM is responsible for providing this service to you the service to you (the Consumer). Our prepaid Sim plans are subject to our JumpySIM Fair Use policy and Terms and Conditions. This service is provided with no lock in contract and has a 28-days minimum term. To use these plans, you must purchase and activate a JumpySIM 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.



## Information about the Service

### Choosing a Plan

When activating your JumpySIM 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 [support-au@jumpysim.com](mailto:support-au@jumpysim.com).

### Coverage

JumpySIM (a brand of Spacetalk Holdings Pty Ltd) acts as a reseller and uses part of Telstra's 4G and 3G mobile network. Head to <https://www.au.jumpysim.com/pages/coverage-map> to view our coverage map.

JumpySIM uses parts of the Telstra Mobile Network that covers more than 98.8% of the population with 3G\* and 97.9% of the population with 4G. To see JumpySIM coverage in your area head to [www.au.jumpysim.com](http://www.au.jumpysim.com).

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.

JumpySIM Australia does not offer refunds on credit purchased due to a lack of coverage.

\*Telstra's 3G Network (850Mhz band) will close in mid-2024.

### JumpySIM Usage

This plan uses parts of the Telstra 3G and 4G mobile network. JumpySIM 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 through your MyJumpy Account portal. Data Top Ups expire at the same time as your Mobile Plan.

### Exclusions

Your plan does not include allowances for international calls, international roaming, premium services, or video MMS.

To access these, you will need to utilise your Value-Added Services (VAS).

They include but are not limited to:

- Video MMS
- Calls, SMS, or MMS to international numbers (unless otherwise stated)
- Calls to premium numbers (e.g., 19xx numbers)
- Calls to satellite numbers 1234, 12 455 and 12 456 numbers
- Voicemail retrieval, to call voicemail and to your message there is a charge of \$0.13 per call.

### JumpySIM Customer Support

If you have any questions, you can contact [support-au@jumpysim.com](mailto:support-au@jumpysim.com) so we can serve you better. Alternatively, you can visit us at [www.jumpysim.com](http://www.jumpysim.com) for additional information, including to access information about your usage of the service.