Critical Information Summary
Ucingo Mobile (eSIM Companion Plan)

Service to be provided: Smartwatch eSIM data service using the Telstra Wholesale Mobile Network

Minimum Monthly Charge: 1 Month Access Fee

Maximum Early Termination Charge: 1 Month Access Fee

Minimum Term Applicable: 1 Month

This summary does not reflect any discounts, bonus data or promotions, which may apply from time to time.

Plan	eSIM Companion
Minimum Monthly Charge	$10 per month
Device	GPS + Cellular smartwatch (Apple Watch or Samsung Galaxy Watch) paired with a compatible smartphone
Monthly Data Allowance	1GB
Calls/Messages	No call or SMS inclusions. Calls and messages made from your watch use your paired phone's number and are charged under that phone's plan.
Maximum Download Speed	100Mbps
What's Not Included	Use of the service outside of Australia, tablets and other wearables, Data Banking, data top-ups
Minimum total cost	$10

Download speeds are capped at 100Mbps on the eSIM Companion Plan. This is the maximum potential download speed for this plan. Typical speeds may often be slower and will vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

Information about the service

What is the service?

The eSIM Companion Plan is a data-only eSIM service for a GPS + Cellular smartwatch. It lets your watch stay connected, make and receive calls and messages, and use data when your phone isn't nearby.

The companion plan must be linked to an active Ucingo Mobile service on the smartphone the watch is paired with.

Service Provider

Ucingo (ABN 93 169 400 775) acts as a reseller and uses part of the 4G and 5G mobile network and capabilities of Telstra Corporation Limited (ABN 33 051 775 556) to provide our mobile services. Despite this, Ucingo is responsible for providing the service to you and is not affiliated with or related to the principal carrier.

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Where is it available?

The mobile product of Ucingo uses the Telstra Wholesale Mobile Network, with predicted coverage areas in all Australian major cities, most outer-metro areas and larger regional centres, as well as many smaller towns and transport corridors. Predicted coverage details are available at ucingo.com.au/mobile-coverage.

What do I need to access the service?

You will need:

- A GPS + Cellular smartwatch. Apple Watch Series 4 and later (including Apple Watch Ultra), or Samsung Galaxy Watch Active2, Galaxy Watch3 series, Galaxy Watch4 and later (including Galaxy Watch Ultra).
- A compatible smartphone from the same brand as your watch (an iPhone for Apple Watch, or a Samsung Galaxy phone for Galaxy Watch).
- Both devices updated to the latest available software.

Google Pixel phones and watches are not supported for smartwatch pairing. Tablets and other wearables are not supported on this plan.

What is included?

1GB of data per month for use on your smartwatch. The plan includes no call or SMS allowance of its own. Calls and messages made or received on your watch use your paired phone's number.

Minimum Term

The service is supplied on a month-to-month basis. Cancelling takes effect at the end of your current billing cycle (the 27th of the month), so effective notice can range from 1 to 30 days depending on timing.

Do I have to bundle anything with the service?

The eSIM Companion Plan is an add-on to a Ucingo Mobile service and cannot be taken on its own.

Data Banking

The eSIM Companion Plan is not eligible for Data Banking. Unused data does not roll over to the next month.

Additional Data

Once you have used your 1GB of included data, data on your watch is blocked until the start of your next billing cycle. There are no excess data charges and data top-ups are not available on this plan. Calls and messages through your paired phone's number are not affected.

Billing Date, Period, Notice and Amount

You will be billed on the 1st of every month for the full monthly plan fee. The billing period will be from the 28th of the month up to and including the 27th of the following month. Approximately 3-5 days after the 28th of the month you will receive your bill via the communication method you have nominated – be that via email or regular paper mail. Please note that if you elect to receive your bill in paper via regular mail a fee of $2.50 will be applied to your account.

The eSIM Companion Plan is a subscription service that renews automatically each month unless you cancel your service. No refunds are given on bills already issued.

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Qualifications

To obtain a service from us you must:

- Agree to our business terms and conditions available at https://ucingo.com.au/standard-form-of-agreement/

Please note that this service may be suspended and/or cancelled if:

- You fail to pay your bill
- You are abusive to our staff.
- You breach our terms and conditions or our fair use policy, available at https://ucingo.com.au/legal/

Set-up fee

There is no set-up fee for this service.

Equipment fees

This service uses an eSIM, activated through your phone's watch app. No physical SIM card is needed and there is no eSIM fee. You must supply your own compatible watch and phone.

Exit fee

There are no exit fees for this service. Cancelling takes effect at the end of your current billing cycle (the 27th of the month), so notice can range from 1 to 30 days depending on timing, and no refunds are given on bills already issued.

Other possible charges

- Calls and messages made from your watch are charged under your paired phone's plan, including any PAYG charges that apply to that plan.

Other information

International Roaming

International roaming is not available on the eSIM Companion Plan.

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 02 6049 5600.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see https://ucingo.com.au/lodge-a-complaint/

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint

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