

SmileTel Mobile Service Terms

These Mobile Service Terms apply whenever you take up a SmileTel Mobile Service. They sit alongside the SmileTel General Terms and the Critical Information Summary that applies to your Plan, and together those documents form your agreement with us. Where something in this document conflicts with another document in your agreement, the order of priority set out in the General Terms decides which one applies.

1. Getting Connected

Connecting your service

1.1 Once you're set up with a SIM and a compatible device, we'll work to get your Service connected as quickly as we reasonably can, and we'll let you know once it's ready to use.

Bringing your number across

1.2 If you'd like to keep your existing mobile number when you join SmileTel, you can ask us to transfer it from your current provider. You'll need to agree to our number transfer terms and give us accurate details for the account holder.

1.3 We'll do what we reasonably can to get the transfer done within the timeframe we tell you. How long it actually takes can depend on things outside our control — your outgoing provider, identity checks, and the standard industry porting process.

1.4 If we can't confirm or finish the transfer, we'll let you know. Don't cancel your existing service until we've confirmed the transfer has gone through.

2. Using Your Mobile Service

Coverage

2.1 You can check coverage at <https://www.telstra.com.au/coverage-networks/our-coverage?>

Coverage information is a prediction based on network modelling, not a promise that service will be available at any specific location.

2.2 Coverage and call/data quality can vary in practice. Buildings, terrain, foliage, lifts, basements, how busy the network is, your Plan, your device and how you're using it can all affect what you experience. We can't guarantee coverage everywhere, uninterrupted calls or data sessions, or that you'll never notice network congestion.

2.3 The features available to you can differ depending on your coverage area, Service, Plan, device, SIM and the configuration of the underlying network we use. Things like your environment, how many other people are using the network, signal strength and what your device supports can all play a part.

5G

2.4 You'll only get 5G access where it's included in your Plan and the underlying network supports it in your area.

2.5 5G Non-Standalone requires a compatible device and a coverage area that supports it.

2.6 Where we offer 5G Standalone, you'll need an eligible Plan, a compatible device and SIM, and to be in a location that supports it.

2.7 Some newer network features may be limited to particular apps, plans or groups of customers, and might not always be switched on.

Keeping the network running well

2.8 The underlying network, and the Plans, add-ons and features we offer on it, can change over time as technology, infrastructure and our supplier arrangements evolve. If a change is detrimental to you, we'll handle it in line with the General Terms and the law.

2.9 Network upgrades don't automatically apply to every Plan, Service or device — only where we've said they do.

2.10 The mobile network is a shared resource. SmileTel or our underlying carrier may use reasonable traffic-management measures to keep it running properly for everyone.

2.11 We may apply traffic management where it's reasonably needed — for example during periods of high demand, in response to a security issue, to deal with a fault, or to ease congestion.

2.12 Some Plans come with different traffic priority to others. If the network is congested, a Plan without priority access may run slower than one with it.

What your Service includes

2.13 Using your Service requires an active SmileTel account, and may include Australian data, calls and messages as set out in your Critical Information Summary. You can bring your own compatible device, buy one outright, or — where we offer it — pay it off through a device payment contract. Optional extras may also be available.

2.14 The specifics of what you get — inclusions, calling features, messaging features — are set out in your Critical Information Summary and any add-on terms that apply to you.

2.15 Unless your Plan says otherwise, your Service and its allowances are meant for normal personal or business use on a compatible device and are subject to our Fair Use Policy.

Text and picture messaging

2.16 SMS lets you send short text messages between compatible devices. The recipient may see your number along with the date and time the message was sent.

2.17 We and our underlying carrier will make a reasonable effort to deliver your messages, but we can't guarantee delivery, and a message that can't be delivered may eventually expire from the network.

2.18 A message might not get through for a range of reasons — a technical issue, the recipient's device being off or full, a coverage gap, an invalid or blocked number, or a restriction set by another carrier.

2.19 SMS isn't built for emergencies, urgent warnings or time-critical messages. Please choose a communication method that's appropriate for what you need to send.

2.20 SMS and MMS messages may not be encrypted end-to-end. Avoid using them to send anything that needs a higher level of security.

2.21 If your device supports it, MMS lets you send pictures, text, audio or short video. Limits on size and file type may apply.

2.22 You're responsible for what you send. Don't use messaging to send anything unlawful, offensive, unsolicited or harmful.

2.23 When using our messaging services, you need to comply with the law, relevant industry codes, privacy rules and other people's intellectual property rights.

2.24 How big an MMS can be, and what formats are supported, depends on your device and the network. If You attempt to send any MMS message that is larger than 500 kilobytes in size, your MMS message may not be successfully submitted and/or received.

Calls and messages included in your Plan

2.25 The standard calls and messages included in your Plan are set out in your Critical Information Summary. These typically cover calls to standard Australian fixed and mobile numbers, 13/1300/1800 numbers, eligible call diversions, voicemail access, and standard national SMS and MMS. Premium, satellite, special, international and other excluded services may cost extra or may not be available at all.

3. Calling Overseas — Unlimited International Calling

What's included

3.1 Where your Plan includes it, Unlimited International Calling lets you call and SMS eligible overseas numbers at no extra charge while you're in Australia, on top of your normal Plan inclusions.

3.2 This is a calling feature, not international roaming. It doesn't give you any allowance, coverage or ability to use your Service while you are physically outside Australia — see clause 3.7.

3.3 Unlimited International Calling is included on the Essentials 25GB Plan and on every Business and Performance Plan. It isn't included on the Essentials 5GB or 12GB Plans.

Eligible destinations

3.4 Eligible destinations are grouped by country, and separately list fixed-line and mobile coverage. As at the date of this document, the countries below are included — always check the current list on our website, as it can change.

Countries included in Unlimited International Calling

China	India	South Korea
China (mobile)	India (mobile)	South Korea (mobile)
France	Ireland	Thailand
France (mobile)	Ireland (mobile)	United Kingdom
Germany	Malaysia	United Kingdom (mobile)
Germany (mobile)	Malaysia (mobile)	USA
Greece	New Zealand	Vietnam
Greece (mobile)	New Zealand (mobile)	Vietnam (mobile)
Hong Kong	Singapore	
Hong Kong (mobile)	Singapore (mobile)	

Where a country is listed twice — once plain and once marked "(mobile)" — the plain entry covers calls and SMS to fixed-line numbers in that country, and the "(mobile)" entry covers calls and SMS to mobile numbers there. Both need to be included for full coverage of that country.

Fair use and exclusions

3.5 Unlimited International Calling is for normal personal or business use by an individual customer, and is subject to our Fair Use Policy. It isn't intended for call-centre use, auto-dialling, resale, or any other high-volume commercial calling pattern.

3.6 Calls and SMS to destinations, number ranges or services outside the eligible list — including satellite numbers, premium numbers and non-standard international number ranges — aren't covered and may be charged separately.

If you're travelling

3.7 If you take your device overseas, your Service may not work at all, since SmileTel doesn't currently offer international roaming. If you're travelling, you'll need a local SIM, a travel eSIM, Wi-Fi calling where supported, or another arrangement to stay connected while outside Australia.

4. Getting Help

Replacement SIMs and faults

4.1 Need a replacement SIM? You can request one by calling us on 1300 766 720, or through [insert online support channel if available]. Charges, identity checks and delivery conditions may apply depending on how you order it.

4.2 You can check for known outages or report a fault by calling 1300 175 636 (7 days 8am to 5pm), or through support@smiletel.com.au

4.3 We'll make a reasonable effort to look into and fix any fault. How long that takes depends on factors like our underlying carrier, your location, the type of fault, site access and safety considerations. Any specific service-level promise needs to be spelled out in your Plan or a separate service-level agreement — it isn't assumed here.

Lost, stolen or blocked devices

4.4 If your device is lost or stolen, contact us as soon as you can so we can suspend your SIM and, if it's available, block the device's IMEI. You should still be able to make emergency and other permitted calls.

4.5 We may block a device where we reasonably believe it's lost, stolen or fraudulently obtained, where it poses a risk to the network, or where an industry blocking process requires it.

4.6 We may decline to block a device, or lift a block, where we can't verify identity, ownership or IMEI details, or where doing so could affect another device.

4.7 If a device was blocked by mistake, or you've recovered it, you can ask us to unblock it — you'll need to complete our verification steps first.

5. Leaving SmileTel

Taking your number elsewhere

5.1 You can ask us to transfer your number to another provider, and we'll make a reasonable effort to help that happen. Once the transfer is complete, your Service and any extras attached to it may be cancelled. You're still responsible for any charges you incurred, and any amount still owing, before that point.

Device repayments and cancelling your Service

5.2 If your Service is cancelled while you still owe money on a device payment contract, that outstanding amount may become payable in line with the contract and the law.

5.3 If you're cancelling because of a change we've made that's detrimental to you, what happens to your rights and any device pay-out amount is worked out under the General Terms and consumer law.

5.4 We'll let you know about your final bill, when it's due, and which payment method we'll use, and we'll handle it in line with the General Terms, any AutoPay authority you've given us, and the law.

6. Satellite-to-Mobile Services

6.1 Where it's included in your Plan and switched on by SmileTel or our underlying supplier, a compatible device may be able to use limited satellite-to-mobile services in Australia when you're outside terrestrial mobile coverage. What's available may change over time.

6.2 Using satellite services generally means being outdoors with a clear view of the sky, and some areas may not be covered at all. Coverage isn't guaranteed and can change.

6.3 To use it, you'll need an eligible Plan, an enabled Service, a compatible device with current software, any required apps, satellite coverage where you are, and to be outside terrestrial mobile coverage.■

6.4 Please don't rely on satellite-to-mobile for emergencies. Unless we say otherwise, it may not support Triple Zero (000), emergency alerts, continuous connectivity or anything time-critical.

6.5 We can't guarantee availability or performance. Satellite movement, network capacity, your location, terrain, weather, device compatibility and third-party systems can all cause delays, slower speeds, high latency, drop-outs, or an inability to connect at all.

6.6 Some device or network features may not work, or may be turned off, while you're using satellite-to-mobile services.

6.7 Where satellite messaging is available, it may be limited to SMS to supported numbers, and may not support MMS, data, instant messaging, voice or video calls, emergency services, or use overseas.■

6.8 Any supported satellite apps may only work for light, low-bandwidth tasks approved by our supplier. Streaming, large downloads, gaming and real-time calls may not work at all. Install, update and sign in to anything you'll need before you head out of mobile coverage.

6.9 We may manage, prioritise, restrict or temporarily block network capacity to keep the service available, including during emergencies.

6.10 To the extent the law allows, satellite-to-mobile services are provided subject to availability and the liability terms in the General Terms. Nothing here takes away any right that can't legally be excluded.■

7. Definitions and Contact Details

Critical Information Summary — the summary for your chosen Plan, covering price, inclusions, exclusions and key conditions.

Device Payment Contract (DPC) — a separate agreement, where we offer one, for paying off an eligible device in instalments.

Plan — the SmileTel mobile plan you've chosen.

Service — the SmileTel mobile service supplied to you under these terms.

Underlying carrier — the wholesale mobile network operator SmileTel uses to deliver your Service. SmileTel currently resells on the Telstra Mobile Network.

We, us, our, SmileTel — Smile IT Pty Ltd (ABN 51 123 952 232), trading as SmileTel.

You, your — the customer named on the order or account.

Legal entity	Smile IT Pty Ltd
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