Critical Information Summary

Mobile Wearables – Companion Plan

Plan Details	Mobile Companion Plan
Monthly Cost	$10
Monthly Data Allowance	1 GB
eSIM Activation Fee (once-off charge)	$5
Minimum Term	1 month
Maximum Download Speed	100 Mbps
Maximum Upload Speed	100 Mbps

Information about the service

What is the service?

The Click Access Mobile Companion Plan is for a post-paid cellular watch service that provides access to the Telstra Wholesale Mobile Network. It can be used to make and receive unlimited calls and unlimited SMS to standard Australian numbers, and access mobile data.

Where is it available?

The Click Access Mobile Companion Plan is available for use in Australia only.

The mobile product of Click Access 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 areas are available by clicking here: www.telstrawholesale.com.au/mobile-network

What do I need to access the service?

To use the Click Access Mobile Companion Plan, you will need a compatible cellular smart watch. A compatible paired smartphone is required during initial setup and for managing your watch. Your watch and phone must be from the same brand (e.g. Apple Watch with iPhone).

Ensure both devices are running the latest software/OS versions.

This plan is specifically for smartphones and watches, tablets and other wearables are not supported.

Supported Smartphones:

To use the Click Access Companion Plan, your phone must support eSIM.

Brand	Compatible Models
Apple	iPhone 6 series and above (including SE)
Samsung	Galaxy S8 series+, Note 5+, Z Fold & Z Flip series, A5 (2017), J2 Pro
Google	Not supported

Supported Smartwatches:

You must have a GPS + Cellular model (these contain the necessary eSIM).

Brand	Compatible Models
Apple	Apple Watch: Series 4 and later, including Ultra
Samsung	Samsung Galaxy Watch: Active2, Watch 3 series, and Watch 4 Ultra or later
Google	Not supported for smartwatch pairing

Plan Eligibility

This wearable plan is designed to be used alongside an eligible Click Access 5G mobile service. The service cannot be activated on Click Access 4G mobile plans.

What's Included & Excluded

Unlimited calls and unlimited SMS to standard Australian fixed and mobile numbers, calls to 1800 and 13-1300* numbers.

*Note: Telstra retail numbers 132000, 132203, 132674, and 132999 are charged as excess usage.

Your unlimited included value cannot be used for video MMS, calls to satellite numbers, usage when roaming overseas, and other assistance and special numbers. These will incur excess usage charges to your monthly bill. Calls and SMS/MMS to premium numbers (e.g. 19xx numbers), Sensis calls or other content charges (including third party charges) are barred.

Receive a monthly data allowance of 1GB to access the mobile data network within Australia. If you use all your data before the end of the billing period, your data access will be paused until the commencement of the next billing cycle. Any unused data in the billing cycle does not rollover to the following month. Data sharing is not available on this plan.

Information about pricing

Minimum monthly charge:

Refer to the pricing table for plan pricing. All pricing includes GST.

Set-up Fee:

A once-off eSIM activation fee of $5 applies for the companion eSIM, and the fee will be applied to your first bill.

Minimum Term:

The minimum term of the service is one month. There are no early termination fees for this service.

Data Usage:

You will receive email notifications in near real-time when you reach 50%, 85%, and 100% of your data allowance.

Changes to your plan:

We may from time to time make changes to your plan pricing. If we need to change your plan, or move you to a new plan, we will give you 30 days' notice before making those changes. The notice will be sent to your nominated email address.

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Accounts & Billing

Your monthly charges and inclusions are metered and billed from the 28th to 27th of each month. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance).

Plan disconnections are not pro-rated. No credit will apply for remaining days in the bill cycle.

Your first bill will include pro-rata charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

All bills are delivered by email. Please contact us if you would like a paper bill. If you require a paper bill to be posted to you, a monthly fee of $3.00 applies and will be added to your bill.

We require full payment of your monthly account by the 15th of each month. Failure to pay your account by the due date will result in a late payment fee of $15.00 being added to your account.

We have a number of payments methods available, these are listed on your monthly bill. The preferred method of payment is Direct Debit, which we can process via your nominated bank account or credit card. Please contact us to set up a direct debit facility.

Other information

Qualifications:

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

- You fail to pay your bill by the due date.
- You are abusive to our team.
- You breach our terms and conditions or our fair use policy. Copies of these documents are available on our website.

Customer Service:

If you have any questions, need technical support, or have account queries, we encourage you to contact us:

Click Access Pty Ltd
Email: info@clickaccess.com.au
Phone: 07 5315 5440
Mail: PO Box 1255, Buderim QLD 4556
You may also use the online contact form on our website.

Our business hours are 8.00am to 5.00pm, Monday to Friday. We are closed on public holidays.

Complaints:

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you are not happy with your service, you can follow our dispute resolution process.

For more information, see https://www.clickaccess.co.au/complaints-process

Telecommunications Industry Ombudsman (TIO):

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 as follows:

Phone: 1800 062 058
Online: tio.com.au/complaints

This is a summary only. Please contact us for further information or visit our website for full terms and conditions. Summary is valid as of 1st July, 2026.