



FACT SHEET

eSIM Companion Plan for Smartwatches

This Fact sheet explains what the Telair eSIM Companion Plan includes, what it costs, which devices it works with and the limits that apply. It is a plain-language summary for business customers with an eligible Telair 5G mobile service. Refer to the Telair Standard Form of Agreement, available at telair.com.au/policies/, for full service terms.

● The short version

The eSIM Companion Plan connects one compatible cellular smartwatch to your eligible 5G mobile service for \$10 a month. Your watch shares your mobile number, so you can make and take calls on it without your phone nearby. Incoming calls ring on both devices at once. The plan covers calls and data only: unlimited domestic calls and 1GB of data a month just for your watch, with no SMS or MMS. Your phone and watch must be from the same brand, and the plan works in Australia only.

\$10/month

Inc GST, on top of your mobile plan. One-month minimum term.

1GB data

Every month, just for your watch. No rollover.

Unlimited calls

Unlimited calls on one cellular smartwatch per eligible mobile service. SMS/MMS Excluded.

What's included and what it costs

Inclusion	Details	Cost to you
Smartwatch connection	Connects one cellular smartwatch to your eligible 5G mobile service, using your mobile number	\$10.00 a month (inc GST), on top of your mobile plan
Minimum term	One month	Minimum cost \$10.00
Data	1GB a month for your watch only. It is not shared with your phone plan and does not roll over.	Included
Calls	Unlimited domestic calls from your watch	Included
Speed	Maximum download speed of 100 Mbps	Included
SMS and MMS	Not included. The plan covers calls and data only.	Not available
Overseas use	International roaming is not supported	Not available
Extra watches	One smartwatch per mobile service	Not available

What you can do on your compatible smart watch

- Make and receive voice calls
- Access voicemail
- Stream music
- Use navigation apps
- Receive app notifications
- Check weather and connected services
- Record fitness and workout activity
- Use safety features such as Emergency SOS
- Make contactless payments

Your watch has its own data

Your watch gets its own 1GB of data each month, separate from your phone plan. It does not draw on your phone plan's data, and unused data does not roll over to the next month. If your watch uses its full 1GB, its mobile service stops working until your next billing cycle starts.

Features such as location sharing, fall detection and payments depend on your watch model and software.

● Check your devices are compatible

You need an eligible 5G mobile plan, plus a phone and cellular smartwatch from the same brand, both running current software.

Device	Apple	Samsung
Smartwatch	Apple Watch Series 4 or later, including Ultra models	Galaxy Watch Active2, Galaxy Watch3, Galaxy Watch4 or later
Smartphone	iPhone 6 series or later	Galaxy S8 series or later, Note 5 or later, Z Fold series, Z Flip series, A5 (2017), J2 Pro
Works with	Apple Watch paired with an iPhone	Galaxy Watch paired with a Samsung Galaxy phone

Not supported: GPS-only or non-cellular watches, Google Pixel watches, mixed-brand pairings (such as an Apple Watch with a Samsung phone), devices without eSIM, tablets, mobile broadband and data-only plans.

● Important things to know

If you	What happens	What to do
Use all your data	Your watch's mobile service stops until your next billing cycle	Service resumes at the start of the next cycle
Travel overseas	Your watch's mobile service won't work outside Australia	Some features may still work over Wi-Fi
Change phones	You may need to set it up again, even on a newer phone of the same brand	Remove it, then activate it on your new phone
Replace your watch	You may be able to move it to another compatible watch of the same brand	Contact us before you swap
Change to a 4G plan	The Companion Plan isn't supported on ineligible plans	Remove the Companion Plan first
Suspend or cancel mobile	The Companion Plan is cancelled or suspended too	No separate action needed
Change your number	Your Companion Plan isn't affected	No action needed

● How to activate your watch Companion Plan

Before you start, check that:

- your watch is a cellular model that supports eSIM, and your mobile plan is eligible
- both devices are connected to the internet and running current software
- your phone and watch are paired via Bluetooth, and stay close together during setup

To activate:

- Contact us to get your activation PIN.
- On your paired phone, open your watch app and start setup:
iPhone: Apple Watch app > Mobile > Set Up Mobile Plan
Samsung: Galaxy Wearable app > Watch settings > Mobile plans, then tap Next
- Follow the prompts to start pairing your watch, and enter your PIN when asked.
- Enter the one-time code we send by SMS to your phone.
- Accept the prompt to add the mobile plan to your watch.

Talk to us

1800 835 247

Online support

support.telair.com.au

● Conditions of use

- The plan is available to business customers only.
- You must not resell or resupply the service. If we reasonably believe you are, we may cancel or suspend it immediately.
- The network operator may suspend the service without notice if your device causes a network fault, and may change coverage areas.
- Your devices must be compatible with the network, and your use must follow our Acceptable Use Policy.
- We don't guarantee continuous or fault-free service. Speeds are targets rather than guarantees.
- We share your information with our supplier and the network operator so they can provide the service.

This fact sheet covers the Companion Plan only. For your mobile plan's inclusions and charges, see its Critical Information Summary, available at telair.com.au/cis/.

● Your consumer rights

Nothing in this fact sheet limits or replaces your rights under the Australian Consumer Law. Our goods and services come with guarantees that cannot be excluded under that law.