DVC TELCO

# DVC Telco Wearables Solution: Information & Installation Guide

Updated November 2026

## What is the DVC Telco Wearables Solution?

Stay connected — right from your wrist. The DVC Telco Wearables Solution lets you connect a compatible Apple or Samsung cellular smartwatch to our network, so you can:

- make calls and use data directly from your smartwatch;
- stay connected without carrying your phone;
- share the same mobile number across your phone and smartwatch; and
- access emergency features and location sharing when it matters.

## Plan details

| Wearables add-on | Details |
|---|---|
| **Monthly cost** | $10 per month per smartwatch |
| **Minimum term** | 1 month |
| **Eligibility** | An active DVC Telco Standalone Mobile plan (all current 5G plans are eligible) |
| **Device limit** | One cellular smartwatch per mobile service |
| **Data** | 1GB standalone data per month (not shareable and cannot use your phone plan's data). Unused data expires monthly — it does not roll over or bank |
| **Calls** | Unlimited standard domestic calls, aligned with your primary mobile plan |
| **Messaging** | No native SMS/MMS from the watch — use messaging apps such as iMessage or WhatsApp |
| **Speed** | Maximum 100 Mbps download |
| **Where it works** | Australia only — no international roaming. Wi-Fi features still work overseas |
| **Typical usage** | Approximately 100MB of data per month |

## Compatible devices

Your smartwatch must be a **GPS + Cellular (LTE) model**, which contains the eSIM needed for this service. Your watch and phone must be from the **same brand**, and both must be running the latest software.

| Brand | Smartwatch | Phone |
|---|---|---|
| **Apple** | Apple Watch Series 4 or later, including Apple Watch Ultra (GPS + Cellular models) | An iPhone that supports your Apple Watch model and the latest watchOS |
| **Samsung** | Galaxy Watch Active2, Watch3, and Watch4 or later, including Watch Ultra (LTE models) | A Samsung Galaxy phone that supports your watch in the Galaxy Wearable app |

## Before you start

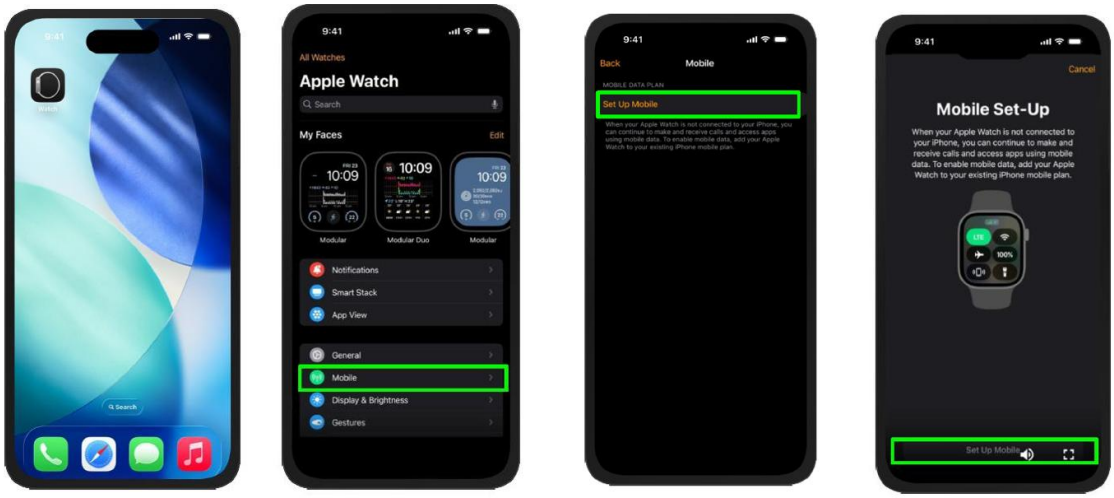
Contact DVC Telco first to confirm pricing, terms and eligibility, and to obtain your **6-digit PIN**. Your PIN is your 6-digit Account Number, which is also shown on your invoice.

## How to install — Apple Watch

**Part 1: In the Watch app**

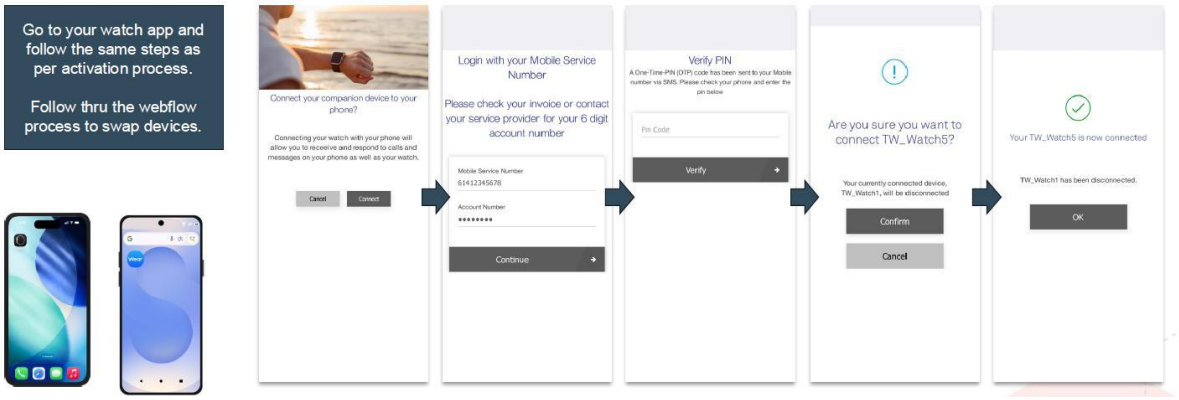
1. Open the Watch app on your iPhone.
2. Go to Mobile (or Cellular).
3. Select "Set Up Mobile".

1. Tap "Set Up Mobile" again to begin.




**Part 2: DVC Telco web flow**

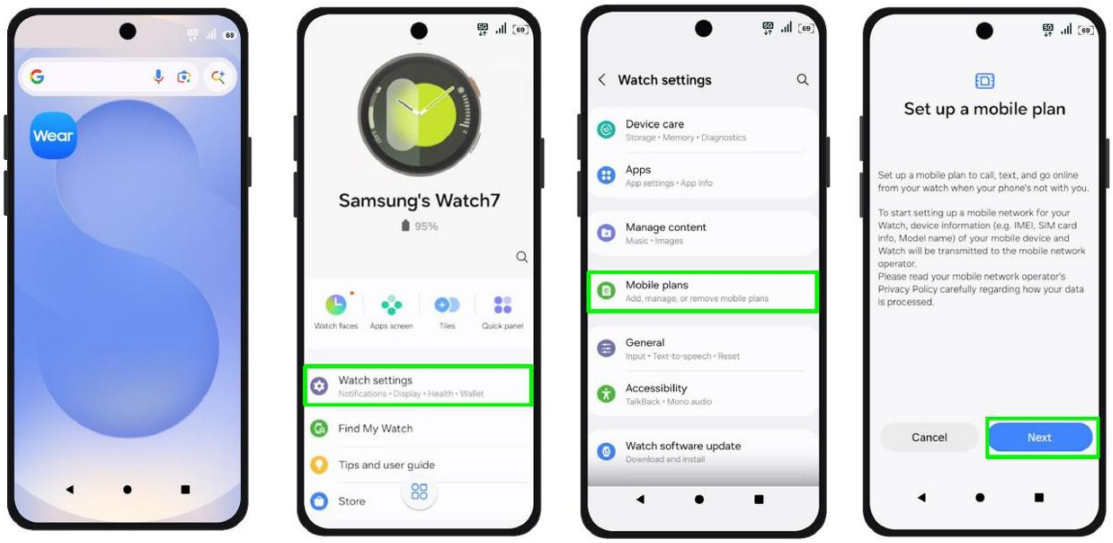
1. Click "Connect" to begin the set-up process.
2. Enter your mobile number and 6-digit PIN (Account Number), then click "Continue".
3. Enter the SMS verification code we send to your phone.
4. Wait for the system response — this may take a few moments.
5. Review the plan details and click "Accept & add device".
6. Click "Done" when you see the success message.




## How to install — Samsung Galaxy Watch

**Part 1: In the Galaxy Wearable app**

1. Open the Galaxy Wearable app on your Samsung phone.
2. Go to Watch settings.
3. Select Mobile plans.
4. Tap "Next" to continue.




**Part 2: DVC Telco web flow**

Follow the same web flow steps as for Apple Watch above: click "Connect", enter your mobile number and PIN, enter the SMS verification code, review the plan details, click "Accept & add device", then "Done".

## How to tell if your watch is connected

**Apple Watch**

- **Cellular connected:** the Mobile button turns green, and the bars show signal strength.
- **Bluetooth / Wi-Fi:** the Mobile button turns white when your plan is active but the watch is connected through your iPhone or Wi-Fi.




**Samsung Galaxy Watch**

- **Cellular connected:** look for the "4G" (or LTE) icon at the top of the watch status panel.
- **Bluetooth / Wi-Fi:** only the Bluetooth icon is displayed.

Cellular




Lookout for "4G" Icon at top corner of watch status panel.

Bluetooth / WiFi




Only Bluetooth Icon is display

## Troubleshooting

**Can't see the mobile set-up option?**

- Make sure your smartwatch is a cellular (GPS + Cellular / LTE) model on our compatibility list.
- Check your watch and phone software are up to date, and that both are connected to the internet.

**Set-up fails during the web flow?**

- Make sure you have contacted DVC Telco and have your 6-digit PIN.
- Check your mobile service is on an eligible DVC Telco plan and doesn't already have a watch connected.
- Check you are entering the correct mobile number and PIN.
- If you see a temporary error, try again after a few minutes.

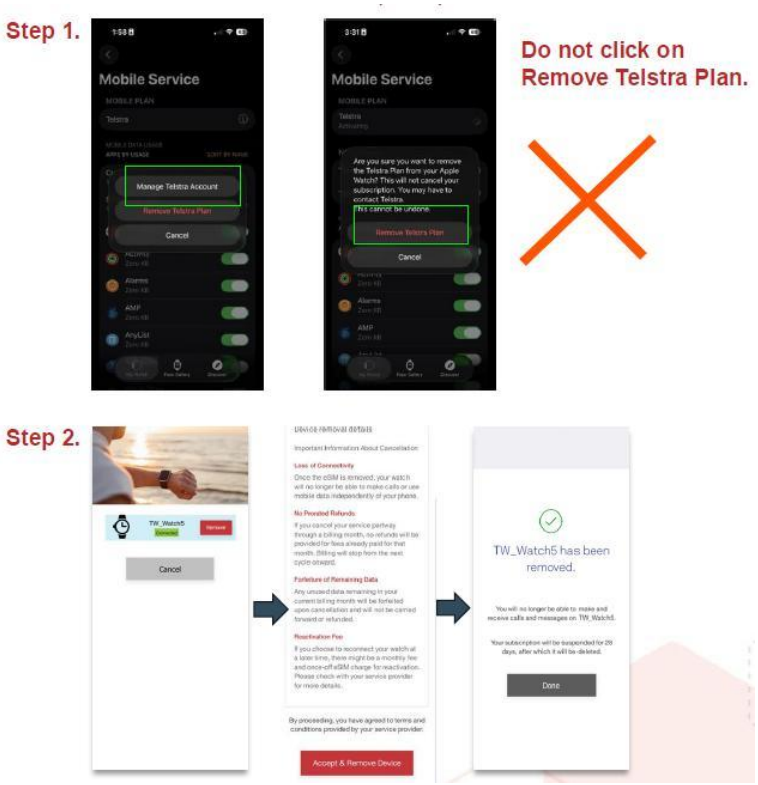
**Watch not connecting to cellular?**

- Check that mobile/cellular is turned on in your watch settings.
- Restart both your phone and your watch.
- Make sure you are in Australia, in an area with good network coverage.

## How to remove or change your Wearables plan

**To cancel your plan**

1. Open your management app (Watch app on iPhone, or Galaxy Wearable on Samsung).
2. Go to "Manage Account". **Do not** tap "Remove Plan" — this may appear with our network provider's name (for example "Remove Telstra Plan") and removes the eSIM from your watch without cancelling your subscription.
3. Select your watch from the device list and tap "Remove".
4. Confirm by tapping "Accept & Remove Device".




When you cancel:

- your watch can no longer make calls or use mobile data independently of your phone;
- no refunds are given for fees already paid for the current billing month, and billing stops from the next cycle;
- any unused data in the current month is forfeited; and
- your watch subscription is suspended for 28 days and then deleted. If you reconnect a watch later, a monthly fee and a one-off eSIM reactivation charge may apply — we will tell you the amount before you proceed.

**To change your watch**

1. Follow the same set-up process with your new watch.
2. The system will prompt you to confirm disconnection of your old watch.
3. Confirm the swap to complete the process.

## Frequently asked questions

**Can I connect multiple watches to one phone plan?**

No. Only one cellular smartwatch can be connected per mobile service.

**Can I use my main mobile plan's data?**

No. The Wearables plan has its own 1GB monthly data allowance.

**What happens if I run out of data?**

Your watch cannot use mobile data until the next billing cycle (the 28th of the month). You can still use Wi-Fi features.

**Can I use my watch overseas?**

No. The Wearables plan is for use in Australia only. Wi-Fi features will still work when your watch is connected to Wi-Fi.

**Do I need my phone nearby to use the watch?**

Only for initial set-up. Once activated, your watch can work independently using its mobile connection.

*This guide provides general installation instructions. Steps and screens may vary depending on your device model and software version. Read this guide with our Standalone Mobile Plans CIS, available at www.dvctelco.com.au/customer-information-summary.*

## Contact DVC Telco

| Contact | Details |
|---|---|
| **Phone** | 1300 655 985 (Monday to Friday 8am to 5pm) |
| **After hours support** | 1300 655 985 (including international roaming issues) |
| **Email** | support@dvctelco.com.au |
| **Website** | www.dvctelco.com.au |
| **Customer portal** | portal.dvctelco.com.au |
| **Postal address** | PO Box 423, Cowra NSW 2794 |

If your complaint is not resolved to your satisfaction, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 (tio.com.au), a free and independent service.