

# Critical Information Summary

## Mobile Internet

Plans	\$35	\$65	\$70	\$75
Monthly Charge (inc GST)	\$35	\$65	\$70	\$75
Data Allowance (per month)	32GB	120GB	150GB	180GB
Data Banking (up to 500GB)	Yes	Yes	Yes	Yes
Data Sharing	No	No	No	No
Network Access	3G & 4G	5G	5G	5G
Speed Cap	Capped Speeds Apply (refer to Speed Cap section below)			
Contract Term (Months)	1	1	1	1
Total Minimum Cost	\$35	\$65	\$70	\$75

### Information about the service

UcPath's mobile internet service is a sim-only, month to month, post-paid mobile service for use with existing devices requiring internet access.

### Requirements

You will need the following:

- Compatible modem, tablet or mobile broadband device which supports either 3G 850Mhz, 4G both 1800Mhz and 700Mhz bands and 5G 3.6Ghz band depending on the required access type.
- Device must also be network unlocked and useable across all carriers.
- Sim card which will be provided at no cost.

### Minimum Term

This service is supplied on a month-to-month term. Plan changes will take effect on the 27<sup>th</sup> of each calendar month.

### Network Statement

UcPath uses the [Telstra Wholesale Mobile Network](#).

### Coverage Statement

The mobile product of UcPath provides a mobile coverage footprint of 98.8% of the Australian population, covering more than 1.6 million square kilometres.

### Speed Cap

3G & 4G: Download speeds are capped at 100Mbps.  
5G: Download speeds are capped at 250Mbps.

Download speeds are capped at 100Mbps and 250Mbps, respectively. These are the maximum potential download speeds. Typical speed 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.

### Conditions

Service may be restricted, suspended, or terminated if:

- You fail to pay your bill.
- You abuse our team.
- You breach our terms and conditions or fair use policy which can be found at [www.ucpath.com.au/agreements](http://www.ucpath.com.au/agreements)

### Additional Pricing Information

#### Excess Data Charges

An automatic data bolt on will be applied once you exceed the included data allowance at the rate of \$10 per 2GB blocks.

#### International Roaming

International roaming is not available with this service.

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### Paper Invoice Fee

Paper invoices incur a fee of \$2.20. Receiving your invoice via email does not incur a charge.

### Late Payment Fee

Late or dishonoured payments incur a one-time fee of \$15 per event.

### Payment Options & Fees

Direct Debit Bank Account	\$0.00
BPAY	\$0.99
Australia Post	\$3.30
Cheque	\$2.20
Visa	1.60%
Mastercard	1.60%
American Express	2.75%
Diners Club	2.75%

All credit and debit card processing fees are charged as a per centage of the total invoice and added to the following bill cycle.

### Early Termination Charges

There are no early termination charges for this service. If the service is disconnected or ported out within a billing cycle, the final bill will consist of the full monthly service charge plus any excess usages.

### Support

We have an all Australian-based team who can help you with any support, account, or sales enquiries. Please contact us via any of the below channels:

Phone: 1300 882 888  
Email: [support@ucpath.com.au](mailto:support@ucpath.com.au)  
Website: <https://ucpath.com.au/contact-us/>

Our support hours are standard business hours Monday to Friday 9am to 5:00pm excluding public holidays.

### Complaints

If you are unhappy with the service you have received from us, please first contact our escalations manager at:

Phone: 02 9816 9810  
Email: [escalations@ucpath.com.au](mailto:escalations@ucpath.com.au)

### Ombudsman

If you are still unsatisfied with the outcome of your complaint, you can contact the Telecommunication Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting their website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)