

Critical Information Summary

Inbound Numbers

Plans	1300 Number	1800 Number	Mobile Number
Monthly Charge (inc GST)	\$11	\$11	\$11
Local to Fixed (per minute)	7c	7c	7c
National to Fixed (per minute)	7c	7c	7c
Mobile to Fixed (per minute)	7c	7c	7c
Fixed to Mobile (per minute)	16c	16c	16c
Mobile to Mobile (per minute)	16c	16c	16c
Contract Term	12 Months	12 Months	12 Months
Total Minimum Cost (inc GST)	\$282	\$282	\$282

Information about the service

Inbound Numbers are virtual, non-geographical numbers which receive incoming calls and redirect them to your desired landline or mobile number (answering point).

Smart Numbers operate like Inbound Numbers however offer a distinctive pattern of numbers which spell out your business name which can make it easier for people to remember.

Availability

This service is only available to business customers.

Requirements

You will need the following:

- An ABN or ACN
- An existing landline or mobile number for the answering point.

Inclusions

- Basic 1300 or 1800 Virtual Number
- Day & Time Routing
- Automatic Call Distributor (splaying)
- Security Access Code
- Origin Based Routing – Area & Mobile
- Origin Based Routing – Exchange
- Origin Based Routing - Postcode

Minimum Term

- This service is supplied on a 12 month fixed term.

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 www.ucpath.com.au/agreements

Additional Pricing Information

1300, 1800 Setup Fees

Activation Fee (one time) \$150

Mobile Number Setup Fees

Activation Fee (one time) \$150

Early Termination Charges

Early termination charge is calculated using service monthly spend multiplied by the remaining months. Example: If a 1300 service is disconnected or cancelled after 6 months the formula would be:

$\$11$ (monthly service fee) x 6 (remaining months) = $\$66$ inc GST plus any call charges for that month.

Smart Numbers

Smartnumbers which spell out your business name, contain repeating or sequential numerical patterns are charged by the Commonwealth and start from \$250. Visit <https://thenumberingsystem.com.au/>

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Modification Charges

There are no charges for modification of answering points or enhanced routing features.

Paper Invoice Fee

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

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	1.90%
Diners Club	2.75%

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

Late Payment Fee

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

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
Website: www.ucpath.com.au/support

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

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