

# Critical Information Summary

## Mobile Sim Only

Sim Only Plans	\$35	\$45	\$55	\$65 5G
Monthly Charge (inc. GST)	\$35	\$45	\$55	\$65
National Calls	Unlimited	Unlimited	Unlimited	Unlimited
National SMS/MMS	Unlimited	Unlimited	Unlimited	Unlimited
Data Allowance (per month)	10GB	30GB	45GB	60GB
Data Sharing	Yes	Yes	Yes	Yes
International Calls/SMS	PAYG	Unlimited to the following countries: China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA and Vietnam.		
Network Access	3G & 4G	3G & 4G	3G, 4G & 5G	3G, 4G & 5G
Speed Cap	100Mbps	100Mbps	100Mbps	250Mbps
Contract Term (Months)	1	1	1	1
Total Minimum Cost	\$35	\$45	\$55	\$65

### Information about the service

This is a sim-only, month to month, post-paid mobile service for use with existing compatible handsets.

### Requirements

You will need the following:

- Mobile device which supports either 3G 850Mhz, 4G both 1800Mhz and 700Mhz bands and 5G 3.6Ghz band depending on the required access type.
- Mobile device that is network unlocked and useable across all mobile providers.
- 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 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)

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### Additional Pricing Information

#### Excess Data Charges

An automatic data bolt on will be applied once you exceed the total shared data allowance at the rate of \$10 per 2GB (up to 10GB).

#### International Call Costs

International calls and SMS to select countries are included on certain plans as outlined in the pricing table above. For PAYG international calling and SMS rates or a list of eligible countries visit [www.ucpath.com.au/mobile\\_international\\_rates](http://www.ucpath.com.au/mobile_international_rates)

#### International Roaming

International roaming is not included in any plan. For international roaming day packs, rates or a list of eligible countries please visit [www.ucpath.com.au/mobile\\_international\\_roaming](http://www.ucpath.com.au/mobile_international_roaming)

Note: International roaming is disabled by default on all plans. If you would like this feature enabled for you or your users, please advise our team on 1300 882 888.

#### 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.

#### 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 non-included 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)