

# Critical Information Summary

## Inbound Number

Plans	1300 Number	1800 Number
Monthly Charge (inc GST)	\$15	\$15
Local to Fixed (per minute)	First 15 minutes free, then 8c	8c
National to Fixed (per minute)	8c	8c
Mobile to Fixed (per minute)	8c	8c
Fixed to Mobile (per minute)	18c	18c
Mobile to Mobile (per minute)	18c	18c
Contract Term	1 Month	1 Month
Total Minimum Cost (inc GST)	\$15	\$15

### Information about the service

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

### 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

- Standard 1300 or 1800 Number
- Call diversion to a single answering point.

### Minimum Term

- This service is supplied on a month-to-month basis with no fixed term contract.

### 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](http://www.ucpath.com.au/agreements)

### Additional Pricing Information

#### 1300, 1800 Setup Fees

Activation Fee (one time)	\$0
Number Porting Fee	\$0

#### Smart Numbers

Smart numbers which spell out your business name, contain repeating, or sequential numerical patterns are charged by the Commonwealth and start from \$250 per annum.

To purchase a smart number please visit <https://thenumberingsystem.com.au/>

#### Early Termination Charges

There are no early termination charges for this service. If you disconnect or transfer this service, you will only be charged for the remainder of the current billing cycle plus any outstanding hardware and fees.

#### Modification Charges

There are no charges for modifying answering point.

#### Paper Invoice Fee

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

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### 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](mailto:support@ucpath.com.au)  
Website: [www.ucpath.com.au/support](http://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](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)