# Critical Information Summary
# Mobile Banking Sim

| Sim Only Plans | $40 | $45 | $50 | $55 | $65 | $75 |
|---|---|---|---|---|---|---|
| Monthly Charge (inc GST) | $40 | $45 | $50 | $55 | $65 | $75 |
| National Calls | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited |
| National SMS/MMS | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited |
| Data Allowance (per month) | 29GB | 40GB | 65GB | 100GB | 120GB | 180GB |
| Data Banking (up to 1000GB) | Yes | Yes | Yes | Yes | Yes | Yes |
| International Calls/SMS | 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 | 4G & 5G | 4G & 5G | 4G & 5G | 4G & 5G | 4G & 5G | 4G & 5G |
| Speed Cap | 150Mbps | 150Mbps | 150Mbps | 150Mbps | 250Mbps | 250Mbps |
| Contract Term (Months) | 1 | 1 | 1 | 1 | 1 | 1 |
| Total Minimum Cost | $40 | $45 | $50 | $55 | $65 | $75 |

**Information about the service**
This is a standalone sim-only, month to month, post-paid mobile service for use with existing compatible handsets with no data sharing.

**Requirements**
You will need the following:

- Mobile device which supports either 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.

**Minimum Term**

- This service is supplied on a month-to-month term.

**Coverage Statement**
The mobile product of UcPath uses the Telstra Wholesale Mobile Network, with predicted coverage areas in all Australian major cities, most outer-metro areas and larger regional centres, as well as many smaller towns and transport corridors. Predicted coverage details are available at coverage map.

**Speed Cap**
4G: Download speeds are capped at 100Mbps.
5G: Download speeds are capped at 250Mbps.

Download speeds are capped at 100Mbps, 150Mbps 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

# Critical Information Summary
# Mobile Banking Sim

**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

**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

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 |
| 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 |

**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