Critical Information Summary
Mobile Broadband

Plans	$30	$40	$50	$60 5G
Monthly Charge (inc GST)	$30	$40	$50	$60
Data Allowance (per month)	10GB	30GB	45GB	60GB
Data Sharing	Yes	Yes	Yes	Yes
Network Access	4G	4G	4G & 5G	4G & 5G
Speed Cap	100 Mbps	100 Mbps	150 Mbps	250 Mbps
Contract Term (Months)	1	1	1	1
Total Minimum Cost	$30	$40	$50	$60

Information about the service
UcPath's mobile broadband 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 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 27th of each calendar month.

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 250 Mbps.

Download speeds are capped at 100 Mbps, 150 Mbps, 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

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 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	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.

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
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