

## Critical Information Policy

### Information About The Service

uConnected allows subscribers to divert calls from a landline, 1300 number or 1800 number to an Australian phone number within a scheduled time. It functions as a prepaid call forwarding service. For calls to forward and services to remain active, subscribers must pay for their service monthly in advance, or earlier than monthly if 100% of their included minutes are consumed. Subscribers can choose a new number or bring their own.

Additionally, subscribers with compatible devices can use the uConnected mobile app for outbound calling.

### Information About Pricing

1. **Plan Name:** uConnected 1800 Standard - Prepaid (23)
2. **Plan Type:** Prepaid
3. **Monthly Price:** \$109 AUD inc. GST, payable in advance
4. **Minimum Term:** None
5. **Termination Charge:** None
6. **Included Minutes:** 1000 minutes (no rollover, can be used for inbound or outbound calls, billed per minute)
7. **Minutes Expiry:** 1 month
8. **Usage Cost Beyond Included Minutes:** NA - Services will be auto topped up with the selected recharge option if 100% of the included minutes are consumed prior to the monthly expiry. The auto top up functionality can be disabled using the uConnected mobile app or at [uconnected.com.au](http://uconnected.com.au). Services that do not get topped up with additional minutes become suspended, and are not usable.
9. **Service Requirements:** Destination Australian mobile phone or landline in Australia. Outbound calling requires a compatible mobile device and internet connection.
10. **Maximum Monthly Charge:** The maximum monthly charge depends on the number of minutes used.

## Charges & Usage Alerts

Subscribers receive SMS & email notifications as their included minutes are consumed. Additionally, subscribers can visit [uconnected.com.au](http://uconnected.com.au) to track their usage at any time.

## Auto Top Ups/Auto Recharging

uConnected will automatically top up/recharge your service in two scenarios, whichever happens first:

1. When the monthly renewal date is reached, or
2. When 100% of the included minutes are consumed prior to the monthly renewal date

The auto top up functionality can be managed or disabled using the uConnected mobile app or at [uconnected.com.au](http://uconnected.com.au). Services that do not get topped up with additional minutes become suspended, and are not usable. Subscribers must maintain an available minutes balance for the service to remain connected. Various top up/recharge options are available to choose from.

## Payment Methods

Payments can be made using Australian Mastercard or Visa credit or debit cards. Prepaid or gift cards may not be compatible.

## Service Expiry

Services that have not been topped up/recharged within 186 days will be disconnected and the associated phone number(s) will be lost.

## Overseas Usage

uConnected may be unable to forward calls when the endpoint phone is outside of Australia, without reception or otherwise unreachable. If the endpoint mobile is unreachable, calls will instead forward to uConnected voicemail (if enabled by the subscriber), with messages left being delivered via email. Calls forwarded to Australian mobiles being used overseas may incur additional costs from the device's carrier.

## Customer Service

To share your experience or get support, please get in touch at [uconnected.com.au/contact](https://uconnected.com.au/contact) or email [support@uconnected.com.au](mailto:support@uconnected.com.au).

## Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of a complaint, you may wish to contact the Telecommunications Industry Ombudsman (TIO) using the contact details below:

1. **Website:** [www.tio.com.au](http://www.tio.com.au)
2. **Email:** [tio@tio.com.au](mailto:tio@tio.com.au)
3. **Phone:** 1800 062 058
4. **Fax:** 1800 630 614
5. **Mail:** PO Box 276, Collins Street West, VIC 8007