

Critical Information Policy

Information About The Service

uConnected is a business communications platform that allows subscribers to add multiple phone services, users, and other add-ons within their organisation. Using the platform, subscribers can divert calls from a landline, 1300 number, or 1800 number to an Australian phone number or a compatible app client. It functions as a prepaid call forwarding service with outbound calling functionality via a mobile app.

Information About Pricing

The costs associated with uConnected consist of two components: a monthly renewal fee for add-ons, users, and services, and a consumables top-up fee. To ensure that calls are forwarded and services remain active, subscribers must pay the monthly renewal fee and maintain sufficient consumables (e.g., minutes) available in their account. As a prepaid service, these fees are payable in advance and exclude GST. Subscribers also have the option to choose a new number or bring their own.

1. **Plan Name:** uConnected Business
2. **Plan Type:** Prepaid (Business)
3. **Monthly Price:** As per Monthly Renewals table. Prices exclude GST, payable in advance.
4. **Minimum Term:** 1 Month
5. **Termination Charge:** None
6. **Included Minutes:** As per Monthly Renewals table. No rollover, can be used for inbound or outbound calls, billed per minute.
7. **Minutes Expiry:** As per Consumables Top-Ups table.
8. **Usage Cost Beyond Included Minutes:** N/A - Services will be auto topped up with the selected top-up option if 100% of the included minutes are consumed prior to their expiry. The auto top up functionality can be disabled using the uConnected mobile app or at

uconnected.com.au. Services that do not get topped up with additional minutes 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. **Minimum Monthly Charge:** The minimum monthly charge is simply the cost of 1x User Platform Access + 1x Landline Phone Number from the Monthly Renewals table below. All organisations must have at least one user and phone number.
11. **Maximum Monthly Charge:** The maximum monthly charge depends on the number of services, users, and add-ons, along with the number of minutes used or Consumables Top-Ups having taken place.

Monthly Renewals

This monthly payment covers platform access for users, along with hosting of phone numbers and other add-ons. It excludes inbound and outbound calling minutes. The monthly renewal payment is payable in advance and is necessary to maintain your users, services and add-ons.

	Cost/month (ex GST)
User Platform & App Access	\$25/user
1300/1800 Phone Number	\$35/number
Landline Phone Number	\$5/number

Consumables Top-Ups

These top-ups are additions of consumable resources that can be utilised across multiple services or add-ons. For instance, a bundle of call minutes that can be shared across all organisation services for both inbound and outbound calls. Each comes with a specific quota and an expiry date, both of which may vary. Unused consumables do not carry over or accumulate and will expire once their designated expiry date has passed.

Cost (ex GST)	\$29	\$59	\$129	\$189
Top Up Expiry	45 days	45 days	90 days	120 days
Included Minutes	500	1000	3000	5000

Charges & Usage Alerts

SMS, email, and push notification alerts are available for compatible devices as consumables are used and as the monthly billing cycle progresses. Additionally, users can visit uconnected.com.au or use the mobile app to track their usage at any time.

Auto Top Ups/Auto Recharging

uConnected will automatically top up/recharge your service in two scenarios:

1. When the monthly renewal date is reached, and
2. When the selected Consumables Top-Ups either expire or are fully consumed.

The auto top up functionality can be managed or disabled using the uConnected mobile app or at uconnected.com.au. Services and add-ons will not function if there are no consumable top-up resources available (e.g., call minutes).

Service top-ups are non-refundable. Subscribers must maintain an available balance of minutes or other consumables for the associated service to remain connected, in addition to their monthly renewal. Various top-up 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. We'll attempt to notify you in advance.

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.

Where applicable, users may be able to utilise the uConnected mobile app as a call forwarding destination while overseas, potentially eliminating the need for your Australian mobile to be set up for international roaming when a data connection is available.

Customer Service

To share your experience or get support, please get in touch at uconnected.com.au/contact or email 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
2. **Email:** tio@tio.com.au
3. **Phone:** 1800 062 058
4. **Fax:** 1800 630 614
5. **Mail:** PO Box 276, Collins Street West, VIC 8007