

uConnected Pty Ltd

ABN: 88 619 480 509

Critical Information Policy

Information About The Service

Link by uConnected allows subscribers to receive calls from specific government facilities including prisons, jails and assessment facilities. Link by uConnected provides a local landline number that routes to a single device nominated by the subscriber. Similar to a traditional landline, the ability to change where this number routes is heavily limited to ensure callers cannot abuse the service for call forwarding or diversion purposes. To keep the service active, subscribers must pay their subscription monthly in advance. Subscribers must use a compatible Android or iOS device and must comply with the uConnected [Terms of Use](#).

Information About Pricing

1. **Plan Name:** Link Personal 26
2. **Plan Type:** Prepaid (Personal)
3. **Monthly Price:** \$39 per month inc. GST, payable in advance.
4. **Minimum Term:** 1 month
5. **Termination Charge:** None
6. **Included Minutes:** Unlimited subject to Fair Use in our [Terms](#)
7. **Minutes Expiry:** 1 month
8. **Usage Cost Beyond Included Minutes:** NA
9. **Service Requirements:** Subscribers must use a compatible Android or iOS device and must be compliant with the uConnected Terms of Use at all times. uConnected cannot control the facilities and their billing decisions. Subscribers must maintain an alternative service capable of making emergency calls.
10. **Maximum Monthly Charge:** \$39 inc GST.
11. **Unit Pricing:** N/A

Consumables Top-Ups

Cost (inc. GST)	\$39
Included Minutes	Unlimited*

*Fair Use Policy applies, please see the uConnected Terms at uconnected.com.au/terms.

Charges & Usage Alerts

Usage alerts are not provided to subscribers, due to the unlimited* call minutes nature. Subscribers can however download the Link by uConnected mobile app to view their call history at any time.

Auto Top Ups/Auto Recharging

uConnected will automatically recharge on the subscriber's monthly renewal date, which is generally based on the date the subscriber signed up. This may occasionally be adjusted for operational reasons, for example if the day of the month the subscriber signed up does not exist in a particular calendar month.

The subscriber's account can be cancelled at any time by following the instructions within the Link by uConnected app or by contacting support via the link on linkphone.com.au.

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

Link by uConnected does not support calls from overseas numbers. The service may function inbound when your smart phone is overseas, however this depends on the internet access and restrictions the subscriber has.

Customer Service

To share your experience or get support, please get in touch at linkphone.com.au/support.

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