

# uConnected Pty Ltd

A Landline in Your Pocket

## Critical Information Policy

### Information About The Service

uConnected allows members 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, members must pay for their service monthly in advance. Members may choose a new number or bring their own.

### Information About Pricing

1. **Plan Name:** uConnected 1800 Complete
2. **Monthly Price:** \$139 AUD inc. GST, payable in advance
3. **Minimum Term:** None
4. **Termination Charge:** None
5. **Included Diverted Minutes:** 1400 minutes (no rollover)
6. **Usage Cost Beyond Included Minutes:** 15c/min
7. **Service Requirements:** Destination mobile phone or landline in Australia
8. **Maximum Monthly Charge:** The maximum monthly charge depends on the duration of calls diverted through the service. Usage beyond the plan's allowance is added to the following month's invoice.
9. **Unit Pricing:** 15c per minute, billed per minute

### Charges & Usage Alerts

Members receive SMS & email notifications as allocated minutes are consumed and are also notified when they reach their monthly limit. Additionally, members can visit [dashboard.uconnected.com.au](http://dashboard.uconnected.com.au) to track their usage at any time.

## Overseas Usage

uConnected may be unable to forward calls when the endpoint phone is outside of Australia or without reception. If the endpoint mobile is unavailable, calls will instead forward to uConnected voicemail, 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