uConnected Pty Ltd

Landlines, mobile

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.

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

Information About Pricing

1. **Plan Name:** uConnected Landline Complete (3)
2. **Monthly Price:** $79 AUD inc. GST, payable in advance
3. **Minimum Term:** None
4. **Termination Charge:** None
5. **Included Minutes:** 1200 minutes (no rollover, can be used for inbound or outbound calls)
6. **Usage Cost Beyond Included Minutes:** 15c/min
7. **Service Requirements:** Destination mobile phone or landline in Australia. Outbound calling requires a compatible mobile device and internet connection.
8. **Maximum Monthly Charge:** The maximum monthly charge depends on the number of minutes used. 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 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 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