

Critical Information Summary

Ucingo Mobile (Data Rollover Plans)

Service to be provided: 4G/5G Mobile subscription using the Telstra Wholesale Mobile Network

Minimum Monthly Charge: 1 Month Access Fee

Maximum Early Termination Charge: 1 Month Access Fee, plus non-standard call charges and/or excess data

Minimum Term Applicable: 1 Month

This summary does not reflect any discounts, bonus data or promotions, which may apply from time to time.

Plan	Small	Medium	Med-Large	Large	X-Large	Huge	Giant	Massive
Minimum Monthly Charge	\$34 per month	\$39 per month	\$45 per month	\$50 per month	\$55 per month	\$65 per month	\$80 per month	\$90 per month
4G or 5G	4G	4G	5G	5G	5G	5G	5G	5G
Monthly Shared Data Allowance	10GB	15GB	29GB	40GB	65GB	100GB	150GB	180GB
Calls/Messages within Australia	Unlimited Calls + SMS + MMS to standard Australian Numbers, 13/1300/1800 & Voicemail Access							
Calls to standard IDD Call Group Numbers (from Australia)	NA		China (Fixed line & Mobile), France (Fixed line & Mobile), Germany (Fixed line & Mobile), Greece (Fixed line & Mobile), Hong Kong (Fixed line & Mobile), India (Fixed line & Mobile), Ireland (Fixed line & Mobile), Malaysia (Fixed line & Mobile), New Zealand (Fixed line & Mobile), Singapore (Fixed line & Mobile), South Korea (Fixed line & Mobile), Thailand (Fixed line ONLY), United Kingdom (Fixed line & Mobile), USA (Fixed line ONLY), Vietnam (Fixed line & Mobile)					
Call forwarding In Australia to Australian fixed lines and mobiles	10c per minute		Unlimited					
What's Not Included	Use of the service outside of Australia Calls to premium numbers Video Calls (national OR international) National Directory Assistance Calls to satellite numbers Content charges (including third-party charges) Calls to International numbers not listed in the IDD Call Group							
Data Banking	Up to 500GB		Up to 1000GB					
	If a higher inclusion plan (e.g., 40GB) is downgraded to a smaller plan (e.g., 29GB), then your current data banked will be forfeited							
	If you change your plan to a plan that is not eligible for data banking (Ucingo Data Pooling plans), your data bank will be forfeited							
	If a service ports away or is terminated in error, all data is forfeited, and you will need to start accumulating data again from zero							
Minimum total cost	\$34	\$39	\$45	\$50	\$55	\$65	\$80	\$90

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Download speeds are capped at 100Mbps on 4G-only plans (Small, Medium). Download speeds are capped at 250Mbps on 5G-enabled plans (Med-Large, Large, X-Large, Huge, Giant, Massive). This is the maximum potential download speed for each of these plans. Typical speeds may often be slower and will vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

Information about the service

What is the service?

Ucingo's mobile phone service is a "SIM-only" service for use with existing mobile phone handsets.

This plan is for use in Australia. International calls, SMS and MMS to a country not listed in the table above will be charged at PAYG rates. Non-standard calls and SMS/MMS (such as directory assistance, time and weather services, Telstra and Optus mobile satellite numbers, video MMS etc.) will be charged at PAYG rates. Calls to some SENSIS numbers (1234, 12455 and 12456), International Directory Assistance (1225) and premium numbers (i.e. 1900) are not supported.

Service Provider

Ucingo (ABN 93 169 400 775) acts as a reseller and uses part of the 4G and 5G mobile network and capabilities of Telstra Corporation Limited (ABN 33 051 775 556) to provide our mobile services. Despite this, Ucingo is responsible for providing the service to you and is not affiliated with or related to the principal carrier.

Where is it available?

The mobile product of Ucingo uses the Telstra Wholesale Mobile Network, with predicted coverage areas in all Australian major cities, most outer-metro areas and larger regional centres, as well as many smaller towns and transport corridors. Predicted coverage details are available at ucingo.com.au/mobile-coverage.

What do I need to access the service?

You will need an unlocked mobile phone handset that can access the 4G or 5G network. You can either request a new phone number with this service, or port across an active number from another carrier.

What is included?

Features of this service include all calls, SMS and MMS (multi-media messages) to mobile or fixed phones within Australia, voicemail and calls to 13, 1300 and 1800 numbers, plus additional features as per your chosen plan.

Unlimited Standard calls are included to the following countries on Med-Large and higher plans:

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Country	China	France	Germany	Greece	Hong Kong	India	Ireland	Malaysia	New Zealand	Singapore	South Korea	Thailand	United Kingdom	USA	Vietnam
Fixed Calls	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Mobile Calls	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓		✓

Minimum Term

The service is supplied on a month-to-month basis. If you wish to change plans, your change will be queued to your monthly billing date. Cancelling or porting out takes effect at the end of your current billing cycle (the 27th of the month), so effective notice can range from 1 to 30 days depending on timing.

Do I have to bundle anything with the service?

Bundling is not compulsory. You can opt to bundle your business phone lines and/or NBN.

Data Banking

At the end of your monthly billing cycle, any unused data goes into your data bank for use in the next monthly billing cycle. The maximum amount of data that can be banked is 500GB. Any unused data from your data top up will be carried forward into your data bank. Your banked data will remain if you upgrade to a higher-cost monthly plan. Any data in your data bank is forfeited if your mobile plan is downgraded to a lower-cost monthly plan. Data Banking is for domestic use only and cannot be used if the service roams outside of Australia.

If you change your plan to a plan that is not eligible for data banking (Ucingo Data Pooling plans), your data bank will be forfeited. If a service ports away or is terminated in error, all data is forfeited, and you will need to start accumulating data again from zero.

Additional Data

Once you have used all your included data, you can purchase a 2GB data top-up for \$10 each (maximum of 5 Data Top Ups). Data top-ups can be added at any time during a billing cycle. Any remaining data on your previous data top-up will be forfeited once you purchase the next one.

Any unused data from your data top up by the end of the bill cycle will be carried forward into your data bank.

Billing Date, Period, Notice and Amount

You will be billed on the 1st of every month for the full monthly plan fee as per your selected plan. The billing period will be from the 28th of the month up to and including the 27th of the following month. Approximately 3-5 days after the 28th of the month you will receive your bill via the communication method you have nominated – be that via email or regular paper mail. Please note that if you elect to receive your bill in paper via regular mail a fee of \$2.50 will be applied to your account.

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Ucingo Mobile is a subscription service that renews automatically each month unless you cancel your service or transfer your number to a new provider. No refunds are given on bills already issued.

Qualifications

To obtain a service from us you must:

- Agree to our business terms and conditions available at <https://ucingo.com.au/standard-form-of-agreement/>

Please note that this service may be suspended and/or cancelled if:

- You fail to pay your bill
- You are abusive to our staff.
- You breach our terms and conditions or our fair use policy, available at <https://ucingo.com.au/legal/>

Set-up fee

There is no set-up fee for this service.

Equipment fees

You will need an Ucingo SIM card to use this service. Your first SIM card for any service is free and will be mailed free of charge (see below for replacement SIM card costs).

Exit fee

There are no exit fees for this service. Cancelling or porting out takes effect at the end of your current billing cycle (the 27th of the month), so notice can range from 1 to 30 days depending on timing, and no refunds are given on bills already issued.

Other possible charges

- Data usage, should you exceed your Data Bank, you may (manually) purchase a Data Add-On for the month or upgrade to a higher plan
- Replacement SIMs will cost \$15 including express postage.
- Other items that attract PAYG charges (more information available from our call centre) include:
 - Call forwarding
 - All SMS, MMS including video MMS to international numbers will incur additional PAYG charges. SMS - \$0.35 & MMS - \$0.50.
 - International calls placed to countries not included in the IDD credit will incur additional PAYG charges.
 - International roaming (see costs and information below)
 - Dial IT services (time and weather)
 - International directory assistance (1225)
 - National directory assistance (1223)
 - Video calls – national and international
 - Calls to mobile satellite phones.
 - SMS to Apple for new iPhone message set up.

Other information

Call and usage information

You will receive notifications by SMS to your device when you hit 50%, 85% and 100% usage.

International Roaming

International roaming is disabled by default and can be turned on by contacting us. Once enabled, it will automatically activate when entering 58 selected countries (even in airplane mode).

International roaming is available in select countries. To see which countries are eligible please go to International Roaming and Travel Packs. A daily roaming pack gives you unlimited calls and texts plus 200MB of data for \$10 per day.

This pack is automatically activated when you arrive in the eligible country. It will expire 24 hours after activation and will be added every 24 hours if you continue to use our services overseas. To activate this service, please contact our Customer Service Team.

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 0260495600.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://ucingo.com.au/lodge-a-complaint/>

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint

Ucingo Business Solutions

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