

## Business Mobile M-to-M – Critical Information Summary

### Business Mobile Plans – Month to Month Term (All prices are GST inclusive):

Plan Monthly Cost	\$25	\$35	\$40	\$50	\$60	\$85	\$110
Monthly data allowance	1GB	3GB	10GB	20GB	30GB	60GB	100GB
National Calls	Unlimited						
National SMS	Unlimited						
National MMS	Unlimited						
International Calls and SMS	Not included			Unlimited to China, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, UK, USA and Vietnam			
Excess Data Auto Top Up	\$10 per GB						
Data Sharing	Not Available						
Contract Term	24 Months						
Total Minimum Spend	\$25	\$35	\$40	\$50	\$60	\$85	\$110

### Information about the Service

#### What is the service?

UnifiedNet's mobile service is a SIM-only post-paid service to be used with existing mobile handsets. You can either request a new number or port across an active number from another carrier.

#### Mobile Handset

You will need to bring your own unlocked mobile handset that can access the 4G network.

#### Mobile Network

UNIFIED NET PTY. LTD. (ABN 81 621 735 000) uses parts of the Telstra Mobile Network that cover more than 98.8% of the population with 3G and 97% of the population with 4G."

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### Minimum term of the service

Minimum term of the service is 1 month. If you port out or disconnect your service, the remaining monthly service amount will be charged on the final bill. Any plan changes will take effect on your next monthly bill cycle.

### Other inclusions

- Voicemail Diversion & Retrieval
- Calls to 13, 1300 and 1800 numbers

### Other possible charges

- International calls and SMS
- International MMS
- National and International Video calls
- International roaming
- Third party services

### Customer Terms

Please note that this service may be restricted and/or cancelled if you fail to pay your bill or breach our fair use policy.

Excess data is charged at \$10 per 1GB which will be automatically applied. To minimise bill shock, excess data will be capped at \$100 or 10GB of excess usage.

UnifiedNet does not provide access to Premium call services such as 1900 numbers.

Full Customer Terms can be found at <https://www.unifiednet.com.au/about/legal>

### Other Information

#### Call and usage information

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

#### International Roaming

International roaming is enabled by default and can be turned off by contacting us. A full list of these countries and their rates can be found at <https://www.unifiednet.com.au/wp-content/uploads/2022/06/Mobile-Intl-Roaming- Feb-22.pdf>

#### Early Termination Fees:

The Early Termination Fees (ETF) applies and are calculated by monthly access fee multiplied by the number of months remaining on the contract term.

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### Billing Charges:

- **Direct Debit:** No payment processing fees.
- **Credit Card Payment Surcharge:** A 1.5% surcharge of the total invoice applies if you choose to pay by credit card.
- **Non-Direct Debit Fee:** \$5.50 non-direct debit fee will be charged each month if you choose not to pay your bill by Direct Debit. This fee will be added onto the next invoice.

### Customer Support:

We have an all-Australian-based Customer Support Team who can help you with any Technical Support, Account, Sales or Other enquiries. Please contact UnifiedNet™ Customer Care on the details below.

#### UnifiedNet™ Customer Care

**Online:** [www.unifiednet.com.au/contact/support](http://www.unifiednet.com.au/contact/support)

**Phone:** 1300 130 111

**Email:** [support@unifiednet.com.au](mailto:support@unifiednet.com.au)

**Mail:** Suite 406, 14-16 Lexington Drive, Bella Vista, NSW, 2153

Our support hours are standard business hours Monday to Friday 8:30 – 5:30pm excluding public holidays.

### Complaints Handling:

If you have a dispute and wish to make a complaint, please use the contact details below to contact our Compliance Manager.

#### Attention: Compliance Manager

**Email:** [compliance@unifiednet.com.au](mailto:compliance@unifiednet.com.au)

**Mail:** Suite 406, 14-16 Lexington Drive, Bella Vista, NSW, 2153

### Telecommunications Industry Ombudsman (TIO)

If you are not satisfied with our handling of your complaint and you have escalated this to UnifiedNet Compliance Manager, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).

#### Unified Net PTY. LTD.

Suite 406, 14-16 Lexington Drive,  
Bella Vista, NSW, 2135

P: 1300 130 111

E: [info@unifiednet.com.au](mailto:info@unifiednet.com.au)