

## Business Smart™ Mobile MTM – Critical Information Summary

**Business Smart™ Mobile Plans – Month to Month Term (Prices are GST inclusive):**

Plan Monthly Cost	\$40	\$55	\$75	\$90
Monthly data allowance	15GB	30GB	60GB	90GB
National Calls	Unlimited			
National SMS	Unlimited			
National MMS	Unlimited			
International Calls and SMS	Not included	<b>Unlimited Standard Calls to 15 Countries:</b> China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA, and Vietnam		
Excess Data Auto Top Up	\$10 per GB			
Data Sharing	Included			
Contract Term	1 Month			
Total Minimum Spend	\$40	\$55	\$75	\$90

### Information about the Service

#### What is the service?

Business Smart™ 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. Business Smart Mobile services under the same account share their monthly data allowance.

#### 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 97.9% of the population with 4G.

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UnifiedNet's 5G mobile plans use parts of Telstra's 5G, 4G and 3G mobile networks. The service provides 5G Coverage reaching at least 75% of the Australian population. The Telstra Wholesale mobile coverage area footprint reaches more than 98.8% of the Australian population and covers more than 1.6 million square kilometres of the Australian landmass.

### **Minimum term of the service**

The minimum term of the service is 1 month. If you port out or disconnect your service, the full monthly service amount multiplied by the remaining months will be charged. 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 is available upon request.

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### Early Termination Fees:

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

### 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)

Our support hours are standard business hours Monday to Friday 8:30 am – 5:30 pm 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)

**Phone:** 1300 130 111

### 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).