



Critical Information Summary

This Critical Information Summary contains some important information for your plan. It's a good idea to read it through.

UX Communications Mobile Plans Data Pooling (4G/5G) – Month to Month

This service is a Postpaid Mobile service

Min Monthly spend	\$35		\$45	\$75
Plan Name	UX MOB SHARED 10GB (4G)		UX MOB SHARED 30GB (5G)	UX MOB SHARED 5G 60GB (5G)
Included Data	10GB Then purchase data bolt ons Max upload/download speeds (Mbps) 100/100		30GB Then purchase data bolt ons Max upload/download speeds (Mbps) 100/100	60GB Then purchase data bolt ons Max upload/download speeds (Mbps) 250/250
Data sharing included	Data sharing across all services			
Standard National Calls	Unlimited			
Standard SMS	Unlimited			
Standard MMS	Unlimited			
International Roaming	Ultd Calls/SMS & 200MB Data – Billed at \$12.00 ex. GST per day			
International to selected countries (Voice/SMS)	N/A		Unlimited	Unlimited
	See international calling section for list of countries			
Minimum term	Month to Month			
Minimum Cost	\$35.00		\$45.00	\$75.00
Early Exit Fees	Not applicable			

All listed prices are excluding GST

Information about the service

Additional Data

Once you exceed your data allowance, a data bolt on will be automatically added at \$10.00 inc. Gst per GB Data. Actual speeds you reach will continually vary depending on many factors such as device capabilities, location, network congestion, network coverage, if you are roaming, and if you are a heavy data user.

Offers and promotions

Special promotional offers relating to your plan (if any) are not shown in this Critical Information Summary. Special offers (if provided) will be shown on the original 'Service order form' agreement. You can request your copy of this by emailing

helpdesk@uxcommunications.com.au or calling 1300 000 892

Phone

This plan is only available when you bring your own compatible phone.

Sharing

Data sharing is included across services on the same account for all UX Communications Mobile Plans and Data only data pooling plans

Using your service overseas

International data roaming is not included in the above plans, but you can request specific offers by calling 1300 000 892

Other information

Premium Services	As a default, Premium Services including Premium TXT (e.g. text voting) are enabled on your account, and will incur an additional cost on top of your monthly plan charge. Before using a Premium Service, always check the costs associated with this service. To opt-out or make a complaint, please call 1300 000 892 . There is no charge to opt-out.
Fair Go Policy	The purpose of our Fair Go Policy is to ensure that all our customers can access our services, and do not use our services in a manner that we consider ‘unreasonable’ or ‘unacceptable’, including, but not limited to ‘nonordinary’ or ‘commercial purpose use’ of our plans. The Fair Go Policy also sets out your responsibilities when you use the internet, including any content which you publish online or by email. It also confirms steps we may take to ensure and monitor compliance with this policy as well as setting out our responsibilities to comply with directions from regulatory and other law enforcement bodies.
We’re here to help	Check out our online support section by heading to helpdesk.uxcommunications.com.au and creating an account. Otherwise, call us on 1300 00 892 . If, after speaking with us, you aren’t happy with the outcome you may also contact the Telecommunications Industry Ombudsman on 1800 062 058 , or head to tio.com.au
Coverage	The quality and availability of some services and the speeds you reach will continually vary depending on many factors such as your location, your device capabilities, network congestion, network coverage, if you are roaming or if you are a heavy data user.
Paper Invoice Fee	You will receive your bill free via email. If you’d like a paper bill posted, we can send you one for a fee of \$2.20. Accounts that do not have direct debit enabled will also be charged a \$10.00 billing fee.