



Business Mobile Saver

Critical Information Summary

DEVELOPED BY
THE UPLINK TELECOM
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Critical Information Summary

This Summary may not reflect any discounts or promotions which may apply from time to time.

	\$35 Uplink Business Mobile	\$55 Uplink Business Mobile	\$75 Uplink Business Mobile
Monthly Charge Per Service	\$35.00	\$55.00	\$75.00
Monthly Data Allowance	18 GB	30 GB	40 GB
Contract Term	Month to Month		
Standard Local Fixed Calls	Included		
Standard National Fixed Calls	Included		
Standard Mobile Calls	Included		
Standard calls to 13/1300	Included		
Standard SMS/MMS	Included		
International Calls To 15 Countries	China, Indonesia, South Korea, Germany, Ireland, Thailand, Greece, Malaysia, UK, Hongkong, New Zealand, USA, India, Singapore, Vietnam	Included (International calls to other countries are barred)	Not Included
120 Mins to 65 International Destinations (65 International Destinations are listed below)	Not Included		Included
Excess Data Usage	\$15.00 per 1 GB		

*All prices above are inclusive of GST.

Information about the service

Business Mobile Saver

Business Mobile Saver is a post paid 4G mobile voice and data service utilising parts of the Telstra mobile network and includes a defined amount of data as detailed above, most call types and calls to some international destinations. The minimum contract term is 1 month. The service agreement is independent of any other service you may receive from The Uplink Telecom, and is subject to The Uplink Telecom's Standard Form of Agreement, Fair Use Policy, Acceptable Use Policy and other important documents, available at <https://www.theuplink.com.au/important-doc.php>

Your Existing Mobile Service

If you have an existing voice service with The Uplink Telecom or another provider, moving to Business Mobile Saver service, you will have to cancel your existing service. To retain the existing phone number, you must fill and sign a Porting Application Form (PAF).

List of 65 International Destinations (120 Mins IDD)

Argentina, Bangladesh, Bangladesh (Mobile), Brazil, Canada, China, China (Mobile) Czech Republic, Denmark, Denmark (Mobile), France, Germany, Germany (Mobile), Greece, Hong Kong, Hong Kong (Mobile), India, India (Mobile), Indonesia, Indonesia (Mobile), Ireland, Ireland (Mobile), Israel, Israel (Mobile), Italy, Italy (Mobile), Japan, Malaysia, Malaysia (Mobile), Malta, Malta (Mobile), Mexico, Netherlands, Netherlands (Mobile), New Zealand, New Zealand (Mobile), Nigeria, Norway, Pakistan, Pakistan (Mobile), Peru, Philippines, Philippines (Mobile), Poland, Portugal, Singapore, Singapore (Mobile), South Africa, South Africa (Mobile), South Korea, South Korea (Mobile), Spain, Spain (Mobile), Sweden, Sweden (Mobile), Switzerland, Taiwan, Thailand, Turkey, United Kingdom, United Kingdom (Mobile), USA, Venezuela, Vietnam, Vietnam (Mobile).

Hardware

The Uplink Telecom does not provide any hardware for Mobile services. The above Business Mobile Saver are BYOD plans, and the user of the service must have a compatible handset.

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service, or reducing its speed.

Changing your Plan

You can change to another eligible plan once a month during your minimum term without re-contracting or paying Early Termination Charges (ETC).

Understanding my bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

Need help? We're here for you.

Visit https://www.theuplink.com.au/contact_us.php or call 1300280140 for our support options

Complaints

If there's something you're not happy with and you wish to make a complaint, call 1300 280 140. We like to make every attempt to resolve any issue, but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/about-us/contact-us if you'd like an independent investigation.

This is a summary only. The full legal terms for this service are available at <https://www.theuplink.com.au/important-doc.php>. It also contains other important documents which you should read.