



CRITICAL INFORMATION SUMMARY

OPTUS IOT M2M Device SIM	IOT IOT 50MB	IOT IOT 500MB	IOT IOT 2GB	IOT IOT 3GB	IOT IOT 10GB
ACCESS FEE	\$6 p/MTH	\$9 p/MTH	\$12 p/MTH	\$15 p/MTH	\$19 p/MTH
Monthly Data Allowance	50MB	500MB	2048MB	3072MB	10240MB
Excess Data Charge	14c p/MB	4c p/MB	4c p/MB	4c p/MB	4c p/MB
Same Plan Data Sharing	Yes	Yes	Yes	Yes	Yes
Optus M2M Jasper Portal*	Yes	Yes	Yes	Yes	Yes
AU Voice Calls**	30c p/30secs	30c p/30secs	N/A	N/A	N/A
AU SMS Messages***	25c p/SMS	25c p/SMS	25c p/SMS	25c p/SMS	25c p/SMS
SIM Card	\$5	\$5	\$3	\$3	\$3
Term	1 Month	1 Month	1 Month	1 Month	1 Month

*Optus IoT M2M Control Centre (powered by Cisco Jasper Platform): IOT 50MB - minimum of 10 IoT services required; IOT 500MB and above - minimum of 5 IoT services required.

AU Voice Calls: timed calls are charged in 30s blocks. *AU SMS: each SMS message includes a maximum of 160 characters. SMS messages with more than 160 characters are charged as multiple SMS messages in blocks of a maximum of 160 characters.

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

UCOM IoT Device SIM allows you to connect your IoT/M2M device to Optus' IoT Framework over the Optus 4G and 5G mobile network. With Optus IoT Connectivity your devices stay reliably connected and secure, with access to analytics and diagnostics to support operations of larger fleets.

The service includes an Optus M2M mobile data connectivity, a SIM card, and access to the Optus IoT M2M Control Centre using the Cisco Jasper Platform (subject to a minimum number of services*).

HARDWARE REQUIREMENTS

The service requires a suitable IoT/M2M device to operate. Please contact our Customer Care Team to check if your device is suitable.

INFORMATION ABOUT THE PRICING

SET UP FEES and MINIMUM TOTAL COST

Set Up - \$0. SIM Card - \$5 (IoT50MB/IOT500MB) / \$3 (IoT2GB/IOT3GB/IOT10GB) plus \$19 Postage & Handling per delivery. Minimum Total Cost: IoT 50MB - \$30.

CALLS to INTERNATIONAL NUMBERS

The service does not support calls to international numbers.

EARLY TERMINATION CHARGE and CANCELLATIONS

There are no Early Termination Charges. Services can be cancelled at any time. A full monthly access fee applies to the billing period in which the service is being cancelled. Please note that services cannot be ported to another provider.

MINIMUM TERM, PLAN CHANGES and CONDITIONS

Minimum term is one (1) month. You can change your plan at any time and changes take effect from the commencement of the following billing period.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Customer Terms and Company Policies, please visit www.ucom.com.au/policies-legal

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, we will commence the connection process. Connection timeframes may vary upon the type of connection required. We will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

USAGE INFORMATION

For information about your current usage levels please contact our Customer Care Team on **1800 00 UCOM**.

BILLING

Please Note: due to the nature of the service, a full monthly access fee applies to the month in which the service is activated and **pro-rata does not apply**. Our billing cycle ends at the end of a calendar month and your first bill will include the month when the service was activated as well as the monthly access fee in advance for the following month. Our standard method for bill delivery is email.

PAYMENT METHOD

We accept payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only.

CONTACT US

UCOM is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1800 00 UCOM**.

If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.ucom.com.au/compliments-and-complaints

If you are still not satisfied with the steps taken by UCOM to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with UCOM and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.