



Last Updated: 17 March 2026

UCOM Telecom Pty Ltd ACN 679 170 373 (“UCOM”, “we”, “us”, “our”)

This Service Schedule may be updated from time to time. The current version will always be available on our website. We will provide you with at least 30 days' written notice of any material changes to this Service Schedule that may adversely affect your rights or obligations. Continued use of our Services after the notice period constitutes acceptance of the updated Service Schedule. If you do not accept the changes, you may terminate the Service without penalty by providing written notice to us before the changes take effect.

Part F – Mobile Services Schedule

1. Application

This Service Schedule applies in addition to our Customer Terms, Policies and Critical Information Summaries when we supply you with a Mobile Service.

2. General Terms

- (a) We act as a reseller and use parts of the 4G and 5G mobile network and capabilities of Telstra Corporation Limited (ABN 33 051 775 556) to provide our Mobile Services.
- (b) Our Mobile Services are not available in all areas of Australia. Coverage maps are available upon request and are subject to change from time to time.
- (c) Our Mobile Services are provided on a SIM only basis and must be used in conjunction with a compatible mobile device. We will provide you with information about device compatibility requirements before you purchase. You should check your device manual or the manufacturer's website to confirm that your mobile device is compatible with your selected Plan before proceeding with your purchase. If your device is not compatible and this was not disclosed to you before purchase, you may return the SIM within 14 days for a full refund.

3. Use of Mobile Service

- (a) In addition to any other obligations you may have under your Contract with us (including our Acceptable Use Policy), you must not:
 - i. wholesale, resell or resupply all or any part of the Mobile Services (including transit, refile or aggregate domestic or international traffic);
 - ii. generate mobile terminating access or SMS message terminating access payments (e.g. by using SIM boxing) using the Mobile Service;
 - iii. use the Mobile Service (including any SIM card):

- a. as a call collection service or for call redirection to call centres, call sinks or mass termination services;
 - b. in such a way that it is automatically generated by a device controlled by software and/or hardware;
 - c. for any “machine-to-machine” use, including (but not limited to) in any personal alarm, safety or emergency pendant or similar device, remote control device, or tracker or geo-location device;
 - d. as a secondary or back-up service to another connectivity type, including (but not limited to) mobile back up and rapid activation (which is where a mobile service allows temporary connectivity whilst the primary connectivity is in the process of being provisioned); or
 - e. with devices that switch or reroute calls to or from the Network or any third party;
- without first obtaining our prior written consent (which we may give or withhold acting reasonably, and we will respond to such requests within 10 Business Days).
- (b) If you breach clause 3(a), we may (in addition to and without limiting our other rights under this Schedule, our Customer Terms or our Acceptable Use Policy) suspend or terminate your Mobile Service by giving you reasonable written notice, which shall be at least 5 Business Days except in cases of serious or repeated breaches where immediate suspension may be warranted. We will provide you with an opportunity to remedy the breach where reasonably practicable before termination.
 - (c) If you purchase goods, services, or content from a third party via your Mobile Service, we will debit the Charges for those items to your account. You may dispute such charges within 30 days if you did not authorize the purchase or if the goods or services were not provided. We will investigate disputed charges and assist you with claiming a credit.

4. Acceptable Use Policy

- (a) Our Acceptable Use Policy applies to your use of your Mobile Service.
- (b) If we reasonably determine that your use of the Mobile Service is in breach of our Acceptable Use Policy, we will notify you in writing and may take any of the actions outlined in that Policy.

5. SIMs

- (a) To enable a Mobile Service you need a SIM, which may either be a physical SIM or an eSIM.
- (b) If you do not already have a SIM provided by us, we will provide you with an initial SIM without Charge. You may have the choice of either a physical SIM or an eSIM, subject to compatibility with your device and availability with your service.

- (c) If you need a replacement physical SIM, we may charge you a replacement Charge as set out in clause 6.
- (d) If you request an eSIM:
 - i. you will need access to the internet in order to download your eSIM onto your device;
 - ii. you must also have an eSIM compatible mobile device in order to use an eSIM;
 - iii. before downloading and installing an eSIM, your Mobile Service must be first activated;
 - iv. once the activation process is completed, you will be able to download and install your eSIM. You must download and install your eSIM to your device to use your Mobile Service; and
 - v. if you are unable to download or activate an eSIM for any reason, we will supply you with an initial physical SIM without Charge. However, Charges for your Plan will commence from the date your Mobile Service is activated.

6. SIM Charges

- (a) If you request a replacement physical SIM, you may be required to pay a physical SIM replacement Charge of \$19 (plus GST) to cover the cost of postage and handling.
- (b) If you request a physical SIM to be posted to you and you do not activate a Mobile Service with us using that SIM within two (2) months of the date of the postage, you may be required to pay a physical SIM provisioning Charge of \$19 (plus GST), provided we have notified you at least 14 days before charging this fee and given you an opportunity to activate the service.

7. Mobile Number Portability

- (a) We provide Mobile Number Portability (MNP) as an option to enable you to change your mobile service provider.
- (b) MNP lets you keep your existing mobile phone number when you transfer the mobile service linked to that number from one mobile service provider to another. This process is known as porting. You can only port active mobile phone numbers.
- (c) There are no Charges for you to port a mobile phone number to or away from us.
- (d) If you wish to port an existing mobile phone number away from another mobile service provider to us:
 - i. we will only give you a new Mobile Service when we accept your application and successfully complete the port;
 - ii. you must not cancel the service you have with the other mobile service provider before you port the phone number. We will inform them once your mobile number has been successfully ported and they will then cancel the service. You remain responsible for any charges from your previous provider until the port is complete; and

- iii. we will notify you if your port request has not been successfully confirmed.
- (e) If you wish to port an existing mobile phone number away from us to another service provider:
 - i. we will use our reasonable efforts to port your number;
 - ii. you must not cancel your Mobile Service before you port the phone number. The mobile service provider to which you have ported the phone number will inform us once the port has been successfully completed and we will then cancel your Mobile Service with us; and
 - iii. we will notify you if your port request has not been successfully confirmed.

8. Mobile Phone Numbers

- (a) If you do not already have a mobile phone number that you wish to port to us for use with our Mobile Service, we will issue you with a phone number.
- (b) You can contact us to request that we change the mobile phone number associated with your Mobile Service with us, including because of nuisance calls.
- (c) Your right to use the mobile number ends on the date your Mobile Service with us is cancelled or terminated, unless you port the number to another mobile service provider.

9. Lost or Stolen Mobile Phone or SIM

- (a) If the mobile phone and/or the SIM that you use with our Mobile Service is lost or stolen, you may contact us to ask that we either:
 - i. temporarily suspend your Mobile Service in accordance with clause 10; or
 - ii. request our Wholesale Supplier to block the use of your mobile phone.
- (b) You are responsible for all Charges incurred using your lost or stolen mobile phone and/or SIM up until the time you notify us that it has been lost or stolen, except to the extent that such Charges result from fraudulent use by a third party after you have taken reasonable steps to protect your SIM and mobile phone.
- (c) We or our Wholesale Supplier may also block your mobile phone if we believe that it has or may have been stolen.

10. Temporary Suspension of Your Mobile Service at Your Request

- (a) You can ask us to temporarily suspend your Mobile Service with us for a consecutive period of up to three months. You will retain your right of use over your mobile phone number during the period of any temporary suspension under this clause. We will process your suspension request within 2 Business Days of receipt.
- (b) After the temporary suspension period, you must resume your Mobile Service with us on the same Plan that you were on before the temporary suspension, unless that Plan is no longer available, in

which case we will offer you a comparable Plan at a similar price point. If you do not accept the comparable Plan offered, you may terminate the Mobile Service without penalty.

- (c) You will be charged a temporary suspension Charge in accordance with clause 11.

11. Temporary Suspension Charge

- (a) If you ask us to temporarily suspend your Mobile Service with us in accordance with clause 10, you must pay a temporary suspension Charge of \$10.00 (plus GST) for each whole or partial Billing Period when the suspension is applied.

12. Mobile Phone Blocking

- (a) In order to block your mobile phone, we will request our Wholesale Supplier to do this by invalidating the International Mobile Equipment Identity (IMEI) number of the mobile phone in the Equipment Identity Register of the Wholesale Supplier's Network.
- (b) If your mobile is blocked, it will not work. This means that you will not be able to use the mobile phone on our Wholesale Supplier's Network except for making calls to emergency services and certain customer service numbers.
- (c) We or our Wholesale Supplier can block the use of a mobile phone or suspend your Mobile Service with us without your consent if we or our Wholesale Supplier, acting reasonably:
 - i. reasonably believe that a mobile phone has been lost or stolen;
 - ii. have received a list of blocked IMEI numbers from another mobile service provider, in accordance with the intercarrier IMEI blocking initiative introduced by the Australian Mobile Telecommunications Association; or
 - iii. reasonably consider that a mobile phone provides a threat to the integrity of the Network or the ability for others to use it, and we will notify you of such blocking within 24 hours where reasonably practicable.
- (d) You can ask us to unblock your mobile phone:
 - i. if you believe that we or our Wholesale Supplier may have blocked it by mistake; or
 - ii. where you recover a lost or stolen mobile phone.
- (e) If your mobile phone is blocked or unblocked by our Wholesale Supplier for any reason, our Wholesale Supplier will inform other national carriers to also put this block or unblock into effect on their own networks.
- (f) The monthly minimum Charge for your Plan will continue to apply while IMEI blocking is activated on your mobile phone for any reason, except where the blocking was initiated by us or our Wholesale Supplier in error, in which case charges will be waived or refunded for the period of incorrect blocking.

13. Detection and Blocking of Scam SMS

- (a) Our Wholesale Supplier may deploy cyber safety capability to detect and block SMS messages identified as scams as they travel across the Network. Solely for this purpose, our Wholesale Supplier's cyber safety capability may:
 - i. inspect the content and metadata of SMS messages which are intended to be received by you, including text, time, sender, number of messages sent, and recipient (SMS Content);
 - ii. use the SMS content to detect if an SMS message is a scam; and
 - iii. where an SMS message is identified as a scam, may block that message before it reaches your mobile phone (and any blocked messages will not be retrievable).
- (b) The cyber safety capability provided by our Wholesale Supplier may enable you to:
 - i. give instructions about enabling or disabling blocking of SMS messages identified as a scam (provided that our Wholesale Supplier may determine the default setting to apply (for example, blocking enabled) and will notify you of the default setting and how to change it); and
 - ii. forward SMS messages you suspect as being a scam to a defined SMS short code number.
- (c) Our Wholesale Supplier may contact and deal with you directly for these purposes.
- (d) To the extent permitted by law:
 - i. where an SMS message that is a scam is not blocked, neither we nor our Wholesale Supplier has any liability to you in connection with any failure to block that SMS message, except to the extent such liability cannot be excluded under the Australian Consumer Law or other applicable law;
 - ii. where an SMS message is identified as a scam and is blocked, neither we nor our Wholesale Supplier has any liability to you in connection with the blocking (and irretrievability) of that SMS message, including where the cyber safety capability has blocked a legitimate message that has been incorrectly identified as a scam, except to the extent such liability cannot be excluded under the Australian Consumer Law or other applicable law; and
 - iii. where there is a failure or delay in receiving or implementing your instructions about enabling or disabling blocking of SMS messages identified as scams, neither we nor our Wholesale Supplier has any liability to you in connection with that failure or delay, except to the extent such liability cannot be excluded under the Australian Consumer Law or other applicable law, and provided we have used reasonable care and skill in processing such instructions.

14. International Calls and Messages from Australia

- (a) Your Plan may include calls and SMS from Australia to standard numbers in certain eligible international countries.

- (b) You can also call and send SMS to eligible international countries not included in your Plan by incurring Pay As You Go Charges in accordance with our Rate Card as published on our website.

15. International Roaming

- (a) International roaming allows you to use your Mobile Service in eligible countries overseas and is automatically disabled when the Service is connected. You must contact us to enable the service.
- (b) An International Roaming Pack (IR Pack) is a type of once-off add-on Plan which provides you with a fixed allocation of standard voice calls, SMS and data for use in eligible countries set out in your Plan for the specified duration of the IR Pack. You can start using your IR Pack immediately after you purchase it, but the validity period for your IR Pack will commence at 12am AEST on the following day. The list of countries available under an IR Pack is available on our website.
- (c) To purchase an IR Pack you need to contact us during business hours on the contact details listed on our website.
- (d) Any unused IR Pack inclusions are forfeited on expiry of the IR Pack.
- (e) You will not be able to use international roaming if your IR Pack expires and is not renewed, or if you use all of your IR Pack inclusions before the expiry date.
- (f) We or our Wholesale Supplier will send you SMS notifications when you are overseas to provide you with usage notifications and other information relevant to the use of your IR Pack.
- (g) International Roaming is not available for data-only Mobile Services. Your data-only Mobile Service can only be used in Australia.

16. Included and Excess Usage

- (a) Your Plan may include a limit on the included value or volume of particular Plan features such as data allowance. If you consume all the included value and/or volume of a particular Plan feature, you will be notified via SMS and your Plan will specify that any of the following may apply:
 - i. you will be charged for any excess Charges at the rates specified in your Plan or as otherwise notified to you in writing; and/or
 - ii. you will be unable to use the Plan feature until the beginning of the next Billing Period; and/or
 - iii. you may purchase a Bolt-On Pack to reduce the excess Charges specified in your Plan. If you purchase a Bolt-On Pack, continued usage of the relevant feature is only available for the remaining portion of the current Billing Period.
- (b) Your monthly voice and data allowance can only be used within Australia and cannot be used to send SMS or MMS to international numbers.
- (c) Your monthly voice and data allowance expires at the end of the Billing Period unless specified otherwise.

- (d) To help you manage your use, we will use reasonable endeavours to send you notifications of your data usage at approximately 50%, 85% and 100% of your data allowance under your Plan or any data Bolt-On Pack that you purchase. However, you remain responsible for monitoring your own usage and we are not liable for any failure to send or any delay in sending such notifications.
- (e) You can only purchase a Bolt-On Pack if you already have an existing compatible Plan. The number of Bolt-On Packs you can purchase in a single Billing Period may be limited as specified in your Plan.
- (f) A Bolt-On Pack can be purchased on either a once-off or recurring basis. You can choose to have a Bolt-On Pack automatically renew (up to a maximum number of monthly renewals specified in your Plan) when the included volume or value of your Bolt-On Pack is used. Once you activate a recurring Bolt-On Pack, this will remain in effect until you switch it off by contacting us using the contact details on our website. We will confirm cancellation of the recurring Bolt-On Pack in writing within 2 business days of your request.
- (g) Any unused included volume or value of a Bolt-On Pack will expire and cannot be carried forward, either:
 - i. at the end of the Billing Period in which it is purchased and does not carry over to the next Billing Period; or
 - ii. at the end of any other validity period that is specified as applying to that Bolt-On Pack at the time of purchase (regardless of the Billing Period of your underlying Plan that it is attached to).

17. Partner Requirements

- (a) If arrangements between our Wholesale Supplier and us are terminated, our Wholesale Supplier may arrange to supply you directly. You acknowledge that the rate plan applicable to the provision of Mobile Services to you may be altered to a comparable rate plan of our Wholesale Supplier in the event that our rights and obligations under your Contract are assigned or novated to our Wholesale Supplier so that our Wholesale Supplier provides the Mobile Services directly to you. We will provide you with at least 30 days' written notice of any such change and details of the new rate plan. If the new rate plan is materially less favourable to you, you may terminate this Contract without penalty within 30 days of receiving such notice.
- (b) We shall have the right to assign or novate all or part of our rights and obligations under your Contract to our Wholesale Supplier with prior written notice to you of at least 30 days. For the purposes of novation, you agree to novate your Contract to our Wholesale Supplier on receipt of a notice from either us or our Wholesale Supplier, such novation to be on terms no less favourable than the terms of your Contract in existence immediately prior to the novation. If you do not agree to the novation, you may terminate this Contract without penalty by providing written notice within 30 days of receiving notice of the proposed novation.



- (c) Our Wholesale Supplier is not a party to your Contract with us and has no direct liability to you (in contract, tort (including negligence) or otherwise) in relation to any Mobile Service resupplied to you by us, any delay or any failure to provide Mobile Telephone Services, except to the extent that liability cannot be excluded by law.