Last Updated: 10 April 2026

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

These DPC Terms 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 changes to these Terms. Any changes will only apply to DPCs entered into after the date of the change and will not apply retrospectively to existing DPCs unless you provide your express written consent.

Part T – Terms and Conditions for Device Payment Contract (DPC)

1. Application

These Terms apply in addition to our Customer Terms when you select a Device Payment Contract (DPC) to purchase hardware from us.

2. Dictionary

Approved DPP Customer	A customer that has successfully met our credit and eligibility requirements.
Approved Service Plan	Eligible Service Plan that relates directly to the use of the DPC Device. For example, a Hosted PBX service plan to be used in conjunction with an IP Phone or an NBN service plan to be used in conjunction with a Router.
DPC	Device Payment Contract allocated to each individual device.
DPC Device	an approved device purchased by you under a DPC and used to receive a Service.
DPC Term	the term as set out in your DPC.
DPC Total Amount	the total amount payable to us by you for the purchase of your DPC device.
DPC Monthly Payment	the monthly payments that you must make to us over your DPC Term.
DPP	Device Payment Program, being the overall device repayment program that may incorporate multiple DPCs.
Service Agreement	contract with us relating to your Services.

3. What is DPC?

(a) If you are an Approved DPP Customer, the Device Payment Contract (DPC) enables you to buy a hardware device (DPC Device) from us such as an IP phone or a modem/router and pay for it in monthly instalments over 12 months.

(b) To be an Approved DPP Customer you will need to meet our credit and eligibility requirements, which will be assessed in accordance with applicable privacy laws.

(c) The DPC is only available on the condition that you connect the DPC Device to one of our Approved Service Plans and remain connected to that Service Plan for the duration of the DPC Term. You may change to another Approved Service Plan during the DPC Term without penalty. Only one DPC is available for each Service, unless otherwise agreed by us.

4. DPC Terms and Conditions

(a) If you cancel the Service Plan that the DPC Device is connected to any time before the expiry of the DPC Term, you will be required to pay us the sum of the unpaid DPC Total Amount, which will be included in your next monthly bill.

(b) If we cancel the Service Plan (other than due to your breach), you may either:

i. continue making DPC Monthly Payments for the remainder of the DPC Term; or

ii. pay the unpaid DPC Total Amount.

(c) Under the DPC, you own the DPC Device. You are responsible for the maintenance and repair of the device subject to any manufacturer's warranty and your Australian Consumer Law rights. You are responsible for damage to or loss of the DPC Device. You must make your DPC Monthly Payments even if you lose or damage your DPC Device or it is stolen. We strongly recommend you obtain appropriate insurance for the DPC Device.

(d) You must use the DPC Device for your own personal or business purposes and must not resupply or on-sell the DPC Device to anyone else (other than your personnel or in the ordinary course of selling your business) unless agreed by us in writing.

(e) We determine, at our sole discretion, your maximum approved credit limit. Your DPC Total Amount cannot exceed this credit limit.

(f) You must pay the DPC Total Amount to us in instalments by making DPC Monthly Payments, amounts for which will be included in your monthly UCOM bill. The instalment payment term is your DPC Term, as specified on your Account Application. Each of your DPC Monthly Payments will be equal to the amount of your DPC Total Amount divided by the number of months of your DPC Term.

(g) You can pay the remainder of your DPC Total Amount and terminate your DPC at any time by contacting us. We will notify you of the amount you need to pay to payout the remainder of your DPC Total Amount within 5 business days of your request. Your next UCOM bill will set out this amount, or we will provide a separate payout statement if you require the information sooner. Once we receive your payment for this amount in cleared funds, your DPC will be terminated, and you will not be required to pay any further DPC Monthly Payments. Your Service will continue under your agreement with us.

(h) If you upgrade to a new DPC Device(s) before the end of your DPC Term and enter into a new DPC, your existing DPC will end and the remainder of your existing DPC Total Amount will become payable and will be included on your next UCOM bill.

(i) The DPC Monthly Payment amounts will appear on your monthly UCOM bill for Services. You must pay your DPC Monthly Payments at the same time and in the same manner that you pay for your Services.

(j) Subject to any mandatory legislative rights you have to return a DPC Device, we may accept the return of your DPC Device within 30 days of delivery and at our sole discretion, if the DPC Device is returned unopened, in original packaging and in original condition. If we accept the return in our discretion, we may refund DPC Monthly Payments made (less any reasonable restocking fee) and may cancel the DPC.

5. Our Rights

(a) If you do not make a DPC Monthly Payment with cleared funds by the due date, we will provide you with a written notice and at least 7 days to remedy the default before taking action. After this period, in addition to any of our other rights under your Services Agreement, we may do any or all of the following:

i. restrict, block, suspend, or disconnect your DPC Device and/or your Service;
ii. charge you a late payment fee;
iii. charge you any third party fees which we may incur as a result;
iv. charge you interest on the amounts due at a rate determined by us in our absolute discretion, acting reasonably, having regard to our cost of funds and the circumstances of the default;
v. use any direct debit authority or credit card details you have provided to us to pay for any overdue DPC Monthly Payments;
vi. terminate Your agreement; and
vii. require you to pay the remainder of the DPC Total Amount you owe us at that time within 30 days of written notice.

(b) If:

i. your Service Agreement is terminated;
ii. you cease to be an Approved DPP Customer; or
iii. you disconnect your Service, port to another service provider, or transfer ownership of your Service;

Then we may do any or all of the following:

iv. use any direct debit authority or credit card details you have provided to us to pay for any overdue DPC Monthly Payments; and

v. require you to pay the remainder of the DPC Total Amount you owe us under your DPC at that time.

(c) We may, without notice and with immediate effect, restrict, block, suspend, terminate or disconnect your DPC Device(s) and/or your Service if we believe that you have engaged in fraudulent activities in relation to your DPC Device(s) or your DPC.

(d) You acknowledge that any action we may take under this clause 5 may impact your use of the Service(s).