

Critical Information Summary – C Mobile Plan

	C Blue \$24.90	C Blue \$34.90	C Blue \$44.90	C Blue \$69.90
Minimum Monthly Charge	\$24.90	\$34.90	\$44.90	\$69.90
Standard calls to Australian landlines, mobiles and voicemail within Australia	Unlimited	Unlimited	Unlimited	Unlimited
Standard SMS and MMS messages to Australian mobiles within Australia	Unlimited	Unlimited	Unlimited	Unlimited
Early Termination Charge	None, but if you cancel your plan, any remaining credit or amounts paid in advance will not be refunded.			
Included data consumed per kilobyte	1GB	3GB	5GB	10GB
Cost of 1MB of Data in Australia	\$0 for the data that is included in the plan. Where a 1GB Data bolt-on is applied to the service, the cost of using 1MB of data is \$0.012			

Information about the service

The service provided under this plan is a mobile phone service that allows you to make and receive calls, send and receive SMS messages, and access mobile data. You can request a new number, or you can transfer an existing Australian Mobile number. You will need to provide your own mobile handset to be able to access the service, it must be compatible with the 3G 850 MHz and both 4G 1800 MHz and 4G 700 MHz network.

Bundling

We do not require you to bundle this plan with any other service or any equipment.

Minimum Term

There is no minimum term on this plan. Plan charges are payable in advance and there is no refund of any amounts if you cancel your service or transfer your number to a new provider.

Inclusions

Your monthly inclusions are set out in the table above. Your unused monthly inclusions expire each month.

Exclusions and Limitations

This plan is for personal use only, and may not be used for non-personal or commercial purposes, for resale or as a permanent connection. This plan is only for use within Australia, your inclusions cannot be used overseas. The following calls are not available on this service: international roaming, some SENSIS numbers (1234, 12455, and 12456) and satellite numbers. Calls and SMS to international numbers and premium numbers is not available.

Acceptable Use Policy

An Acceptable Use Policy applies to this service. You can view it here www.mobileaust.com.au.

Information about pricing

See the above table for your plan pricing.
If you exceed your monthly data allowance, you'll have to pay more than your minimum monthly charge.

Auto Data Bolt-ons

You have selected a plan with 'Auto Data', this means that we will add a 1GB data bolt-on to your plan automatically each time your data is fully depleted, this will be added up to 5 times per plan cycle. Each 1GB data bolt-on costs \$12. The maximum charge you can incur for automatic data bolt-ons is \$60 per plan cycle. After the 5th automatic data bolt-on has been depleted, data will be blocked and you can choose to purchase ad-hoc 1GB data bolt-ons if you wish.

All data will expire upon your monthly renewal date, so if for example, an automatic data bolt-on is added 4 days prior to your renewal date, you will only have 4 days to use the data and then it will expire when your plan is renewed.

Other Information

How we charge you

You will be required to pay the plan fee and shipping fee upfront when you place your order for a SIM card. Once you have received your SIM card and activated the service, the plan will be applied to your service and this will become your billing date.

We operate calendar monthly billing. This means that if you activate a service with us on days 2-31 in a given month, we will bill you a pro rata charge for the remaining days of that month, plus the first full month on the 1st of the following month, and monthly thereafter.

Your service will be automatically renewed and billed on the first day each month unless you inform us you wish to cancel your service or you transfer your number to a new provider.

If you choose, or are required to pay by direct debit from a credit/debit card, we will process payments automatically on the 15th of each month, or the first business day after the 15th if applicable.

Invoices are sent free of charge by email only. If you do not provide a valid email address you will not receive your invoice. You can access your invoice via our online portal at <https://www.cmobile.com.au>

Changing Your Plan

You can request to change to a plan of higher or lower value, the change will take place on the first day of the following month.

Usage information

We provide you with tools to be able to check your call and data usage. You can check your usage online via our portal at <https://www.cmobile.com.au/>

You'll receive automated SMS notifications when you have used 50%, 85% and 100% of your included data allowance. These SMS notifications can be up to 48 hours behind real time usage so they should only be relied upon as a guide.

We'll also send you an SMS letting you know each time an automatic 1GB Data add-on is added to your service.

Network Coverage

The mobile product of C Mobile provides a combined 4G and 3G coverage footprint of 98.8% and a 4G coverage footprint of 95% of the Australian population covering 1.59 million square kilometres.

You should use our coverage maps available at <https://www.cmobile.com.au> to check whether the mobile service is available at the location where you would usually use the service.

Contact Details

Email: support@cmobile.com.au

Call: 1300 545000

If you wish to complain about this plan or your service, or lodge a dispute, please read our Complaints Handling Policy, which can be viewed on our website <https://www.cmobile.com.au/Contact/Complaints>

If you are not satisfied with the resolution of your complaint or dispute, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058, visiting their website at www.tio.com.au, sending a fax to 1800 630 614, or writing to them at PO Box 276, Collins St West, VIC 8007.

C Mobile is an authorised agent of Mobile Enablement Australia Pty Ltd ACN 168 050 977. If you activate a service with C Mobile, your service will be supplied in accordance with the terms of Mobile Enablement Australia's Standard Form of Agreement.

This is only a summary of your plan; the full pricing, terms and conditions for your plan can be found within the signup process at <https://www.cmobile.com.au>