CRITICAL INFORMATION SUMMARY

C Blue 10GB Data - SIM only plan

Information about the Service

The CMobile C Blue 10GB post-paid mobile data plan uses part of Telstra's 3G & 4G mobile network. The plan provides customers the ability to access data services including browsing the internet. This plan also allows customers to make and receive national and international voice calls, send and receive messages using text (SMS) and multi-media messages (MMS).

Minimum Monthly Charge	Included Monthly Value	Standard SMS	Standard National Calls	Included Data	Cost of 1MB included data	Excess data rate	Minimum Term
$35.00	$0	15c / SMS	15c / min	10GB	$0.0034	$10 / GB	1 month

Any unused data will expire each month at the end of your billing cycle.
There is no bundling of this service. This is a SIM only plan where you bring your own phone or device.

Information about Pricing

Minimum monthly charge	$35.00 per month
Early termination charge	The maximum charge for early termination is $35.00, plus any excess call or data charges
Cost of a 2 minute standard national mobile voice call	$0.30
Cost of a standard national SMS	$0.15
Additional data usage cost	$10 per GB (billed in 1GB units), for use solely within Australia
The price for Non-Standard Calls including International Direct Dial (IDD), Value Added Services, Special Calls, and Roaming can be varied by CMobile at any time in its sole discretion	
Calls are rated in 60 second increments unless otherwise stated	

Plan Inclusions
This plan includes 10GB of data per month.

This plan does not include any credit for use on calls or other services. Calls and other services are charged on a pay as you go basis as set out in the full rate plan which can be found at www.cmobile.com.au/plans.

Summary of rates

Standard National Calls to fixed lines	$0.15 per minute, no flagfall
Standard National Calls to mobiles	$0.15 per minute, no flagfall
Calls to 13, 1300, 1800 numbers	$0.15 per minute, no flagfall
Voicemail deposits and retrievals	$0.15 per minute, no flagfall
Standard National SMS	$0.15 per SMS
Standard International SMS	$0.60 per SMS
Standard MMS	$0.75 per MMS

Other Information

Information about full terms and conditions, including detailed call pricing information for international calls, Value Added Services and Special Calls can be found at www.cmobile.com.au/plans. Copies of our Standard Form of Agreement can be downloaded from www.cmobile.com.au/support.

You can contact us by calling 1300 545 000, emailing us at support@cmobile.com.au, or by writing to us at CMOBILE PTY LTD, PO Box 21140, World Square NSW 2002.

Information about CMOBILE C Blue plan network coverage in Australia can be found at www.cmobile.com.au/support.

You can monitor your billed and unbilled usage using our secure online environment at www.cmobile.com.au/mycmobile.

You can access our complaint handling procedures by calling us on 1300 545 000, emailing us at support@cmobile.com.au, or you can write to us at CMOBILE PTY LTD, PO Box 21140, World Square NSW 2002. Our complaint handling procedures are located on our website at www.cmobile.com.au/support.

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

International Roaming Warning
Warning: International Roaming is available to credit approved customers on request. International Roaming is very expensive for all types of calls, messaging and data. If you are concerned about the cost of International Roaming, you should not enable this service and should enquire about a local service in the country you are travelling in. Customers who use International Roaming should be particularly careful about data roaming costs. Unless required, you should ensure data roaming is not enabled on your handset or device. International Roaming call charges normally take much longer to appear on your account. You should carefully monitor your usage to avoid high bills.

Premium Services Warning
Warning: Premium Services by their nature are expensive. You should carefully read the terms and conditions of any Premium Services you use, in particular the terms and conditions of any subscription based Premium SMS Services. You can stop specific Premium SMS Services by sending a SMS reply with the word “STOP”. You can bar access to all Premium Services at any time by contacting CMOBILE customer care.

This Critical Information Summary has been prepared by CMOBILE PTY LTD in accordance with the requirements of Chapter 4 of C628:2012 *Telecommunications Consumer Protection Code*.