

## CRITICAL INFORMATION SUMMARY

### **C Red \$24.90 Unlimited - SIM only plan**

#### Information about the Service

Cmobile provides the C Red post-paid mobile plan using the Vodafone Australia 4G and 3G mobile network. The plan provides customers the ability to make and receive national and international voice calls, send and receive messages using text (SMS) and multi-media messages (MMS), and to access data services including browsing the internet.

Minimum Monthly Charge	Standard National Calls	Standard National & International SMS	Included Data	Excess data rate	Minimum Term
<b>\$24.90</b>	<b>Unlimited</b>	<b>Unlimited</b>	<b>10GB</b>	<b>1c / MB</b>	<b>1 Month</b>

Any unused credit or 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. You are not required to purchase a mobile phone or device from Cmobile, however your device needs to support 3G 900MHz and/or 4G 850MHz, 1800MHz or 2100MHz to use this service.

#### Information about Pricing

<b>Minimum monthly charge</b>	\$24.90 per month
<b>Early termination charge</b>	The maximum charge for early termination is \$24.90, plus any excess call or data charges
<b>Additional data usage cost</b>	\$0.01 per MB (billed in 1 MB 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	

#### **Included Unlimited calls and services:**

- Standard National voice calls (fixed line and mobiles)
- National calls to 13xx and 18xx numbers
- Voicemail deposits and retrievals
- Standard National and International SMS
- Standard National MMS
- Diversion to Standard National voice calls

#### **Excluded calls and services:**

- International calls
- Directory services (e.g calls to 123, 1223, 013)
- Call Screen
- Premium 19xx calls
- Premium SMS and services (e.g. SMS voting, competitions, 1900 numbers)
- International roaming
- Video calls
- Any other services not listed above

### 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](http://www.cmobile.com.au/plans). Copies of our Standard Form of Agreement can be downloaded from [www.cmobile.com.au/support](http://www.cmobile.com.au/support).

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

Information about CMOBILE C Red plan network coverage in Australia can be found at [www.cmobile.com.au/support](http://www.cmobile.com.au/support).

You can monitor your billed and unbilled usage using our secure online environment at [www.cmobile.com.au/mycmobile](http://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](mailto: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](http://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](http://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.

### **SMS usage alerts**

To help you keep track of your mobile data usage from month to month, we send you SMS alerts when you reach 50%, 85% and 100% of your included plan allowance for data. The alerts are not real time and can be delayed by up to 48 hours. These alerts do not include usage outside of Australia. If you have used 100% of your included data allowance, excess usage charges apply at a rate of 1c per MB. For example if you used 1024MB or 1GB of excess data, the cost would be \$10.24 for this excess data.

### **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 C628:2015 *Telecommunications Consumer Protection Code*.