

## CRITICAL INFORMATION SUMMARY

### **C Red Unlimited - SIM only plans**

#### Information about the Service

These Cmobile post-paid plans use the Vodafone Australia 4G and 3G mobile network. These plans provide 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.

#### Information about Pricing

Minimum Monthly Charge	Standard National Calls, SMS & MMS	Standard International Calls & SMS	Included Data	Excess data rate	Minimum Term
<b>\$9.90</b>	<b>Unlimited</b>	<b>PAYG</b>	<b>1GB</b>	<b>1c / MB</b>	<b>1 Month</b>
<b>\$10.90</b>	<b>Unlimited</b>	<b>PAYG</b>	<b>2GB</b>	<b>1c / MB</b>	<b>1 Month</b>
<b>\$14.90</b>	<b>Unlimited</b>	<b>PAYG</b>	<b>5GB</b>	<b>1c / MB</b>	<b>1 Month</b>
<b>\$19.90</b>	<b>Unlimited</b>	<b>PAYG</b>	<b>10GB</b>	<b>1c / MB</b>	<b>1 Month</b>
<b>\$29.90</b>	<b>Unlimited</b>	<b>PAYG</b>	<b>20GB</b>	<b>1c / MB</b>	<b>1 Month</b>

<b>Early termination charge</b>	The maximum charge for early termination is the minimum monthly charge, 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	

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.

## Unlimited Calls and Services

Included Unlimited Calls and Services	Excluded Unlimited Calls and Services
Standard National voice calls (fixed line and mobiles)	International calls and MMS
Standard National and International SMS	Video MMS
Standard National MMS	Directory services (e.g calls to 123, 1223, 013)
Standard National calls to 13xx numbers	Premium 19xx calls, SMS & MMS
Standard National calls to 18xx numbers	International roaming
Voicemail deposits and retrievals	Any other calls or 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 544, GOSFORD NSW 2250

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 will receive SMS usage alerts to your compatible device within 24 hours of reaching 50%, 85% and 100% of your included data allowance.

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 544, Gosford NSW 2250. 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.

### 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*.