

## CRITICAL INFORMATION SUMMARY

### CMOBILE SATELLITE PREMIUM+ PLANS

#### Information about the Service

Cmobile Satellite Premium+ Plans is an nbn® Sky Muster® Plus Premium broadband internet service delivered via National Broadband Network (nbn®) using Satellite technology to your premises.

#### Plan Description

Minimum Monthly Charge	Plan Name	Anticipated Typical Download Speed <sup>^#</sup>	Included Data	Connection Fee	Early Termination Fee	Minimum Term
<b>\$59</b>	<b>Premium+ 25/5</b>	<b>16mbps</b>	<b>Unlimited</b>	<b>\$0</b>	<b>\$0</b>	<b>30 days</b>
<b>\$69</b>	<b>Premium+ 50/5</b>	<b>31mbps</b>	<b>Unlimited</b>	<b>\$0</b>	<b>\$0</b>	<b>30 days</b>
<b>\$99</b>	<b>Premium+ 100/10</b>	<b>48mbps</b>	<b>Unlimited</b>	<b>\$0</b>	<b>\$0</b>	<b>30 days</b>

<sup>^</sup>Anticipated Typical Download Busy Evening Speed between 7pm and 11pm. Your experience, including speeds, depends on whether you are using the internet during the busy period, concurrent usage, specific locations from time to time and, some factors outside of nbn’s control (like your equipment, software or signal reception). You may also experience latency.

<sup>#</sup> Based on test data captured between September to November 2023 using nbn Sky Muster Plus plans already in market (some of which had usage caps). Actual busy period speeds will be published in 2024 and updated at intervals thereafter. If you are located in Norfolk Island, you can expect typical busy period speeds up to five times slower.

The minimum term is 30 days. If you request cancellation of your service, it will be disconnected at the end of your billing period. You can elect to change plans once per calendar month, effective at the start of the month.

There is no charge for a standard installation. Your first bill will include a pro-rata charge for the period of your first partial calendar month, and the next calendar month in advance.

#### Included Data

All data use is unmetered. There is no limit for unmetered data.

#### Data Speeds

For a given premises, the potential maximum download speed under optimal conditions during off-peak hours is as follows: Premium 25 = 25/5 Mbps, Premium 50 = 50/5 Mbps, Premium 100 = 100/10Mbps

If the nbn modem at your premises is used by multiple nbn satellite services at the same time, its maximum aggregate throughput limit of 120/20 Mbps will be shared between those services, potentially limiting the Data Speed of each service. Neither the speed tier, burst speed or maximum aggregate throughput indicate what Data Speed your service will typically achieve during busy periods. These are merely descriptions of layer 2 network limitations that affect your service. Networking overheads imply that your layer 3 speed test results will always be less than the layer 2 network limitations. nbn cannot guarantee any specific maximum speed or burst speed during any given period. Numerous factors, including the available capacity on the nbn network, can impact your Data Speed. The actual effects may only be determined after your service is activated.

#### Shaping

To protect and ensure fair access to the nbn broadband access network for all users, nbn may from time to time, at its discretion and only where necessary to protect the network, shape data use to maximum wholesale upload and download speeds of 256kbps.

Shaping will not be applied automatically and is intended to be used when congestion is elevated due to the use of an application type that negatively impacts the overall performance of the network for end customers at a point in time.

### Fair Use

nbn's Fair Use Policy applies to all nbn Sky Muster Plus Premium Plans and may change from time to time. Services must not be used for excessive automated polling, refreshing or scraping of websites or to: routinely transfer emails larger than 20 MB; download updates for more than twenty devices during a calendar month; connect neighbouring premises; support carrier or service provider data aggregation applications that result in substantial and continuous network throughput; support a carrier or service provider interconnection; bypass the application of shaping by being disconnected and reactivated; or match a traffic profile not intended by nbn. Network bonding or load sharing of multiple services is prohibited by nbn co. Violations may result to Service Reductions (for example, traffic de-prioritisation) by nbn, affecting Data Speed, or Cmobile suspending your service.

### Other Information

If you bundle a Cmobile C Blue plan mobile service on an eligible plan \$34 per month or above, you will receive a discount of \$5 per month on your monthly bill. You need to have both an active Cmobile Satellite Premium Plan and a Cmobile C Blue mobile plan \$34 per month or higher to receive the \$5 per month discount.

Cmobile does not include a router as part of this service. You may bring your own nbn ready router or purchase your own router from Cmobile outright. Cmobile supplied equipment is entitled to full technical support and 12-month equipment warranty.

nbn does not offer a battery back-up service. If you have mains power disruption, you will not be able to use your broadband service or make emergency calls with it.

Cmobile Satellite Premium Plans are available to customers in National Broadband Network Sky Muster service areas only. For more details visit our website at [www.cmobile.com.au](http://www.cmobile.com.au)

nbn retains ownership of any Connecting Equipment it installs to connect your premises to its network. For example, the satellite dish, modem, power supply and cabling.

Highly interactive applications such as share trading, live streaming and certain online games may not perform well or at all when connected via a geostationary satellite. We advise not using the service for such applications.

If you have a life-threatening medical condition or live with someone that does, please seek an alternative type of service that supports Priority Assistance. nbn does not support Priority Assistance on Sky Muster Plus services. Telstra provides telephony Priority Assistance on its copper network.

Information about full terms and conditions can be found [www.cmobile.com.au/faq/](http://www.cmobile.com.au/faq/). Copies of our Standard Form of Agreement can be downloaded from [www.cmobile.com.au/faq/](http://www.cmobile.com.au/faq/). 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.

You can view your account, download bills and usage information at 'MyCmobile' with your secure login information 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 544, GOSFORD NSW 2250. Our complaint handling procedures are located on our website at [www.cmobile.com.au/faq/](http://www.cmobile.com.au/faq/). 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.

### Customer Support Contact Details

Our Australian based contact centre is available between the hours of 9am to 6pm, Monday to Friday. 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.