

CRITICAL INFORMATION SUMMARY

C Blue Mobile Data Plans - SIM only

Information about the Service

These Cmobile C Blue post-paid plans use parts of Telstra's 5G, 4G and 3G* mobile network. The plans provide customers the ability to access mobile broadband data services including browsing the internet.

Minimum Monthly Charge	Standard Calls and SMS	Databank up to 500GB	Included Data	Cost of 1MB included data	Excess data rate	Maximum Download Speed	Minimum Term
\$14.00	N/A	Yes	5GB	\$0.0027	\$10/2GB	3G/4G 100Mbps	1 month
\$18.00	N/A	Yes	10GB	\$0.0018	\$10/2GB	3G/4G 100Mbps	1 month
\$22.00	N/A	Yes	22GB	\$0.0010	\$10/2GB	3G/4G 100Mbps	1 month
\$28.00	N/A	Yes	32GB	\$0.0009	\$10/2GB	3G/4G/5G 100Mbps	1 month
\$34.00	N/A	Yes	50GB	\$0.0007	\$10/2GB	3G/4G/5G 100Mbps	1 month
\$40.00	N/A	Yes	90GB	\$0.0004	\$10/2GB	3G/4G/5G 100Mbps	1 month
\$50.00	N/A	Yes	120GB	\$0.0004	\$10/2GB	3G/4G/5G 250Mbps	1 month
\$60.00	N/A	Yes	180GB	\$0.0003	\$10/2GB	3G/4G/5G 250Mbps	1 month
\$70.00	N/A	No	400GB	\$0.0002	\$10/2GB	3G/4G/5G 250Mbps	1 month

There is no bundling of this service. This is a SIM only plan where you bring your own mobile device. However, your mobile device needs to be compatible with 3G 850MHz and/or 4G 700, 1800 or 2600MHz and or 5G 850 or 3500Mhz networks to use this service.

*3G services will cease from 30 June 2024. You will need a compatible 4G or 5G device to use the service.

Information about Pricing

Early termination charge	The maximum charge for early termination is The Minimum Monthly Charge, plus any excess call or data charges
Cost of a 2 minute standard national mobile voice call	Not available
Cost of a standard national SMS	Not available
Additional data usage cost	\$10 per 2GB (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 is a data only plan and includes the Monthly Included Data amount only. This plan does not include any credit for use on calls or other services. The full rate plan which can be found at www.cmobile.com.au/plans.

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/faq/. 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 544, GOSFORD NSW 2250.

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

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 544, GOSFORD NSW 2250. Our complaint handling procedures are located on our website at 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, 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*.