

CRITICAL INFORMATION SUMMARY

C Red \$99 Annual SIM only Plan

Information about the Service

The C Red \$99 Annual plan is a postpaid SIM only plan with a minimum charge of \$99 for 12 months access. The plan provides unlimited standard national calls, SMS and MMS with 2GB of data included per month. If you terminate or cancel the plan within 12 months, there is no refund of the \$99 access charge.

This plan uses the Vodafone Australia 4G 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 Annual Charge	Included Monthly Data	Standard National Calls	Standard National SMS	Standard National MMS	Excess data charge	Minimum Term
\$99.00	2GB	Unlimited	Unlimited	Unlimited	1c per MB	12 months

There is no bundling of this service. This is a SIM only plan where you bring your own phone or device. You are not required to purchase a mobile phone or device from Cmobile, however your device needs to support 4G 850MHz, 1800MHz or 2100MHz to use this service.

Information about Pricing

Minimum annual charge	\$99.00 for 12 months access
Minimum Term	12 months. There is no refund for early cancellation.
Included Data (GB)	2GB data per month. Total of 24GB of data for the full 12-month period.
Early termination charge	The maximum charge for early termination is \$99.00, plus any excess call or data charges.
Cost of a 2 minute standard national mobile voice call	\$0
Cost of a standard national SMS	\$0
Cost of using 1 megabyte (MB) of data	2GB of included data per calendar month, then any excess data is charged at \$0.01 per MB (billed in 1MB 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	

Summary of rates

Standard National Calls to fixed lines	Unlimited
Standard National Calls to mobiles	Unlimited
Calls to 13, 1300	Unlimited
Calls to 1800 numbers	Unlimited

Voicemail deposits and retrievals	Unlimited
Standard National SMS	Unlimited
Standard International SMS	Unlimited
Standard MMS	Unlimited

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 <https://www.cmobile.com.au/sim-only-plans/> Copies of our Standard Form of Agreement can be downloaded from <https://www.cmobile.com.au/support-faq/category/legal/>

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 Red plan network coverage in Australia can be found at <https://www.cmobile.com.au/red-coverage-map/>

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 <https://www.cmobile.com.au/support-faq/category/legal/>

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 C628:2015 *Telecommunications Consumer Protection Code*.