

CRITICAL INFORMATION SUMMARY



CMOBILE FIXED WIRELESS PLUS

Information about the Service

Cmobile Fixed Wireless Plus is an nbn® Fixed Wireless Plus internet service delivered via National Broadband Network (nbn®) using Fixed Wireless technology to your premises. It is only available to residential users and is not suitable for business use.

Plan Description

Minimum Monthly Charge	Plan Name	Theoretical maximum download speed^	Typical Evening Download speed*	Included Data	Connection Fee	Minimum Term
\$79	Fixed Wireless Plus 100/20	100Mbps	25Mbps	Unlimited	\$0	1 month

^Theoretical maximum speed is 100Mbps download and 20Mbps upload.

*Typical Evening Download speed is 25Mbps and 4Mbps upload (7pm to 11pm). Around 50% of customers achieve download speeds greater than 25Mbps and 4Mbps upload.

Billing Information

Billing for your nbn service will begin from the day your service is activated. The minimum term is 1 month. 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 following month.

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. Plans are charged for the full month in advance and there is no refund for the pro-rata period to the end of the month.

Included Data

All data use is unmetered. There is no limit for unmetered data. Fair Use Policy applies. Refer to our Consumer Customer NBN Terms which can be found on our website.

Data Speeds

Actual speeds attainable on nbn fixed wireless services will vary due to factors such as nbn cell congestion, weather conditions, geography, line of sight to the tower, local conditions, vegetation and building obstructions, signal interference, the type and installation of your antenna and the position and quality of Wi-Fi hardware. Actual speeds will be significantly impacted by congestion, particularly during the busy period of 7pm to 11pm. It is not possible for us to determine precisely the typical speeds that you will be able to achieve. If you are not satisfied with the speed you can achieve with your nbn service, you can contact us as soon as possible so we can troubleshoot with you. You will also have the right to cancel your plan without incurring early termination charges.

Mandatory Equipment

You will require an nbn compatible modem/router for this service. We can supply one for a one-off fee if required. Please check our website for current options and pricing. You can choose to bring your own (BYO) modem, but it must be compatible with nbn Fixed Wireless technology. You must be capable of configuring your BYO device yourself. We will assist you as best we can to support you connecting your BYO device.

Availability of Fixed Wireless

Fixed Wireless Plus is available in any location that is covered by nbn's fixed wireless broadband network. Your premise will require an nbn antenna installed with internal wall cabling and an nbn connection box inside your premises next to a power point. Nbn will perform a standard installation at no cost to you. We will advise you if your premises require a non-standard installation and the cost of doing so. A 240-volt power supply is required, and you must ensure such power service is available. In the event of a power outage, your service will not work unless you have a backup battery.

Other Information

Bundle Discount

If you bundle a Cmobile C Blue plan mobile service on an eligible plan of \$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 Fixed Wireless Plan and a Cmobile C Blue mobile plan \$34 per month or higher to receive the \$5 per month discount. If either service is cancelled, the discount will no longer apply.

Non-standard Installation

Standard installation is included at no charge with your plan. If nbn advise a non-standard installation is necessary, additional charges may apply. If nbn deem your premise to be a new development, the NBN New Development charge of \$300 inc GST will apply.

Hardware refund policy

If you cancel your plan at any time, we will not refund you for the cost of any hardware you have purchased from us, except if covered under our Refunds, repair and exchange policy on our website at www.cmobile.com.au/support-faq/category/legal/ or required by law. Modems purchased are owned by you, are unlocked and can be used with an alternative supplier or technology type.

Ownership of nbn equipment

nbn retains ownership of any Connecting Equipment it installs to connect your premises to its network. For example, the antenna, cabling and connection box.

Billing

Our billing period is per calendar month. You are billed in advance and will receive a bill at the beginning of each month for that calendar month. Your first bill will include a pro-rata charge for the period from when nbn Co connect your service to the end of that month, the following month in advance and any hardware charge if applicable.

Terms and Conditions

Information about full terms and conditions can be found www.cmobile.com.au/faq/. Copies of our Consumer Customer NBN Terms 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.

Customer Portal

You can view your account, download bills and usage information at 'MyCmobile' with your secure login information at www.cmobile.com.au/mycmobile.

Complaints

You can access our complaint handling policy on our website at www.cmobile.com.au/faq/, by calling us on 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. 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.

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, or by writing to us at CMOBILE PTY LTD, PO Box 544, GOSFORD NSW 2250.