

## CMOBILE NBN<sup>®</sup> INTERNET PLANS

### [Information about the Service](#)

Cmobile NBN Internet plans are a broadband internet service delivered via National Broadband Network (nbn<sup>®</sup>) and is available in nbn fibre enabled areas. It is only available to residential users and not for business use.

### [Plan Description](#)

Minimum Monthly Charge	Plan Name NBN Speed Tier	Typical Evening Speeds (7pm to 11pm) <sup>^</sup>	Included Data	Standard Connection Fee	Early Termination Fee	Minimum Term
<b>\$65</b>	<b>NBN 25/10</b>	<b>22Mbps download 8.5Mbps upload</b>	<b>Unlimited</b>	<b>\$0</b>	<b>\$0</b>	<b>1 month</b>
<b>\$79</b>	<b>NBN 50/20</b>	<b>48Mbps download 17Mbps upload</b>	<b>Unlimited</b>	<b>\$0</b>	<b>\$0</b>	<b>1 month</b>
<b>\$85</b>	<b>NBN 100/20</b>	<b>95Mbps download 17Mbps upload</b>	<b>Unlimited</b>	<b>\$0</b>	<b>\$0</b>	<b>1 month</b>
<b>\$99</b>	<b>NBN 250/25<sup>#</sup></b>	<b>230Mbps download 21Mbps upload</b>	<b>Unlimited</b>	<b>\$0</b>	<b>\$0</b>	<b>1 month</b>

<sup>^</sup>Typical Evening Download and Upload speeds are measured between 7pm and 11pm and are subject to change. Plan Name / NBN Speed Tier refers to the nbn speed installed at your premises.

<sup>#</sup>NBN 250/25 plan is only available on FTTP and some HFC connection types. We will contact you if this plan cannot be delivered to your premises.

### [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.

### [Data Speeds](#)

Typical Evening Speeds are subject to change and are measured between 7pm and 11pm. The actual speeds you will receive may vary due to a number of factors such as the number of end-users on the service at the same time, your hardware, your software and software configuration, the connection method at your premises and the type of content being downloaded or uploaded. 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 Wi-Fi signal reception). nbn services provided using FTTP, FTTC, or FTTN technology may not be capable of supporting the highest available speed tiers. It is not possible for us to determine precisely the maximum speed that you will be able to achieve until your service is connected.

If you are not satisfied with the broadband speeds, contact us as soon as possible and we will troubleshoot with you and give you the option to change to a different speed tier if supported at your premises. You can also choose to cancel your plan if you are not satisfied.

# CRITICAL INFORMATION SUMMARY



## Fair Use

Cmobile NBN Internet Plans are intended for personal household use only. It is not recommended to use these plans for business or corporate use. The Cmobile Fair Use policy applies to these plans. Please refer to our Consumer Customer NBN Terms.

## Installation Requirements and Charges

There is no charge for a standard installation. If a non-standard installation is required, 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. A 240-volt power supply is required at your premises, and you must ensure this power supply is made available. In the event of a power outage, your service will not work unless you have a battery backup. 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. We recommend you have a mobile phone for emergency calling.

## Mandatory Components

Cmobile does not include a modem/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.

Cmobile NBN Internet plans are only available in certain nbn enabled areas. If you require Wi-Fi in your property, you will need an nbn compliant Ethernet WAN (eWAN) Wi-Fi router for nbn Fibre-to-the-Premise (FTTP), also known as Fibre-to-the-Home (FTTH), nbn Fixed Wireless, Hybrid Fibre Coaxial (HFC), or Fibre to the Curb (FTTC), or you will need an nbn Compliant VDSL2 Modem Router for nbn (Fibre-to-the-Node (FTTN), or Fibre-to-the-Building (FTTB) nbn technology types. nbn retains ownership of the equipment it installs to connect your premises to its network.

## Other Information

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/](http://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.

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 NBN Internet 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.

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 policy on our website at [www.cmobile.com.au/faq/](http://www.cmobile.com.au/faq/), by calling us on 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. 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.

*This is a summary only. The full terms for this service are available in our **NBN Consumer Customer Terms** which can be found on our website at <https://www.cmobile.com.au/support-faq/category/legal/>*