

## CRITICAL INFORMATION SUMMARY

### C Blue - Starts at 60 - SIM only plans

#### Information about the Service

These Cmobile C Blue post-paid plans use parts of Telstra's 5G, 4G and \*3G mobile network. These plans provide 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.

#### Information about Pricing

Minimum Monthly Charge	Standard National Calls SMS & MMS	Standard International Calls & SMS	Included Data	Databank Allowance	Maximum Download Speed	Minimum Term
<b>\$17.90</b>	Unlimited	Pay as you go	<b>5GB</b>	<b>500GB</b>	3G/4G 100Mbps	<b>1 month</b>
<b>\$24.90</b>	Unlimited	Unlimited to 15 Countries*	<b>22GB</b>	<b>500GB</b>	3G/4G 100Mbps	<b>1 month</b>
<b>\$33.90</b>	Unlimited	Unlimited to 15 Countries*	<b>32GB</b>	<b>500GB</b>	3G/4G/5G 100Mbps	<b>1 month</b>
<b>\$38.90</b>	Unlimited	Unlimited to 15 Countries*	<b>50GB</b>	<b>500GB</b>	3G/4G/5G 100Mbps	<b>1 month</b>

<b>Early termination charge</b>	The maximum charge for early termination is the minimum monthly charge, plus any excess call or data charges
<b>Additional data usage cost</b>	\$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	

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

\*Please note the 3G mobile network will be turned off from 30 August 2024 so you will need a 4G/LTE device to use the service.

#### **Databank (Data Rollover)**

At the end of your monthly billing cycle, any unused data will go into your databank for use in the next billing period. Any data in your databank is forfeited if your plan is downgraded or if you disconnect the service. Your banked data will remain if you upgrade your plan to another C Blue plan. The maximum amount of your databank is 500GB. You can dial \*159# from your phone to find out your current data allowance remaining as well as the balance of data in your databank.

#### **International Roaming Travel Pack**

International roaming is available in 57 selected countries. To see available countries go to [www.cmobile.com.au/faq-category/roaming/](http://www.cmobile.com.au/faq-category/roaming/) The Roaming Travel Pack provides unlimited calls and SMS, plus 200MB of data per day for \$10 per day. Each additional pack is charged at \$10 per day.

## Unlimited Calls and Services

Included Unlimited Calls and Services	Excluded Unlimited Calls and Services
Standard National voice calls (fixed line and mobiles)	Directory services
Standard National SMS	Video MMS
Standard National MMS	Premium 19xx calls, SMS & MMS
Standard National calls to 13xx and 18xx	International roaming
Voicemail deposits and retrievals	International calls, SMS and MMS (outside the included 15 countries)
National call forward / diversions	Any other calls or services not listed above
*International calls and SMS from within Australia to China, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, NZ, Singapore, South Korea, Thailand, UK, USA & Vietnam (15 included countries)	

## 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](http://www.cmobile.com.au/plans). 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.

Information about Cmobile C Blue plan network coverage in Australia can be found at [www.cmobile.com.au/faq](http://www.cmobile.com.au/faq).

You can monitor your billed and unbilled usage using our secure online environment at [www.cmobile.com.au/mycmobile](http://www.cmobile.com.au/mycmobile). You will receive SMS usage alerts to your compatible device within 24 hours of reaching 50%, 85% or 100% of your included data allowance.

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.

### 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*.