CRITICAL INFORMATION SUMMARY

C Blue Data Pooling Plans - SIM only plan

Information about the Service

These Cmobile C Blue post-paid pooling plans use the Telstra Wholesale 4G/5G mobile network. These plans have no voice or SMS capability and only provide customers the ability 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	Data Pooling	Maximum Download Speed	Minimum Term
$20	N/A	N/A	10GB	YES	4G 100Mbps	1 month
$30	N/A	N/A	30GB	YES	4G 100Mbps	1 month
$40	N/A	N/A	45GB	YES	5G 150Mbps	1 month
$50	N/A	N/A	60GB	YES	5G 250Mbps	1 month

Early termination charge	The maximum charge for early termination is the minimum monthly charge, plus any excess call or data charges
Additional data usage cost	$50 per 10GB (billed in 10GB 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 4G 700MHz, 1800MHz or 2600MHz or 5G 850MHz, 2600MHz or 3500MHz networks to use this service.

Data Pooling

This is a data pooling plan where the included data is shared between all services on this plan on the same account. For example, if there are 10 services on this plan on your account, each will have 10GB to create a 100GB data pool (10 x 10GB) to be shared across all 10 services. The data expires at the end of the monthly billing period and starts again for the new monthly billing period.

International Roaming Travel Packs

International roaming is available in 68 selected countries. To see available roaming packs and eligible countries go to www.cmobile.com.au/support/roaming/

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 will receive SMS and/or email usage alerts to your compatible device within 24 hours of reaching 50%, 85% and 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, 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*.