CRITICAL INFORMATION SUMMARY

C Blue Lift Plan - SIM only plan

Information about the Service

This Cmobile C Blue emergency lift phone plan is a post-paid plan using the Telstra 4G mobile network. The plan provides customers the ability to make and receive national voice calls, send and receive messages using text (SMS), and to access data services including browsing the internet.

Information about Pricing

Minimum Monthly Charge	Standard National Voice Calls	Standard National SMS	Included Data	Minimum Term
$11.90	**100 mins**	**100 SMS**	**100MB**	**1 month**

Early termination charge	The maximum charge for early termination is the minimum monthly charge, plus any excess call, SMS or data charges
Additional data usage cost	$0.10 per 1MB (billed in 1MB units), for use solely within Australia
Additional voice call cost	$0.20 per minute (billed in 60 second units), for use solely within Australia
Additional SMS cost	$0.10 per SMS (billed in 1 SMS units), for use solely within Australia
Billing Information	Billing period is per calendar month. Access fees are billed monthly in advance. Your first invoice will contain a pro-rata charge for your first part-month, and the next full month in advance
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	

This Lift Plan is designed for Lift or Elevator mobile emergency calling gateway devices only and is not for use in any other device such as mobile phones, tablets or Wi-Fi devices.

There is no bundling of this service. This is a SIM-only plan where you bring your own lift phone gateway device. Your device needs to be 4G VoLTE compatible and operate on 4G 700MHz, 1800MHz, 2100MHz and 2600MHz networks to use this service.

Any unused credit or data will expire each month at the end of your billing cycle.

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 https://www.cmobile.com.au/support/legal-and-policies/

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 https://www.cmobile.com.au/support/network-coverage/

You can monitor your billed and unbilled usage using our secure online environment at www.cmobile.com.au/mycmobile. You will receive SMS 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 https://www.cmobile.com.au/support/legal-and-policies/

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*.