

CRITICAL INFORMATION SUMMARY

Cmobile Home Phone Voice service

Information about the Service

The Cmobile home phone voice service is delivered over the internet and can be used to make and receive calls. It is only available to residential customers and is an add-on plan in combination with a Cmobile internet service. The plan is a month to month, Pay As You Go (PAYG) plan where you pay for each call made as per the rates below. Calls received are free of charge.

Information about Pricing

Minimum Monthly Charge	Local and National Calls	Mobile Calls	13 / 1300 Calls	1800 Calls	Minimum Term
\$8.00	10c / min	10c / min	35c / call	Free	1 month

Charges	Your minimum monthly charge is \$8.00 inc GST. This is in addition to the monthly minimum charge you pay for your associated Cmobile internet service. If you cancel your Cmobile internet service, we will also cancel your home phone voice service. You will pay for any calls made on a pay as you go basis as per the rates in the pricing table above.
Early termination charge	There are no Early Termination Charges, however if you cancel your plan or transfer to a new provider, you will be charged for the entire final month of your plan, plus any excess call charges.
International, Satellite and Premium calls	International, Satellite and Premium calls are disabled by default and not available on this plan.
Billing Information	Billing period commences the 1st of the month until the last day of the 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. You will not receive a pro-rata credit in your final month.
Number Porting	Your home number can be ported to Cmobile during business hours. Fixed number porting can take up to 1 week to complete.
This plan can only be bundled with a Cmobile Internet service. You can bring your own modem/router or fixed phone for this service or Cmobile can supply one for you. Cmobile will provide you with SIP credentials to configure your own device. If you cancel your Cmobile internet service, Cmobile will also terminate your Home Phone voice service on the same day.	

Other Information

Mandatory Components (not included with plan)

You must have a Cmobile internet service and:

- A compatible IP handset; or
- An analogue telephone; or
- An analogue telephone adapter (ATA);
- A compatible modem/router with a telephone port to connect your analogue telephone.

You are required to install all equipment and configure your modem/router with the settings provided by Cmobile.

Key Details

Your Cmobile Home Phone Voice service allows you to make and receive phone calls.

Important

- If there is an internet outage at your premises due to power or other faults, your Cmobile Home Phone Voice service will not work and you cannot make or receive calls, including to emergency services. Therefore, the service is not suitable if you require an uninterrupted phone service with access to 000 emergency services. We recommend you have a back-up mobile phone service in addition to your home phone service.
- Priority Assistance is not available on this service. If you require Priority Assistance, please seek a provider that can offer this service such as Telstra.

Copies of our Standard Form of Agreement can be downloaded from 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.

You can monitor your billed and unbilled usage using our secure online environment at www.cmobile.com.au/mycmobile.

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/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.

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*.