

SERVICE TERMS AND CONDITIONS

Critical Information Summary Mobile Plans

Clean, readable text edition for website publication.

Document	Critical Information Summary - Mobile Plans
Category	Critical Information Summary
Owner	C9 GROUP
Contact	1800 000 299 Sales@c9group.com.au

Original document content and source information are retained. C9 GROUP visual branding has been applied for website publication.

Critical Information Summary - Mobile Plans

Key information for C9 mobilevoiceanddataplans.

Document

Category

Critical Information Summary-Mobile

Owner

Source version

1 January 2022/source file dated 11 February 2022

Contact

1800 000 299 1 Sales@c 9 group.com.au Original document content and source information are retained. C9 GROUP visual branding has been applied for website publication.

C9 GROUP | Critical Information Summary - Mobile Plans

Critic alin for mat ion sum mary MOBILEPLANS Call and Data Usage

Service Description

C9 Mobile service is delivered over the Optus 3G/4G Plus mobile network. It's The monthly data allowance in respect of each plan is set out in the table below.

a "SIM-only" service for use with existing mobile phone handsets.

Your unused monthly data expires at the end of each billing cycle. If you exceed The mobile product of C9 GROUP provides a 4G coverage your monthly data allowance, we will automa tic ally add 10 GB to your service at a footprint of 97% and a combined 4G and 3G coverage footprint of more charge to you of \$25.00 A maximum of Five (5) 10 GB data blocks may be added to a service per biling cycle.

than 98.8% of the Australian population covering 1.62 million square kilometres.

You will also receive notifications by SMS to your device when you hit 50%, 80% and 100% usage.

Mandatory Goods and Inclusions

Bundling Discounts

You need a 3G/4G compatible handset to use this service. The device needs You may be eligible for a discount on the monthly charge when bundling multiple to support 3G-850 MHz and both 4G 1800 MHz and 4G 700 MHz banding so C9 GROUP products and services. Please note any discount applied to the that you can get the best service possible.

monthly charge on your account willexpire at the end of the term.

Standard national calls, texts and MMS to Standard Australian landline and mobile numbers, 1300 and 1800 numbers, voicemail retrieval are included Non-Inclusions in the plans.

International Calls, International MMS, National video calls, national video MMS, calls to 124 YES Calls numbers or content charges (Including third

Minimum Term & Early Termination Fees

party charges) are excluded.

C9 GROUP does not provide access to Premium call services such Minimum Term is 24 Months. The C9 Mobile service plan supplied to the customer as 1900 numbers.

can be terminated by giving a 30 days' notice. On 24-month contract term EFT International Calls are blocked by default. Please contact our team to activate rate (Early Termination fees) is calculated as the monthly charge, multiplied by months card will be shared upon request remaining on the agreement.

Information about Pricing Aal pricing is ex Gs T) PLAN NAME Fleet Plan 50 GB Fleet Plan 150 GB Fleet Plan 300 GB

150 GB

Monthly Data Quota

50 GB

300 GB

Unlimited

Included Calls

Included SMS, MMS

International Roaming

Not Available

\$0.30 \$0.30 International SMS (per SMS) \$0.30 \$2.50 \$2.50 \$2.50

124 YES Calls (per min.)

\$499.00 \$999.00

Monthly Charges

\$179.00

Variable (No Shapin

Variable (No Shaping)

Data Speed

10 25

Max. Fleet Services

\$25.00 \$25.00 \$25.00 Data top up (10 GB blocks)

24 Months

Term

\$23,976.00

Minimum Total Cost

\$4296.00 \$11,976.00

Early Termination Charges

monthly charges x no. of months remaining on agreement

Complaints Handling

Customer Service, Support & Billing Enquiries

Customer Service Email: helpdesk@C9 GROUP

If you have a dispute with C9 GROUP and wish to make a complaint, please contact our complaint resolutions team,

Phone: 1800 000 C9 X (Option 3)

Email: complaints@C9 GROUP

Technical Support Email: helpdesk@C9 GROUP

Phone: 1800 000 C9 X (Option 2)

Telecommunications Industry Ombudsman

Additional Information

If you are dissatisfied with the outcome of your complaint after following the C9 4G Backup Service Critical Information Summary only outlines the critical above process, you may contact the TIO (Telecommunications Industry information for 4G Backup services and should be read in conjunction with Our Ombudsman) for independent mediation. The TIO can be contacted by calling Customer Terms Agreement which can be located on the webpage 1800 062 058 or by visiting the TIO website.

[www.c 9 group.com.au/service-terms-and-conditions/](http://www.c9group.com.au/service-terms-and-conditions/)

Critical Information Summary Mobile Plans I Information is current as of 01* January 2022 and is subject to change without notice.

Further information: C9 GROUP/4 g-backup-plans/