



MOBILE PHONE PLANS

Critical Information Summary

Information about the service

This mobile phone service is a “SIM-Only” service for use with an existing mobile phone handset. This service is provided with no lock in contract and has a 1 month minimum term.

What’s included and excluded

- All standard calls to mobile phones and standard fixed phones within Australia
- All SMS & MMS within Australia
- Voicemails
- Calls to 13, 1300, and 1800 numbers
- An amount of mobile data in line with the plan inclusion – please see table

Plan Name	Included Data	Cost/mth	Cost/gb
Nano	1GB	\$15	\$15.00
Micro	3GB	\$25	\$8.33
Mini	8GB	\$30	\$6.00
Standard	18GB	\$35	\$1.94
Super	30GB	\$45	\$1.50
Max	60GB	\$55	\$0.91
Extreme	100GB	\$75	\$0.75

The minimum charge for this service is equivalent to 1 month charge.

Call Forwarded calls are not defined as standard calls and are charged separately at 27.5 cents per minute.

International Calls

As default, all calls to international destinations are charged in addition to charges outlined here. Unlimited international minutes are included to the below countries for those on the Standard plan or higher

- Canada
- China
- Germany
- Hong Kong
- India
- Malaysia
- New Zealand
- Thailand
- United Kingdom
- USA

For details of calls costs to specific international destinations, please see the mobile section for full international call charge information:

[Connectivity | Community Business Connect \(cbconnect.com.au\)](http://cbconnect.com.au)

Coverage

CBC acts as a reseller and uses parts of the 4G and 3G mobile network and capabilities of Telstra Corporation Limited. Please visit the following link for full coverage information;

[Telstra 4G & 3G Coverage Map | Wholesale Mobile Coverage 4G & 3G | Telstra Wholesale](#)

Service Details

This mobile plan uses parts of the Telstra 3G and 4G mobile network. CBC is responsible for the service to you (the Consumer) and is not affiliated or related to Telstra.

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Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It's free to receive your monthly bill via email, and in the interest of environmental sustainability, this is the default way to receive your bill.

Other Information

If you have any questions, we encourage you to contact our team;

support@cbconnect.com.au

1300 844 420

Alternatively, you can contact MSS on 1300 525 275.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on ***1800 062 058***. For full contact information, visit:

tio.com.au/about us/contact-us