



CRITICAL INFORMATION SUMMARIES (CIS)

for mobile broadband plans

November 2018

This document contains a combined collection of all mobile broadband plan CIS's.

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Extra Small Plan - \$20 per month - 3GB data

EXTRA SMALL Mobile Broadband PLAN

Critical Information Summary



Information about the service

Here's a quick summary of the important bits about your **EXTRA SMALL** mobile broadband plan. It covers things like the inclusions and how much it costs each month.

This is a post-paid Mobile Broadband service, which gives you access to our network, and access to mobile data.

Minimum Term

This plan has a one-month minimum term.

What's included and excluded

3GB included every month - Your unused monthly included data expires each month and cannot be used when roaming overseas.

This service is data only and cannot be used for making/ receiving calls, MMS and SMS.

Information about pricing

Minimum monthly charge is **\$20**. If you use more than your monthly included data or use your mobile for things not included in your monthly included value, you may be charged for excess usage. If you wish, opting in to Zero Bill Shock will allow no excess usage charges against your monthly bill*.

Your monthly charges and inclusions are metered and billed from the 28th to 27th of each month. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance). Please refer to billing details.

Early termination

There is no early termination fee (ETF) and this service can be cancelled at any time. The amount owing for a cancelled service will be the cost of any usage incurred up until the time of cancellation plus the minimum monthly charge.

*Zero Bill Shock will block any data usage that would incur excess charges to your bill (those not included in your plan allowance).

1. All prices are quoted inclusive of GST. 2. These plans are not capable of making voice calls, sending SMS or MMS. 3. Included data allowance is to be used in Australia only and are valid for one month (billing period). 4. Unused monthly data allowance cannot be rolled over. 5. Fair Usage policy applies to all mobile plans. 6. Upon exceeding the monthly included data allowance you will be charged for excess data usage as indicated, unless 1GB Auto bolt-on is active. 7. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. 8. Monthly data allowance cannot be used when roaming internationally. 9. The mobile product of Carbon Comms Pty Ltd's Extra Small, Small, Medium, Large and Extra Large Mobile Broadband plans use Telstra's mobile network with a 4G coverage footprint of 96.5% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres. 10. These Mobile Broadband plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. 4G devices will enjoy typical download speeds of 2-50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas. 11. Handsets/modems not capable of 4G will only receive 3G (or less) coverage. 12. Check mobile coverage at www.mobilemaps.net.au/4G. 13. International Roaming charges are Pay As You Go, and may not be available in all countries. Refer to International Roaming sheet for more information.

Data charges

Included data cost	\$0.0066 per MB
Data	If you exceed your 3GB monthly included value, you will be charged \$0.03 per MB. Sign up to 1GB Auto bolt-on to have \$10/GB

Using your service overseas

Your monthly included data value does not include usage while you're overseas, so you'll be charged separately for this usage. Roaming is not available in all the countries. Please refer to the International Roaming Sheet for more information.

Additional Features

Domestic data bolt-ons are available for this service. Please check Additional Features Sheet for more information about add-ons.

Other Information

If you have any questions, we encourage you to contact your agent:

Carbon Comms

hello@carboncomms.com.au

1800 10 10 50

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.

Small Plan - \$30 per month - 6GB data

SMALL Mobile Broadband PLAN

Critical Information Summary



Information about the service

Here's a quick summary of the important bits about your **SMALL** mobile broadband plan. It covers things like the inclusions and how much it costs each month.

This is a post-paid Mobile Broadband service, which gives you access to our network, and access to mobile data.

Minimum Term

This plan has a one-month minimum term.

What's included and excluded

6GB included every month - Your unused monthly included data expires each month and cannot be used when roaming overseas.

This service is data only and cannot be used for making/ receiving calls, MMS and SMS.

Information about pricing

Minimum monthly charge is **\$30**. If you use more than your monthly included data or use your mobile for things not included in your monthly included value, you may be charged for excess usage. If you wish, opting in to Zero Bill Shock will allow no excess usage charges against your monthly bill*.

Your monthly charges and inclusions are metered and billed from the 28th to 27th of each month. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance). Please refer to billing details.

Early termination

There is no early termination fee (ETF) and this service can be cancelled at any time. The amount owing for a cancelled service will be the cost of any usage incurred up until the time of cancellation plus the minimum monthly charge.

*Zero Bill Shock will block any data usage that would incur excess charges to your bill (those not included in your plan allowance).

1. All prices are quoted inclusive of GST. 2. These plans are not capable of making voice calls, sending SMS or MMS. 3. Included data allowance is to be used in Australia only and are valid for one month (billing period). 4. Unused monthly data allowance cannot be rolled over. 5. Fair Usage policy applies to all mobile plans. 6. Upon exceeding the monthly included data allowance you will be charged for excess data usage as indicated, unless 1GB Auto bolt-on is active. 7. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. 8. Monthly data allowance cannot be used when roaming internationally. 9. The mobile product of Carbon Comms Pty Ltd's Extra Small, Small, Medium, Large and Extra Large Mobile Broadband plans use Telstra's mobile network with a 4G coverage footprint of 96.5% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres. 10. These Mobile Broadband plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. 4G devices will enjoy typical download speeds of 2-50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas. 11. Handsets/modems not capable of 4G will only receive 3G (or less) coverage. 12. Check mobile coverage at www.mobilemaps.net.au/4G. 13. International Roaming charges are Pay As You Go, and may not be available in all countries. Refer to International Roaming sheet for more information.

Data charges

Included data cost	\$0.005 per MB
Data	If you exceed your 6GB monthly included value, you will be charged \$0.03 per MB. Sign up to 1GB Auto bolt-on to have \$10/GB

Using your service overseas

Your monthly included data value does not include usage while you're overseas, so you'll be charged separately for this usage. Roaming is not available in all the countries. Please refer to the International Roaming Sheet for more information.

Additional Features

Domestic data bolt-ons are available for this service. Please check Additional Features Sheet for more information about add-ons.

Other Information

If you have any questions, we encourage you to contact your agent:

Carbon Comms

hello@carboncomms.com.au

1800 10 10 50

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Medium Plan - \$40 per month - 10GB data

MEDIUM Mobile Broadband PLAN

Critical Information Summary



Information about the service

Here's a quick summary of the important bits about your **MEDIUM** mobile broadband plan. It covers things like the inclusions and how much it costs each month.

This is a post-paid Mobile Broadband service, which gives you access to our network, and access to mobile data.

Minimum Term

This plan has a one-month minimum term.

What's included and excluded

10GB included every month - Your unused monthly included data expires each month and cannot be used when roaming overseas.

This service is data only and cannot be used for making/ receiving calls, MMS and SMS.

Information about pricing

Minimum monthly charge is **\$40**. If you use more than your monthly included data or use your mobile for things not included in your monthly included value, you may be charged for excess usage. If you wish, opting in to Zero Bill Shock will allow no excess usage charges against your monthly bill*.

Your monthly charges and inclusions are metered and billed from the 28th to 27th of each month. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance). Please refer to billing details.

Early termination

There is no early termination fee (ETF) and this service can be cancelled at any time. The amount owing for a cancelled service will be the cost of any usage incurred up until the time of cancellation plus the minimum monthly charge.

Data charges

Included data cost	\$0.004 per MB
Data	If you exceed your 10GB monthly included value, you will be charged \$0.03 per MB. Sign up to 1GB Auto bolt-on to have \$10/GB

Using your service overseas

Your monthly included data value does not include usage while you're overseas, so you'll be charged separately for this usage. Roaming is not available in all the countries. Please refer to the International Roaming Sheet for more information.

Additional Features

Domestic data bolt-ons are available for this service. Please check Additional Features Sheet for more information about add-ons.

Other Information

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*Zero Bill Shock will block any data usage that would incur excess charges to your bill (those not included in your plan allowance).

1. All prices are quoted inclusive of GST. 2. These plans are not capable of making voice calls, sending SMS or MMS. 3. Included data allowance is to be used in Australia only and are valid for one month (billing period). 4. Unused monthly data allowance cannot be rolled over. 5. Fair Usage policy applies to all mobile plans. 6. Upon exceeding the monthly included data allowance you will be charged for excess data usage as indicated, unless 1GB Auto bolt-on is active. 7. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. 8. Monthly data allowance cannot be used when roaming internationally. 9. The mobile product of Carbon Comms Pty Ltd's Extra Small, Small, Medium, Large and Extra Large Mobile Broadband plans use Telstra's mobile network with a 4G coverage footprint of 96.5% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres. 10. These Mobile Broadband plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. 4G devices will enjoy typical download speeds of 2-50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas. 11. Handsets/modems not capable of 4G will only receive 3G (or less) coverage. 12. Check mobile coverage at www.mobilemaps.net.au/4G. 13. International Roaming charges are Pay As You Go, and may not be available in all countries. Refer to International Roaming sheet for more information.

Large Plan - \$60 per month - 30GB data

LARGE Mobile Broadband PLAN

Critical Information Summary



Information about the service

Here's a quick summary of the important bits about your **LARGE** mobile broadband plan. It covers things like the inclusions and how much it costs each month.

This is a post-paid Mobile Broadband service, which gives you access to our network, and access to mobile data.

Minimum Term

This plan has a one-month minimum term.

What's included and excluded

30GB included every month - Your unused monthly included data expires each month and cannot be used when roaming overseas.

This service is data only and cannot be used for making/ receiving calls, MMS and SMS.

Information about pricing

Minimum monthly charge is **\$60**. If you use more than your monthly included data or use your mobile for things not included in your monthly included value, you may be charged for excess usage. If you wish, opting in to Zero Bill Shock will allow no excess usage charges against your monthly bill*.

Your monthly charges and inclusions are metered and billed from the 28th to 27th of each month. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance). Please refer to billing details.

Early termination

There is no early termination fee (ETF) and this service can be cancelled at any time. The amount owing for a cancelled service will be the cost of any usage incurred up until the time of cancellation plus the minimum monthly charge.

*Zero Bill Shock will block any data usage that would incur excess charges to your bill (those not included in your plan allowance).

1. All prices are quoted inclusive of GST. 2. These plans are not capable of making voice calls, sending SMS or MMS. 3. Included data allowance is to be used in Australia only and are valid for one month (billing period). 4. Unused monthly data allowance cannot be rolled over. 5. Fair Usage policy applies to all mobile plans. 6. Upon exceeding the monthly included data allowance you will be charged for excess data usage as indicated, unless 1GB Auto bolt-on is active. 7. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. 8. Monthly data allowance cannot be used when roaming internationally. 9. The mobile product of Carbon Comms Pty Ltd's Extra Small, Small, Medium, Large and Extra Large Mobile Broadband plans use Telstra's mobile network with a 4G coverage footprint of 96.5% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres. 10. These Mobile Broadband plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. 4G devices will enjoy typical download speeds of 2-50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas. 11. Handsets/modems not capable of 4G will only receive 3G (or less) coverage. 12. Check mobile coverage at www.mobilemaps.net.au/4G. 13. International Roaming charges are Pay As You Go, and may not be available in all countries. Refer to International Roaming sheet for more information.

Data charges

Included data cost	\$0.002per MB
Data	If you exceed your 30GB monthly included value, you will be charged \$0.03 per MB. Sign up to 1GB Auto bolt-on to have \$10/GB

Using your service overseas

Your monthly included data value does not include usage while you're overseas, so you'll be charged separately for this usage. Roaming is not available in all the countries. Please refer to the International Roaming Sheet for more information.

Additional Features

Domestic data bolt-ons are available for this service. Please check Additional Features Sheet for more information about add-ons.

Other Information

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Extra Large Plan - \$70 per month - 50GB data

EXTRA LARGE Mobile Broadband PLAN

Critical Information Summary



Information about the service

Here's a quick summary of the important bits about your **EXTRA LARGE** mobile broadband plan. It covers things like the inclusions and how much it costs each month.

This is a post-paid Mobile Broadband service, which gives you access to our network, and access to mobile data.

Minimum Term

This plan has a one-month minimum term.

What's included and excluded

50GB included every month - Your unused monthly included data expires each month and cannot be used when roaming overseas.

This service is data only and cannot be used for making/ receiving calls, MMS and SMS.

Information about pricing

Minimum monthly charge is **\$70**. If you use more than your monthly included data or use your mobile for things not included in your monthly included value, you may be charged for excess usage. If you wish, opting in to Zero Bill Shock will allow no excess usage charges against your monthly bill*.

Your monthly charges and inclusions are metered and billed from the 28th to 27th of each month. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance). Please refer to billing details.

Early termination

There is no early termination fee (ETF) and this service can be cancelled at any time. The amount owing for a cancelled service will be the cost of any usage incurred up until the time of cancellation plus the minimum monthly charge.

*Zero Bill Shock will block any data usage that would incur excess charges to your bill (those not included in your plan allowance).

1. All prices are quoted inclusive of GST. 2. These plans are not capable of making voice calls, sending SMS or MMS. 3. Included data allowance is to be used in Australia only and are valid for one month (billing period). 4. Unused monthly data allowance cannot be rolled over. 5. Fair Usage policy applies to all mobile plans. 6. Upon exceeding the monthly included data allowance you will be charged for excess data usage as indicated, unless 1GB Auto bolt-on is active. 7. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. 8. Monthly data allowance cannot be used when roaming internationally. 9. The mobile product of Carbon Comms Pty Ltd's Extra Small, Small, Medium, Large and Extra Large Mobile Broadband plans use Telstra's mobile network with a 4G coverage footprint of 96.5% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres. 10. These Mobile Broadband plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. 4G devices will enjoy typical download speeds of 2-50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas. 11. Handsets/modems not capable of 4G will only receive 3G (or less) coverage. 12. Check mobile coverage at www.mobilemaps.net.au/4G. 13. International Roaming charges are Pay As You Go, and may not be available in all countries. Refer to International Roaming sheet for more information.

Data charges

Included data cost	\$0.0014per MB
Data	If you exceed your 50GB monthly included value, you will be charged \$0.03 per MB. Sign up to 1GB Auto bolt-on to have \$10/GB

Using your service overseas

Your monthly included data value does not include usage while you're overseas, so you'll be charged separately for this usage. Roaming is not available in all the countries. Please refer to the International Roaming Sheet for more information.

Additional Features

Domestic data bolt-ons are available for this service. Please check Additional Features Sheet for more information about add-ons.

Other Information

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