



Service Description

C9 Mobile service is delivered over the Optus 3G/4G Plus mobile network. It's a "SIM-only" service for use with existing mobile phone handsets. The mobile product of C9 Communications provides a 4G coverage footprint of 97% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres.

Mandatory Goods and Inclusions

You need a 3G/4G compatible handset to use this service. The device needs to support 3G-850MHz and both 4G 1800MHz and 4G 700MHz banding so that you can get the best service possible.

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

Minimum Term & Early Termination Fees

Minimum Term is 24 Months. The C9 Mobile service plan supplied to the customer can be terminated by giving a 30 days' notice. On 24-month contract term EFT (Early Termination fees) is calculated as the monthly charge, multiplied by months remaining on the agreement.

Information about Pricing (All pricing is ex GST)

PLAN NAME	Fleet Plan 50GB	Fleet Plan 150GB	Fleet Plan 300GB
Monthly Data Quota	50GB	150GB	300GB
Included Calls	Unlimited	Unlimited	Unlimited
Included SMS, MMS	Unlimited	Unlimited	Unlimited
International Roaming	Not Available	Not Available	Not Available
International SMS (per SMS)	\$0.30	\$0.30	\$0.30
124 YES Calls (per min.)	\$2.50	\$2.50	\$2.50
Monthly Charges	\$179.00	\$499.00	\$999.00
Data Speed	Variable (No Shaping)	Variable (No Shaping)	Variable (No Shaping)
Max. Fleet Services	4	10	25
Data top up (10GB blocks)	\$25.00	\$25.00	\$25.00
Term	24 Months	24 Months	24 Months
Minimum Total Cost	\$4296.00	\$11,976.00	\$23,976.00
Early Termination Charges	monthly charges x no. of months remaining on agreement		

Customer Service, Support & Billing Enquiries

Customer Service Email: helpdesk@c9communications.com.au
Phone: 1800 000 C9X (Option 3)

Technical Support Email: helpdesk@c9communications.com.au
Phone: 1800 000 C9X (Option 2)

Additional Information

C9 4G Backup Service Critical Information Summary only outlines the critical information for 4G Backup services and should be read in conjunction with Our Customer Terms Agreement which can be located on the webpage www.c9communications.com.au/service-terms-and-conditions/

Call and Data Usage

The monthly data allowance in respect of each plan is set out in the table below. Your unused monthly data expires at the end of each billing cycle. If you exceed your monthly data allowance, we will automatically add 10GB to your service at a charge to you of \$25.00

A maximum of Five (5) 10GB data blocks may be added to a service per billing cycle. You will also receive notifications by SMS to your device when you hit 50%, 80% and 100% usage.

Bundling Discounts

You may be eligible for a discount on the monthly charge when bundling multiple C9 communications products and services. Please note any discount applied to the monthly charge on your account will expire at the end of the term.

Non-Inclusions

International Calls, International MMS, National video calls, national video MMS, calls to 124YES Calls numbers or content charges (including third party charges) are excluded.

C9 Communications does not provide access to Premium call services such as 1900 numbers.

International Calls are blocked by default. Please contact our team to activate. rate card will be shared upon request

Complaints Handling

If you have a dispute with C9 Communications and wish to make a complaint, please contact our complaint resolutions team, Email: complaints@c9communications.com.au

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website.