

# Terms & Conditions

## Vodafone Home Internet Plans

### 1 What Terms and Conditions apply to my Vodafone 4G Home Internet Month to Month Plans (“4G Home Internet Plans”), and my Vodafone 5G Home Broadband Month to Month Plans (“5G Home Broadband Plans”) (collectively, “Products”)?

- a. This document sets out the terms and conditions which apply to specific Vodafone contracts and products (collectively, the “Products”).
- b. The terms and conditions that will apply to your Product or Products are:
  1. all the terms and conditions provided to you when you agree to purchase a Product, including all the terms and conditions contained in this document and any terms and conditions contained in any application form you complete when purchasing a Product; and
  2. all the terms and conditions contained in the Vodafone Standard Form of Agreement (**SFOA**), which is available at [vodafone.com.au](http://vodafone.com.au)(collectively, the “**Terms**”).
- c. When you agree to purchase a Product you accept the Terms. Your contract with Vodafone commences on your acceptance of the Terms.
- d. Some Products have a minimum contract term. If your contract is terminated before the end of this term, your services will end and you may also be required to pay fees, such as an Early Exit Fee. Depending on the Product this may be in addition to any applicable device payments and additional or excluded call, data, or service costs. Early Exit Fees are set out in the pricing table for your Product.
- e. Activation of your Product may occur after your contract has commenced. Any minimum contract term that applies commences when your Product is activated.
- f. You are unable to suspend or pause your Product.
- g. Vodafone’s Fair Use Policy applies to any unreasonable use of Plan inclusions. This includes use of any “unlimited” or “infinite” or “endless” offerings. See [www.vodafone.com.au/aboutvodafone/legal/fairusepolicy](http://www.vodafone.com.au/aboutvodafone/legal/fairusepolicy)
- h. If you can’t find information you’re looking for in this document, try checking the documents listed above. You can also contact Vodafone Customer Care for more information by calling 1555 (from your Vodafone mobile), 1300 650 410 or +61 426 320 000 (if you are overseas), you can ask our representatives in our Vodafone stores and you can find more information at [vodafone.com.au](http://vodafone.com.au).

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### **2 These Terms & Conditions for Vodafone Home Internet Plans may be updated**

- a. The Terms may be changed by Vodafone from time to time. Vodafone will comply with relevant laws, regulations, and industry codes if it makes any such changes.

For more information, call Vodafone on 1300 650 410 or visit [vodafone.com.au](http://vodafone.com.au)

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### 3 The contract between you and Vodafone

- a. Most of the main terms about the contract between you and Vodafone are set out in the SFOA. That document describes when the contract starts, and how it can be brought to an end. It confirms that you can terminate the contract at any time, however there might be consequences such as the requirement to pay an Early Termination Payment (also called an “Early Exit Fee” or an “Early Termination Charge”) if termination occurs during the minimum commitment period for your Product.
- b. Please note that if you choose to cancel a Month to Month Product, cancellation takes effect at the end of the billing month in which you tell us you wish to cancel.

### 4 Postpaid Products and the Terms

- a. Vodafone customers can purchase both “Prepaid Products” and “Postpaid Products” from Vodafone. The Home Internet Products are Postpaid Product types and are explained in these terms
- b. “Postpaid Products” are purchased by issuing you with a bill for Vodafone Products and services that you have already used, or that you have agreed to pay a specified regular amount for. Postpaid Products can be (although not always) wholly or partly paid in arrears.

### 5 Important Things You Need to Know

#### 5.1 Plans for personal use, or use by small or medium business

- a. The Products are for personal or small to medium business use only and are not available to large business/corporate and commercial customers. Large business/corporate and commercial customers should contact Vodafone for information about Vodafone’s business products.
- b. The Products are available to eligible and credit approved customers only.

#### 5.2 Fair use of inclusions

- a. “Unlimited” or “infinite” data offerings in the selected Products are only for standard access in Australia to data directly from your mobile device and only for your individual use. This offering is not for you if you plan to do any of the following: using encryption for the purposes of bypassing tethering detection; using any Application that is designed to avoid tethering detection for the objective of bypassing speed controls; or any other activity which does not involve standard individual data usage (**Non-Standard Data Usage**).
- b. Vodafone reserves the right to determine other activities to be Non-Standard Usage or Non Standard Data Usage, where such activities are of a commercial nature and/or do not involve standard person-to-person national calls, standard TXT and standard individual data usage.
- c. For further details, see the Fair Use Policy at <https://www.vodafone.com.au/about/legal/standard-form-of-agreement>.

#### 5.3 One Product per connection to the Vodafone network

Unless otherwise stated, only one Product can be used per connection to the Vodafone network.

#### 5.4 Use of the Primary Account PIN:

You will be issued a Primary Account PIN. You must keep this Primary Account PIN confidential and must not disclose the Primary Account PIN to any other party. Doing so will compromise privacy across the entire range of Products connected to your account. It may also compromise the security of sensitive

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information such as credit card details, and will allow those with access to the PIN to, amongst other things, add, cancel, or change services connected to the Primary Account and/or purchase additional hardware, which is otherwise the exclusive right of the Account Holder.

### 5.5 Factors affecting availability and performance

- a. Vodafone Products are for use on 5G/4G/3G networks in Australia. Since mid-2020, our 5G Network is progressively being rolled out to selected areas of major Australian cities. A 4G approved device is required to access the 4G network. A 5G approved device is required to access the 5G network. In non-5G coverage areas, you'll use our 4G or 3G networks. To see the 5G/4G/3G areas covered by the Vodafone Network please go to <https://www.vodafone.com.au/network/coverage-checker>.
- b. The factors that affect the availability and performance of certain Products and the data speeds you may reach depend on many factors, including:
  - i. Network coverage;
  - ii. Location;
  - iii. Congestion;
  - iv. Data De-prioritisation;
  - v. Distance and line of sight from the network base station;
  - vi. Building materials;
  - vii. Geographic features (hills, buildings and trees etc);
  - viii. The placement of the modem;
  - ix. The capability and placement of customer hardware (including Wi-Fi enabled devices and ethernet cables);
  - x. The number of devices connected, their distance from the modem and the presence of any obstacles between devices and the modem;
  - xi. The content accessed; and
  - xii. The speed Plan you have purchased
- c. Certain Products' services and functions are only available if used in conjunction with a Vodafone approved device and in a compatible coverage area. Not all devices are compatible with Vodafone networks. You can find our list of approved devices at <https://www.vodafone.com.au/about/legal/devices>.
- d. Broadband service: Some Vodafone 5G, 4G and 3G services are mobile broadband, internet, email, apps, downloading, video streaming, and video calling. You can use Vodafone 5G or 4G if you have an eligible Plan and have been switched over to the 5G or 4G networks. To use 5G, 4G and 3G you'll also need a compatible device and be in the relevant Vodafone coverage area.
- e. Before purchasing a Product, you agree to refer to [vodafone.com.au/coverage](https://www.vodafone.com.au/coverage) for coverage details and [vodafone.com.au/device](https://www.vodafone.com.au/device) frequency for details of devices and their frequencies, so that you can confirm that for your intended use of the services, your address/es are located in the appropriate Vodafone coverage areas and that the device you wish to select is compatible with the Vodafone coverage area where your address/es are located.

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- f. We may provide additional Services in Australia where you may Roam on a network in a Non-Vodafone Coverage Area. We may restrict the availability or the speeds of some Services, such as Data Services, in Non-Vodafone Coverage Areas. To see the Vodafone Coverage Areas covered by the Vodafone Network please go to [vodafone.com.au/network/coverage-checker](http://vodafone.com.au/network/coverage-checker). The Terms and website describing Products contain details regarding device compatibility, network capability, and availability relating to the "Vodafone" network. Notwithstanding anything else in our contract with you, we may provide services to you using any telecommunications network we consider appropriate and that network will constitute "our network" for the purpose of the Terms, including (but not limited to) the "Vodafone" networks operated by, for, or on behalf of Vodafone Network Pty Limited, Vodafone Pty Limited and TPG Telecom Limited. For more information about this network, see the coverage map available at [www.vodafone.com.au/coverage](http://www.vodafone.com.au/coverage)

### 5.6 Data services

- a. A data session:
- i) Starts when you begin internet activity, either directly or indirectly\* on your mobile device; and
  - ii) Ends when your data connection is lost. This will happen when:
    1. You turn your mobile device off;
    2. Turn data connection off;
    3. Switch to flight mode;
    4. When you lose network reception; or
    5. Your mobile device has not sent or received data for a period of time

\*Direct internet activity is when you prompt your mobile device to send or receive data from the internet. For example: when you send an email. Indirect internet activity is when your mobile device or mobile applications are set up to send or receive data from the internet on your behalf. Examples include (but are not limited to): Email notifications via Gmail, notification of Tweets or Facebook posts which mention you, and software or weather updates.

- b. When using data Products, some internet services, including web sites, applications and email, may not be accessible.
- c. Subject to your rights under the Competition and Consumer Act 2010 or other relevant legislation (including, but not limited to, the Australian Consumer Law), Vodafone does not make any warranty regarding any software or data provided to you, including with respect to how that software or data operates on your computer or interacts with your other applications.
- d. Unless otherwise stated, data usage is measured as the combination of both data you send (upload) and receive (download).

### 5.7 Data service access devices

- a. It is your responsibility to confirm that data service access hardware (including any Home Internet Modem ) is compatible with each PC, laptop, or other computing device that you will use your Product with (if appropriate).

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Your Product must be used with a Vodafone-supplied compatible modem.

- b. Vodafone Wi-Fi Hub 2.0 can operate with a maximum of 64 compatible Wi-Fi enabled devices at any one time.
- c. Huawei Wi-Fi Cube 2 4G modem can operate with a maximum of 64 compatible Wi-Fi enabled devices at any one time. Check our 4G areas at [vodafone.com.au/coverage](http://vodafone.com.au/coverage).
- d. Huawei Wi-Fi Cube 3 4G modem can operate with a maximum of 64 compatible Wi-Fi enabled devices at any one time.
- e. Nokia FastMile 5G Gateway modem can operate with a maximum of 64 compatible Wi-Fi enabled devices at any one time (up to 32 enabled devices on 2.4GHz connection, up to 32 enabled devices on 5GHz connection). You can connect up to 3 wired devices using the 3 Ethernet ports.
- f. Sagemcom F@st 5866T 5G modem can operate with a maximum of 64 compatible Wi-Fi enabled devices at any one time (up to 32 enabled devices on 2.4GHz connection, up to 32 enabled devices on 5GHz connection). You can connect up to 3 wired devices using the 3 Ethernet ports.
- g. Vodafone Wi-Fi Hub 3.0 modem can operate with a maximum of 128 compatible Wi-Fi enabled devices at any one time (up to 64 enabled devices on 2.4GHz connection, up to 64 enabled devices on 5GHz connection). You can connect up to 3 wired devices using the 3 Ethernet ports.

### 5.8 Moving Plans

- a. You may change from:
  - i. one Vodafone 5G Home Broadband Plan Product to another Vodafone 5G Home Broadband Plan Product  
once per monthly billing period by calling Vodafone Customer Care, and agreeing to the terms and conditions of the new Product. Any credit or other benefits from your existing Product (including, but not limited to, any "Loyalty Discount" applied to your existing Product) will be forfeited, unless otherwise advised. If you are changing to a less expensive Vodafone Product, fees, including an Early Exit Fee or a Plan Change Fee, may apply.
- b. Any Product change will take effect from the start of your next monthly billing period. Contact Vodafone Customer Care for more information.

### 5.9 International Roaming

Your Home Internet Product is not eligible for international roaming.

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### 5.10 Rates and charges

- a. Details of the rates and charges, including any minimum spends which apply to the Products, are contained in the Terms. The minimum total cost over contract term is calculated by multiplying the minimum monthly spend by the contract term plus any additional equipment charges (if any).
- b. **Minimum Monthly Spend:** The minimum monthly spend under each type of Product is set out in section 6 (Terms for specific Products). As described in the SFOA, the Minimum Monthly Spend for a Product will be billed monthly in advance, with any other charges being billed in the next invoice in arrears.
- c. Unless other indicated, if usage of a Product exceeds any part of your Plan Allowance, or you use a service that is not payable from your Plan Allowance, you will be charged an amount additional to your minimum monthly spend.
- d. Unless otherwise stated, if you do not use all your included Plan Allowance in the relevant month, any remaining Plan Allowance is forfeited, is not refundable, and will not carry over into any other month.
- e. Unless otherwise stated, Section 6 below specifies which services are or are not included with your included Plan Allowance. Each charge is rounded up to the nearest cent before GST is included.
- f. **Calculating rates and charges:** Unless otherwise stated:
  - (i) rates specified for services are GST inclusive; and
  - (ii) each charge is rounded up to the nearest cent before GST is included.
- g. **Rates and charges may be updated:** All rates and charges are subject to change. Vodafone will comply with relevant regulations and industry codes with respect to such changes.

### 5.11 Billing

- a. Clause 9 of Sections 1 and 2 (Dictionary and General Terms and Conditions) of the SFOA talks about how we bill you for your Product. In brief:
  - (i) In your first bill, you will be charged your Minimum Monthly Spend for the following month. Your first bill may also include a prorated amount from the date you connected to the date of your first bill.
  - (ii) You may choose to purchase additional Products from time to time. Charges for these Products will be applied to your bill.
  - (iii) Paperless billing is the default bill method for Vodafone customers.
  - (iv) Vodafone will provide paper bills without charge to disabled or disadvantaged customers. Otherwise, Vodafone will not provide paper bills except in special circumstances, in which case, at its discretion, Vodafone may charge \$2.20 per paper bill.

### 5.12 Checking your usage

- a. Check your data use here and overseas at [myvodafone.com.au](http://myvodafone.com.au) or call us for free from your Vodafone Mobile on 1555 (when in Australia) or +61 426 320 000 (when overseas).

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### 6. Terms for specific Products

Terms for your 4G Home Internet Plan, and 5G Home Broadband Plan are set out below:

#### 6.1 Vodafone 4G Home Internet Plan Product

In addition to the terms set out above at sections 1 to 5 above, the following terms and conditions apply to you if you purchase a Vodafone 4G Home Internet Plan:

**Minimum Monthly Spend and minimum contract terms for 4G Vodafone Home Internet Plans:**

Vodafone 4G Home Internet Plan	
Plan	4G Home Internet Plan
Contract Term	Month to Month
Price per month	\$60 (or \$50 if you're an existing mobile plan customer)
Total min cost	\$240 (\$60 Plan fee + total cost of modem)
Data	Unlimited data
Speeds and speed experience	Maximum connection speed of 20Mbps (download) and 2Mbps (upload). Typical Evening Speed 16Mbps (download) and 2Mbps (upload) from 7-11pm. This product is suitable for 1-3 users for browsing, emails, social media, streaming music, SD and HD video. It is not suitable for 4K streaming and may not be suitable for online gaming. Large files might be slow to load. Speeds are variable and may be subject to data deprioritization. This could mean that during periods of congestion some data traffic will receive less priority over other traffic on the network, and you may experience slower speeds as a result.
Early Exit Fee	No Early Exit Fee, however, if you choose to cancel, 100% of any remaining device instalments on your Device Payment Plan will be applied to your next bill.  The Modem is \$7.50 per month ('Undiscounted Price') or \$0 per month ('Discounted Price') when you stay connected for 24 months ('Device Period'). This Discounted Price will appear as a credit on your monthly bill. If you choose to cancel your plan before the end of the Device Period you will need to pay the full Undiscounted Price x months remaining on Device Period. This remaining Modem cost will be applied as a lump sum on your final bill
International Roaming	International Roaming is not available on this Plan.

#### Additional Important Things You Need to Know

- 4G Home Internet Plan available only (i) to approved customers, (ii) for personal use at an approved service address ('**Approved Address**') and (iii) with a Vodafone provided 4G compatible modem ('**Modem**').

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- b. The total cost of the Modem is \$180. The Modem is usually \$7.50 per month (**'Undiscounted Price'**) or \$0 per month (**'Discounted Price'**) if you stay connected for 24 months (**'Device Period'**). This Discounted Price will appear as a recurring credit on your monthly bill.
- c. If you choose to cancel your plan before the end of the Device Period you will need to pay the full Undiscounted Price x months remaining on your Device Period. This remaining Modem cost will be applied as a lump sum on your final bill. For example, if you leave your plan in month 12 of the Device Period, you will pay \$90 (\$7.50 x 12 months) for the Modem.
- d. **Data de-prioritisation:** Speeds are always variable, and 4G Home Internet Plans use our 4G Vodafone Network and may be subject to data de-prioritisation. Data de-prioritisation means that some data traffic will receive less priority over other traffic on the Vodafone Network. During peak periods or congestion, we may manage the Vodafone Network by de-prioritising the internet traffic of certain data users, This could mean that during periods of congestion you may experience slower speeds and the speeds experienced may be different to the speeds experienced using our other services supplied over the 4G Vodafone Network at the same time and location.
- a. The Vodafone Wi-Fi Hub 3.0 Modem can operate with a maximum of 128 compatible Wi-Fi enabled devices at any one time. For other factors that affect speed please see Section 5.5: "Factors affecting availability and performance" above.
- e. It is your responsibility to confirm that data service access hardware (including any modem that you use) is compatible with each PC, laptop or other computing or Wi-Fi compatible device that you will use your 4G Home Internet Product with (if appropriate).
- f. Vodafone is not required to provide you with technical support if you use non-Vodafone supplied data service access hardware (such as your own modem), although Vodafone may do so at its discretion.
- g. This product is suitable for 1-3 users for browsing, emails, social media, streaming music, SD and HD video. It is not suitable for 4K streaming and may not be suitable for online gaming. Speeds are variable and may be subject to data deprioritization. This could mean that during periods of congestion some data traffic will receive less priority over other traffic on the network, and you may experience slower speeds as a result.
- b. The actual speeds you experience will continually vary depending on many factors such as de-prioritisation, network congestion, device capabilities, location, and network coverage. - see Section 5.5 – "Factors affecting availability and performance" above for more details.

### Availability:

- a. 4G Home Internet Plan is available strictly to customers residing in selected areas at an Approved Address in Australia. A Vodafone representative is required to confirm that your home address is eligible to connect to this Plan if you purchase via customer care or in store and will be checked by the coverage checker if you purchase online. This is based on 4G indoor coverage being available in your area (as defined by [vodafone.com.au/coverage](http://vodafone.com.au/coverage)).
- b. 4G Home Internet Plans can only be used with the Modem. You must have a valid Vodafone micro-SIM inserted in your Modem.
- c. Data offerings in 4G Home Internet Plans are only for standard access in Australia to data from compatible Wi-Fi and Ethernet devices as connected to your Modem, and only for your individual use. This offering is not for you if you plan to do any of the following: use any Application that is designed to avoid data de-prioritisation or bypass speed controls, or Non-Standard Data Usage.

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### Factors affecting speed:

The performance and speed of your service depends on several factors see “Section 5.5 – Factors affecting availability and performance” above for more details.

The 4G Home Internet Plan is not suitable for 4K streaming and may not be suitable for online gaming. Large files might be slow to load.

To find out more information on speed and whether this plan is suitable for your usage needs, please refer to our 4G Home Internet Support page at [vodafone.com.au/support/plans/4g-home-internet](http://vodafone.com.au/support/plans/4g-home-internet).

### Sharing

Your 4G Home Internet Plan does not share data with any other Vodafone Product.

### Data service access devices

For customers supplied with the Vodafone Wi-Fi Hub 3.0 Modem: this modem can operate with a maximum of 128 compatible Wi-Fi enabled devices at any one time (up to 64 enabled devices on 2.4GHz connection, up to 64 enabled devices on 5GHz connection). Consult your device manual to determine if your Wi-Fi enabled device can connect to Wi-Fi via 2.4GHz and/or 5GHz connections. You can connect up to 3 wired devices using the 3 Ethernet ports.

### Moving plans

You cannot change your 4G Home Internet Plan as there is only one available plan. If you are on an old 4G Home Internet plan, you can move to the new 4G Home Internet Plan during your bill cycle by calling Customer Care and agreeing to the terms and conditions of the new 4G Home Internet Plan.

### International Roaming

4G Home Internet Plans are not eligible for international roaming.

### Rates and Charges

For 4G Home Internet Plans, there are no Additional Data charges while using data within Australia at your Approved Address.

### Moving Location

- a. 4G Home Internet Plans may no longer work if you move from your Approved Address to another location. You will need to contact us to check service and network availability at the new location and notify us if you wish to set up your service at your new location.
- b. If your 4G Home Internet Plan can be transferred to another location, your existing Product Terms will still apply and your will continue to be charged for your Product.
- c. If your 4G Home Internet Plan cannot be transferred to another location, your 4G Home Internet Plan will be cancelled, and you will need to pay 100% of the remaining Device Payment Plan instalments of your Modem as explained above under “Additional Important Things You Need to Know”.

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### 6.2 Vodafone 5G Home Broadband Plan Product

In addition to the terms set out above at sections 1 to 5 above, the following terms and conditions apply to you if you purchase a Vodafone 5G Home Broadband Plan ('Plan'):

#### Minimum Monthly Spend and minimum contract terms for 5G Vodafone Home Broadband Plans:

Plan name	5G Home Broadband Plus Plan	5G Home Broadband Premium Plan
Minimum monthly spend	\$65	\$70
Total min cost	\$65 (one month's plan fees, provided you return the Modem in Good Working Order within 30 days of cancellation)	\$70 (one month's plan fees, provided you return the Modem in Good Working Order within 30 days of cancellation)
Contract Term	Month to month	Month to month
Included data	Unlimited data	Unlimited data
Maximum Download Speed	50Mbps	100Mbps
Maximum Upload Speed	20Mbps	20Mbps
Typical Evening Download Speed (7-11pm)	50Mbps	100Mbps
Typical Evening Upload Speed (7-11pm)	15Mbps	15Mbps
Minimum term	1 month	
Early Exit Fees	<p><b>There are no Early Exit Fees on this Plan.</b></p> <p>However, if you choose to cancel within 36 months of connecting, you will need to return the Modem to us in Good Working Order within 30 days of cancellation. If you do not return your Modem within 30 days or it is not returned in Good Working Order you will be charged a Modem non-return fee.</p> <p>The non-return fee is \$0 when you stay connected for 36 months ('Device Period') or \$17 multiplied by the number of months remaining in your Device Period if you cancel prior. Max Modem non-return fee cost is \$612.</p>	
All data inclusions are for use in Australia only.		

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### Additional Important Things You Need to Know

- a. **Availability:** 5G Home Broadband Plan is only available (i) to approved customers, (ii) for personal use at an approved service address with 5G coverage (**'Approved Address'**) and (iii) with the Modem. A Vodafone representative is required to confirm that your home address is eligible to connect to this Plan, based on 5G coverage in your area.
- b. **Vodafone 5G Network:** 5G Home Broadband Plan uses the 5G Vodafone Network, which is rolling out to selected areas in Sydney, Melbourne, Brisbane, Adelaide, Canberra and Perth. If the Modem cannot connect to the 5G Vodafone Network, it will automatically connect to the 4G Network if available.
- c. **Use at Approved Address only and moving location:** The 5G Home Broadband Plan and Modem are only for use at your Approved Address. If you move, you may no longer be eligible for the 5G Home Broadband Plan. If you intend to move, you will need to contact us to check whether your 5G Home Broadband Plan can be moved with you. If it can't be, your 5G Home Broadband Plan will be cancelled. Please see the **"Early exit fees and cancelling your 5G Home Broadband Plan"** section below for details on the Modem charge as a result of cancellation.
- d. If at any time it's detected that the Modem has been (or is being) used at a different location other than your Approved Address, Vodafone reserves the right to suspend or cancel your Plan. Please see the **"Early exit fees and cancelling your 5G Home Broadband Plan"** section below for details on the Modem charge as a result of cancellation.
- e. **Data de-prioritisation:** Speeds are always variable, and 5G Home Broadband Plans may be subject to data de-prioritisation. Data de-prioritisation means that some data traffic will receive less priority over other traffic on the Vodafone Network during peak periods or congestion in order to manage the Vodafone Network. This may mean the speeds you experience may be slower than the speeds experienced using our other 5G services.
- f. **Feedback Surveys:** Once connected we may send you several surveys asking for feedback on your 5G Home Broadband Plan. We may request you submit feedback to us via different means that we make available including email, webform or via calls.
- g. The 5G Home Broadband Plan is a data only service and does not include a home phone line, and is not suitable for customers who need to make or receive calls or SMS, or to support a medical or security alarm which relies on a phone line to operate.
- h. Service is for personal and small/medium business use only, and is not suitable for large business/enterprise use.
- i. If you are unable to establish a 5G connection within the first 30 days, please contact Vodafone on 1300 650 410 for troubleshooting or to discuss cancelling your Plan and an alternate home internet service.

### Equipment Required – 5G Home Broadband Modem

- a. It is a requirement of the 5G Home Broadband Plan that you must use the Vodafone provided 5G compatible modem (**'Modem'**). The Modem remains Vodafone property and a non-return fee may apply if your plan is cancelled within 36 months of connecting. If your plan is cancelled within 36 months of connecting, you must return the Modem in Good Working Condition to us. If you do not return the Modem in Good Working Order within 30 days of cancellation of your plan, then you will be charged a Modem non-return fee. See the below section **"Early exit fees and cancelling your 5G**

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- Home Broadband Plan**” for information on the Modem non-return fee if your Plan is cancelled before 36 months.
- b. **Modem cost:** The total maximum cost of not returning the Modem is \$612. The Modem is \$0 when you stay connected for 36 months (“**Device Period**”) or \$17 multiplied by the number of months remaining in your Device Period if you cancel prior – see “**Early exit fees and cancelling your 5G Home Broadband Plan**” for more information. There is no option to purchase the Modem outright or on a monthly payment plan.
  - c. You must have a valid Vodafone SIM inserted in your Modem. The Vodafone SIM must not be removed from the Modem or used in another device. The SIM is locked to the Modem and will not work.
  - d. You cannot bring your own modem or purchase one outright from Vodafone and sign up to a 5G Home Broadband Plan.
  - e. **Self-installation:** Professional installation is not provided, so you must self-install the Modem to access the service by following the instructions provided.
  - f. Modem can operate with a maximum of 64 compatible Wi-Fi enabled devices at any one time (up to 32 enabled devices on 2.4GHz connection, up to 32 enabled devices on 5GHz connection). Consult your device manual to determine if your Wi-Fi enabled device can connect to Wi-Fi via 2.4GHz and/or 5GHz connections. You can connect up to 3 wired devices using the 3 Ethernet ports.

### Early exit fees and cancelling your 5G Home Broadband Plan

- a. There are no early exit fees. However, if your 5G Home Broadband Plan is cancelled before the end of your Device Period, you will need to return the Modem to us in Good Working Order within 30 days of cancellation. If you do not return your Modem within 30 days or it is not returned in Good Working Order, you will be charged a Modem non-return fee. This non-return fee is calculated as follows, \$17 x months remaining of the Device Period, and will be applied to your next bill as one lump sum. For example, if you leave at month 20 you would pay \$17 x 16 (number of remaining months), at a total of \$272.
- b. Good Working Order means the returned Modem is near new with only minor signs of wear and tear and includes all original equipment.

### Data Speeds

- a. The 5G Home Broadband Plus Plan has a Typical Evening Speed of 50Mbps (download) and 15Mbps (upload), and is suitable for streaming 4K and HD video, downloading large files, social and casual online gaming. Our Fair Use Policy applies, see [www.vodafone.com.au/aboutvodafone/legal/fairusepolicy](http://www.vodafone.com.au/aboutvodafone/legal/fairusepolicy)
- b. The 5G Home Broadband Premium Plan has a Typical Evening Speed of 100Mbps (download) and 15Mbps (upload), and is suitable for 4K and HD video streaming, downloading large files, and social and casual online gaming. Our Fair Use Policy applies, see [www.vodafone.com.au/aboutvodafone/legal/fairusepolicy](http://www.vodafone.com.au/aboutvodafone/legal/fairusepolicy)
- c. Typical Evening Speeds are subject to change and measured between 7-11 pm. They are not guaranteed speeds and you may experience slower speeds than this during busy periods and at other times. The actual speeds you experience will continually vary depending on many factors– see “**Section 5.5 – Factors affecting availability and performance**” above for more details. The 5G Home Broadband Plans may not be suitable for some online gaming. Very large files might be slow to load.

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- d. Speeds you experience may be different to the speeds experienced using our other 5G services supplied over the Vodafone 5G Network. To obtain optimal speeds and quality of service, place your Modem as close as possible to the exterior of your nominated address in the direction of the closest Vodafone 5G tower as advised during set-up.
- e. Vodafone is not responsible for on-site technical support for installation or maintenance in relation to the Modem. However, for troubleshooting or support please call Vodafone on 1300 650 410 from any phone.

### Sharing

Your 5G Home Broadband Plan does not share data with any other Vodafone Product.

### Moving plans

- a. You may change your 5G Home Broadband Plan to a higher or lower value 5G Home Broadband Plan during your bill cycle by calling Customer Care and agreeing to the terms and conditions of the new 5G Home Broadband Plan. Your new 5G Home Broadband Plan (and resulting speed) will start immediately, and the charge for your new 5G Home Broadband Plan will begin from your next monthly billing cycle.
- b. If you change your 5G Home Broadband Plan to both a higher or lower value 5G Home Broadband Plan at the end of your billing cycle, the charge for your new 5G Home Broadband Plan and the associated speed plan will begin from the start of your next monthly billing cycle.

### International Roaming

5G Home Broadband Plan is not eligible for international roaming.

### Bundle and Save, Boosters and Add-ons

For the avoidance of doubt, 5G Home Broadband Plans are not eligible for Bundle and Save, data boosters or data add-ons.

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### **7. Consulting the Critical Information Summary for your Product**

Further information about your Product may be included in the Critical Information Summary (CIS).

You can find the Critical Information Summary for your product by

<https://www.vodafone.com.au/about/legal/critical-information-summary> .