

Terms & Conditions

Vodafone Home Internet Plans

- 1 What Terms and Conditions apply to my Vodafone 4G Home Wireless Broadband Month to Month Plans (“4G Home Wireless Broadband Plans”), my Vodafone 4G Home Internet Month to Month Plans (“4G Home Internet Plans”), my Vodafone 5G Home Internet BTL Month to Month Plans (“5G Home Internet BTL Plans”) (invitation-only), my Vodafone 5G Home Internet Month to Month Plans (“5G Home Internet Plans”) and my Vodafone 5G Home Wireless Month to Month Plans (“5G Home Wireless Plans”) (invitation-only) (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(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
 - 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.

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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

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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 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.

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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. de-prioritisation;
 - v. device capabilities; and
 - vi. if you are roaming.
- 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/devicefrequency](https://www.vodafone.com.au/devicefrequency) 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.
- 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](https://www.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

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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).

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.
- 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.

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5.8 Moving Plans

- a. You may change from:
 - i. a Vodafone 4G Home Wireless Broadband Product to another Vodafone 4G Home Wireless Broadband or 4G Home Internet Plan Product; or
 - ii. one Vodafone 5G Home Wireless Plan Product to another Vodafone 5G Home Wireless Plan Product; or
 - iii. one Vodafone 5G Home Internet Plan Product to another Vodafone 5G Home Internet 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.

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 Home Internet Plan 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 otherwise 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.

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- 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 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 Wireless Broadband Plan, 4G Home Internet Plan, 5G Home Internet BTL Plan, 5G Home Internet Plan and 5G Home Wireless Plan are set out below:

6.1 Vodafone 4G Home Wireless 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 4G Home Wireless Plan:

Minimum Monthly Spend and minimum contract terms for 4G Vodafone Home Wireless Broadband Plans:

Vodafone 4G Home Wireless Broadband Plans		
Plan	\$55 4G Home Wireless Broadband Plan	\$65 4G Home Wireless Broadband Plan
Contract Term	Month to Month	Month to Month
Price per month	\$55	\$65
Total min cost	\$235 (\$55 Plan fee + total cost of modem)	\$245 (\$65 Plan fee + total cost of modem)
Max Speed data then no excess data charges in Oz. After Max Speed data is used, access data at speeds of up to 1.5Mbps.	200GB Max Speed data Then access to data at speeds of up to 1.5Mbps.	400GB Max Speed data Then access to data at speeds of up to 1.5Mbps.
Speeds and speed experience at 1.5Mbps.	<p>Actual speeds may vary. The performance and speed of your service depends on several factors, such as: location, data de-prioritisation, number of devices connected to Modem, device connection to Modem (via Wi-Fi or Ethernet), positioning of Modem in your residence, network congestion, and network coverage</p> <p>At 1.5Mbps you can stream music and standard definition video, make a video call, browse the internet and catch up on social media, however content may be slower to load and is not suitable for high-definition video or high-speed applications. However, given actual speeds may vary you may experience speeds slower than 1.5Mbps. For more information visit Vodafone.com.au/homewireless.</p>	
Early Exit Fee	<p>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.</p> <p>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</p>	
International Roaming	International Roaming is not available on this Plan.	

Additional Important Things You Need to Know

- 4G Home Wireless Broadband Plan available only (i) to approved customers, (ii) for personal use at an approved service address ('**Approved Address**') and (iii) with a Vodafone Wi-Fi Hub 2.0.

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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 Wireless Broadband 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, including both your Max Speed data and your data at speeds of up to 1.5Mbps. This could mean that during periods of congestion you may experience slower speeds than 1.5Mbps 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.
- e. The Vodafone Wi-Fi Hub 2.0 can operate with a maximum of 64 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.
- f. 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 Wireless Broadband Product with (if appropriate).
- g. 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.
- h. **Max Speed data:** 4G Home Wireless Broadband Plans include an allowance of Max Speed data. Max Speed data is data at the fastest speed the Vodafone network can deliver to you, depending on the geography of your area, the building you are in, the placement of your modem and de-prioritisation. After Max Speed data is used, the maximum speeds available on this plan (1.5Mbps) is a limit on what speeds you can receive, not a measurement of what you will actually receive at all times. You may experience slower speeds than this during busy periods and at other times. At 1.5Mbps, you can check your socials, browse the web and stream music but is not suitable HD video. For more information see our Speed Guide at Vodafone.com.au/speedguide however you may experience speeds slower than 1.5Mbps. 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 Wireless Broadband 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).
- b. 4G Home Wireless Plan Broadband Products can only be used with the 4G Home Wireless Broadband Modem. You must have a valid Vodafone micro-SIM inserted in your 4G Home Wireless Broadband Modem.
- c. Data offerings in 4G Home Wireless Broadband Plans are only for standard access in Australia to data from compatible Wi-Fi and Ethernet devices as connected to your 4G Home Wireless Broadband 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.

Factors affecting speed:

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- a. The performance and speed of your service depends on several factors, such as: location, data de-prioritisation, number of devices connected to 4G Home Wireless Broadband Modem, device connection to 4G Home Wireless Broadband Modem (via Wi-Fi or Ethernet), positioning of 4G Home Wireless Broadband Modem in your residence, network congestion, and network coverage. To find out more information on speed and whether this plan is suitable for your usage needs, please refer to our 4G Home Wireless Broadband Support page at vodafone.com.au/homewireless.

Sharing

- a. Your 4G Home Wireless Broadband Plan does not share data with any other Vodafone Product.

Data service access devices

- a. 4G Home Wireless Broadband 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 4 wired devices using the 2 Ethernet ports.

Moving plans

- a. You may change your 4G Home Wireless Broadband Plan to a higher value 4G Home Wireless Broadband Plan during your bill cycle by calling Customer Care and agreeing to the terms and conditions of the new 4G Home Wireless Broadband Plan. If you wish to make this change with immediate effect, a booster can be purchased as explained below under 4G Home Wireless Broadband Booster.
- b. If you change to a lower value 4G Home Wireless Broadband Plan during your bill cycle, the charge for your new 4G Home Wireless Broadband Plan and associated Included Data will begin from your next monthly billing cycle.
- c. If your change your 4G Home Wireless Broadband Plan to both a higher or lower value 4G Home Wireless Broadband Plan at the end of your billing cycle, the charge for your new 4G Home Wireless Broadband Plan and the associated Included Data will begin from the start of your next monthly billing cycle.

International Roaming

- a. 4G Home Wireless Broadband Plan is not eligible for international roaming. Max Speed data allowances and any additional data can only be used in Australia, on the Vodafone Network, and at your Approved Address.

Rates and Charges

- a. For 4G Home Wireless Broadband Plans, there are no Additional Data charges while using data within Australia at your Approved Address. 4G Home Wireless Broadband Plans are not eligible for roaming. Once your Max Speed data allowance of your plan has been exhausted, any additional data usage within the Vodafone Coverage Area in Australia in that billing month on your account will be restricted to up to a maximum speed of 1.5Mbps. The actual speeds you experience will vary – see "Factors affecting speed" above and Section 5.5 – "Factors affecting availability and performance" above.

Moving Location

- a. 4G Home Wireless Broadband Plan Product 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 Wireless Broadband Plan service can be transferred to another location, your existing Product Terms will still apply and you will continue to be charged for your Product.

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- c. If your 4G Home Wireless Broadband Plan service cannot be transferred to another location, your 4G Home Wireless Broadband Plan will be cancelled, and you will need to pay 100% of the remaining Device Payment Plan instalments of your 4G Home Wireless Broadband Modem as explained above under "Additional Important Things You Need to Know".

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6.1.1 Vodafone Max Speed data Booster Product

The following terms and conditions apply to you if you purchase a Vodafone Max Speed data Booster Product ("Included Data Booster"):

Product	Minimum Monthly Spend	Contract Term	Max Speed data allowance
Max Speed data Booster	\$10	Until the end of the billing month in which you purchase	100GB when rate plan changing from the \$69 Home Wireless plan to the \$65 4G Home Wireless Broadband plan. 200GB for all other upward rate plan changes between 4G Home Wireless Broadband plans.

- a) The Max Speed data Booster is available to customers who are connected to and remain connected to any Vodafone 4G Home Wireless Broadband Plan.
- b) Your Max Speed data Booster includes an additional allowance of Max Speed data (which is data at the fastest speed the Vodafone network can deliver to you, depending on your device, the time and place you are using data and de-prioritisation). Once the Max Speed data Booster is exhausted, further data use will be available at no charge at speeds of up to 1.5Mbps, unless you purchase another Max Speed data Booster.
- c) The Max Speed data Booster will begin immediately, and you will receive either 100GB when rate plan changing from the \$69 Home Wireless plan to the \$65 4G Home Wireless Broadband plan or 200GB for all other upward rate plan changes between 4G Home Wireless Broadband plans.
- d) For example, if you are on \$55 4G Home Wireless Broadband Plan and move to the \$65 4G Home Wireless Broadband Plan, you will receive an additional 200GB of Max Speed data to use for the remainder of that bill cycle and you will be charged \$10 plus \$65 on your next bill.
- e) When you purchase a Max Speed data Booster you will be provisioned for the selected higher value 4G Home Wireless Broadband Plan going forward from the next bill cycle.
- f) The Max Speed data Booster is not recurring – it is purchased on a one-off basis and all inclusions will expire at the end of the billing month in which it is purchased. If you do not use all your Max Speed data in the billing month in which you purchase a Max Speed data Booster, any remaining allowance is forfeited, is not refundable and cannot be carried over.
- g) You can use the Max Speed data allowance of the Max Speed data Booster in Australia only, and it is not eligible for roaming or sharing. You may purchase more than one Max Speed data Booster within the same billing cycle.
- h) If your 4G Home Wireless Broadband Plan is cancelled, any active Max Speed data Booster will also be cancelled.

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6.2 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 with speeds of up to a maximum off-peak speed of 20/2Mbps.
Speeds and speed experience at 20Mbps.	The maximum speed available on this plan (20Mbps) is a limit on what speeds you can receive, not a measurement of what you will actually receive at all times. You may experience slower speeds than this during busy periods and at other times. 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.
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**').
- 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.
- 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.
- 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 than 20Mbps 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.

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- i. The Modem can operate with a maximum of 64 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. The maximum speed available on this plan (20Mbps) is a limit on what speeds you can receive, not a measurement of what you will actually receive at all times. You may experience slower speeds than this during busy periods and at other times.
- h. 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.
- j. 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).
- b. 4G Home Internet Plans can only be used with the 4G Home Internet Modem. You must have a valid Vodafone micro-SIM inserted in your 4G Home Internet 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 4G Home Internet 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.

Factors affecting speed:

The performance and speed of your service depends on several factors, such as: location, data de-prioritisation, number of devices connected to 4G Home Internet Modem, device connection to 4G Home Internet Modem (via Wi-Fi or Ethernet), positioning of 4G Home Internet Modem in your residence, network congestion, and network coverage. 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/homewireless.

Sharing

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

Data service access devices

4G Home Internet 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

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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 4 wired devices using the 2 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 you 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 4G Home Internet Modem as explained above under "Additional Important Things You Need to Know".

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6.3 Vodafone 5G Home Wireless Plan Product (invitation-only)

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 Wireless Plan ('Plan'):

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

Plan name	Premium 5G Home Wireless Plan	Ultimate 5G Home Wireless Plan
Minimum monthly spend	\$75	\$85
Total min cost	\$75 (one month's plan fees, provided you return the Modem in Good Working Order within 30 days of cancellation)	\$85 (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 at speeds up to 100/20 Mbps	Unlimited data
Maximum Download Speed	100Mbps	Max Speed
Maximum Upload Speed	20Mbps	Max Speed
Minimum term	1 month	
Early Exit Fees	<p>There are no Early Exit Fees on this Plan.</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.		

Additional Important Things You Need to Know

- Availability:** 5G Home Wireless Plan is only available (i) by invitation only 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.

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- b. **Vodafone 5G Network:** 5G Home Wireless Plan uses the 5G Vodafone Network, which is rolling out to selected areas of major Australian cities. 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 Wireless Plan and Modem are only for use at your Approved Address. If you move, you may no longer be eligible for the 5G Home Wireless Plan. If you intend to move, you will need to contact us to check whether your 5G Home Wireless Plan can be moved with you. If it can't be, your 5G Home Wireless Plan will be cancelled. Please see the "**Early exit fees and cancelling your 5G Home Wireless 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 Wireless 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 Wireless 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. The 5G Home Wireless 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.
- g. Service is for personal and small/medium business use only, and is not suitable for large business/enterprise use.
- h. If you are unable to establish a 5G connection within the first 30 days, please contact Vodafone on 1300 304 836 for troubleshooting or to discuss cancelling your Plan and an alternate home internet service.

Early Access

Your 5G Home Wireless Plan is available to select invitation-only customers prior to public access of the service ("Early Access Program"). The duration of the Early Access Program period is your first 3 months of your 5G Home Wireless Plan ("Early Access Period"). During the Early Access Period the following additional terms apply:

- a. **First 3 months, waiver of Minimum Monthly Spend:** For your first 3 months only, being the Early Access Period, your Minimum Monthly Spend of your 5G Home Wireless Plan will be waived – you'll see this as a credit on your bill. Thereafter if you choose to stay connected this discount will no longer apply and the Minimum Monthly Spend will increase to the full Minimum Monthly Spend of your Plan as per the table above. Discount forfeited if your 5G Home Wireless Plan is cancelled. Vodafone will contact you prior to the end of your first 3 months with details of how to get in touch to discuss your options and whether you wish to remain connected. If you elect to cancel your Plan during the first 3 months, or before the end of the 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 100% of remaining Modem repayments on your next bill. Please see the "**Early exit fees and cancelling your 5G Home Wireless Plan**" section below for details on the Modem charge as a result of cancellation.
- b. During your first 3 months, customer support will be available only via 1300 304 836– support will not be available in Vodafone Retail Stores or online (at www.vodafone.com.au) or through the Vodafone App during the Early Access Period. Thereafter you can contact Vodafone on 1555 (from your Vodafone mobile) or 1300 650 410 (from any other phone).
- c. **Feedback Surveys:** Once connected we may send you several surveys asking for feedback on your 5G Home Wireless Plan. We may request you submit feedback to us via different means that we make available including email, webform or via calls.

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Equipment Required – 5G Home Wireless Modem

- a. It is a requirement of the 5G Home Wireless 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 Home Wireless 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 Wireless 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 Wireless 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 Wireless Broadband Plan

- a. There are no early exit fees. However, if your 5G Home Wireless 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. Speeds on these plans are variable and you may experience slower speeds than the maximum connection speed available, particularly during peak times (7-11pm).
- b. The Premium 5G Home Wireless Plan includes unlimited data at speeds up to 100Mbps (download) and 20Mbps (upload), and is suitable for streaming 4K and HD video, downloading large files, social and online gaming. Our Fair Use Policy applies, see www.vodafone.com.au/aboutvodafone/legal/fairusepolicy
- c. The Ultimate 5G Home Wireless Plan includes unlimited data at Max Speed, which is the fastest the Vodafone Network can deliver to your device at the time and place you're using data. The Ultimate 5G Home Wireless Plan is suitable for 4K and HD video streaming on multiple devices, downloading large files, and social and online gaming. Our Fair Use Policy applies, see www.vodafone.com.au/aboutvodafone/legal/fairusepolicy

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- d. The actual speeds you experience will continually vary depending on many factors, such as: location, data de-prioritisation, number of devices connected to Modem, device connection to 5G Home Wireless Modem (via Wi-Fi or Ethernet), positioning of 5G Home Wireless Modem in your residence, the speed Plan you have purchased, network congestion, and network coverage – see “**Section 5.5 – Factors affecting availability and performance**” above for more details.
- e. 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.
- f. Vodafone is not responsible for on-site technical support for installation or maintenance in relation to the Modem. However, for troubleshooting or support during your first 3 months please call Vodafone on 1300 304 836, or thereafter on 1555 from your Vodafone mobile, or 1300 650 410 from any phone.

Sharing

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

Moving plans

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

International Roaming

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

Bundle and Save, Boosters and Add-ons

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

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6.4 Vodafone 5G 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 5G Home Internet Plan ('Plan'):

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

Plan name	Premium 5G Home Internet Plan	Ultimate 5G Home Internet Plan
Minimum monthly spend	\$75	\$85
Total min cost	\$75 (one month's plan fees, provided you return the Modem in Good Working Order within 30 days of cancellation)	\$85 (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 at speeds up to 100/20 Mbps	Unlimited data
Maximum Download Speed	100Mbps	Max Speed
Maximum Upload Speed	20Mbps	Max Speed
Minimum term	1 month	
Early Exit Fees	<p>There are no Early Exit Fees on this Plan.</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.		

Additional Important Things You Need to Know

- Availability:** 5G Home Internet 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.
- Vodafone 5G Network:** 5G Home Internet 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.

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- c. **Use at Approved Address only and moving location:** The 5G Home Internet Plan and Modem are only for use at your Approved Address. If you move, you may no longer be eligible for the 5G Home Internet Plan. If you intend to move, you will need to contact us to check whether your 5G Home Internet Plan can be moved with you. If it can't be, your 5G Home Internet Plan will be cancelled. Please see the "**Early exit fees and cancelling your 5G Home Internet 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 Internet 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 Internet 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 Internet 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 Internet 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 304 836 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 Internet 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 Home Internet 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 Internet 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 Internet 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.

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Early exit fees and cancelling your 5G Home Internet Plan

- a. There are no early exit fees. However, if your 5G Home Internet 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. Speeds on these plans are variable and you may experience slower speeds than the maximum connection speed available, particularly during peak times (7-11pm).
- b. The Premium 5G Home Internet Plan includes unlimited data at speeds up to 100Mbps (download) and 20Mbps (upload), and is suitable for streaming 4K and HD video, downloading large files, social and online gaming. Our Fair Use Policy applies, see www.vodafone.com.au/aboutvodafone/legal/fairusepolicy
- c. The Ultimate 5G Home Internet Plan includes unlimited data at Max Speed, which is the fastest the Vodafone Network can deliver to your device at the time and place you're using data. The Ultimate 5G Home Internet Plan is suitable for 4K and HD video streaming on multiple devices, downloading large files, and social and online gaming. Our Fair Use Policy applies, see www.vodafone.com.au/aboutvodafone/legal/fairusepolicy
- d. The actual speeds you experience will continually vary depending on many factors, such as: location, data de-prioritisation, number of devices connected to Modem, device connection to 5G Home Broadband Modem (via Wi-Fi or Ethernet), positioning of 5G Home Broadband Modem in your residence, the speed Plan you have purchased, network congestion, and network coverage – see "**Section 5.5 – Factors affecting availability and performance**" above for more details.
- e. 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.
- f. 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 304 836 from any phone.

Sharing

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

Moving plans

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

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International Roaming

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

Bundle and Save, Boosters and Add-ons

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

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6.5 Vodafone 5G Home Internet BTL Plan Product (invitation only)

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 Internet BTL Plan ('Plan'):

Minimum Monthly Spend and minimum contract terms for 5G Vodafone Home Internet BTL Plan:

Plan name	Ultimate 5G Home Internet BTL Plan
Minimum monthly spend	\$64.99
Total min cost	\$64.99 (one month's plan fees, provided you return the Modem in Good Working Order within 30 days of cancellation)
Contract Term	Month to month
Included data	Unlimited data
Maximum Download Speed	Max Speed
Maximum Upload Speed	Max Speed
Minimum term	1 month
Early Exit Fees	<p>There are no Early Exit Fees on this Plan.</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.	

Additional Important Things You Need to Know

- Availability:** 5G Home Internet BTL Plan is only available (i) by invitation only 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.
- Vodafone 5G Network:** 5G Home Internet BTL 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.
- Use at Approved Address only and moving location:** The 5G Home Internet BTL Plan and Modem are only for use at your Approved Address. If you move, you may no longer be eligible for the 5G Home Internet BTL Plan. If you intend to move, you will need to contact us to check whether your 5G Home Internet BTL Plan

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- can be moved with you. If it can't be, your 5G Home Internet BTL Plan will be cancelled. Please see the "**Early exit fees and cancelling your 5G Home Internet BTL 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 Internet BTL 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 Internet BTL Plan 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. The 5G Home Internet BTL 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.
 - g. Service is for personal and small/medium business use only, and is not suitable for large business/enterprise use.
 - h. If you are unable to establish a 5G connection within the first 30 days, please contact Vodafone on 1300 304 836 for troubleshooting or to discuss cancelling your Plan and an alternate home internet service.

Feedback Surveys:

Once connected we may send you several surveys asking for feedback on your 5G Home Internet BTL Plan. We may request you submit feedback to us via different means that we make available including email, webform or via calls.

Equipment Required - 5G Home Broadband Modem

- a. It is a requirement of the 5G Home Internet BTL Plan that you must use the provided Vodafone 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 Home Internet BTL 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 Internet BTL 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 Internet BTL 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.

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Early exit fees and cancelling your 5G Home Internet BTL Plan

- a. There are no early exit fees. However, if your 5G Home Internet BTL 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. Speeds on these plans are variable and you may experience slower speeds than the maximum connection speed available, particularly during peak times (7-11pm).
- b. The Ultimate 5G Home Internet BTL Plan includes unlimited data at Max Speed, which is the fastest the Vodafone Network can deliver to your device at the time and place you're using data. The Ultimate 5G Home Internet BTL Plan is suitable for 4K and HD video streaming on multiple devices, downloading large files, and social and online gaming. Our Fair Use Policy applies, see www.vodafone.com.au/aboutvodafone/legal/fairusepolicy
- c. The actual speeds you experience will continually vary depending on many factors, such as: location, data de-prioritisation, number of devices connected to Modem, device connection to 5G Home Internet BTL Plan Modem (via Wi-Fi or Ethernet), positioning of the 5G Home Internet BTL Plan Modem in your residence, the speed Plan you have purchased, network congestion, and network coverage - see "**Section 5.5 - Factors affecting availability and performance**" above for more details.
- 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 304 836 from any phone.

Sharing

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

International Roaming

5G Home Internet BTL Plan is not eligible for international roaming.

Bundle and Save, Boosters and Add-ons

For the avoidance of doubt, 5G Home Internet BTL Plan 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>.