

Critical Information Summary

This Critical Information Summary contains some important information for your plan. It's a good idea to read it through.

4G Backup nbn™ Plan

Vodafone nbn™ is a fixed broadband data-only service ("NBN Service") that provides you with internet access via the National Broadband Network ("NBN Network") as supplied to us by NBN Co Limited ("NBN"). Our 4G Backup nbn™ plan requires that you purchase the Vodafone Wi-Fi Hub™ 2.0 modem or Vodafone Wi-Fi Hub™ 3.0 modem ('Modem').

		Essential nbn™	Essential+ nbn™	nbn™ Home Fast	nbn™ Home Fast Extra	nbn™ Home Superfast	nbn™ Home Ultrafast
Existing Postpaid Mobile Customer (when added to your account with an existing Postpaid mobile plan)	Price per month	\$65	\$70	\$85	\$95	\$110	\$120
	Total min cost	\$245	\$250	\$265	\$275	\$290	\$300
		1 month plan fees + total cost of modem					
Standalone	Price per month	\$80	\$85	\$100	\$110	\$125	\$135
	Total min cost	\$260	\$265	\$280	\$290	\$305	\$315
		1 month plan fees + total cost of modem					
Included monthly data		Unlimited					
Minimum term		1 month					
Maximum Connection Speed		Nbn25	Nbn50	nbn Home Fast	nbn Home Fast Extra	Nbn Home Superfast	nbn Home Ultrafast
	Download	↓ 25Mbps	↓ 50Mbps	↓ 100Mbps	↓ 100Mbps	↓ 250Mbps	↓ 500Mbps
	Upload	↑ 5Mbps	↑ 20Mbps	↑ 20Mbps	↑ 40Mbps	↑ 20Mbps	↑ 50Mbps
Typical Evening Speed (7pm – 11pm)	Download	↓ 25Mbps	↓ 50Mbps	↓ 90Mbps	↓ 90Mbps	↓ 210Mbps	↓ 450Mbps
	Upload	↑ 4.25Mbps	↑ 17Mbps	↑ 17Mbps	↑ 34Mbps	↑ 17Mbps	↑ 42.5Mbps
Availability		The NBN Service is not available in all areas or to all premises. Availability is subject to a service qualification check which we will perform when you request to sign-up. To find out if nbn is available in your area visit vodafone.com.au/nbn				The nbn™ Home Superfast plan and the nbn™ Home Ultrafast plan are only available in NBN FTTP areas and selected NBN HFC areas.	
Early Exit Fees		There are no Early Exit Fees on this plan. However, if you choose to cancel, 100% of any remaining device instalments 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. For example, if you leave at month 18 you would pay \$7.50 x 6 (number of remaining months), at a total of \$45. This remaining Modem cost will be applied as a lump sum on your final bill.					

Information about the service

Equipment required

You need a compatible modem in order to use this Plan. It is a requirement of signing up to this Plan that you purchase the Vodafone Wi-Fi Hub™ 2.0 modem or the Vodafone Wi-Fi Hub™ 3.0 modem ('Modem'). The total cost of the Modem is \$180. This is explained in further detail above. Please note that by signing up to this Plan your existing home phone line service will be terminated. When you connect to Vodafone nbn™ certain equipment or services at your premises may be impacted and no longer operate. These include medical devices, alarms, EFTPOS machines, lift emergency phones and some email or fax services. Please contact the equipment manufacturer or service provider if you are unsure. Vodafone does not offer Priority Assistance. If you're using the Vodafone Wi-Fi Hub 1.0 and change your plan to nbn Home Superfast or nbn Home Ultrafast you will need to connect via the device's 5Ghz Wi-Fi connection. The Vodafone Wi-Fi Hub 1.0 only supports up to 100Mbps speeds via ethernet.

nbn™ charges

New Development fee: This \$300 will be charged to your bill if NBN has to activate a connection for the first time at a premises it classifies as a 'new development'. Other fees such as Missed appointment fee, Cancelled appointment fee, Subsequent installation fee and No Fault found fee may apply to you. We may also pass on any administrative costs that Vodafone incur in providing you with assistance or arranging an appointment with NBN. Please see your Plan Details for more information.

Bundling

You don't have to bundle this service. However, in order to receive the Existing Postpaid Mobile Customer Price for this plan, you will need to have an existing Postpaid Mobile Service on the same account and remain connected to both services, otherwise you will be charged the Stand-alone Price. To receive the Existing Postpaid Mobile Customer Price your postpaid plan and this NBN plan must have the same billing name and billing address. If you cancel your postpaid plan or this NBN plan the discount will be forfeited and you will pay the Standalone Price. This plan is not eligible for Bundle & Save discounts.

Service availability

The NBN Service is not available in all areas or to all premises. Availability is subject to a service qualification check which we will perform when you request to sign-up. The technology used to deliver the NBN Service will depend on the connection between your premises and the NBN Network which includes: (1) Fibre to the Premises ('FTTP'); (2) Fibre to the Node ('FTTN'); (3) Fibre to the Building ('FTTB'); (4) Hybrid Fibre Coaxial ('HFC'); (5) Fibre to the Curb (FTTC). Your technology type will be explained when you sign-up.

Installation & Setup

There is no charge for standard Vodafone nbn™ installations. Vodafone do not offer nonstandard or professional installations. If advised by NBN that additional works such as trenching is required, you will need to arrange for and pay for any associated works directly via a third party. The new development charge of \$300 will apply to you if NBN has to activate a connection for the first time at a premises that is in a newly developed area or building. If applicable, we will apply that charge to your first bill following activation of the NBN Service at your premises. You must be over the age of 18 to have Vodafone nbn™ installed. If you are the owner of the property you must provide consent for NBN to install the NBN Service. If you are not the owner of the property or if you live in a strata property you must obtain owner consent or strata approval for installation.

Plan Speeds

Speeds on these plans are variable and you will experience slower speeds than the max connection speed available, particularly during peak times (7-11pm for consumer customers, 9am-5pm for business customers). Actual speeds for FTTB/N/C services to be confirmed. Actual speeds will vary and can be confirmed once your NBN Service is activated. The performance and speed of your service depends on a number of factors such as plan, location, number of devices connected, modem type quality and positioning, Wi-Fi performance, in-building wiring, content accessed, the NBN technology used to deliver your NBN Service, how much capacity Vodafone has purchased from NBN, our network and internet traffic demand. For more info on speed suitability for your usage needs, head to <http://vfau.co/speedguide>. Typical Evening Upload speed is estimated by reference to the maximum upload speed.

Maximum Attainable Speeds

If you're connecting to the nbn™ using FTTB/N/C technologies, we'll check your max attainable line speed once we receive this information from NBN after activation. If the max line speed at your address doesn't support the speed tier of the plan you've chosen, we'll let you know, and give you the option to a) remain on your current plan with no refund; b) move to a lower speed plan of your choice and receive a refund to reflect the difference between the plan you have paid for and the closest plan your max attainable line speed can support (if you are already on the lowest speed plan you do not have this option). No plan change fee will apply if you choose this option; or c) cancel your plan at no cost and receive a refund of the price difference between the plan you have paid for and the closest plan your max attainable line speed can support (if you are already on the lowest speed plan, you may exit without cost, and you will receive a full refund of fees paid to date). In some circumstances, we may automatically change your plan to a lower speed tier that's more suitable to you, and provide you with a proportionate refund as well (however, we will let you know about this in advance).

Vodafone 4G Back-up

This is a complimentary data-only service which provides internet access via our Mobile Service in a Vodafone Coverage Area during confirmed local NBN faults. You must call us to activate this service. It is available until the fault is resolved or for a period of 30 consecutive days (whichever occurs first). Speeds for this service are limited to a maximum of 20Mbps (download) and 2Mbps (upload). This service is only available when using a Vodafone Wi-Fi Hub™ with a Vodafone SIM on our network.

Other information

My Vodafone	You can keep track of your call and data usage and make changes to your account through My Vodafone. You can access My Vodafone by downloading the app or head to www.vodafone.com.au/myvodafone to set up your username and password to access My Vodafone through a web browser.
We're here to help	Check out our online support section at www.vodafone.com.au/support . Otherwise, call us on 1300 650 410 , or 1555 from your Vodafone phone. If, after speaking with us, you aren't happy with the outcome you may also contact the Telecommunications Industry Ombudsman on 1800 062 058 , or head to www.tio.com.au
Bill	You will receive your bill free via email, and you can access it at any time through My Vodafone. If you'd like a paper bill posted, we can send you one for a fee of \$2.20. For customers on shared plans, only the account holder will receive a bill. This bill will show the total for all the shared plans, and the individual plan summary.
Coverage	The quality and availability of some services and the speeds you reach will continually vary depending on many factors such as your location, your device capabilities, network congestion, network coverage or if you are roaming. For more info, head to www.vodafone.com.au/coverage .

For information on other plans, head to www.vodafone.com.au/cis. To view the full T&Cs for this plan, head to www.vodafone.com.au/terms.
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