

Critical Information Summary

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

4G Home Wireless Broadband month to month Plan

This service is a Home Wireless Broadband service. Vodafone 4G Home Wireless Broadband is a fixed data-only service that provides you with internet access via our Vodafone 4G Network in Australia.

Plan name		\$55 4G Home Wireless Broadband Plan	\$65 4G Home Wireless Broadband Plan
Standalone	Price per month	\$55	\$65
	Total min cost	\$235 (\$55 Plan fee + total cost of modem)	\$245 (\$65 Plan fee + total cost of modem)
Existing Postpaid Mobile Customer (when added to your Postpaid account)	Price per month	\$50	\$60
	Total min cost	\$230 (\$230 = \$50 Plan fee + total cost of modem)	\$240 (\$230 = \$50 Plan fee + total cost of modem)
Max Speed data then no excess data charges in Oz.		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>	
Minimum term		1 month	
Modem		<p>24 month Device Payment Plan</p> <p>To use this Plan you must purchase Vodafone Wifi Hub 2.0 ('Modem') from Vodafone under a Device Payment Plan of 24 months duration. The total cost of the Modem is \$180. Your Plan is not for use with any other phone, tablet, modem, or device.</p>	
Early Exit Fees		<p>There are no Early Exit Fees on this Plan.</p> <p>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.	
Your unused allowances will expire each month at the end of your billing cycle. All inclusions are for use in Australia.			

Information about the service

Offers and promotions

Special promotional offers relating to your plan (if any) are not shown in this Critical Information Summary.

To check your plan details including any applicable offers, please call 1555 from your Vodafone mobile, or call 1300 650 410 from any phone.

Sharing

This Plan is not eligible for sharing.

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 Standalone Price. To receive the Existing Postpaid Mobile Customer Price your Postpaid Mobile plan and this Home Wireless Broadband plan must have the same billing name and billing address. If you cancel your Postpaid Mobile plan or this Home Wireless Broadband plan the discount will be forfeited and you will pay the Standalone Price.

Service availability

This Plan is available strictly to approved customers residing in selected areas in Australia. A Vodafone representative is required to confirm that your home address is eligible to connect to this Plan, based on coverage in your area. The Plan cannot be used outside of your eligible home address. Service is for personal and small/medium business use only, and is not suitable for large business/enterprise use. Home Wireless may no longer work if you move 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.

Plan speeds

Speeds on this Plan are variable and may be subject to data de-prioritisation. 4G Home Wireless Broadband Plans include an amount of Max Speed data which 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. Data de-prioritisation means that some data traffic will receive less priority over other traffic on the Vodafone 4G Network. During peak periods or during congestion, we may manage the Vodafone 4G Network by de-prioritising both your Max Speed data and your data at speeds of up to 1.5Mbps. 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. 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.

To find out more information on speed and whether this plan is suitable for your usage needs, please refer to our Home Wireless Support page at www.vodafone.com.au/support/plans/home-wireless.

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 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/plans/home-wireless . 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 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.
Premium Services	As a default, Premium Services including Premium SMS (e.g. text voting) and Pay with Vodafone (e.g. purchasing third party content) are enabled on your account, and incur costs in addition to your monthly plan fee. From 8 November 2020, all new customers or customers upgrading to a new service will be capped for using Premium Services at \$20 per billing cycle. You are able to remove the \$20 spend cap entirely by calling 1555 but this means you'll continue to incur and be liable for Premium SMS services. Before using a Premium Service, always check the costs associated with this service. To block Premium SMS services or make a complaint, please call 1555. For more info visit vodafone.com.au/support/device/premium-services

For information on other plans, head to vodafone.com.au/cis. To view the full terms and conditions for this plan, head to vodafone.com.au/terms. Personal use only. Vodafone's Fair Use Policy applies to any unreasonable use of plan inclusions. This includes use of any 'Unlimited' offerings. Head to vodafone.com.au/sfoa.

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