

## 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 Internet month to month Plan

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

Plan name		4G Home Internet Plan
Standalone	Price per month	\$60
	Total min cost	\$240 (\$60 Plan fee + total cost of modem)
Existing Postpaid Mobile Customer (when added to your Postpaid account)	Price per month	\$50
	Total min cost	\$230 + existing mobile plan fees (\$230 = \$50 Plan fee + total cost of modem + existing mobile plan fees)
Data		Unlimited data with speeds of up to a maximum speed of 20/2Mbps.
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. Speeds are variable and may be subject to data deprioritisation.
Minimum term		1 month
Modem		<b>24 month Device Payment Plan</b> To use this Plan you must purchase a 4G compatible Modem ('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.
Early Exit Fees		<b>There are no Early Exit Fees on this Plan.</b> 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.
Your unused allowances will expire each month at the end of your billing cycle.		

### Information about the service

#### 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, or you can check if your address is eligible online. The Plan cannot be used outside of your eligible home address. Service is for personal or small business use only (recommended for 1-3 users), and is not suitable for large business/enterprise use. 4G Home Internet may no longer work if you move to another location. You will need to contact us to check coverage and get set up at the new location.

### Plan speeds

4G Home Internet has a Typical Evening Speed of 16Mbps (download) and 2Mbps (upload). Typical Evening Speed is the typical speed you may experience between 7pm and 11pm and is subject to change. It is not a guaranteed minimum speed and you may experience lower speeds during this period and at other times.

Speeds are subject to data de-prioritisation. Data de-prioritisation means that some data traffic will receive less priority over other traffic on the Vodafone Network. To optimise overall network performance during peak periods or during congestion we may manage the Vodafone Network by de-prioritising your Plan speeds, this could mean you may experience slower speeds compared to other 4G services. Predicted and actual coverage may vary due to the nature of radio based mobile networks at any specific location, such as distance and line of site from the network base station, building materials, and geographic features (hills, buildings and trees etc). Other factors affecting your Plan speeds are the capability and placement of customer hardware including Wi-Fi enabled devices and ethernet cables; the placement of the modem; the number of devices connected, their distance from the modem and the presence of any obstacles between devices and modem. The 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).

### 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 4G Home Internet plan must have the same billing name and billing address. If you cancel your Postpaid Mobile plan or this 4G Home Internet plan the discount will be forfeited and you will pay the Standalone Price.

### Other information

<b>My Vodafone</b>	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 <a href="http://vodafone.com.au/myvodafone">vodafone.com.au/myvodafone</a> to set up your username and password to access My Vodafone through a web browser.
<b>Broadband Education Package</b>	Broadband Education Package You can view the Communications Alliance Broadband Education Package which is a guide to help consumers better understand broadband technologies here: <a href="http://www.commsalliance.com.au/BEP">www.commsalliance.com.au/BEP</a>
<b>We're here to help</b>	Check out our online support section at <a href="http://vodafone.com.au/support/plans/4g-home-internet">vodafone.com.au/support/plans/4g-home-internet</a> . Otherwise, call us on <b>1300 650 410</b> , or <b>1555</b> 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 <b>1800 062 058</b> , or head to <a href="http://tio.com.au">tio.com.au</a>
<b>Bill</b>	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.
<b>Premium Services</b>	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 <a href="http://vodafone.com.au/support/device/premium-services">vodafone.com.au/support/device/premium-services</a>

For information on other plans, head to [vodafone.com.au/cis](http://vodafone.com.au/cis). To view the full terms and conditions for this plan, head to [vodafone.com.au/terms](http://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](http://vodafone.com.au/sfoa).