

Critical Information Summary

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

5G Home Broadband month to month Plans

This service is a Home Broadband service. 5G Home Broadband Plus Plan and 5G Home Broadband Premium Plan (collectively, "Plan") are a fixed data-only service that provides you with internet access via our Vodafone 5G Network in Australia.

Plan name		5G Home Broadband Plus Plan	5G Home Broadband Premium Plan
Standalone	Minimum monthly spend	\$65	\$70
	Total minimum cost	\$65 (One month plan fees, provided you return the modem in Good Working Order within 30 days of cancellation)	\$70 (One month plan fees, provided you return the modem in Good Working Order within 30 days of cancellation)
Existing Postpaid Mobile Customer (when added to your Postpaid account)	Minimum monthly spend	\$60	\$65
	Total minimum cost	\$60 (One month plan fees, provided you return the modem in Good Working Order within 30 days of cancellation)	\$65 (One month plan fees, provided you return the modem in Good Working Order within 30 days of cancellation)
Included monthly data		Unlimited data	Unlimited data
Maximum Download Speed		50Mbps	100Mbps
Maximum Upload Speed		20Mbps	20Mbps
Typical Evening Download Speed (7-11pm)		50Mbps	100Mbps
Typical Evening Upload Speed (7-11pm)		15Mbps	15Mbps
Minimum term		1 month	
Modem		<p>It is a requirement of the 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. There is no option to purchase the Modem outright or on a monthly payment plan.</p> <p>The total maximum cost of not returning the Modem is \$612. 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. See 'Early Exit Fees' below for more detail.</p>	
Early Exit Fees		<p>There are no Early Exit Fees on this Plan.</p> <p>However, if your Plan is cancelled before the end of the Device Period, you will need to return the Modem to us in Good Working Order within 30 days. 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. The 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.</p> <p>Good Working Order means the returned Modem is near new with only minor signs of wear and tear, and includes all original equipment.</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

Important information

The Plan uses the Vodafone 5G Network which is only available in selected areas. The Modem will default to 4G (if available) if the 5G Network is unavailable. This Plan is available strictly to approved customers residing in selected areas in Australia ("Approved Address"). A Vodafone representative is required to confirm that your home address is eligible to connect to this Plan. The Plan and Modem cannot be used outside of your Approved Address. If you intend to move, you will need to contact us to check whether your Plan can be moved with you. If it can't be, or Vodafone detects that the Modem is being (or has been) used at a different location (other than your Approved Address), your Plan will be cancelled and you will need to return the Modem to us in Good Working Order within 30 days. 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. Service is for personal and small/medium business use only, and is not suitable for large business/enterprise use. The Plan does not include a home phone line. You may be asked to complete several feedback surveys.

Equipment required

It is a requirement of signing up to this Plan that you 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. The total maximum cost of not returning the Modem is \$612. This is explained in further detail in the table above.

Plan speeds

5G Home Broadband Plus Plan has a Typical Evening Speed of 50Mbps (download) and 15Mbps (upload) and is suitable for streaming 4K video, downloading large files, social media and casual online gaming. 5G Home Broadband Premium Plan has a Typical Evening Speed of 100Mbps (download) and 15Mbps (upload) and is suitable for video streaming on multiple devices, downloading large files, and social media and casual online gaming. Fair Use Policy applies. See www.vodafone.com.au/fairuse. Typical Evening Speeds are subject to change and measured between 7-11 pm. They are not guaranteed speeds and you may experience slower speeds than this during busy periods and at other times.

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 5G 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 may not be suitable for some online gaming. Very large files might be slow to load.

Service availability

If you are unable to establish a 5G connection within the first 30 days, please contact Vodafone on 1300 650 410 for troubleshooting or to discuss cancelling your Plan, and an alternate home internet service. We recommend that you position your Modem close to a window to maximise signal strength.

Data

For further information about data and your Plan see: www.vodafone.com.au/support/plans/5g-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 1300 650 410 from any phone.

Sharing

This Plan is not eligible for sharing.

Bundling and Existing Postpaid Mobile Customer Price

You don't have to bundle this service. Existing Postpaid Mobile Customer Price is available to existing customers (i) with an existing Postpaid Mobile service (excludes MBB), (ii) who add a 5G Home Broadband Plan on the same account ('Eligible Plan') and (iii) remain connected to both services. If you cancel your Postpaid Mobile plan or Eligible Plan the discount will be forfeited and you will pay the Stand-alone Price. Discount only applicable on one Eligible Plan. Standalone Price means the undiscounted Minimum Monthly Spend of the Eligible Plan.

Other information

My Vodafone	You can keep track of your plan 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	You can reach us on 1300 650 410 line from any 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.

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**.