

Critical Information Summary

This Critical Information Summary contains some important information about the Swap & Go program. This is a limited summary only and not a full description of the program or its terms and conditions. It's a good idea to read it through.

Swap & Go

Swap & Go is a swap service for your mobile phone, tablet or wearable, provided by Vodafone through its agent Likewise Device Protection (Au) Pty Ltd ABN 81 653 447 833 ('Likewise'). You can swap your device for any reason. Swap & Go is not insurance and does not cover lost or stolen devices. Consider whether Swap & Go is a suitable product for you in light of the Terms & Conditions (available at vodafone.com.au/about/legal), and any other arrangements you may have in place.

Information about pricing

Your minimum monthly charge

You will be charged a monthly fee, as shown in the table below, of \$14.99 (incl GST) for a mobile phone or tablet, or \$4.99 (incl GST) for a wearable, to enrol your device in Swap & Go. You will be automatically charged the monthly fee as an inclusion on the bill for your postpaid plan, until your enrolment in Swap & Go is cancelled or otherwise ends in accordance with its terms.

Service request fees

In addition to the monthly fee, you will be charged a service request fee each time you swap your device or mobile phone screen, as shown in the table below.

| Vodafone Swap & Go | | | |
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| | Mobile phone | Wearable | Tablet |
| Monthly Fee | \$14.99 (incl GST) | \$4.99 (incl GST) | \$14.99 (incl GST) |
| Swap Fee | \$149 (incl GST) | \$99.00 (incl GST) | \$65.00 (incl GST) |
| Screen Swap Fee | \$45.00 (incl GST) | Not available | Not available |
| Likewise Repair Fee (come to you screen swap service is subject to availability, including locations and times acceptable to Likewise Repair.) | \$49.00 call out fee (in addition to the Screen Swap Fee) | Not available | Not available |
| Service Requests | Unlimited | Unlimited | Unlimited |
| AppleCare Services Service & Support direct from Apple | Included (Apple iPhone only) | Included (Apple Watch only) | Included (Apple iPad only) |
| Non-return fee | You can find the Non-return Fee for Your Mobile Phone at https://protect.likewise.com/vodafone/non-return-fees . | You can find the Non-return Fee for Your Wearable at https://protect.likewise.com/vodafone/non-return-fees . | You can find the Non-return Fee for Your Tablet at https://protect.likewise.com/vodafone/non-return-fees . |

Other charges

Each time we provide you with a replacement device, you must return your previous registered device unlocked within 14 days, otherwise a non-return fee may apply. You can find the applicable non-return fee at the link in the table above. If the device you return is not the device you have registered under Swap & Go, or if the device is locked, we may charge you a non-return fee.

Information about the service

Eligibility

To be eligible for enrolment in Swap & Go you:

- must live, and have a permanent place of residence, in Australia;
- be over 18 years of age;
- be an approved Vodafone postpaid customer;
- have a mobile phone, tablet or wearable that is:
 - registered in your name on a Vodafone postpaid plan; and
 - no more than 60 days old from the date you receive it from Vodafone at the time of enrolment; and

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- must meet any other specific eligibility criteria that we advise you of at the time of enrolment.
- If you've signed your Apple device up to AppleCare+ you will not be eligible to enrol in Swap & Go. Swap & Go is primarily designed for personal or small business customers.

Minimum Term

There is no fixed or minimum term. You may cancel your enrolment in Swap & Go at any time, by contacting us on 1555 from your Vodafone mobile or 1300 650 410 from any other phone.

Service Requests

For detailed instructions on how to make a swap request or a screen swap request, see vodafone.com.au/swap-and-go. Service requests cannot be made in a Vodafone store. Once we have verified your eligibility to make a swap, we will either send you a replacement; or (for iPhone, iPad or an Apple Watch only) let you know if you're eligible to go into an Apple store or an Apple authorised service provider (as applicable) to fulfil your service request. Your replacement device will be the closest equivalent model available in Australia of the device you signed up to Swap & Go with. It may be refurbished or contain refurbished parts and it won't necessarily be the same colour or model as your existing device. Other than the front screen swap service for mobile phones, we do not provide any device repair services under Swap & Go. There is no screen swap service for a tablet or wearable. Once you have made a valid swap request, ownership of your device transfers immediately to Likewize or Apple (as applicable).

AppleCare Services

AppleCare Services are included in Swap & Go for Apple devices. Non-Apple devices are not eligible. AppleCare Services includes unlimited technical support and unlimited repairs or replacements where an iPhone, iPad or Apple Watch is subject to mechanical or electrical breakdown or malfunction including where the capacity of an integrated rechargeable battery to hold an electrical charge is less than 80% of its original specification. AppleCare Services are subject to Apple's terms, conditions, exclusions and limitations.

Your responsibilities

- Remove any SIM cards and back up any data, software, games or applications before returning your original device.
- Keep any accessories that you want to retain. If you send them with your device they will not be returned and you will not receive a benefit for them. You will not receive any accessories with a replacement device.
- We will not provide any benefit in relation to a service request which is fraudulent, false or misleading in any respect.

Warranty and Australian Consumer Law

Swap & Go operates alongside, and in addition to, your rights under the Australian Consumer Law (ACL) and/or the warranty for your device. If your device suffers a failure or fault covered by your warranty and/or ACL rights, you can choose whether to enforce those rights or make a service request with Swap & Go. If you intend to enforce your warranty and/or ACL rights, bring your device to a Vodafone store before making any service request under Swap & Go. Any replacement device or screen swap you receive under Swap & Go will be covered by an additional Swap & Go limited warranty. See the Swap & Go Terms & Conditions for details.

Bundling

You must have purchased your device new from Vodafone and have a Vodafone postpaid plan for your device to enrol it in Swap & Go. If you cancel your Vodafone postpaid plan, your enrolment in Swap & Go will end.

Other information

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| 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 for assistance or with any complaint about the service. If you aren't happy with the outcome of our internal dispute resolution process, 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 information on Vodafone postpaid plans, head to vodafone.com.au/cis. To view the full terms and conditions for Swap & Go, head to www.vodafone.com.au/about/legal.