

Vodafone Mobile Broadband

Prepaid and Postpaid Month to Month, 12 and 24 Month Standard Mobile Broadband Products

1. What Terms and Conditions apply to my Vodafone Prepaid or Postpaid Month to Month, 12 or 24 Month Standard Mobile Broadband Product?

- (a) This document sets out the terms and conditions which apply to specific Vodafone contracts and products (collectively, the “Products”).
- (b) The terms and conditions that will apply to your Product or Products are:
 - (i) all the terms and conditions provided to you when you agree to purchase a Product, including all the terms and conditions contained in this document and any terms and conditions contained in any application form you complete when purchasing a Product; and
 - (ii) all the terms and conditions contained in the Vodafone Standard Form of Agreement (**SFOA**), which is available at vodafone.com.au (collectively, the “**Terms**”).
- (c) When you agree to purchase a Product you accept the Terms.
- (d) Your contract commences on your acceptance of the Terms, however, for Postpaid Products, any minimum contract term which applies does not commence until your service is activated and for Prepaid Products, any credit expiry period does not start until you have recharged and activated your Prepaid account.
- (e) The Terms may be changed by Vodafone from time to time. Vodafone will comply with relevant laws, regulations and industry codes if it makes any such changes.

For more information, call Vodafone on 1300 650 410 or visit vodafone.com.au.

2. Postpaid and Prepaid Products, and the Terms

- (a) Vodafone customers can purchase both “Prepaid Products” and “Postpaid Products” from Vodafone. These Product types are explained in this section.
- (b) “Prepaid Products” are purchased entirely in advance, and provide you with a specified amount of credit that you can use on Vodafone Products and services.
- (c) “Postpaid Products” are purchased by issuing you with a bill for Vodafone Products and services that you have already used, or that you have agreed to pay a specified regular amount for. Postpaid Products are usually (although not always) wholly or partly paid in arrears.
- (d) The Terms that apply to you vary depending on whether you purchase a Prepaid Product or a Postpaid Product.

3. Important Things You Need to Know

Availability (Prepaid Products and Postpaid Products)

- (a) The Vodafone contracts and products referred to in the Terms (**Products**) are for personal use only, and are not available to medium to large business/corporate and commercial customers. Medium to large business/corporate and commercial customers should contact Vodafone for information about Vodafone's business products.
- (b) The Products referred to in the terms are only available on selected devices and handsets as nominated by Vodafone.
- (b) The Products are available to eligible customers and, for Postpaid Products, credit approved customers, only.
- (c) Unless otherwise stated, only one Vodafone Product can be used per connection to our network.
- (d) Vodafone's Fair Use Policy applies to all Vodafone Products.
- (e) Devices may be locked to our network. A fee may apply to unlock.

Factors affecting availability and performance (Prepaid Products and Postpaid Products)

- (a) Network coverage and many other factors may affect the availability and performance of certain Products.
- (b) Certain Products, services and functions are only available if used in conjunction with a compatible device and if in a compatible coverage area. Not all devices are compatible with our network.
- (c) All Vodafone services are subject to device capabilities & network limitations & availability. A compatible 3G+ device is required to access Vodafone 3G+ services. Vodafone 3G+ only available in selected metropolitan areas. Outside of Vodafone 3G+ coverage areas, Broadband Speeds can be achieved in Vodafone 3G coverage areas. A compatible 3G device is required to access 3G services. Vodafone 3G works on three different 3G network zones: U2100MHz, U850MHz and U900MHz. You can reach Broadband Speeds within these areas when you have a handset which is compatible to that particular zone/s. Broadband Speeds not available in any 2G area. Actual speed achieved varies depending on factors such as device capabilities, location & network congestion. See vodafone.com.au/coverage for coverage.
- (d) The Terms and brochures describing Products contain details regarding device compatibility, network capability and availability relating to the "Vodafone" network. Notwithstanding anything else in our contract with you, we may provide services to you using any telecommunications network we consider appropriate and that network will constitute "our network" for the purpose of the Terms, including (but not limited to) the "Vodafone" networks operated by, for or on behalf of Vodafone Network Pty Limited and Vodafone Australia Pty Limited. For more information about the network, see the coverage maps available at www.vodafone.com.au/coverage

Data services (Prepaid Products and Postpaid Products)

- (a) For data Products, a data session starts when you first connect to data services and ends when you disconnect from data services.
- (b) For Vodafone's Prepaid Mobile Broadband Product, a minimum balance is required to start a browsing session.
- (c) When using data Products, some internet services, including web sites and email, may not be accessible.
- (d) Subject to your rights under the *Competition and Consumer Act 2010* or other relevant legislation (*including the Australian Consumer Law*), Vodafone does not make any warranty regarding any software or data provided to you, including with respect to how that software or data operates on your computer or interacts with your other applications.
- (e) Unless otherwise stated, data usage is measured as the combination of both data you send (upload) and receive (download) over our network.

Data service access devices (Prepaid Products and Postpaid Products)

- (a) It is your responsibility to confirm that data service access hardware (including any Modem or Pocket WiFi™ device) is compatible with each PC, laptop or other computing device that you will use your Product with (if appropriate).
- (b) Non-Vodafone supplied USB Modems or Tablet devices can only work on our network if they are compatible, unlocked, and have not been reported as lost or stolen devices.
- (c) Vodafone is not required to provide you with technical support if you use non-Vodafone supplied data service access hardware (such as your own USB Modem or Tablet device), although Vodafone may do so at its discretion.
- (d) The Pocket WiFi™ 2 and Pocket WiFi™ Pro devices can operate with a maximum of 5 WiFi enabled devices at any one time.

Rates and charges (Postpaid Products only)

- (a) Some Products have a minimum contract term. If your contract is terminated before the end of this term, your services will end and you may also be required to pay fees, such as an Early Exit Fee or a Handset/Hardware Recovery Fee. Depending on the Product this may be in addition to any applicable handset or device payments and additional or excluded call, data or service costs. Early Exit Fees are set out in the pricing table for your Product.
- (b) Details of the rates and charges, including any minimum spends which apply to the Products, are contained in the Terms. The minimum total cost over contract term is calculated by multiplying the minimum monthly spend by the contract term.

- (c) If your usage of a Product exceeds your included value, or you use a Product that is not payable from your included value, you will be charged an amount additional to your minimum monthly spend.
- (d) Unless otherwise stated, if you do not use all your included value in the relevant month, that included value is forfeited, is not refundable, and will not carry over into any other month.
- (e) Each charge is rounded up to the nearest cent before GST is included.
- (f) All rates and charges are subject to change. We will comply with relevant regulations and industry codes with respect to such changes.

Rates, Types of Credit and Credit Expiry (Prepaid Products only)

- (a) Details of the rates and charges which apply to the Products are contained in the Terms.
- (b) Credit may be expressed in any manner, including as a monetary value or as a quantity of a specified Product.
- (c) Vodafone Prepaid Mobile Broadband Products have a credit expiry period. Credit expiry periods are specified for each Vodafone Prepaid Product in Section 4 below and are further discussed at paragraphs (f) and (g) of Section 4 below.
- (d) Unless otherwise stated in the Terms, when the applicable credit expiry period elapses, or when your Prepaid Mobile Broadband account is recharged, any unused credit for that account is forfeited, is not refundable, and cannot be carried over to any other Product.
- (e) Unless otherwise stated, if you change from a Vodafone Mobile Broadband Prepaid Product to any Vodafone Mobile Broadband Postpaid Product, any unused credit from your Vodafone Mobile Broadband Prepaid Product is forfeited, is not refundable, and cannot be carried over to your new Vodafone Product.

Billing (Postpaid Products only)

- (a) In your first bill, you will be charged your minimum monthly spend for the following month. Your first bill may also include a prorated amount for the period from the date you connected to your first bill.
- (b) You may choose to purchase additional Products from time to time. These charges will be applied to your bill.
- (c) Paperless billing is the default bill delivery method for Vodafone customers. Vodafone will provide paper bills without charge to disabled or disadvantaged customers. Otherwise, Vodafone will not provide paper bills except in special circumstances, in which case, at its discretion, Vodafone may charge \$2.20 per paper bill.
- (d) Your Included Data may appear on your bill as two separate entries (for example, for the Vodafone \$19 Month to Month Mobile Broadband Product, the 2GB of included data may appear on your bill as one entry of 1GB and a second entry of 1GB).

4. Vodafone Prepaid Mobile Broadband Products (Prepaid Product)

These tables specify types of credit that are provided if you purchase a Prepaid Mobile Broadband Product:

USB Classic Starter*	Data Credit	Standard SMS Credit	Credit Expiry Period
\$29	200MB	None	30 days

* **USB Classic Starter** also includes a USB Classic Modem and SIM card. **USB Classic Starter** is only available via selected non-Vodafone branded retailers (i.e. Coles). For more information, call 1300 650 410.

Prepaid MBB SIM only Starter Pack*	Data Credit	Standard SMS Credit	Credit Expiry Period
\$29	3 GB	15 messages	30 days

*This only contains a SIM – No device included. You must have a compatible Vodafone (or unlocked) USB Modem, WiFi Modem, or Tablet device or 3G compatible device to use a Prepaid SIM only product Broadband Product.

USB Classic Starter Plus *	Data Credit	Standard SMS Credit	Credit Expiry Period
\$49	3 GB	15 messages	30 days

* **USB Classic Starter Plus** includes a Classic USB Modem.

Pocket WiFi™2 Starter Plus*	Data Credit	Standard SMS Credit	Credit Expiry Period
\$79	3 GB	15 messages	30 days

* **Pocket WiFi™2 Starter Plus** includes a Pocket WiFi™2 device and SIM card.

Pocket WiFi™2 Long Life Pack*	Data Credit	Standard SMS Credit	Credit Expiry Period
\$99	6 GB	15 messages	94 days

* **Pocket WiFi™2 Long Life Pack** includes a Pocket WiFi™2 device and SIM card.

PlayStation Vita Starter Pack*	Data Credit	Credit Expiry Period
\$419	200 MB	30 days

* PlayStation Vita Starter Pack also includes a PlayStation Vita and SIM card.

Recharge price	Data Credit	Standard SMS Credit	Credit Expiry Period
\$10	200 MB	0 messages	15 days
\$19	500 MB	15 messages	30 days
\$29	2 GB	30 messages	30 days
\$39	3GB	30 messages	30 days
\$49	4 GB	50 messages	30 days
\$75	8GB	50 messages	90 days
\$100	6 GB	50 messages	180 days
\$125	15GB	50 messages	365 days
\$150	12 GB	50 messages	365 days
\$200	18GB	50 messages	365 days
\$250	25GB	50 messages	365 days
\$300	30GB	50 messages	365 days

The following terms and conditions apply to you if you purchase a Vodafone Prepaid Mobile Broadband Product:

- (a) You must meet the minimum system requirements as specified by Vodafone to use Prepaid Mobile Broadband Products.
- (b) Included Data Credit and SMS Credit (if applicable) can only be accessed through a Vodafone Mobile Connect card, a compatible modem (including the Pocket WiFi™2 device) or a compatible Tablet device or Vodafone approved mobile phone when used as a modem only.
- (c) Usage is calculated in per MB increments.
- (d) If accessible by you, the Vodafone Mobile Broadband dashboard, or your Tablet device statistics, will only show approximate Data Credit used.
- (e) Unless otherwise stated, credit provided with Prepaid Mobile Broadband Products can only be used for data services, and cannot be used for any other services such as calls (including VPN calls), TXT/PXT®, Vodafone Central, national and international roaming, STK, IVR and online content purchases.
- (f) Credit contained in the Starter Packs (“Starter Data”) expires within 30 days and does not rollover. Data rollover starts from first successful recharge.
- (g) If you recharge your Prepaid Mobile Broadband Product before the end of the applicable Credit Expiry Period, any unused Data credit (excluding starter data contained in the Starter Packs) will be rolled over to a maximum of 39 GB. You can accumulate Data to a maximum of 39 GB, any recharge over 39 GB will be forfeited. If you do not recharge before your applicable credit expiry period elapses, any unused credit for that Product is forfeited, is not refundable, and cannot be carried over to any other Product. See paragraph (h) below for further terms regarding your applicable Credit Expiry Period.
- (h) Your applicable Credit Expiry Period with any successful recharge (excluding starter data contained in the Starter Packs) will be equivalent to the longest of either:

- (i) the current recharge you have purchased or;
- (ii) the recharge period you are still within (for example, if you purchase and successfully activate a recharge which has 365 days expiry and then, 30 days later, you purchase and successfully activate a Recharge with 30 days expiry, your entire remaining data balance will expire in 335 days).

5. Vodafone Month to Month Mobile Broadband Products (Postpaid Product)

This table specifies minimum monthly spend pricing and monthly data allowance for Vodafone Month to Month Mobile Broadband Products:

Product	Contract Term	Minimum Monthly Spend	Contract Minimum Spend	Monthly Included Data
\$19 Month to Month Mobile Broadband Plan	Monthly	\$19*	\$19	2GB
\$29 Month to Month Mobile Broadband Plan	Monthly	\$29*	\$29	4GB
\$39 Month to Month Mobile Broadband Plan	Monthly	\$39*	\$39	10GB
\$49 Month to Month Mobile Broadband Plan	Monthly	\$49*	\$49	12GB
\$59 Month to Month Mobile Broadband Plan	Monthly	\$59*	\$59	16GB

*Customers on a Month to Month Mobile Broadband Product can either bring their own compatible USB Modem or 3G enabled device, or purchase a modem from Vodafone for \$39 upfront (paid once) for the Vodafone USB Classic; \$69 (paid once in first bill) for the Vodafone Pocket WiFi™ Pro; \$79 (paid once in first bill) for Vodafone USB Extreme.

Additional Data Price – Australia: 2c per MB, charged per KB.

Additional Data Price – International: 1c per KB (minimum session of 10KB)

The following terms and conditions apply to you if you purchase a Vodafone Month to Month Mobile Broadband Product:

- (a) You must have a compatible USB Modem, Pocket WiFi™ or Tablet device or 3G compatible device to use a Month to Month Mobile Broadband Product.
- (b) Data allowances can only be used in Australia, on Vodafone networks. Data usage outside Australia is charged at the Additional Data Price – International rate.
- (c) If you exhaust your Included Data allowance, additional data usage will be charged at the Additional Data Price – Australia rate.
- (d) All non-data use (e.g. voice calls, SMS/MMS and content) is charged in addition to your data plan. Refer to Section 8 – “Rates and Charges for Non-Data Use Month to Month, 12 & 24 Month Standard Mobile Broadband Products” for further details.

- (e) Unless otherwise stated, charges for your Vodafone Month to Month Mobile Broadband Product are in addition to any handset/device repayments (if applicable) and any costs for excluded usage or additional data usage.
- (f) The Minimum Monthly Spend is payable for each full monthly billing cycle in advance and is non-refundable. All other charges are billed at the end of the monthly billing cycle in arrears.
- (g) If you add the Month to Month Mobile Broadband Product mid billing cycle, the Minimum Monthly Spend and any applicable bundle discount will be pro-rated.
- (h) Once connected to a Month to Month Mobile Broadband Product, you must remain connected for at least one full billing cycle. You will remain connected, and you will be charged at least the Minimum Monthly Spend, until you tell Vodafone to stop your Month to Month Broadband Product, in which case you will be charged until the end of the then-current month.

6. Vodafone 12 and 24 Month Standard Mobile Broadband Products (Postpaid Products)

This table specifies minimum monthly spend pricing and monthly data allowance plus minimum contract terms for Vodafone 12 and 24 Month Standard Mobile Broadband Products:

12 and 24 Month Standard Mobile Broadband Products

Product	Contract Term	Minimum Monthly Spend	Contract Minimum Spend	Monthly Included Data	Early Exit Fee
\$19 Mobile Broadband Plan (with Vodafone USB Classic Modem)	12 Months	\$19 plus any applicable device/tablet payment	\$228 plus any applicable device/tablet payment	2GB	\$ 19 x remaining months on contract plus any applicable device/tablet payment
\$29 Mobile Broadband Plan (with Vodafone USB Classic Modem or Vodafone Pocket WiFi™Pro)	12 Months	\$29 plus any applicable device/tablet payment	\$348 plus any applicable device/tablet payment	6GB	\$20 x remaining months on contract plus any applicable device/tablet payment
\$39 Mobile Broadband Plan (with Vodafone Pocket WiFi™Pro or Vodafone USB)	12 Months	\$39 plus any applicable device/tablet payment	\$468 plus any applicable device/tablet payment	12GB	\$20 x remaining months on contract plus any applicable device/tablet payment

Extreme)					
\$49 Mobile Broadband Plan (with Vodafone Pocket WiFi™Pro or Vodafone USB Extreme)	12 Months	\$49 plus any applicable device/tablet payment	\$588 plus any applicable device/tablet payment	14GB	\$20 x remaining months on contract plus any applicable device/tablet payment
\$59 Mobile Broadband Plan (with Vodafone Pocket WiFi™Pro or Vodafone USB Extreme)	12 months	\$59 plus any applicable device/tablet payment	\$708 plus any applicable device/tablet payment	18GB	\$20 x remaining months on contract plus any applicable device/tablet payment
\$19 Mobile Broadband Plan (with Vodafone USB Classic or Vodafone Pocket WiFi™Pro)	24 Months	\$19 plus any applicable device/tablet payment	\$456 plus any applicable device/tablet payment	2GB	\$19 x remaining months on contract plus any applicable device/tablet payment
\$29 Mobile Broadband Plan (with Vodafone Pocket WiFi™Pro or Vodafone USB Extreme)	24 months	\$29 plus any applicable device/tablet payment	\$696 plus any applicable device/tablet payment	6GB	\$20 x remaining months on contract plus any applicable device/tablet payment
\$39 Mobile Broadband Plan (with Vodafone Pocket WiFi™Pro or Vodafone USB Extreme)	24 months	\$39 plus any applicable device/tablet payment	\$936 plus any applicable device/tablet payment	12GB	\$20 x remaining months on contract plus any applicable device/tablet payment
\$49 Mobile Broadband Plan (with Vodafone Pocket WiFi™Pro or Vodafone USB	24 months	\$49 plus any applicable device/tablet payment	\$1,176 plus any applicable device/tablet payment	14GB	\$20 x remaining months on contract plus any applicable device/tablet

Extreme)					payment
\$59 Mobile Broadband Plan (with Vodafone Pocket WiFi™Pro or Vodafone USB Extreme)	24 months	\$59 plus any applicable device/tablet payment	\$1,416 plus any applicable device/tablet payment	18GB	\$20 x remaining months on contract plus any applicable device/tablet payment

Additional Data Price - Australia: 2c per MB, charged per KB.

Additional Data Price - International: 1c per KB (minimum session of 10KB)

The following terms and conditions apply to you if you purchase a Vodafone 12 or 24 Month Standard Mobile Broadband Product:

- (a) You must have a compatible USB Modem, Pocket WiFi™, 3G Device or Tablet device to use a Vodafone 12 or 24 Month Standard Mobile Broadband Product.
- (b) Your Included Data allowance can only be used in Australia, on Vodafone networks. Data usage outside Australia is charged at the Additional Data Price – International rate.
- (c) If you exhaust your Included Data allowance, additional data usage will be charged at the Additional Data Price – Australia rate.
- (d) All non-data use (e.g. voice calls, SMS/MMS and content) is charged in addition to your data plan. Refer to Section 8 – “Rates and Charges for Non-Data Use Month to Month and 12 & 24 Month Standard Mobile Broadband Products” for further details.
- (f) Unless otherwise stated, charges for your Vodafone 12 or 24 Month Standard Mobile Broadband Product are in addition to any handset/device repayments (if applicable) and any costs for excluded data usage.
- (g) The Minimum Monthly Spend is payable for each full monthly billing cycle in advance and is non-refundable. All other charges are billed at the end of the monthly billing cycle in arrears.
- (h) You may suspend your contract for between 1 and 3 consecutive calendar months once during the Contract Term. You will be charged a fee for each month your contract is suspended. Your Contract Term will be extended by the period of any suspension.

8. Rates and Charges for Non-Data Use Month to Month and 12 & 24 Month Standard Mobile Broadband Products

Not payable from Included Value

Vodafone Month to Month and 12 & 24 Month Standard Mobile Broadband Products include a fixed amount of data only. This table details other Products that you can purchase from Vodafone via your Mobile Broadband SIM Card, but which **cannot be paid for** from your included value (unless stated otherwise). You will be charged an additional amount for these Products at the rates specified in this table.

Services you can purchase for an additional charge	Rate
Standard National Voice Calls	20c Call Connection fee + 1c per second
Standard International Voice Calls	Varies - check vodafone.com.au
Standard National Video Calls	1.5c per second
Standard International Video Calls	1.5 x applicable country rate (rates at vodafone.com.au)
Standard National & International TXT up to 160 characters	25c per message
Standard National & International PXT®	25c per message
Standard National & International Video PXT®	75c per message
Voicemail within Australia	20c Call Connection fee to retrieve plus 1c per second.
1223 Directory Assistance	\$1.10 Call Connection fee + standard voice call rates if thru-connected
13 and 1300 Numbers	1c per second
18 and 1800 Numbers	11c per 30 seconds
Customer Care Calls (calls to 1555) within Australia	0c
Re-routed Standard Voice Calls	20 Call Connection fee + 1c per second
Re-Routed TXT or PXT®	25c
International Roaming	Varies, go to vodafone.com.au
Vodafone live!/Vodafone Central content purchase	Price specified at time of purchase
123- Ask Us Anything	65c per 30 seconds billed per second plus \$1.30 call connection fee.
CallScreen	5c for the first 10 seconds or 99c per message
STK Alerts and Content Downloads	Price specified at time of purchase.
Premium TXT/PXT®	Varies depending on service

All prices mentioned are including GST.