

Terms & Conditions

Vodafone Prepaid Mobile Broadband Products

1. What Terms and Conditions apply to my Vodafone Prepaid Standard Mobile Broadband Product?

- a) This document sets out the terms and conditions which apply to specific Vodafone Prepaid Mobile Broadband 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/sfoa (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 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.
- f) For more information, call Vodafone on 1300 650 410 or visit vodafone.com.au

2. Prepaid Products and the Terms

- a) Vodafone customers can purchase both “Prepaid Products” and “Postpaid Products” from Vodafone. The Prepaid Product types are explained in this section. For details on Postpaid Products, please see the Vodafone Postpaid Mobile Broadband terms and conditions at www.vodafone.com.au/terms
- 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.

3. Important Things You Need to Know

a) Availability

- i. The Vodafone 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.
- ii. The Products referred to in the terms are only available on selected devices nominated by Vodafone.
- iii. The Products are available to eligible customers only.
- iv. Unless otherwise stated, only one Vodafone Product can be used per connection to our network.
- v. Vodafone’s Fair Use Policy at vodafone.com.au/sfoa applies to all Vodafone Products.
- vi. Devices may be locked to our network. An unlocking fee may apply.

b) Factors affecting availability and performance

- i. Network coverage and many other factors may affect the availability and performance of certain Products.
- ii. 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.
- iii. Broadband service: Some Vodafone 4G, 3G+ and 3G services are mobile broadband, internet, email, apps, downloading, video streaming and video calling. You can use Vodafone 4G if you have an eligible mobile broadband plan and have been switched over to the 4G network. To use 4G and 3G+ you’ll also need a compatible device and be in a selected major metropolitan area. Outside these areas, you can still get Broadband Speeds in our 3G areas with the right device. To check this, make sure your device is compatible to the network zone you are in (U2100MHz, U850MHz or U900MHz). Remember that actual speeds you reach will vary depending on things like device capabilities, location & network congestion. 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. You agree to refer to vodafone.com.au/coverage for coverage details and vodafone.com.au/devicefrequency for details of

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devices and their frequencies before purchase, so that you can confirm that for your intended use of the services, your address/es are located in the appropriate Vodafone coverage areas and that the device you wish to select is compatible with the Vodafone coverage area where your address/es are located.

- iv. 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 this network, see the coverage map available at www.vodafone.com.au/coverage

c) Data services

- i. A data session starts when you first connect to data services and ends when you disconnect from data services.
- ii. A minimum balance equal to the charging increment is required to start a browsing session.
- iii. When using data products, some internet services, including web sites and email, may not be accessible.
- iv. Must not be used on illegal Peer-to-Peer file sharing services.
- v. Included data cannot be used on a handset.
- vi. 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.
- vii. Unless otherwise stated, data usage is measured as the combination of both data you send (upload) and receive (download) over our network.

d) Hardware compatibility and accessing your data service

- i. It is your responsibility to confirm that data service access hardware (including any USB or Pocket WiFi® Modem device) is compatible with each PC, laptop or other computing device that you will use your Product with (if appropriate).
- ii. 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.
- iii. 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.

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e) Rates, Types of Credit and Credit Expiry

- i. Details of the rates and charges which apply to the Products are contained in the Terms. Credit may be expressed in any manner, including as a monetary value or as a quantity of a specified Product.
- ii. Products have a credit expiry period. Credit expiry periods are specified for each Vodafone Prepaid Product in Section 4..
- iii. Unless otherwise stated in the Terms, any unused data inclusions will rollover when you recharge before your expiry. Unused data inclusions will only rollover once into your next recharge period, and will be available for use until expiry of current recharge. Any unused rolled over data will be forfeited. Forfeited credit is not refundable, and cannot be carried over to any other Product.
- iv. 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.

4. Vodafone Prepaid Mobile Broadband Products

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

Prepaid Mobile Broadband SIM only Starter Packs

Prepaid MBB SIM Starter Pack*	Data Credit	Credit Expiry Period
\$10	4GB	7 days
\$20	8GB	14 days
\$30	10GB	30 days
\$40	25GB	30 days
\$50	35GB	30 Days

*The Prepaid MBB SIM only contains a Nano SIM for an Apple® iPad mini or a Multi Fit SIM which is suitable for all devices (other than an Apple® iPad mini, or other device which takes a Nano SIM) – No device included. You must have a compatible Vodafone (or unlocked) USB Modem, WiFi Modem, or Tablet device or 3G/4G compatible device to use a Prepaid Mobile Broadband SIM only Product.

Prepaid Mobile Broadband Recharges

Recharge Cost	Data Credit	Credit Expiry Period
\$10	4GB	7 days
\$20	8GB	14 days
\$30	10GB	30 days
\$40	25GB	30 days
\$50	35GB	30 days
\$60	25GB	90 days
\$70	25GB	180 days
\$125	40GB	365 days

5. Further terms and conditions which apply 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 can only be accessed through a compatible device.
- c) Usage is charged in per kb increments for all Vodafone Prepaid Mobile Broadband Products.
- d) If accessible by you, the MyVodafone 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®, national and international roaming, STK, IVR and online content purchases.
- f) Your applicable Credit Expiry Period with any successful recharge will be equivalent to the longest of either:
 - i. the current recharge you have purchased or;
 - ii. your applicable Credit Expiry Period with any successful recharge will be equivalent to the new recharge expiry 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 a 30 days expiry, your entire remaining data balance will expire in 30 days).