

# 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](http://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 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](http://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](http://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 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

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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](http://vodafone.com.au/coverage) for coverage. You agree to refer to [vodafone.com.au/coverage](http://vodafone.com.au/coverage) for coverage details and [vodafone.com.au/devicefrequency](http://vodafone.com.au/devicefrequency) for details of 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](http://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 and 5 below and are further discussed at paragraphs (f) to (g) of Section 6 below.
- iii. Unless otherwise stated in the Terms, when the applicable credit expiry period elapses, any unused credit for that account is 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 MBB SIM only Starter Packs

Prepaid MBB SIM Starter Pack*	Data Credit	Standard SMS Credit	Credit Expiry Period
\$2	None	None	None
\$29	3GB	None	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.

### USB 3G Starter Pack

Device	Cost	Data Credit	Credit Expiry
USB 3G Modem	\$19	500MB	30 days

\*USB 3G Starter Pack includes a USB 3G Modem and SIM Card.

### Pocket WiFi® 3G Starter Pack

Device	Cost	Data Credit	Credit Expiry
Pocket WiFi® 3G	\$39	3GB	30 days

\*Pocket WiFi® 3G Starter Pack includes a Pocket WiFi® 3G Modem and SIM Card. The Pocket WiFi® 3G can operate with a maximum of 5 devices at any one time.

### USB 4G Starter Pack

Device	Cost	Data Credit	Credit Expiry
USB 4G Modem	\$69	3GB	30 days

\*USB 4G Starter Pack includes a USB 4G modem and SIM Card.

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### Pocket WiFi® 4G Starter Pack

Device	Cost	Data Credit	Credit Expiry
Pocket WiFi® 4G Modem	\$79	3GB	30 days

\*Pocket WiFi® 4G Starter Pack includes a Pocket WiFi® 4G Modem and SIM Card. The Pocket WiFi® 4G can operate with a maximum of 10 devices at any one time.

### Huawei Car-Fi 4G Starter Pack

Device	Cost	Data Credit	Credit Expiry
Huawei Car-Fi 4G Modem	\$129	6GB	94 days

\*Huawei Car-Fi 4G Starter Pack includes a Huawei Car-Fi 4G Modem and SIM Card. The Huawei Car-Fi 4G can operate with a maximum of 10 devices at any one time.

### Huawei WiFi Cube 4G Starter Pack

Device	Cost	Data Credit	Credit Expiry
Huawei WiFi Cube 4G Modem	\$199	6GB	94 days

\*Huawei WiFi Cube 4G Starter Pack includes a Huawei WiFi Cube 4G Modem and SIM Card. The Huawei WiFi Cube 4G can operate with a maximum of 32 devices at any one time.

### Prepaid Mobile Broadband Recharges

Recharge Cost	Data Credit	Standard SMS Credit	Credit Expiry Period
\$10	500MB	0	30
\$20	1GB	15	30
\$30	3GB	30	30
\$40	4.5GB	30	40
\$50	6GB	30	50
\$60	8GB	30	60
\$90	10GB	40	90
\$125	15GB	50	365
\$200	22GB	50	365

### 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 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®, national and international roaming, STK, IVR and online content purchases.
- f) If you recharge your Prepaid Mobile Broadband Product before the end of the applicable Credit Expiry Period any unused data credit will be rolled over to a maximum of 50GB.
- g) You can accumulate data to over the maximum of 50GB, however once your balance is equal to or greater than 50GB you won't be able to recharge further until your Data Credit falls below 50GB. See paragraph i) below for further terms regarding your applicable Credit Expiry Period.
- h) Unused data credit will continually rollover for a period of 18 months, up to the maximum allowed accumulated data amount of 50GB. After this time any unused data will be forfeited.
- i) 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. 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).