

Terms & Conditions: Vodafone Postpaid Plans

1 What's in these Terms & Conditions for Vodafone Postpaid Plans, Add-ons and Packs

- (a) This document applies to the following specific Vodafone contracts and products (collectively, "the Products"):
 - (i) Vodafone Month to Month Plans – Vodafone Infinite Plans, Vodafone Infinite SIM Only Plans, Red, Red Plus, SIM Only, SIM Only Plus, Bundled Red Plus, Bundled SIM Only Plus, Red Wearable; and
 - (ii) Vodafone Add-ons and Packs – Data Add-ons, International Calling Add-ons and Booster Products, the Mobile Landline Add-on, Vodafone Passes (social media and streaming) and the Max Speed Booster.
- (b) The terms and conditions in this document are generally related to the inclusions in those plans, how your use of those inclusions is calculated, and what happens when those inclusions are exhausted (such as relevant charges).
- (c) The Month to Month Plans are known as 'Voice Plans' in this document.
- (d) Some of these terms are specific to the Vodafone Infinite Plans, Vodafone Infinite SIM Only Plans, Red Plus, SIM Only Plus, Bundled Red Plus and Bundled SIM Only Plus Plans
- (e) The other terms and conditions that apply to your contract with Vodafone and your use of the Products are set out in:
 - (i) Vodafone's Standard Form of Agreement (SFOA) available at <https://www.vodafone.com.au/about/legal/standard-form-of-agreement>, including its Fair Use Policy;
 - (ii) any other terms and conditions which are available online and which are identified as applying specifically to any element of your Product, such as the Product's Critical Information Summary; and
 - (iii) any terms and conditions contained in any application form you complete when purchasing a Product.
- (f) Sometimes terms in those other documents will be more specific or limited than what's in this document (e.g. this document allows Plans to be used by small businesses, but some Plans are specifically for personal use only). If so, those terms prevail.
- (g) If you can't find information you're looking for in this document, try checking the documents listed above. You can also contact Vodafone Customer Care for more information by calling 1555 (from your Vodafone mobile) or +61 426 320 000 (if you are overseas), you can ask our representatives in our Vodafone stores and you can find more information at [vodafone.com.au](https://www.vodafone.com.au).

2 The contract between you and Vodafone

- (a) Most of the main terms about the contract between you and Vodafone are set out in the SFOA. That document describes when the contract starts, and how it can be brought to an end. It confirms that you can terminate the contract at any time, however there might be consequences such as the requirement to pay an Early Termination Payment (also called an "Early Exit Fee") if termination occurs during the minimum commitment period for your Product.
- (b) Please note that if you choose to cancel a Month to Month Product, cancellation takes effect at the end of the billing month in which you tell us you wish to cancel.
- (c) Please see clause 4.12 Pausing your plan for details on pausing your plan.
- (d) Where your Product forms part of a Sharing Group, additional terms applicable to cancelling and suspending your plan are set out in section 4.4 (Factors affecting availability and performance).

3 These Terms & Conditions for Vodafone Postpaid Plans may be updated

- (a) 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.

4 Important things you need to know

4.1 Plans for personal use, or use by small or medium business

- (a) The Products are for personal or small to medium business use only and are not available to large business/corporate and commercial customers. Large business/corporate and commercial customers should contact Vodafone for information about Vodafone's business products.
- (b) The Products are available to credit approved customers only.

4.2 Fair use of inclusions

- (a) "Unlimited" voice and text offerings in the Products are only for standard person-to-person national calls and standard TXT (excludes premium and special numbers) all when made within Australia, or "unlimited" International Direct Dialling (IDD) offerings in the Products are only for standard person-to-person international voice calls, all when made from Australia. So to use these offerings, you should be talking to another person, or using your fingers (or a voice-operated application) to TXT them.
- (b) These offerings are not for you if you plan to do any of the following: multiple simultaneous calling, re-supply, call centre usage, telemarketing, bulk messaging, application-to-person communication, continuously call forwarding, auto-dialling, machine to machine communication (including by using your SIM in any other device), Cellular Trunking Units (CTUs), or any other activity which does not involve standard person-to person national calls and standard TXT (Non-Standard Usage).
- (c) Data offerings in the Red Plus, SIM Only Plus, Bundled Red Plus and Bundled SIM Only Plus Plans (collectively, the "Plus Plans") and the Vodafone Infinite Plans and the Vodafone Infinite SIM Only Plans are only for standard access in Australia to data directly from your mobile device and only for your individual use. This offering is not for you if you plan to do any of the following: using encryption for the purposes of bypassing tethering detection; using any Application that is designed to avoid tethering detection for the objective of bypassing speed controls; or any other activity which does not involve standard individual data usage (Non-Standard Data Usage)
- (d) Vodafone reserves the right to determine other activities to be Non-Standard Usage or Non Standard Data Usage, where such activities are of a commercial nature and/or do not involve standard person-to person national calls, standard TXT and standard individual data usage.
- (e) For further details, see the Fair Use Policy at <https://www.vodafone.com.au/about/legal/standard-form-of-agreement>.

4.3 One Product per connection to the Vodafone network

- (a) Unless otherwise stated, only one Product can be used per connection to the Vodafone network.

3473-5147-4192v1 This document is classified as | C1 - Public

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4.4 Factors affecting availability and performance

- (a) Vodafone Products are for use on 5G/4G/3G networks in Australia. Since mid-2020, our 5G Network is progressively being rolled out to selected areas in Sydney, Melbourne, Brisbane, Adelaide, Canberra and Perth since mid-2020. A 5G approved device is required to access our 5G network. In non-5G coverage areas, you'll use our 4G or 3G networks. See [vodafone.com.au/5G](https://www.vodafone.com.au/5G) for more details. To see the Vodafone 4G/3G areas covered by the Vodafone Network please go to <https://www.vodafone.com.au/network/coverage-checker>.
- (b) The factors that affect the availability and performance of certain Products and the data speeds you may reach depend on many factors, including:
 - (i) network coverage;
 - (ii) location;
 - (iii) congestion;
 - (iv) device capabilities; and
 - (v) if you are roaming.
- (c) Certain Products' services and functions are only available if used in conjunction with a Vodafone approved device and in a compatible coverage area. Not all devices are compatible with Vodafone networks. You can find our list of approved devices at <https://www.vodafone.com.au/about/legal/devices>.
- (d) Before purchasing a Product, you agree to refer to [vodafone.com.au/coverage](https://www.vodafone.com.au/coverage) for coverage details and [vodafone.com.au/devicefrequency](https://www.vodafone.com.au/devicefrequency) for details of devices and their frequencies, 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.
- (e) If, from time to time, we provide additional services in Australia where you may roam on a network in a Non-Vodafone Coverage Area, we may also restrict the availability or the speeds of those services (which may include data services).

4.5 Creating a Sharing Group for data sharing across eligible Postpaid Plans

- (a) All Vodafone Postpaid Voice Plans released on or after 31 August 2016 (Eligible Sharing Products) are able to support data sharing on one billing account, as further described in this section.
- (b) From 31 August 2016, for all Eligible Sharing Products, except for Plus Plans and Vodafone Infinite Plans and Vodafone Infinite SIM Only Plans, when an additional Eligible Sharing Product is added to an existing Eligible Sharing Product on the same billing account the two products will automatically form a Sharing Group (Sharing Group). If you add a Red Tablet Plan or Sim Only Tablet which are Vodafone Mobile Broadband Postpaid Product to an existing Eligible Sharing Product on the same billing account, these Mobile Broadband Products will also form part of the Sharing Group and will be considered an Eligible Sharing Product for the purposes of these Terms and Conditions.
- (c) Plus Plans, Vodafone Infinite Plans and Vodafone Infinite SIM Only Plans, when on the same billing account, may only form a Sharing Group with other Plus Plans, Vodafone Infinite Plans and Vodafone Infinite SIM Only Plans (Plus/Vodafone Infinite Plan Sharing Group), including Red Tablet Plus Plans and SIM Only Tablet Plus plans which are Vodafone Mobile Broadband Postpaid Products.
- (d) A Sharing Group (other than a Plus/Vodafone Infinite Plan Sharing Group) can have up to 10 Eligible Sharing Products, a maximum of 5 of which can be voice plans (where the Red Wearable Plan Month to Month is deemed to be a voice plans).
- (e) A Plus/Vodafone Infinite Plan Sharing Group can have up to a maximum of 5 Eligible Sharing Products.
- (f) The data allowances of a Sharing Group will automatically combine into one pool which will be shared between users of the same account in the Sharing Group on a first-in-first-served basis. The Max Speed Data allowances of a Plus/Vodafone Infinite Plan Sharing Group will automatically combine into one pool which will be shared between eligible users on a first-in-first-served basis. Non-data allowances (such as, international minutes or content options, if applicable) cannot be shared by the users of a Sharing Group or Plus/Vodafone Infinite Plan Sharing Group and will remain accessible only by the user of each individual Product.
- (g) The Account Holder of an account with a Sharing Group or Plus/Vodafone Infinite Plan Sharing Group has visibility of the full account usage details of the entire Sharing Group or Plus/Vodafone Infinite Plan Sharing Group, including itemised details of all call, text and data usage.
- (h) Only the Account Holder, who is the custodian of the PIN number for the account, can make changes to the account (including adding, removing or changing Eligible Sharing Products, adding or removing any Add-ons or Packs to the account, or purchasing hardware on the account).
- (i) Users of an Eligible Sharing Product in a Sharing Group or Plus/Vodafone Infinite Plan Sharing Group who are not the Account Holder can:
 - (i) View their personal account usage details;
 - (ii) View the aggregated usage details of the entire Sharing Group or Plus/Vodafone Infinite Plan Sharing Group;
 - (iii) Receive Spend Alerts relating to the aggregated usage of the Sharing Group or Plus/Vodafone Infinite Plan Sharing Group; and
 - (iv) Trigger excess or excluded usage charges and the Daily Charge for the \$5 Roaming service (see section 4.9 "International Roaming").
- (j) Users of an Eligible Sharing Product in a Sharing Group or Plus/Vodafone Infinite Plan Sharing Group who are not the Account Holder cannot:
 - (i) Access account details or personal information of the Account Holder or any other user of an Eligible Sharing Product in the Sharing Group or Plus/Vodafone Infinite Plan Sharing Group;
 - (ii) Access individual usage details of any other user of an Eligible Sharing Product in the Sharing Group or Plus/Vodafone Infinite Plan Sharing Group; or
 - (iii) Make any changes to the account (including cancelling their Product, adding or removing Add-ons or Packs or purchasing hardware).
- (k) Products in a Sharing Group or Plus/Vodafone Infinite Plan Sharing Group may only be suspended if they are first removed from the Sharing Group or Plus/Vodafone Infinite Plan Sharing Group and placed on their own standalone account. The Account Holder can make this request by calling Customer Care or going into a Vodafone store – see details at the bottom of this page.
- (l) If one Eligible Sharing Product is cancelled or disconnected (including by porting out), then any Eligible Sharing Products remaining in the Sharing Group or Plus/Vodafone Infinite Plan Sharing Group will continue to be in the Sharing Group or Plus/Vodafone Infinite Plan Sharing Group.
- (m) The Account Holder remains responsible for the use of all Eligible Sharing Products on their account, including all excess or excluded usage or other fees that may be incurred by users on your account.
- (n) If you do not want an Eligible Sharing Product to form part of a Sharing Group, or Plus/Vodafone Infinite Plan Sharing Group you can opt-out by calling Customer Care or going into a Vodafone store – see details at the bottom of this page.
- (o) The SFOA sets out obligations on the Account Holder in relation to the Account Password (otherwise known as the account PIN). Without limiting those obligations, the Account Holder must not share the Account Password with other users in a Sharing Group or Plus/Vodafone Infinite Plan Sharing Group, as this may:
 - (i) compromise the privacy of users in the Sharing Group or Plus/Vodafone Infinite Plan Sharing Group;

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- (ii) compromise other sensitive information, such as credit card details; and
- (iii) allow the person with the Account Password to make changes to the Products in the Sharing Group or Plus Plan Sharing Group.

4.6

Data services

- (a) For Products that provide data access capabilities, a data session:
 - (i) **Starts** when you begin internet activity, either directly or indirectly* on your mobile device; and
 - (ii) **Ends** when your data connection is lost. This will happen when:
 - (A) You turn your mobile device off;
 - (B) Turn data connection off;
 - (C) Switch to flight mode;
 - (D) When you lose network reception; or
 - (E) Your mobile device has not sent or received data for a period of time.

*Direct internet activity is when you prompt your mobile device to send or receive data from the internet. For example: when you send an email. Indirect internet activity is when your mobile device or mobile applications are set up to send or receive data from the internet on your behalf. Examples include (but are not limited to): Email notifications via Gmail, notification of Tweets or Facebook posts which mention you and software or weather updates.

- (b) When using data services, some internet services, including web sites, applications and email, may not be accessible.
- (c) Subject to your rights under the Competition and Consumer Act 2010 or other relevant legislation (including, but not limited to, the Australian Consumer Law), Vodafone does not make any warranty regarding any software or data provided or available to you in connection with data services, including with respect to how that software or data operates on your device or interacts with applications.
- (d) Unless otherwise stated, data usage is measured as the combination of both data you send (upload) and receive (download).
- (e) Any data allowance which is part of your Product (including an Add-on Product, if applicable) is only available for use via your compatible handset. It is not available for use on a mobile broadband device.

4.7

Rates and charges

- (a) Details of the rates and charges, including any minimum spends which apply to the Products are set out in these terms. This section sets out some general rules about minimum costs, Plan Allowances, Additional Data and international minutes. Section 5 (Terms for specific Products) describes how these rules apply to specific Products.
- (b) **Minimum cost:** The minimum spend under each type of Postpaid Plan is set out in section 5 (Terms for specific Products). As described in the SFOA, the Minimum Monthly Spend for a Product will be billed monthly in advance, with any other charges being billed in the next invoice in arrears.
- (c) **Plan Allowances:** Each Product features a Plan Allowance which is made up of:
 - (i) an Included Data allowance;
 - (ii) a Max Speed data allowance (for Plus Plans, Vodafone Infinite Plans and Vodafone Infinite SIM Only Plans only);
 - (iii) an "Included International Minutes" allowance (on selected Products only); and
 - (iv) an "unlimited" or "Infinite" allowance (which provides you with infinite access to many (but not all) service available from Vodafone – see section 5 (Terms for specific Products) for details about the Products to which this applies).
- (d) If usage of a Product exceeds any part of your Plan Allowance, or you use a service that is not part of your Plan Allowance, you will be charged an amount additional to your Minimum Monthly Spend.
- (e) Unless otherwise stated, if you do not use all your included Plan Allowance in the relevant month, any remaining Plan Allowance expires and is forfeited (it cannot be transferred, refunded, exchanged, redeemed for cash or carried over into another month).
- (f) **Calculating rates and charges:** Unless otherwise stated:
 - (i) rates specified for services are GST inclusive;
 - (ii) each charge is rounded up to the nearest cent before GST is included;
 - (iii) call usage is billed in blocks of 60 second increments. Usage is rounded up to the end of the current increment; and
 - (iv) data is charged in per kilobyte blocks.
- (g) **Going over your Included Data allowance:** For all Products (other than Plus Plans, Vodafone Infinite Plans and Vodafone Infinite SIM Only Plans), once your Included Data allowance (and any Included Data offered with a Data Add-on, if applicable) has been exhausted, any additional data usage in that billing month on your account will be charged in blocks of 1GB for a cost of \$5 per block (which equates to \$0.005/MB) (**Additional Data**).
- (h) Additional Data blocks will be triggered both in Australia and in Eligible Countries (if you are opted-in to \$5 Roaming – see section 4.9 "International Roaming"). There is no limit to how many Additional Data blocks you can trigger. For example, if your plan has 1GB of monthly Included Data but you use a total of 3.5GB of data in that month, you will be charged \$15 in Additional Data charges (as you have triggered 3 x 1GB Additional Data blocks).
- (i) Any unused Additional Data will be rolled over for one billing month. After this, it will expire and be forfeited (it cannot be transferred, refunded, exchanged, redeemed for cash or carried over into another month). For the avoidance of doubt, please note that Included Data does not rollover.
- (j) Charges for Additional Data cannot be paid from your Product's Plan Allowance and will be charged on top of your Minimum Monthly Spend.
- (k) If you have a Vodafone Data Add-on Product that you purchased prior to 2 July 2014 but you sign up to a Plus Plan, Vodafone Infinite Plan or Vodafone Infinite SIM Only Plan, on or after 2 July 2014, you agree that the Additional Data rate will apply to your usage, and not any other rate for excess data that has previously applied on your existing Vodafone Data Add-on Product until that point.
- (l) If your account includes a Sharing Group, any member of that Sharing Group can trigger the Additional Data charge, but all Additional Data allowances will then be shared amongst the Sharing Group as normal.
- (m) For Plus Plans, Vodafone Infinite Plans and Vodafone Infinite SIM Only Plans, there are no Additional Data charges while using data within Australia (however, if you exceed the Max Speed data allowance while using \$5 Roaming, Additional Data charges will apply – see section 4.9 "International Roaming"). Once the Max Speed data allowance included in your plan (see section 5 "Terms for specific Products" for details) has been exhausted, any additional data usage in Australia in that billing month on your account will be restricted to up to a maximum speed of 1.5Mbps for Plus Plans or 2, 10 or 25Mbps for Vodafone Infinite Plans and Vodafone Infinite SIM Only Plans. With 1.5Mbps you can stream music and standard definition video, make a video call, browse the internet and catch up on social media, however content may be slower to load and is not suitable for high definition video or high-speed applications. To find out what 1.5, 2, 10 or 25Mbps means for you, go to vodafone.com.au/speedguide. The actual speeds you experience will vary - see section 4.4 (Factors affecting availability and performance) for more details.

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- (n) **International calls:** Most Products (see section 5 "Terms for specific Products" for details) include allowances for international calls which can be used to make standard international voice calls to Zone 1 and Zone 2 Countries (as listed at <https://www.vodafone.com.au/plans/international-calls>). The following terms apply to international calling:
- (i) If your product **does not** include an allowance for standard international voice calls to Zone 1 and Zone 2 Countries, all standard international voice calls will be charged on top of your Minimum Monthly Spend at our standard international Pay-As-You-Go (PAYG) rates – these rates vary per country and are subject to change, see www.vodafone.com.au/idd for current rates.
 - (ii) If your Product **does** include an allowance for standard international voice calls to Zone 1 and Zone 2 Countries:
 - (A) All standard international voice calls to Zone 1 and Zone 2 Countries will be deducted from your Zone 1 or Zone 2 allowance (as the cases may be) in per minute increments;
 - (B) If your product comes with Unlimited Standard International minutes as part of their plan, an international call may disconnect after a two hour call time. You may automatically reconnect. The Fair Use Policy applies
 - (C) Any unused Standard International Voice Minutes to Zone 1 and/or Zone 2 Countries expire and are forfeited at the end of the billing month (and cannot be transferred, refunded, exchanged, redeemed for cash or carried over into another month).
 - (D) Once your Standard International Voice Minutes to Zone 1 and/or Zone 2 Countries allowances have been exhausted, any additional standard international voice calls in that billing month to Zone 1 and/or Zone 2 Countries (as the case may be), will be charged on top of your Minimum Monthly Spend at our standard international PAYG rates – these rates vary per country and are subject to change, see [vodafone.com.au/idd](http://www.vodafone.com.au/idd) for current rates.
 - (E) If you at any time make a standard international voice call to a country which is not a Zone 1 or Zone 2 Country, you will be charged on top of your Minimum Monthly Spend at our standard international PAYG rates – these rates vary per country and are subject to change, see [vodafone.com.au/idd](http://www.vodafone.com.au/idd) for current rates.
 - (F) The Zone 1 and Zone 2 Countries may change from time to time. The current full list of countries can be found at <https://www.vodafone.com.au/plans/international-calls>. Vodafone will provide reasonable notice on its website of any changes to the Zone 1 and Zone 2 Countries.
- (o) **Rates and charges may be updated:** All rates and charges are subject to change. Vodafone will comply with relevant regulations and industry codes with respect to such changes.

4.8

Moving Plans

- (a) Section 3 of the SFOA talks about how you can switch between different Postpaid plans. In summary:
- (i) switching to a more expensive Postpaid plan with the same Commitment Period, will not incur an Early Exit Fee or Plan Change and your minimum commitment period will stay the same;
 - (ii) you may have to pay a Plan Change Fee to switch to a cheaper Postpaid plan with a Commitment Period;
 - (iii) you may have to pay an Early Exit Fee if you switch from a Postpaid plan with a Commitment Period to a Prepaid plan or a Month to Month offer;
 - (iv) you may need to pay outstanding mobile phone or device payments when switching plans;
 - (v) any unused credit from your existing Product (including any discounts applied to your existing Product) will expire and be forfeited;
 - (vi) you can find out more about your options, and request a switch, by calling Customer Care – see details at the bottom of this page; and
 - (vii) the switch will either take effect at the beginning of your next billing period or immediately, depending on your preference as advised to us at the time of switching.
- (b) Please note that the Products between which you may switch may be limited. For example, in general, you can switch:
- (i) between Red Month to Month Plans;
 - (ii) between Red Plus Month to Month Plans;
 - (iii) between SIM Only Month to Month Plans;
 - (iv) between SIM Only Plus Month to Month Plans.
 - (v) between Vodafone Infinite Plans; and
 - (vi) Between Vodafone Infinite SIM Only Plans.
- (c) You are not permitted to switch from another Product to the Red Wearable Plan.
- (d) Any credit or other benefits from your existing Product (including any discounts applied to your existing Product) will be forfeited, unless otherwise advised.
- (e) If you move to a Plus Plan, Vodafone Infinite Plan or Vodafone Infinite SIM Only Plan, then any Data Add-on you have purchased will be automatically be cancelled and you will no longer be charged from the beginning of the next billing cycle.
- (f) You are permitted to switch from a Bundled Red Plus to a Red Plus Plan, or Bundled SIM Only Plus to a SIM Only Plus Plan, or Bundled Lite Plan to another Vodafone Infinite Plan or Bundled Lite SIM Only Plan to another Vodafone Infinite SIM Only Plan once per month, but are not permitted to switch back to a Bundled Red Plus Plan, Bundled SIM Only Plus Plan, Bundled Lite Plan or Bundled Lite SIM Only Plan. Bundled Red Plus, Bundled SIM Only Plus, Bundled Lite Plan or Bundled Lite SIM Only Plan are only available for new connections or additional services only.

4.9

International Roaming

- (a) The following terms and conditions apply to Postpaid Voice Plans:
- (b) **\$5 Roaming:** \$5 Roaming allows you to use your Plan Allowances (including any Add-ons, IDD Packs and blocks of Additional Data) in Eligible Countries by paying a \$5 Daily Charge. For Plus Plans, Vodafone Infinite Plans and Vodafone Infinite SIM Only Plans, only the Max Speed data allowance is available to use while \$5 Roaming. This means you can use your Plan Allowance minutes and data for no additional costs, other than the \$5 Daily Charge.
- (c) When you activate your Product, you are automatically opted-in to \$5 Roaming. You can opt-out at any time by calling Customer Care, through My Vodafone or going into a Vodafone store – see details at the bottom of this page. If you opt-out and then use your Product overseas, then you will be charged according to PAYG rates (which can be found at vodafone.com.au/roaming).
- (d) You can use \$5 Roaming if you:
- (i) remain opted-in to Vodafone \$5 Roaming; and
 - (ii) are roaming in an Eligible Country.
- (e) The \$5 Daily Charge will be charged to your account when you are in an Eligible Country and a 'Trigger Event' occurs, which includes, but is not limited to making or receiving a call, sending a text or using any amount of data – the full list is at vodafone.com.au/roaming.

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- (f) The \$5 Daily Charge applies per service, even if you are in a Sharing Group or Plus/Vodafone Infinite Plan Sharing Group. For example, for Sharing Groups, if two members of the Sharing Group both perform a Trigger Event on the same day, the \$5 Daily Charge will be payable for both services.
- (g) The \$5 Daily Charge is charged in addition to your plan fees.
- (h) \$5 Roaming is limited to a maximum usage of 90 days per calendar year. We may remove Vodafone \$5 Roaming from your service if you do not comply with this condition.
- (i) Eligible Countries are subject to change. For a list of current countries, go to vodafone.com.au/roaming.
- (j) For full terms and conditions in relation to \$5 Roaming, and for details on the Daily Charge, Eligible Countries, Trigger Event(s) and PAYG rates, please go to vodafone.com.au/roaming.
- (k) **Where \$5 Roaming doesn't apply:** If you opt-out of Vodafone \$5 Roaming, or if you are opted-in but are roaming in a country which is not an Eligible Country, you will be charged according to PAYG rates (which can be found at vodafone.com.au/roaming).
- (l) **Plus Plans, Vodafone Infinite Plans and Vodafone Infinite SIM Only Plans:** The following additional terms and conditions apply to Plus Plans, Vodafone Infinite Plans and Vodafone Infinite SIM Only Plans:
 - (i) You can only use Max Speed data allowance while \$5 Roaming, not the remaining data which continues at either 1.5Mbps, 2Mbps, 10Mbps or 25Mbps depending on your chosen plan while in Australia.
 - (ii) Once Max Speed data allowance has been exhausted, any additional data usage in that billing month on your account while \$5 Roaming will be charged in blocks of 1GB for a cost of \$5 per block (\$0.005/MB) (Additional \$5 Roaming Data). There is no limit to how many Additional \$5 Roaming Data blocks you can trigger.
 - (iii) Additional \$5 Roaming Data can only be used while roaming in an Eligible Country, will expire at the end of the billing month in which it is triggered and be forfeited (it cannot be transferred, refunded, exchanged, redeemed for cash or carried over into another month).
 - (iv) Additional \$5 Roaming Data cannot be used in Australia or any other country which an Eligible Country is not. Charges for Additional \$5 Roaming Data cannot be paid from your Plan Allowance and will be charged on top of your Minimum Monthly Spend.

4.10 Billing

- (a) Section 9 of the SFOA talks about how we bill you for your Product. In brief:
 - (i) 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 from the date you connected to the date of your first bill.
 - (ii) You may choose to purchase additional Products from time to time. Charges for these Products will be applied to your bill.
 - (iii) Paperless billing is the default bill method for Vodafone customers.
 - (iv) 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.
- (b) For all accounts with a Sharing Group or Plus/Vodafone Infinite Plan Sharing Group, only one bill will be issued to the Account Holder which will reflect all Eligible Sharing Products.

4.11 Checking your usage

- (a) You can check your call, TXT and data use in Australia and overseas through My Vodafone, calling Customer Care or going into a Vodafone store – see details at the bottom of this page.
- (b) As further described in section 4.5 (Creating a Sharing Group for data sharing across eligible Postpaid Plans), for Sharing Groups or Plus/Vodafone Infinite Plan Sharing Groups, the Account Holder may access individual usage of Eligible Sharing Product users, and may also see overall usage on the account.

4.12 Pausing your Product

- (a) You may suspend your plan for up to 12-months by signing up to a Vodafone \$10 Holding Cap Plan (Holding Cap Plan). The plan access fee for the Holding Cap Plan is \$10 for each month your plan is suspended. Suspension will take effect on the date your Holding Cap Plan begins. If you elect to suspend mid-cycle, your plan access fees for that month will not be pro-rated and will be charged in full. Only your plan access fees will be suspended – any Mobile Payment Plans, Accessory Payment Plans or Insurance repayments will continue as normal. By suspending your service, you may lose any discounts that you were eligible for. After 12 months your Holding Cap Plan will end, and your plan will resume, or if your plan is no longer in market, you will be contacted about changing to the closest in-market plan. Your plan contract commitment term (if any) will be extended by the period of any suspension. However, Products in a Sharing Group or Plus/Vodafone Infinite Plan Sharing Group may only be suspended if they are first removed from the Sharing Group or Plus/Vodafone Infinite Plan Sharing Group and placed on their own stand-alone account by calling 1555. For more information about the \$10 Holding Cap Plan see the relevant Critical Information Summary at Vodafone.com.au or call 1555.

5 Terms for specific Products

5.1 Devices

- (a) Some Plans are only available if you bring your own compatible mobile device or purchase one outright from us. Others are only available if you purchase a device under a 12, 24 or 36 month Mobile Payment Plan (MPP). See section 5.2 "Voice Plans" for details of the different plans.
- (b) Section 5 of the SFOA ("Terms and Conditions for Mobile Payment Plan and Accessories Payment Plan") sets out the applicable terms and conditions for your MPP. The following additional terms apply for Vodafone Infinite Plans, Vodafone Red Month to Month Plan, Vodafone Red Plus Month to Month Plan or Bundled Red Plus Plan customers (to the extent of any inconsistency between the two, the below terms shall prevail):
 - (i) the MPP is available for personal use only to approved customers who connect and remain connected to an active and eligible Vodafone Infinite Plan, Vodafone Red Month to Month Plan, Vodafone Red Plus Month to Month Plan or Bundled Red Plus Plan;
 - (ii) The outright price of your chosen device (as set by Vodafone at the time of purchase) will be spread in equal instalments over your chosen commitment period (12, 24 or 36 months). Once selected, this commitment period is fixed (unless you elect to pay your total remaining balance in full in one instalment).
 - (iii) If during your MPP commitment period, you cancel your Vodafone Infinite Plan, Vodafone Red Month to Month Plan, Vodafone Red Plus Month to Month Plan or Bundled Red Plus Plan, either:
 - (A) if you continue to hold an active and eligible Vodafone plan, you can continue your existing MPP over its original remaining term; or
 - (B) otherwise, your existing MPP will be cancelled and the remainder of your MPP instalments (including any outstanding charges on your Vodafone Infinite Plan, Vodafone Red Month to Month Plan, Vodafone Red Plus Month to Month Plan or Bundled Red Plus Plan) will be added to your next bill.

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- (c) You are eligible to purchase a \$10 Red Wearable Month to Month Plan when you purchase a Huawei Watch 2 from Vodafone under a 12, 24 or 36 month MPP. The \$10 Red Wearable Month to Month Plan is not available with any other device. You cannot bring your own Huawei Watch 2 or purchase one outright from Vodafone and still sign up to a \$10 Red Wearable Month to Month Plan (you must purchase it under a MPP).
- (d) The \$10 Red Wearable Plan is available to approved and eligible customers and can be purchased by calling Customer Care (see details at the bottom of this page) and/or at selected retail stores only.
- (e) Section 5 of the SFOA ("Terms and Conditions for Mobile Payment Plan and Accessories Payment Plan") sets out the applicable terms and conditions for your MPP. The following additional terms apply for Vodafone Red Wearable Plan Month to Month customers (to the extent of any inconsistency between the two, the below terms shall prevail):
 - (i) the MPP is available for personal use to approved customers who connect and remain connected to an active and eligible Vodafone Red Wearable Plan;
 - (ii) The outright price of the Huawei Watch 2 will be spread in equal instalments over your chosen commitment period (12, 24 or 36 months). Once selected, this commitment period is fixed (unless you elect to pay your total remaining balance in full in one instalment).
 - (iii) If during your MPP commitment period, you cancel your Vodafone Infinite Plan, Vodafone Red Month to Month Plan, Vodafone Red Plus Month to Month Plan or Vodafone Bundled Red Plus Plan, either:
 - (A) if you continue to hold an active and eligible Vodafone plan, you can continue your existing MPP over its original remaining term; or
 - (B) otherwise, your existing MPP will be cancelled and the remainder of your MPP instalments (including any outstanding charges on your Vodafone Infinite Plan, Vodafone Red Month to Month plan, Vodafone Red Plus Month to Month plan or Bundled Red Plus Plan) will be added to your next bill.
- (f) Your MPP instalments are in addition to the rates and charges for your Product.

5.2 Vodafone Infinite Plans

The following terms and conditions apply to Vodafone Infinite Plans and Vodafone Infinite SIM Only Plans only.

- (a) Vodafone Infinite Plans and Vodafone Infinite SIM Only Plans contain a Max Speed data allowance and then Infinite Data at speeds of up to 2Mbps, 10Mbps or 25Mbps in Australia depending on your chosen plan. Please check the relevant CIS of your plan for more information.
- (b) The speed experience of each tier is as follows, however for more information of what you can and can't do at 2, 10 or 25Mbps please see our speed guide at vodafone.com.au/speedguide:
 - (i) At 2Mbps, you can check your socials, browse the web and stream music but is not suitable HD video.
 - (ii) At 10Mbps, you can use video calling, and high definition video. Uploading large files to the web may be slow.
 - (iii) 25Mbps is great for video streaming and for using cloud storage but uploading very large files may be slow.
- (c) Tethering is permitted to personal devices only (eg your personal laptop or tablet). However tethering is not permitted as a substitute for a home internet service or in a modem. Further tethering is not permitted to non-personal devices (eg devices of members of your household or friends or colleagues). For more information, see vodafone.com.au/speedguide.
- (d) Heavy data users may experience slower speeds than other users during busy periods. This means in periods of congestion, a heavy data user may receive lower priority on the Vodafone Network, which may result in reduced speeds compared to other users.
- (e) Actual speeds you reach will continually vary depending on many factors such as device capabilities, location, network congestion, network coverage, if you are roaming or if you are a heavy data user.

5.3 Vodafone Infinite Bundled Lite and Bundled SIM Only Plans

The following terms apply specifically to the Vodafone Infinite Bundled Lite and Bundled Lite SIM Only Plans ("**Bundled Lite Plan**").

- (a) A Bundled Lite Plan is only available to approved and eligible customers as part of a Vodafone Infinite Bundle.
- (b) A Vodafone Infinite Bundle is comprised of the following services which must be maintained in order to remain eligible: i) one Vodafone nbn™ and/or Vodafone Home Wireless Plan of any price; and ii) a minimum of two Postpaid voice plans of any price (but at least one of which is a Bundled Lite Plan).
- (c) Bundled Lite Plan is only available for new and additional services meeting the requirements of a Vodafone Infinite Bundle.
- (d) You cannot rate plan change or upgrade an existing Vodafone Postpaid plan on your account to a Bundled Lite Plan.
- (e) To remain connected to a Bundled Lite Plan, you must maintain the required Vodafone Infinite Bundle services on your account as described above. If you fail to maintain the services on your account and are no longer eligible for the Vodafone Infinite Bundle, Vodafone will contact you to change your Bundled Lite Plan to the closest priced in-market plan at the time (which may have a different price or inclusions, to that of a Bundled Lite Plan). Any discount associated with the Vodafone Infinite Bundle will also be forfeited.
- (f) If you change your Bundled Lite Plan to another plan type, you will not be able to change back to the Bundled Lite Plan afterwards.
- (g) Bundled Lite Plan is available via calling Customer Care or in-store only.

5.4 Vodafone Bundled Plus Plans

The following terms apply specifically to the Bundled Red Plus plan and the Bundled SIM Only Plus plan ("**Bundled Plans**").

- (a) A Bundled Red Plus plan or a Bundled SIM Only Plus plan are only available to approved and eligible customers as part of a Vodafone Bundle.
- (b) A Vodafone Bundle is comprised of the following services which must be maintained in order to remain eligible: i) one Vodafone nbn™ and/or Vodafone Home Wireless Plan of any price; and ii) a minimum of two Postpaid voice plans of any price (but at least one of which is a Bundled Plan).
- (c) Bundled Plans are only available for new and additional services meeting the requirements of a Vodafone Bundle.
- (d) You cannot rate plan change or upgrade an existing Vodafone Postpaid plan on your account to a Bundled Plan.
- (e) To remain connected to a Bundled Plan, you must maintain the required Vodafone Bundle services on your account as described above. If you fail to maintain the services on your account and are no longer eligible for the Vodafone Bundle, Vodafone will contact you to change your Bundled Plan to the closest priced in-market plan at the time (which may have a different price or inclusions, to that of a Bundled Plan). Any discount associated with the Vodafone Bundle will also be forfeited.
- (f) If you change your Bundled Plan to another plan type, you will not be able to change back to the Bundled Plan afterwards.
- (g) Bundled Plans are available via calling Customer Care or in-store only.

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5.5

Voice Plans

(a) This table specifies Minimum Monthly Spend, total minimum cost, and MPP and EEF requirements for the Voice Plans:

Plan name	Minimum Monthly Spend	Total Minimum Cost	Must purchase a device on a 12, 24 or 36 Month MPP at time of purchase?	Early Exit Fee (EEF)
Vodafone Infinite Plans				
Bundled Lite Plan	\$35 + monthly device repayment	\$35 + 100% of RRP of chosen device	Yes (MPP only)	No EEF but if you cancel your Vodafone Infinite Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$40 Lite Plan	\$40 + monthly device repayment	\$40 + 100% of RRP of chosen device	Yes (MPP only)	No EEF but if you cancel your Vodafone Infinite Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$45 Lite+ Plan	\$45 + monthly device repayment	\$45 + 100% of RRP of chosen device	Yes (MPP only)	No EEF but if you cancel your Vodafone Infinite Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$55 Super Plan	\$55 + monthly device repayment	\$55 + 100% of RRP of chosen device	Yes (MPP only)	No EEF but if you cancel your Vodafone Infinite Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$65 Super+ Plan	\$65 + monthly device repayment	\$65 + 100% of RRP of chosen device	Yes (MPP only)	No EEF but if you cancel your Vodafone Infinite Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$120 Ultra Plan	\$120 + monthly device repayment	\$120 + 100% of RRP of chosen device	Yes (MPP only)	No EEF but if you cancel your Vodafone Infinite Plan, 100% of any remaining MPP installments will be applied to your next bill.
Vodafone Infinite SIM Only Plans				
Bundled Lite SIM Only Plan	\$35	\$35	No – MPP not available on this plan. Must BYO device or purchase one outright.	N/A
\$40 SIM Only Lite Plan	\$40	\$40	No – MPP not available on this plan. Must BYO device or purchase one outright.	N/A
\$45 SIM Only Lite+ Plan	\$45	\$45	No – MPP not available on this plan. Must BYO device or purchase one outright.	N/A
\$55 SIM Only Super Plan	\$55	\$55	No – MPP not available on this plan. Must BYO device or purchase one outright.	N/A
\$65 SIM Only Super+ Plan	\$65	\$65	No – MPP not available on this plan. Must BYO device or purchase one outright.	N/A
\$120 SIM Only Ultra Plan	\$120	\$120	No – MPP not available on this plan. Must BYO device or purchase one outright.	N/A
Vodafone SIM Only Month to Month Plan				
\$40 SIM Only Month to Month Plan	\$40	\$40	No – MPP not available on this plan. Must BYO device or purchase one outright.	N/A
\$50 SIM Only Month to Month Plan	\$50	\$50	No – MPP not available on this plan. Must BYO device or purchase one outright.	N/A
\$60 SIM Only Month to Month Plan	\$60	\$60	No – MPP not available on this plan. Must BYO device or purchase one outright.	N/A
\$80 SIM Only Month to Month Plan	\$80	\$80	No – MPP not available on this plan. Must BYO device or purchase one outright.	N/A
Vodafone Red Plans – Month to Month				
\$40 Red Month to Month Plan	\$40 + monthly device repayment	\$40 + 100% of RRP of chosen device	Yes (MPP only)	No EEF but if you cancel your Red Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$50 Red Month to Month Plan	\$50 + monthly device repayment	\$50 + 100% of RRP of chosen device	Yes (MPP only)	No EEF but if you cancel your Red Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$60 Red Month to Month Plan	\$60 + monthly device repayment	\$60 + 100% of RRP of chosen device	Yes (MPP only)	No EEF but if you cancel your Red Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$80 Red Month to Month Plan	\$80 + monthly device repayment	\$80 + 100% of RRP of chosen device	Yes (MPP only)	No EEF but if you cancel your Red Plan, 100% of any remaining MPP installments will be applied to your next bill.

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Plan name	Minimum Monthly Spend	Total Minimum Cost	Must purchase a device on a 12, 24 or 36 Month MPP at time of purchase?	Early Exit Fee (EEF)
Vodafone Red Plus Month to Month Plans				
\$40 Red Plus Month to Month Plan	\$40 + monthly device repayment	\$40 + 100% of RRP of chosen device	Yes (MPP only)	No EEF but if you cancel your Red Plus Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$45 Red Plus Month to Month Plan	\$45 + monthly device repayment	\$45 + 100% of RRP of chosen device	Yes (MPP only)	No EEF but if you cancel your Red Plus Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$50 Red Plus Month to Month Plan	\$50 + monthly device repayment	\$50 + 100% of RRP of chosen device	Yes (MPP only)	No EEF but if you cancel your Red Plus Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$60 Red Plus Month to Month Plan	\$60 + monthly device repayment	\$60 + 100% of RRP of chosen device	Yes (MPP only)	No EEF but if you cancel your Red Plus Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$80 Red Plus Month to Month Plan	\$80 + monthly device repayment	\$80 + 100% of RRP of chosen device	Yes (MPP only)	No EEF but if you cancel your Red Plus Plan, 100% of any remaining MPP installments will be applied to your next bill.
Vodafone SIM Only Plus Month to Month Plans				
\$40 SIM Only Plus Month to Month Plan	\$40	\$40	No – MPP not available on this plan. Must BYO device or purchase one outright.	N/A
\$45 SIM Only Plus Month to Month Plan	\$45	\$45	No – MPP not available on this plan. Must BYO device or purchase one outright.	N/A
\$50 SIM Only Plus Month to Month Plan	\$50	\$50	No – MPP not available on this plan. Must BYO device or purchase one outright.	N/A
\$60 SIM Only Plus Month to Month Plan	\$60	\$60	No – MPP not available on this plan. Must BYO device or purchase one outright.	N/A
\$80 SIM Only Plus Month to Month Plan	\$80	\$80	No – MPP not available on this plan. Must BYO device or purchase one outright.	N/A
Vodafone Bundled Red Plus plan and Vodafone Bundled SIM Only Plus plan				
Bundled Red Plus plan	\$35	\$35 + 100% of RRP of chosen device	Yes (MPP only)	No EEF but if you cancel your Red Plus Plan, 100% of any remaining MPP installments will be applied to your next bill.
Bundled SIM Only Plus plan	\$35	\$35	No – MPP not available on this plan. Must BYO device or purchase one outright.	N/A
Vodafone Red Wearable Plans – Month to Month				
\$10 Red Wearable Plan	\$10	\$10 + 100% of RRP of Huawei Watch 2	Yes (MPP only)	No EEF, but remaining MPP instalments may become payable

5.6

Data Add-on Products

- Data Add-on Products increase your Included Data.
- How to get a Data Add-on Product:** Data Add-on Products are available to approved customers who are connected, and remain connected to, an eligible Vodafone Postpaid Voice Plan. To find out if your plan is an eligible plan, please call Customer Care or visit us at a Vodafone store – see details at the bottom of this page. (Please note Data Add-ons are not available with Plus Plans, Vodafone Infinite Plans or Vodafone Infinite SIM Only Plans.)
- You can only have one Data Add-on Product per service at any one time.
- Data Add-on details:** This table specifies Minimum Monthly Spend, contract term and monthly data allowance for Vodafone Month to Month Data Add-on Products:

Data Pack Name	Minimum Monthly Spend	Contract Term	Additional Included Data Allowance within Australia	Early Exit Fees
\$15 Data Add-on Month to Month	\$15	Month to Month	2GB	N/A
\$30 Data Add-on Month to Month	\$30	Month to Month	7GB	N/A
\$45 Data Add-on Month to Month	\$45	Month to Month	14GB	N/A

- How the Allowance can be used:** Additional Included Data under a Data Add-on Product can be used in the same way as general Included Data – see section 4.7 (Rates and charges).
- If you do not use all your Data Add-on's Included Data in the relevant billing month, any remaining Included Data expires and is forfeited (it cannot be transferred, refunded, exchanged, redeemed for cash or carried over into another month).
- Data is calculated in per KB increments.

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- (h) **How Additional Included Data is calculated:** Data usage is deducted from your Voice Plan's Included Data allowance first. Once this is exhausted, any further data usage will be deducted from your Data Add-on's Included Data allowance. After that, any additional data used will be charged as per the applicable additional data rate for your Voice Plan – see section 4.7 (Rates and charges).
- (i) **How the Data Add-on is billed:** The Minimum Monthly Spend for a Data Add-on Product is payable for each full monthly billing cycle in arrears. It will not be pro-rated when purchased part-way through a billing month.
- (j) **How a Data Add-on works in a Sharing Group:** If the Data Add-on is added to an account which is a member of an active Sharing Group, the Data Add-on's Included Data will be added to the shared data pool and will be accessible by all eligible users.
- (k) **How you can switch between Data Add-ons:** You may change from one Vodafone Month to Month Data Add-on Product to another by calling Customer Care or going into a Vodafone store (see details at the bottom of this page) and agreeing to the terms and conditions of the new Data Add-on Product. No change fee will apply.
- (l) If you switch between Vodafone Month to Month Data Add-on Products part way through your billing cycle, then for that billing month, you can use the combined Included Data of both Data Add-ons and you will be charged the full Minimum Monthly Spend for both Data Add-ons. After that month, you will just be charged for the Data Add-on to which you switched.
- (m) **How your Data Add-on can be cancelled:** You can cancel your Data Add-on by telling us that you wish to stop receiving the Data Add-on. Cancellation will take effect from the end of the billing month.
- (n) If there is no longer at least one active Voice Plan on your account, any remaining Data Add-ons will automatically be cancelled.
- (o) If you switch your Product to a Plus Plan, then any Data Add-on will be automatically be cancelled.
- (p) In all cases where your Data Add-on product is cancelled (whether automatically or otherwise), you will be billed the Minimum Monthly Spend for the Data Add-on until the end of that month (and will not be pro-rated).

5.7 Vodafone International Calling Add-ons and Booster Products

The following terms and conditions apply to our Vodafone International Calling Add-ons and Booster Products (collectively, "IDD Add-ons"), which either increase your Plan Allowance for standard international voice calls or allow you to make standard international calls at Discounted PAYG rates.

Vodafone \$10 Unlimited Zone 1 International Talk Pack

- (a) **How to get the Pack:** The \$10 Unlimited Zone 1 Talk Pack is available to customers who are connected and remain connected to an eligible Vodafone Postpaid Voice Plan. To find out if your plan is an eligible plan, please call Customer Care or visit us at a Vodafone store – see details at the bottom of this page.
- (b) You can only have one \$10 Unlimited Zone 1 Talk Pack per service at any one time.
- (c) **Pack details:** This table specifies Minimum Monthly Spend, contract term and monthly allowance for the \$10 Unlimited Zone 1 Talk Pack:

Product	Minimum Monthly Spend	Contract Term	Included allowance for Standard International Voice Calls	Access to Discounted PAYG rates?
\$10 Unlimited Zone 1 International Talk Pack	\$10	Month to Month	Unlimited calls to Zone 1 Countries.	No

- (d) **How the Allowance can be used:** The \$10 Unlimited Zone 1 Talk Pack can be used to make unlimited standard international voice calls from Australia to Zone 1 Countries (as listed at www.vodafone.com.au/plans/international-calls). "Standard international voice calls" exclude premium, video, special and overseas free phone numbers. The Fair Use Policy applies.
- (e) Standard international voice calls to countries outside Zone 1 will either be:
 - (i) deducted from your plan's Standard International Minutes to Zone 2 Countries allowances (if applicable for your plan); or
 - (ii) otherwise, charged at the PAYG rates (listed at www.vodafone.com.au/plans/international-calls) on top of your Minimum Monthly Spend. See section 4.7 (Rates and charges)
- (f) **How the Allowance is calculated:** If you are currently signed up to an existing IDD Add-on with a Zone 1 Countries entitlement, and then purchase a \$10 Unlimited Zone 1 Talk Pack, the included call allowance of the \$10 Unlimited Zone 1 Talk Pack will be used first before any applicable included Zone 1 Countries entitlement of the existing IDD Add-on.
- (g) **How the Pack is billed:** The Minimum Monthly Spend for a \$10 Unlimited Zone 1 Talk Pack is payable for each full monthly billing cycle in arrears. It will not be pro-rated when purchased part-way through a billing month.
- (h) **How the Pack works in a Sharing Group:** Even if you are part of a Sharing Group, the unlimited call allowance in the \$10 Unlimited Zone 1 Talk Pack is only accessible to you, and will not be shared with other members of the Sharing Group.
- (i) **How your Pack can be cancelled:** You can cancel your Pack by telling us that you wish to stop receiving the Pack. Cancellation will take effect from the end of the billing month.
- (j) If your eligible Voice Plan is cancelled, your \$10 Unlimited Zone 1 Talk Pack will automatically cancel.
- (k) If you switch to an ineligible Voice Plan, or to a plan that has unlimited standard international voice calls to Zone 1 countries as an inclusion, your \$10 Unlimited Zone 1 Talk Pack will automatically cancel. In all cases where your Pack is cancelled (whether automatically or otherwise), you will be billed the Minimum Monthly Spend for the Pack until the end of that month (and will not be pro-rated).

Vodafone \$10 International Value Pack

- (a) **How to get the Pack:** The \$10 International Value Pack is available to customers who are connected and remain connected to an eligible Vodafone Postpaid Voice Plan. To find out if your plan is an eligible plan, please call Customer Care or visit us at a Vodafone store – see details at the bottom of this page.
- (b) You can only have one \$10 International Value Pack per service at any one time.
- (c) If you are signed up to an existing \$10 International Talk Pack or \$15 International Talk Pack, and purchase a \$10 International Value Pack, the existing International Talk Pack will automatically cancel. Any remaining entitlements will expire and be forfeited (they cannot be transferred, refunded, exchanged, redeemed for cash or carried over into another month).

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- (d) If you are signed up to any other IDD Add-on (excluding \$5, \$10 or \$15 International Talk Pack) and purchase a \$10 International Value Pack, the IDD Add-on will remain active until it is cancelled by you.
- (e) **Pack details:** This table specifies Minimum Monthly Spend, contract term and monthly allowance for the \$10 International Value Pack:

Product	Minimum Monthly Spend	Contract Term	Included allowance for Standard International Voice Calls	Access to Discounted PAYG rates?
\$10 International Value Pack	\$10	Month to Month	\$10 at the Discounted PAYG rates – see vodafone.com.au/idd	Yes

- (f) **How the Allowance can be used:** The \$10 of included call value in the \$10 Pack can be used to make standard international voice calls from Australia at the current Discounted PAYG rates listed at <https://www.vodafone.com.au/plans/international-calls>. "Standard international voice calls" exclude premium, video, special and overseas free phone numbers.
- (g) Once the \$10 included call value in the \$10 Pack is exhausted, additional standard international voice calls will either be:
- deducted from your plan's Standard International Minutes to Zone 1 Countries and Zone 2 Countries allowances (if applicable for your plan);
 - otherwise, continue to be charged at the Discounted PAYG rates on top of your Minimum Monthly Spend. See section 4.7 (Rates and charges).
- (h) If you do not use all your included \$10 call value in the relevant month, any remaining allowance expires and is forfeited (it cannot be transferred, refunded, exchanged, redeemed for cash or carried over into another month).
- (i) **How the Pack is billed:** The Minimum Monthly Spend for a \$10 International Value Pack is payable for each full monthly billing cycle in arrears. It will not be pro-rated when purchased part-way through a billing month.
- (j) **How the Pack works in a Sharing Group:** Even if you are part of a Sharing Group, the \$10 call value is only accessible to you, and will not be shared with other members of the Sharing Group.
- (k) **How your Pack can be cancelled:** You can cancel your Pack by telling us that you wish to stop receiving the Pack. Cancellation will take effect from the end of the billing month.
- (l) If your eligible Voice Plan is cancelled, this Pack will automatically cancel.
- (m) In all cases where your Pack is cancelled (whether automatically or otherwise), you will be billed the Minimum Monthly Spend for the Pack until the end of that month (and will not be pro-rated).

Vodafone International Talk Booster Products

- (a) **How to get the Booster Products:** The International Talk Booster Products is available to customers who are connected and remain connected to any Vodafone Postpaid Voice Plan released on or after 2 May 2018.
- (b) You may purchase more than one International Talk Booster within the same billing cycle and the Allowance will accumulate into respective balances for country groups.
- (c) If you are signed up to an existing \$10 International Value Pack Add On or \$15 Talk International IDD Add-on, and purchase an International Talk Booster Product, the existing International Value Pack Add On or Talk International Add-on will remain active until it is cancelled by you.
- (d) **Booster Product details:** This table specifies Minimum Monthly Spend, contract term and monthly allowance for the International Talk Booster Products:

Product	Minimum Monthly Spend	Contract Term	Included allowance for Standard International Voice Calls
\$5 International Talk Booster Zone 1	\$5	Until the end of the billing month in which your purchase	240 minutes of standard voice calls to Zone 1 Countries.
\$10 International Talk Booster Zone 2	\$10	Until the end of the billing month in which your purchase	60 minutes of standard voice calls to Zone 2 Countries

- (e) **How the Allowance can be used:** International Talk Booster minutes are for standard international voice calls from Australia. "Standard international voice calls" exclude premium, video, special and overseas free phone numbers.
- (f) If you do not use all your included standard international call minutes in the billing month in which you purchase your International Talk Booster, any remaining allowance expires and is forfeited (it cannot be transferred, refunded, exchanged, redeemed for cash or carried over into another month).
- (g) Additional calls under a Booster Products can be used in the same way as general international call allowances – see section 4.7 (Rates and charges).
- (h) Once International Talk Booster minutes are exhausted, further standard international calls will either be:
- deducted from your eligible plan's Standard International Minutes to Zone 1 and Zone 2 Countries allowance (if applicable for your plan) or deducted from any International Value Pack or Talk International IDD Add-on you have; or
 - otherwise, charged at the PAYG rates (listed at www.vodafone.com.au/plans/international-calls) on top of your Minimum Monthly Spend. See section 4.7 (Rates and charges).
- (i) **How the Booster Products are billed:** International Talk Booster Products are not recurring – they are purchased on a one-off basis. All inclusions will expire at the end of the billing month in which they are purchased.
- (j) The Minimum Monthly Spend of a Talk Booster will not be pro-rated when purchased part way through a billing month.
- (k) **How the Pack works in a Sharing Group:** Even if you are part of a Sharing Group, the Allowance of a Talk Booster is only accessible to you, and will not be shared with other members of the Sharing Group.
- (l) **How your Pack can be cancelled:** You can cancel your Pack by telling us that you wish to stop receiving the Pack. Cancellation will take effect from the end of the billing month.
- (m) If your eligible Voice Plan is cancelled, any active Talk Booster will also be cancelled.
- (n) In all cases where your Pack is cancelled (whether automatically or otherwise), you will be billed the Minimum Monthly Spend for the Pack until the end of that month (and will not be pro-rated).

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5.8 Vodafone Mobile Landline Add-on

The following terms and conditions apply to our Vodafone Mobile Landline Add-on, which allows you to keep and receive calls to your landline number by connecting it with an eligible Voice Plan.

- (a) **How to get the Add-on:** The \$5 Mobile Landline Add-on is available to customers who are connected and remain connected to an eligible Vodafone Postpaid Voice Plan. To find out if your plan is an eligible plan please call Customer Care or visit us at a Vodafone store – see details at the bottom of this page.
- (b) **Add-on details:** This table specifies Minimum Monthly Spend and contract term and for the Mobile Landline Add-on:

Product	Minimum Monthly Spend	Contract Term
Vodafone Mobile Landline	\$5	Month to Month

- (c) **How the Add-on can be used:** There is no separate call allowance included with the Mobile Landline Add-on – it simply allows you to retain your existing Fixed Voice Number (or landline) service ('FVN') for incoming calls and supports unlimited incoming calls redirected to a Vodafone Postpaid Voice service on the same account. This is achieved by way of Local Number Portability ('LNP').
- (d) You will be charged for making outgoing calls via the Vodafone Network from your mobile at the rate set out in your Voice Plan details. You have the option to display your mobile number on outgoing calls. You cannot display your FVN on outgoing calls.
- (e) If you later transfer your nbn™ Plan to another service provider or cancel your nbn™, Plan then you may still retain your Mobile Landline Add-on if you continue your eligible Postpaid Voice Plan.
- (f) **How the Add-on is billed:** The Minimum Monthly Spend will be charged monthly to your Voice Plan account. You will be charged from the date that the port is completed and your FVN service is active.
- (g) The Minimum Monthly Spend will be charged on a pro-rata basis if it is purchased or cancelled part way through your account's billing cycle.
- (h) **This Add-on requires successful porting of your FVN:** You can only keep your FVN if we are able to successfully transfer or 'port' your FVN from your current service provider. We cannot guarantee that the port will be successful as your current service provider may dispute your number being ported to Vodafone. We will notify you if this occurs. We cannot port your FVN if your FVN service is not an active service (e.g. if you have a Vodafone nbn™ service has not yet been activated or has been disconnected).
- (i) You must provide us with authority to port your existing FVN either by way of the Local Number Porting Authority Form or by us recording your authority over the phone, which will be completed at the time of sign-up to this Add-on.
- (j) Your existing FVN service will remain active with your current service provider until we are able to successfully port your FVN. We do not guarantee that your FVN will be ported within any specific timeframe.
- (k) During the process of porting your FVN, there may be a short period when the service is interrupted or not available. We will advise you when your FVN has been successfully ported or if your port request has not been successful completed.
- (l) Once your FVN has been ported, details of your FVN will no longer be available on any public number directory, unless you make a specific request for your FVN to be listed (Note: VHA has no arrangements that would allow your FVN to be listed in the public number directory products of Sensis (e.g. White Pages®)).
- (m) **Porting your FVN may have other consequences:** If you have an existing home phone line service bundled with a legacy internet service (for example ADSL) the legacy internet service may no longer work. Further, any associated services that rely on the legacy internet service (such as medical or security alarms) may no longer operate. We recommend you speak to your legacy internet service provider before purchasing this Add-on to understand the implications of porting your FVN to Vodafone.
- (n) Only your FVN (e.g. 02 XXXX XXXX) will be ported to Vodafone. This may result in the loss or disconnection of any value add or complex services such as broadband, line sharing services, fax services, call waiting, redirection, entertainment bundles, etc. that may be associated with that FVN and may result in finalisation of your account for that service. Any obligation that your current service provider has to supply the FVN service and any associated discounts may terminate after the number has been ported. If you have enquiries about your current service or the loss of any services, then please contact your current service provider.
- (o) It is your responsibility to check with your current service provider with respect to any early termination payments or other outstanding call charges, port out fees or handset or device costs that may apply as a result of transferring your FVN to Vodafone.
- (p) Once your FVN has been ported, you will also no longer be able to use the landline device associated with your FVN.
- (q) **How your Add-on can be cancelled:** You can cancel your Add-on by telling us that you wish to stop receiving the Add-on. Cancellation will take effect from the time that you make this request.
- (r) If your eligible Voice Plan is cancelled, then this Add-on will also automatically cancel. You will be unable to port your FVN to another provider and you may lose the number permanently.
- (s) If you decide to transfer your eligible Voice Plan to another service provider, then your existing FVN will be cancelled. It is important that you contact us before you attempt to port out your eligible Voice Plan to avoid cancellation of your FVN. We will attempt to contact you before we cancel your FVN. If your FVN is cancelled, you will be unable to port your number to another provider and you may lose the number permanently.
- (t) When your Add-on is cancelled (whether automatically or otherwise), depending on your billing period and when you cancel, you may get a pro-rated refund of the Add-on Minimum Monthly Spend for the part of the month after cancellation.

5.9 Vodafone Passes

The following terms and conditions apply to the Vodafone Pass Products, which give additional Allowances in relation to certain social media, music and video streaming services.

- (a) **How to get a Pass:** Vodafone Pass Products are available to customers who are connected to and remain connected to an eligible Postpaid Voice Plan released on or after 16 August 2017. Plus Plans are not eligible Plans. To check if your plan is eligible, please call Customer Care or visit us at a Vodafone store – see details at the bottom of this page.
- (b) You may purchase up to 4 Vodafone Passes (one each of Chat, Social, Video and Music).
- (c) **Pass details:** This table specifies Minimum Monthly Spend, contract term and inclusions for each type of Pass:

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Product	Minimum Monthly Spend	Contract Term	Inclusions
\$5 Chat Pass	\$5	Month to month	Data-free messaging chat on the official Apps of: WhatsApp, Facebook Messenger (excludes calls on Facebook Messenger and WhatsApp) + 500MB of data to use on Pass Exclusions (see below)
\$10 Music Pass	\$10	Month to month	Data-free music streaming at speeds of up to 1.5Mbps on the official Apps of: Spotify, Amazon Music, Deezer, Tidal, Soundcloud + 500MB of data to use on Pass Exclusions (see below)
\$10 Social Pass	\$10	Month to month	Data-free access to the official Apps of: Facebook, Instagram, Snapchat, Twitter, Pinterest + 500MB of data to use on Pass Exclusions (see below)
\$15 Video Pass	\$15	Month to month	Data-free video streaming at speeds of up to 1.5Mbps on the official Apps of: Netflix, Stan, Amazon Video + 500MB of data to use on Pass Exclusions (see below)

- (d) The Pass Apps included in each of the Passes are subject to change. You can view the current list and full details at vodafone.m.au/passes.
- (e) **How the Passes can be used:** Vodafone Passes give you streaming access within Australia to the official apps of the providers listed in the table above (the Pass Apps) without your use of those apps counting towards your Included Data, subject to the exclusions in this section.
- (f) For the Video Pass and Music Pass, data will be available at speeds of up to 1.5Mbps. With 1.5Mbps you can check your socials, browse the web and stream music but will not be suitable for HD video. Remember that actual speeds you reach will vary depending on things like device capabilities, location, network congestion, network coverage and if you are roaming. See section 4.4 (Factors affecting availability and performance).
- (g) Compatible iOS or Android devices are required to use Vodafone Passes.
- (h) The Fair Use Policy applies.
- (i) **Pass Exclusions aren't included in Pass entitlements:** For all Vodafone Passes, there are certain exclusions which are outside of Vodafone's control and which will count towards your standard data usage (and for which you may incur standard data charges). For this reason, an additional 500MB of data is included with each Vodafone Pass to use on these exclusions (Pass Exclusions Allowance). The full current list of exclusions is below, but please be aware that as technology develops and new features are added to different Partner Apps, there may be more exclusions which we need to apply. Please refer to <https://www.vodafone.com.au/plans/passes> for the most up to date list.

Exclusions on Vodafone Pass

- Use while tethering or hot-spotting
- All VOIP and video calls via WhatsApp and Facebook Messenger;
- Access while tethering or hot-spotting;
- Advertisements and advertisement links that are displayed within apps;
- Access to 3rd party apps embedded within Partner Apps (such as Extensions on Facebook like GIPHY);
- Analytics;
- Authentication;
- Album Art and Movie Cover Artwork;
- Browsing Video Catalogues within apps;
- Video clips and lyrics (for Music Pass);
- Apps using features on your device. For example, your calendar may have permission to access data in the background or use location services;
- URLs/External links and navigation to other websites, apps, news, blogs, walls, maps, app stores;
- GIFs and GIF library;
- Maps and location services;
- Podcasts;
- RSS feeds;
- Software/application updates happening at the same time;
- Video and content hosted from other sites that are played in the app.

- (j) Once your Pass Exclusions Allowance is exhausted, any further data usage on the above exclusions will be:
- deducted from your Included Data allowance, if any remaining; or
 - otherwise charged at the applicable additional data rate for your Product – see section 4.7 (Rates and charges).
- (k) If you do not use all your Pass Exclusions Allowance in any given month, any remaining allowance expires and is forfeited (it cannot be transferred, refunded, exchanged, redeemed for cash or carried over into another month).
- (l) Vodafone Passes are for personal, single use on mobile only and are for one stream per service. Tethering or hot spotting is not included and will incur standard data charges.
- (m) Vodafone Passes are only valid when using the official App of each provider. Use of non-official or Lite versions produced by 3rd parties, or access to the providers via a web browser instead of their official App (for example, opening Safari and navigating to www.facebook.com) is not included and will be treated as standard data usage.

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- (n) **Pass inclusions are for use in Australia:** Vodafone Passes are for use in Australia only. Any use of the Pass Apps while outside of Australia (even if you are using \$5 Roaming) will incur standard roaming data charges – see section 4.9 (International Roaming).
- (o) **Your use of Pass Apps:** Some Vodafone Pass Apps require a subscription to operate. You must sign up (and where applicable, pay for) any subscriptions required. Subscription costs are not included with your Vodafone Pass.
- (p) Each Pass App provider has their own terms and conditions of use which govern your use of their service. Please refer to the individual websites of each Pass App provider for full details of those terms and conditions.
- (q) **How the Pass works in a Sharing Group:** Even if you are part of a Sharing Group, the allowance of a Pass is only accessible to you, and will not be shared with other members of the Sharing Group.
- (r) **How Vodafone Pass is billed:** The Minimum Monthly Spend for a Pass is payable for each full monthly billing cycle in arrears. It will not be pro-rated when purchased part-way through a billing month. Recurring monthly Vodafone Pass fees charged until the end of the month in which you notify us that you wish to cancel.
- (s) **How your Vodafone Pass can be cancelled:** You can cancel your Pass by telling us that you wish to stop receiving the Pass. Cancellation will take effect from the end of the billing month.
- (t) If your eligible Voice Plan is cancelled, any active Vodafone Pass will be automatically cancelled.
- (u) In all cases where your Vodafone Pass is cancelled (whether automatically or otherwise), you will be billed the Minimum Monthly Spend for the Vodafone Pass until the end of that month (and will not be pro-rated).

5.10 Vodafone Max Speed Data Booster Product

The following terms and conditions apply to you if you purchase a Vodafone Max Speed Data Booster Product, which allows you to increase the amount of data for which you can receive Max Speed.

- (a) **How to get the Booster:** The Max Speed Data Booster Product is available to customers who are connected to and remain connected to any Vodafone Infinite Plan, Vodafone Infinite SIM Only Plan, Vodafone Red Plus Plan, Vodafone SIM Only Plus Plan, Vodafone Red Tablet Plus Plan or a Vodafone SIM Only Tablet Plus Plan.
- (b) You may purchase more than one Max Speed Data Booster Product within the same billing cycle and Max Speed data will accumulate.
- (c) **Booster details:** This table specifies Minimum Monthly Spend, contract term and additional Max Speed allowance for the Booster:

Product	Minimum Monthly Spend	Contract Term	Included Max Speed data allowance
\$10 Max Speed Data Booster	\$10	Until the end of the billing month following the one in which you purchase the Booster	5GB
\$5 Max Speed Data Booster	\$5	Until the end of the billing month following the one in which you purchase the Booster	2GB

- (d) **How the Booster can be used:** The Max Speed Data Booster Product includes an additional allowance of Max Speed data, which is the maximum speed the Vodafone network can deliver to your device at the time and place you are using data.
- (e) You can use the Max Speed data allowance included with the Max Speed Data Booster Product in Australia and while using \$5 Roaming in Eligible Countries. It cannot be used in any country which is not an Eligible Country. See section 4.9 (International Roaming).
- (f) Once the included allowance of Max Speed data with the Max Speed Data Booster Product is exhausted, further data use will be available within Australia at no charge at speeds of up to 1.5Mbps, 2Mbps, 10Mbps or 25Mbps depending on your chosen plan, unless you purchase another Max Speed Data Booster Product. For charges that will apply while \$5 Roaming or if roaming in PAYG Rates once Max Speed data is exhausted, see section 4.9 (International Roaming).
- (g) **How the Booster is billed:** The Max Speed Data Booster Product is not recurring – it is purchased on a one-off basis and all inclusions will expire at the end of the billing month following the one in which you purchased it.
- (h) The Minimum Monthly Spend for the Booster will not be pro-rated when purchased part-way through a billing month.
- (i) If you do not use all your included Max Speed data in the billing month following the one in which you purchase your Max Speed Data Booster Product, any remaining allowance expires and is forfeited (it cannot be transferred, refunded, exchanged, redeemed for cash or carried over into another month).
- (j) **How a Booster works in a Sharing Group:** If the Booster is added to an account which is a member of an active Plus/Vodafone Infinite Plan Sharing Group, the additional Max Speed data will be added to the shared data pool and will be accessible by all eligible users. This also applies to any Vodafone Red Tablet Plus Plan or Vodafone SIM Only Tablet Plus Plan in the Plus/Vodafone Infinite Plan Sharing Group.
- (k) **How your Booster can be cancelled:** You can cancel your Booster by telling us that you wish to stop receiving the Booster. Cancellation will take effect from the end of the billing month.
- (l) If your eligible Voice Plan is cancelled, any Max Speed Data Booster will also be cancelled.
- (m) In all cases where your Booster is cancelled (whether automatically or otherwise), you will be billed the Minimum Monthly Spend for the Booster until the end of that month (and will not be pro-rated).

6 Consulting the Critical Information Summary for your Product

- (a) Further information about your Product may be included in the Critical Information Summary (CIS), which provides further information about voice mail and calls to special numbers (such as 123).
- (b) You can find the Critical Information Summary for your product by <https://www.vodafone.com.au/about/legal/critical-information-summary>.

7 Vodafone Rates not included in your CIS for your Product

- (a) This table below specifies the services and the charge rate not specified in your CIS for your Product:

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VODAFONE INFINITE MONTH TO MONTH PLANS

Standard National Video calls	Unlimited
Standard National Voice calls to 13, 15 and 18 numbers	Unlimited
Standard National and International TXT (for standard TXT of up to 16 characters)	Unlimited
Standard National re-routed voice calls (excluded calls that are re-routed by a third party and/or re-routed to an international destination or to a premium number or service)	Unlimited
Premium voice and video Calls	Varies, Depending on service

VODAFONE INFINITE SIM ONLY MONTH TO MONTH PLANS

Standard National Video calls	Unlimited
Standard National Voice calls to 13, 15 and 18 numbers	Unlimited
Standard National and International TXT (for standard TXT of up to 16 characters)	Unlimited
Standard National re-routed voice calls (excluded calls that are re-routed by a third party and/or re-routed to an international destination or to a premium number or service)	Unlimited
Premium voice and video Calls	Varies, Depending on service

VODAFONE SIM ONLY MONTH TO MONTH PLANS

Standard National Video calls	Unlimited
Standard National Voice calls to 13, 15 and 18 numbers	Unlimited
Standard National and International TXT (for standard TXT of up to 16 characters)	Unlimited
Standard National re-routed voice calls (excluded calls that are re-routed by a third party and/or re-routed to an international destination or to a premium number or service)	Unlimited
Premium voice and video Calls	Varies, Depending on service

VODAFONE RED MONTH TO MONTH PLANS

Standard National Video Calls	Unlimited
Standard National Voice Calls to 13, 15 and 18 numbers	Unlimited
Standard National and International TXT (for standard TXT of up to 16 characters)	Unlimited

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Premium voice and video Calls	Varies, Depending on service
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VODAFONE SIM ONLY PLUS AND BUNDLED SIM ONLY PLUS MONTH TO MONTH PLANS

Standard National Video calls	Unlimited
Standard National Voice calls to 13, 15 and 18 numbers	Unlimited
Standard National and International TXT (for standard TXT of up to 16 characters)	Unlimited
Standard National re-routed voice calls (excluded calls that are re-routed by a third party and/or re-routed to an international destination or to a premium number or service)	Unlimited
Premium voice and video Calls	Varies, Depending on service

VODAFONE RED PLUS AND BUNDLED RED PLUS MONTH TO MONTH PLANS

Standard National Video calls	Unlimited
Standard National Voice calls to 13, 15 and 18 numbers	Unlimited
Standard National and International TXT (for standard TXT of up to 16 characters)	Unlimited
Standard National re-routed voice calls (excluded calls that are re-routed by a third party and/or re-routed to an international destination or to a premium number or service)	Unlimited
Premium voice and video Calls	Varies, Depending on service

\$10 RED WEARABLE MONTH TO MONTH PLAN

Standard National and International TXT (for standard TXT of up to 160 characters)	Infinite
Standard National re-routed voice calls (excluded calls that are re-routed by a third party and/or re-routed to an international destination or to a premium number or service)	Infinite
Standard International Voice Calls	This plan does not include any international calls. All international calls will be charged in addition to your minimum monthly spend. International calling rates vary per country and are subject to change - see http://Vodafone.com.au/internationalcountries for a full list of current rates.
Standard International Video Calls	40c connection fee + 1.5 x applicable country voice call rate (vodafone.com.au/internationalcountries for rates)
Calls to Ask Anything (123)	\$3.10 connection fee + \$1.30/min
Premium TXT and PXT	Varies, depending on service.

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Premium voice and video Calls	Varies, depending on service.
Calls to National Directory Assist 1223	\$1.50 connection fee + \$0.95 cents/min
Calls to International Directory Assist 1223	\$1.50 connection fee + \$0.95 cents/min