

Terms & Conditions

Vodafone Postpaid Mobile Broadband Plans

- 1 What Terms and Conditions apply to my Vodafone Red Tablet Month to Month Plans ("Red Tablet Plans"), Vodafone SIM Only Tablet Month to Month Plans ("SIM Only Tablet Plans"), Vodafone Red Tablet Plus Month to Month Plans ("Red Tablet Plus Plans"), Vodafone SIM Only Tablet Plus Plans ("SIM Only Tablet Plus Plans"), my Vodafone Red Modem Month to Month Plans ("Red Modem Plans"), Vodafone SIM Only Modem Month to Month Plans ("SIM Only Modem Plans"), \$5 Mobile Broadband Share SIM 12 Month Plans ("5 Mobile Broadband Share SIM), my Vodafone 4G Home Wireless Broadband Month to Month Plans ("4G Home Wireless Broadband Plans") and my Vodafone 5G Home Wireless Month to Month Plans ("5G Home Wireless Plans") (invitation-only) (collectively, "Products")?**
- a. This document sets out the terms and conditions which apply to specific Vodafone contracts and products (collectively, the "Products").
 - b. The terms and conditions that will apply to your Product or Products are:
 - 1. 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
 - 2. all the terms and conditions contained in the Vodafone Standard Form of Agreement (**SFOA**), which is available at vodafone.com.au(collectively, the "**Terms**").
 - c. When you agree to purchase a Product you accept the Terms. Your contract with Vodafone commences on your acceptance of the Terms.
 - d. Some Products have a minimum contract term. If your contract is terminated before the end of this term, your services will end and you may also be required to pay fees, such as an Early Exit Fee. Depending on the Product this may be in addition to any applicable device payments and additional or excluded call, data, or service costs. Early Exit Fees are set out in the pricing table for your Product.
 - e. Activation of your Product may occur after your contract has commenced. Any minimum contract term that applies commences when your Product is activated.
 - f. You are unable to suspend or pause your Product.
 - g. Vodafone's Fair Use Policy applies to any unreasonable use of Plan inclusions. This includes use of any "unlimited" or "infinite" or "endless" offerings. See www.vodafone.com.au/aboutvodafone/legal/fairusepolicy
 - h. 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), 1300 650 410 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.

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2 These Terms & Conditions for Vodafone Postpaid Mobile Broadband 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.

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

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3 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” or an “Early Termination Charge”) 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. Where your Product forms part of a Sharing Group, additional terms applicable to cancelling and suspending your plan are set out in section 5.4 (Sharing).

4 Postpaid Products and the Terms

- a. Vodafone customers can purchase both “Prepaid Products” and “Postpaid Products” from Vodafone. The Postpaid Product types are explained in these terms. For details on Prepaid Products, please see the Vodafone Prepaid Mobile Broadband terms and conditions at www.vodafone.com.au/terms
- b. “Postpaid Products” are purchased by issuing you with a bill for Vodafone Products and services that you have already used, or that you have agreed to pay a specified regular amount for. Postpaid Products can be (although not always) wholly or partly paid in arrears.

5 Important Things You Need to Know

5.1 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 eligible and credit approved customers only.

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5.2 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. "Unlimited" or "infinite" data offerings in the selected Products 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>.

5.3 One Product per connection to the Vodafone network

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

5.4 Sharing

- a. All Products (excluding 4G Home Wireless Broadband Plans, 5G Home Wireless Plans and Modem Plans) (**Eligible Sharing Products**) are able to support sharing on one billing account.
- b. For all Eligible Sharing Products (excluding the Red Tablet Plus Plan and the SIM Only Tablet Plus Plan Products), when an additional Eligible Sharing Product (excluding the Red Tablet Plus Plan and the SIM Only Tablet Plus Plan) 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 any Vodafone Postpaid Voice Product (excluding the Vodafone Red Plus Plan and Vodafone SIM Only Plus Plan Products) to an existing Eligible Sharing Product on the same billing account, this Vodafone Postpaid Voice Product 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. For Eligible Sharing Products which are Vodafone Red Tablet Plus Plans and Vodafone SIM Only Tablet Plus Plans when an additional Eligible Sharing Product (which are Vodafone Red Tablet Plus Plans and Vodafone SIM Only Tablet Plus Plan Products) is added to an existing Eligible Sharing Product on the same billing account the two products will automatically form a Plus Plan Sharing Group (Plus Plan Sharing Group). If you add any Vodafone Postpaid Voice Product (which are Vodafone Red Plus Plan and Vodafone SIM Only Plus Plan Products) to an existing Eligible Sharing Product on the same billing account, this Vodafone Postpaid Voice Product will also form

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part of the Plus Plan Sharing Group and will be considered an Eligible Sharing Product for the purposes of these Terms and Conditions

- d. For the avoidance of doubt, a Plus Plan Sharing Group may only consist of the following products - a Vodafone Red Plus Plan, Vodafone SIM Only Plus Plans, Vodafone Red Tablet Plus Plan and/or Vodafone SIM Only Tablet Plus Plan.
- e. A Sharing Group or Plus Plan Sharing Group can have up to 10 Eligible Sharing Products, for personal customers a maximum of 5 of these can be voice Plans. Note, the Red Wearable Month to Month Plan is considered to be a voice Plan for the purpose of this calculation.
- f. The data allowances of a Sharing Group will automatically combine into one pool which will be shared between eligible users on a first-in-first-served basis. For the avoidance of doubt, all non-data allowances (by way of example, international minutes or content options, if applicable) cannot be shared amongst the Sharing Group and will remain accessible only by the eligible user of each individual plan Product.
- g. The Your Max Speed Data allowances of a Plus Plan Sharing Group will automatically combine into one pool which will be shared between eligible users on a first-in-first-served basis however the additional usage which is throttled at 1.5Mbps will not be shared. For the avoidance of doubt, all non-data allowances (by way of example, international minutes or content options, if applicable) cannot be shared amongst the Plus Plan Sharing Group and will remain accessible only by the eligible user of each individual plan Product.
- h. The data included in any Plan on your account which is a Vodafone Plus Plan (including Red Plus Plans, SIM Only Plus Plans, Red Tablet Plus Plans, and SIM Only Tablet Plus Plans) is not shareable with Vodafone Postpaid Plan Products (including Red Plans, SIM Only Plans, Red Tablet Plans, and SIM Only Tablet Plans), and vice versa.
- i. For the avoidance of doubt, all non-data allowances (by way of example, international minutes or content options, if applicable) cannot be shared amongst the Sharing Group and will remain accessible only by the eligible user of each individual Plan Product.
- j. The Account Holder of an account with an active Sharing Group or Plus Plan Sharing Group has visibility of the full account usage details of the entire group, including itemised details of all call, text, and data usage.
- k. Only the Account Holder, who is the custodian of the PIN for the account, can make changes to the account (including adding, removing, or changing Eligible Sharing Products, or adding/removing any Add-Ons to the account, or purchasing hardware on the account).
- l. Users of an Eligible Sharing Product in a Sharing Group or Plus 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 group;
 - iii) Receive Spend Alerts relating to the aggregated usage of the group; and
 - iv) Trigger excess or excluded usage charges, and the Daily Charge for the \$5 Roaming service.
- m. Users of an Eligible Sharing Product in a Sharing Group or Plus 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 group;

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- ii) Access individual usage details of any other user of an Eligible Sharing Product in the group;
 - iii) Make any changes to the account (including cancelling their service, adding, or removing Add-Ons, or purchasing hardware).
- n. Unless otherwise indicated, if one Eligible Sharing Product is disconnected or ports out to another telecommunications provider then any Eligible Sharing Products remaining in the Sharing Group or Plus Plan Sharing Group will continue to share.
- o. You remain responsible for the use of all Eligible Sharing Products on your account, including all excess or excluded usage or other fees that may be incurred by yourself or other users on your account.
- p. If you do not want an Eligible Sharing Product to form part of a Sharing Group or Plus Plan Sharing Group you can opt-out by calling 1555 or going into a Vodafone store.

5.5 Use of the Primary Account PIN:

You will be issued a Primary Account PIN. You must keep this Primary Account PIN confidential and must not disclose the Primary Account PIN to any other party, including those who you grant access to Eligible Sharing Products connected to your account (if any). Doing so will compromise privacy across the entire range of Products connected to your account (for example, the usage information of each Eligible Sharing Product may become visible and accessible by all other users in the Sharing Group or Plus Plan Sharing Group if the Primary Account PIN is shared). It may also compromise the security of sensitive information such as credit card details, and will allow those with access to the PIN to, amongst other things, add, cancel, or change services connected to the Primary Account and/or purchase additional hardware, which is otherwise the exclusive right of the Account Holder.

5.6 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. 5G approved device required in order to access the 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 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. de-prioritisation;
 - v. device capabilities; and
 - vi. 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>.

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- d. Broadband service: Some Vodafone 5G, 4G, 3G+ and 3G services are mobile broadband, internet, email, apps, downloading, video streaming, and video calling. You can use Vodafone 5G or 4G if you have an eligible Plan and have been switched over to the 5G or 4G networks. To use 5G, 4G and 3G+ you'll also need a compatible device and be in a selected major metropolitan area.
- e. Before purchasing a Product, you agree to refer to vodafone.com.au/coverage for coverage details and 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.
- f. 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 some Services, such as Data Services, in the Non-Vodafone Coverage Area. To see the Vodafone Coverage Areas covered by the Vodafone Network please go to vodafone.com.au/network/coverage-checker. 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, Vodafone Pty Limited and TPG Telecom Limited. For more information about this network, see the coverage map available at www.vodafone.com.au/coverage
- g. The Terms contain details regarding device compatibility, network capability and availability when using our Service.

5.7 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:
 - 1. You turn your mobile device off;
 - 2. Turn data connection off;
 - 3. Switch to flight mode;
 - 4. When you lose network reception; or
 - 5. 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 Products, 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

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or data provided to you, including with respect to how that software or data operates on your computer or interacts with your other applications.

- d. Unless otherwise stated, data usage is measured as the combination of both data you send (upload) and receive (download).

5.8 Data service access devices

- a. It is your responsibility to confirm that data service access hardware (including any Mobile Broadband Modem or Vodafone Pocket WiFi™ device) is compatible with each PC, laptop, or other computing device that you will use your Product with (if appropriate). For the avoidance of any doubt, Red Tablet Plus Plans or SIM Only Tablet Plus Plans are not suitable to be used with Mobile Broadband modems or for more than one device at a time. They should only be purchased and used with a single tablet or iPad.
- b. Non-Vodafone supplied USB or Wi-Fi Modems or Tablet devices can only work on our network if they are compatible, unlocked, and have not been reported as lost or stolen devices.
- c. Vodafone is not required to provide you with technical support if you use non-Vodafone supplied data service access hardware (such as your own USB or Wi-Fi Modem, or Tablet device), although Vodafone may do so at its discretion.
- d. Vodafone Pocket WiFi™ 2 4G modem can operate with a maximum of 16 Wi-Fi enabled devices at any one time
- e. Huawei WiFi Cube 2 4G modem can operate with a maximum of 64 compatible Wi-Fi enabled devices at any one time.. Check our 4G areas at vodafone.com.au/coverage
- f. Nokia FastMile 5G Gateway modem can operate with a maximum of 64 compatible Wi-Fi enabled devices at any one time (up to 32 enabled devices on 2.4GHz connection, up to 32 enabled devices on 5GHz connection). You can connect up to 3 wired devices using the 3 Ethernet ports.

5.9 Moving Plans

- a. You may change from:
 - i. one Vodafone Red Tablet Plan Product to another Vodafone Red Tablet Plan Product; or
 - ii. one Vodafone Red Tablet Plus Plan Product to another Vodafone Red Tablet Plus Plan Product; or
 - iii. one Vodafone SIM Only Tablet Plan Product to another Vodafone SIM Only Tablet Plan Product; or
 - iv. one Vodafone SIM Only Tablet Plus Plan Product to another Vodafone SIM Only Tablet Plus Plan Product; or
 - or
 - v. one Vodafone Red Modem Plan Product to another Vodafone Red Modem Plan Product; or
 - vi. one Vodafone SIM Only Modem Plan Product to another Vodafone SIM Only Modem Plan Product; or
 - vii. one Vodafone 4G Home Wireless Broadband Plan Product to another Vodafone 4G Home Wireless Broadband Plan Product
 - viii. one Vodafone 5G Home Wireless Plan Product to another Vodafone 5G Home Wireless Plan Productonce per monthly billing period by calling Vodafone Customer Care, and agreeing to the terms and conditions of the new Product. Any credit or other benefits from your existing Product (including, but not limited to, any "Loyalty Discount" applied to your existing Product) will be forfeited, unless otherwise advised. If you are changing to a less expensive Vodafone Product (unless you are a SIM Only Tablet Plan Product customer

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changing to a less expensive Product) or from a 12 Month Product to a SIM Only Tablet Plan Product, SIM Only Tablet Plus Plan Product, or SIM Only Modem Plan Product, or from any Product to a Prepaid Product, fees, including an Early Exit Fee or a Plan Change Fee, may apply.

- b. Any Product change will take effect from the start of your next monthly billing period. Contact Vodafone Customer Care for more information.
- c. If you move to a Red Tablet Plus Plan or a Vodafone SIM Only Tablet Plus Plan Product then any Data Add-On you have purchased on a previous plan will be automatically cancelled and you will no longer be charged from the beginning of the next billing cycle.

5.10 International Roaming

- a) The following terms and conditions apply to Vodafone Red Tablet Plans, SIM Only Tablet Plans and \$5 Mobile Broadband Share SIM Product:
 - 1. Your Included Data allowance and any Additional Data allowances you have triggered (for \$5 Mobile Broadband Share SIM Product this will be the Included Data or Additional Data of the Eligible Sharing Product) can be used in Australia, on Vodafone networks. You can also use your Included Data allowance and any applicable Additional Data (for \$5 Mobile Broadband Share SIM Product this will be the Included Data or Additional Data of the Eligible Sharing Product) overseas while you:
 - i. remain opted-in to Vodafone \$5 Roaming (you are automatically opted-in to \$5 Roaming upon activation however you can opt-out at any time by contacting Customer Care); and
 - ii. are roaming in an Eligible Country.
 - 2. In return for this service, when you (or, for Sharing Groups, any member of a Sharing Group) perform a Trigger Event (which includes using any amount of data) in an Eligible Country on any given day, we will apply the **Daily Charge** to your account. For the avoidance of doubt, the \$5 Daily Charge is payable per day per service – so, by way of 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.
 - 3. The \$5 Roaming Daily Charge is charged in addition to your Plan fees.
 - 4. If you (or, for Sharing Groups, any member of a Sharing Group) use up your Included Data while overseas in an Eligible Country, you will be charged for any further data use as per your normal Additional Data rate and you will be able to continue to use the Additional Data allowance granted to you in Eligible Countries while \$5 Roaming is active for that service.
 - 5. For those who are eligible to access Vodafone \$5 Roaming, it 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.
 - 6. 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 Vodafone Pay-As-You-Go Rates which can be found at vodafone.com.au/roaming
 - 7. For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge,

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Eligible Countries, Trigger Event(s) and Vodafone Pay-As-You-Go Rates, please go to vodafone.com.au/roaming

- b. The following terms and conditions apply to Vodafone Red Tablet Plus Plans and SIM Only Tablet Plus Plans:
1. Your Max Speed data allowance can be used in Australia, on Vodafone networks. You can also use Your Max Speed Data allowance, and trigger Additional \$5 Roaming Data allowances once Your Max Speed Data allowance has been exhausted (as described below at 3.), overseas while ever you:
 - iii. remain opted-in to Vodafone \$5 Roaming (you are automatically opted-in to \$5 Roaming upon activation however you can opt-out at any time by contacting Customer Care); and
 - iv. are roaming in an Eligible Country.
 2. In return for this service, when you (or, for Plus Plan Sharing Groups, any member of a Plus Plan Sharing Group perform a Trigger Event (which includes, but is not limited to using any amount of data) in an Eligible Country on any given day, we will apply the Daily Charge to your account. For the avoidance of doubt, the \$5 Daily Charge is payable per day per service – so, by way of example, for Plus Plan Sharing Groups, if two members of the Plus Plan Sharing Group both perform a Trigger Event on the same day, the \$5 Daily Charge will be payable for both services.
 3. For the avoidance of doubt, you can only use your your Max Speed data allowance while \$5 Roaming, not the remaining data which continues at 1.5Mbps while in Australia. Once Your 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 (Additional \$5 Roaming Data). There is no limit to how many Additional \$5 Roaming Data blocks you can trigger. 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 cannot be transferred, exchanged or redeemed for cash. Additional \$5 Roaming Data cannot be used in Australia or any other country which is not an Eligible Country. Charges for Additional \$5 Roaming Data cannot be paid from your Product's Plan Allowance and will be charged on top of your minimum monthly spend.
 4. The \$5 Roaming Daily Charge is charged in addition to your Plan fees.
 5. For those who are eligible to access Vodafone \$5 Roaming, it 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.
 6. 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 Vodafone Pay-As-You-Go Rates which can be found at vodafone.com.au/roaming
 7. For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Eligible Countries, Trigger Event(s) and Vodafone Pay-As-You-Go Rates, please go to vodafone.com.au/roaming

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5.11 Rates and charges

- a. Details of the rates and charges, including any minimum spends which apply to the Products, are contained in the Terms. The minimum total cost over contract term is calculated by multiplying the minimum monthly spend by the contract term.
- b. **Minimum Monthly Spend:** The minimum monthly spend under each type of Postpaid Plan is set out in section 6 (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. Unless other indicated, if usage of a Product exceeds any part of your Plan Allowance, or you use a service that is not payable from your Plan Allowance, you will be charged an amount additional to your minimum monthly spend.
- d. Unless otherwise stated, if you do not use all your included Plan Allowance in the relevant month, any remaining Plan Allowance is forfeited, is not refundable, and will not carry over into any other month.
- e. For all Plans (except Vodafone Red Tablet Plus Plans, SIM Only Tablet Plus Plans, Red Modem Plans, SIM Only Modem Plans, 4G Home Wireless Broadband Plans and 5G Home Wireless Plans), once your Monthly Included Data allowance has been exhausted, any additional data usage on your account in that billing month will be charged in blocks of 1GB for a cost of \$5 per block (Additional Data). Additional Data blocks will be triggered both in Australia and overseas, when you are in Eligible Countries (if you are opted-in to \$5 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). Any unused Additional Data will be rolled over for one billing month. After this it will expire (it cannot be transferred, exchanged or redeemed for cash). For the avoidance of doubt please note that Included Data does not rollover. Charges for Additional Data will be charged on top of your minimum monthly spend. If you have a Vodafone Data Add-on Product that you purchased prior to 2 July 2014 but you sign up to a Vodafone Red Month to Month Plan, a Vodafone SIM Only Month to Month Plan, a Vodafone SIM Only 12 Month Plan or a \$5 Mobile Broadband Share SIM 12 Month 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. For the avoidance of doubt, 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.
- f. For Red Modem Plans and SIM Only Modem Plans, once your Monthly Included Data allowance has been exhausted, any additional data usage on your account in that billing month will be charged in blocks of 10GB for a cost of \$10 per block (Additional Data). There is no limit to how many Additional Data blocks you can trigger. For example, if your Plan has 10GB of monthly Included Data but you use a total of 35GB of data in that month, you will be charged \$30 in Additional Data charges (as you have triggered 3 x 10GB Additional Data blocks). Any unused Additional Data will be rolled over for one billing month. After this it will expire (it cannot be transferred, exchanged or redeemed for cash). For the avoidance of doubt please note that Included Data does not rollover. Charges for Additional Data will be charged on top of your minimum monthly spend.
- g. For Vodafone Red Tablet Plus Plan and SIM Only Tablet Plus Plans, there are no Additional Data charges while using data within Australia (however, if you exceed the Your Max Speed data allowance while using \$5 Roaming, Additional \$5 Roaming Data charges will apply – see “Section 5.10 - International Roaming” above for more details). Once the Your Max Speed data allowance included in your plan (see Section 4 for details) has been exhausted, any additional data usage within the Vodafone Coverage Area in Australia in that billing month on your

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account will be restricted to up to a maximum speed of 1.5Mbps. The actual speeds you experience will vary - see "Section 5.6 - Factors Affecting Availability and Performance" above for more details.

- h. If you are overseas and not in an Eligible Country or not opted in to \$5 Roaming, rates for Additional Data vary, check vodafone.com.au/roaming for more info.
- i. Unless otherwise stated, if you do not use all your included value in the relevant month, that included value is forfeited, is not refundable, and will not carry over into any other month.
- j. Unless otherwise stated, Section 6 below specifies which services are or are not included with your included Plan Allowance and the rate at which additional and excluded services will be charged. Each charge is rounded up to the nearest cent before GST is included.
- k. **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.
- l. **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.

5.12 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 accounts with a Sharing Group or a Plus Plan Sharing Group, only one bill will be issued to the Account Holder which will reflect all Eligible Sharing Products.
- c. Your Included Data may appear on your bill as two separate entries (for example, if a Product has 4GB of included data, that may appear on your bill as one entry of 2GB and a second entry of 2GB).

5.13 Checking your usage

- a. Check your call, TXT, and data use here and overseas at myvodafone.com.au or call us for free from your Vodafone Mobile on 1555 (when in Australia) or +61 426 320 000 (when overseas).

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- b. As further described in section 5.4 (Sharing), for Sharing Groups or a Plus Plan Sharing Group, the Account Holder may access individual usage of Eligible Sharing Product users, and may also see overall usage on the account.

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6. Terms for specific Products

6.1 Terms for my Red Tablet Plan, SIM Only Tablet Plan, Red Tablet Plus Plan, SIM Only Tablet Plus Plan, Red Modem Plan, SIM Only Modem Plan and \$5 Mobile Broadband Share SIM 12 Month Plan

6.2 General Terms

- a. Data allowances can only be used in Australia, on Vodafone networks unless you are roaming. (See 'International Roaming' in section 5.10 above for more information).
- b. All non-data use (e.g. voice calls, SMS/MMS, and content) is charged in addition to your data Plan. Refer to Section 6.5 – "Rates and Charges for Non-Data Use on Products" for further details.
- c. Unless otherwise stated, charges for your Vodafone Mobile Broadband Plan Product are in addition to any handset/device repayments (if applicable), and any costs for excluded usage or additional data usage.
- d. The Minimum Monthly Spend is payable for each full monthly billing cycle in advance and is non-refundable. All other charges are billed at the end of the monthly billing cycle in arrears.
- e. If you purchase a Vodafone Product which is offered on a Month to Month contract term then:
 - i) The Minimum Monthly Spend is payable for each full monthly billing cycle in advance; and
 - ii) Cancellation will take effect at the end of the month in which you tell us you want to cancel. You will be billed until the end of that month.
- f. For Red Tablet Plans, Red Tablet Plus Plans and Red Modem Plans, charges for your Product(s) are in addition to the minimum monthly spend applicable to your Mobile Payment Plan (see below for further details).
- g. For Red Tablet Plus Plan Products and SIM Only Plus Plan Products, once the Your Max Speed data allowance included in your plan has been exhausted, any additional data usage within the Vodafone Coverage Area in Australia in that billing month on your account will be restricted to up to a maximum speed of 1.5Mbps. At 1.5Mbps, you can check your socials, browse the web and stream music but is not suitable HD video. For more information see our Speed Guide at Vodafone.com.au/speedguide. The actual speeds you experience will vary - see "Section 5.6 - Factors Affecting Availability and Performance" above for more details.

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6.3 Vodafone Rates: What is Included in my Product's Plan Allowance?

6.3.1 Vodafone SIM Only Tablet Month to Month Plans

Vodafone SIM Only Tablet Month to Month Plans				
Product	\$15 SIM Only Tablet Month to Month Plan	\$30 SIM Only Tablet Month to Month Plan	\$45 SIM Only Tablet Month to Month Plan	\$60 SIM Only Tablet Month to Month Plan
Contract Term	Month to Month	Month to Month	Month to Month	Month to Month
Minimum Monthly Spend	\$15	\$30	\$45	\$60
Contract Minimum Spend	\$15	\$30	\$45	\$60
Monthly Included Data	5GB	30GB	60GB	100GB
Early Exit Fee	N/A			
International Roaming – Is this Plan eligible for \$5 Roaming? See "International Roaming" in Section 3 above for more info	Yes. \$5 Roaming applies while in Eligible Countries and Pay-As-You-Go Roaming rates apply when in other countries			

In addition to the terms set out above at sections 1 to 5 above, the following terms and conditions apply to you if you purchase a Vodafone SIM Only Tablet Month to Month Product:

- a. In order to purchase a Vodafone SIM Only Tablet Month to Month Plan Product, or a Vodafone SIM Only Tablet Plus Month Plan Product (together, 'SIM Only Tablet Plans'), you must bring your own compatible tablet, or purchase one outright from us with cash or credit card in store at the point of sale. You cannot purchase a device under a Mobile Payment Plan (MPP) on Vodafone SIM Only Tablet Plans.
- b. If you add the SIM Only Tablet Month to Month Plan Product mid billing cycle, the Minimum Monthly Spend and any applicable bundle discount will not be pro-rated.
- c. Once connected to a SIM Only Tablet Month to Month Plan Product, you must remain connected for at least one full billing cycle. You will remain connected, and you will be charged at least the Minimum Monthly Spend, until the end of the month in which you notify Vodafone that you wish to cancel your SIM Only Tablet Month to Month Plan Product.

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6.3.2 Vodafone SIM Only Tablet Plus Plan Products

Vodafone SIM Only Tablet Plus Plans				
Product	\$15 SIM Only Data 12 Month Plan	\$30 SIM Only Data 12 Month Plan	\$45 SIM Only Data 12 Month Plan	\$60 SIM Only Data 12 Month Plan
Contract Term	Month to Month	Month to Month	Month to Month	Month to Month
Minimum Monthly Spend	\$15	\$30	\$45	\$60
Contract Minimum Spend	\$15	\$30	\$45	\$60
Monthly Included Data	5GB at Your Max Speed, then data available at speeds of up to 1.5Mbps	30GB at Your Max Speed, then data available at speeds of up to 1.5Mbps	60GB at Your Max Speed, then data available at speeds of up to 1.5Mbps	100GB at Your Max Speed, then data available at speeds of up to 1.5Mbps
Early Exit Fee	N/A			
International Roaming – Is this Plan eligible for \$5 Roaming? See “International Roaming” in Section 3 above for more info	Yes. \$5 Roaming applies while in Eligible Countries and Pay-As-You-Go Roaming rates apply when in other countries			

In addition to the terms set out above at sections 1 to 5 above, the following terms and conditions apply to you if you purchase a Vodafone SIM Only Tablet Plus Plan Product:

- a. In order to purchase a Vodafone SIM Only Tablet Plan Product, or a Vodafone SIM Only Tablet Plus Plan Product (together, ‘SIM Only Tablet Plans’), you must bring your own compatible tablet, or purchase one outright from us with cash or credit card in store at the point of sale. You cannot purchase a device under a Mobile Payment Plan (MPP) on Vodafone SIM Only Tablet Plans.

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6.3.3 Vodafone Red Tablet Plan Products

Vodafone Red Tablet Plans				
Product	\$15 Red Tablet Month to Month Plan	\$30 Red Tablet Month to Month Plan	\$45 Red Tablet Month to Month Plan	\$60 Red Tablet Month to Month Plan
Contract Term	Month to Month	Month to Month	Month to Month	Month to Month
Minimum Monthly Spend	\$15 + applicable MPP repayment	\$30 + applicable MPP repayment	\$45 + applicable MPP repayment	\$60 + applicable MPP repayment
Contract Minimum Spend	\$15, plus cost of chosen tablet	\$30, plus cost of chosen tablet	\$45, plus cost of chosen tablet	\$60, plus cost of chosen tablet
Monthly Included Data	5GB	30GB	60GB	100GB
Early Exit Fee	No Early Exit Fee, but if you can cancel your Plan, 100% of any remaining Mobile Payment Plan instalments will be applied to your next bill			
International Roaming – Is this Plan eligible for \$5 Roaming? See "International Roaming" in Section 3 above for more info	Yes. \$5 Roaming applies while in Eligible Countries and Pay-As-You-Go Roaming rates apply when in other countries			

In addition to the terms set out above at sections 1 to 5 above, the following terms and conditions apply to you if you purchase a Red Tablet Plan Product:

- a. In order to purchase a Vodafone Red Tablet Plan, you must simultaneously purchase a tablet of your choice from Vodafone under a Mobile Payment Plan of 12, 24, or 36 months duration. You cannot bring your own device or purchase one outright from Vodafone and sign up to a Vodafone Red Tablet Plan – if you wish to do that, then you must sign up to a SIM Only Tablet Plan (see section 6.3.1 and 6.3.2 above). 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 Mobile Payment Plan. The following additional terms apply for Vodafone Red Tablet (to the extent of any inconsistency between the two, the below terms shall prevail):
 - i) Mobile Payment Plan is available for personal use only to approved customers who connect and remain connected to an active and eligible Vodafone Red Tablet 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 Mobile Payment Plan commitment period, you cancel your Vodafone Red Tablet Plan, or change to a Vodafone SIM Only Tablet Plan or Vodafone SIM Only Tablet Plus Plan, your Mobile Payment Plan will also be automatically cancelled and 100% of remaining Mobile Payment Plan instalments plus outstanding charges on your Vodafone Red Tablet Plan will be applied to your next bill.
 - iv) If you choose to upgrade to a newer Vodafone Red Tablet Plan or Vodafone Red Tablet Plus Plan, any outstanding charges on your Vodafone Red Tablet Month to Month Plan will be applied to your next bill. Your existing Mobile Payment Plan will be cancelled, and the remainder of your Mobile Payment Plan will be added to your next bill, or you can choose to continue your existing Mobile Payment Plan over its original remaining term.

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6.3.4 Vodafone Red Tablet Plus Plan

Vodafone Red Tablet Plus Plan				
Product	\$15 Red Tablet Plus Plan	\$30 Red Tablet Plus Plan	\$45 Red Data Plus Plan	\$60 Red Data Plus Plan
Contract Term	Month to Month	Month to Month	Month to Month	Month to Month
Minimum Monthly Spend	\$15 + cost of chosen tablet	\$30 + cost of chosen tablet	\$45 + cost of chosen tablet	\$60 + cost of chosen tablet
Contract Minimum Spend	As above.	As above.	As above.	As above.
Monthly Included Data	5GB at Your Max Speed, then data available at speeds of up to 1.5Mbps	30GB at Your Max Speed, then data available at speeds of up to 1.5Mbps	60GB at Your Max Speed, then data available at speeds of up to 1.5Mbps	100GB at Your Max Speed, then data available at speeds of up to 1.5Mbps.
Early Exit Fee	No Early Exit Fee, but if you can cancel your plan, 100% of any remaining Mobile Payment Plan instalments will be applied to your next bill			
International Roaming – Is this Plan eligible for \$5 Roaming? See "International Roaming" in Section 3 above for more info	Yes. \$5 Roaming applies while in Eligible Countries and Pay-As-You-Go roaming rates apply when in other countries (subject to the terms set out in "International Roaming" in Section 3 above).			

In addition to the terms set out above at sections 1 to 5 above, the following terms and conditions apply to you if you purchase a Vodafone Red Tablet Plus Plan Product:

- a. In order to purchase a Vodafone Red Tablet Plus Plan, you must simultaneously purchase a tablet of your choice from Vodafone under a Mobile Payment Plan of 12, 24, or 36 months duration. You cannot bring your own tablet or purchase one outright from Vodafone and sign up to a Vodafone Red Tablet Plus Plan– if you wish to do that, then you must sign up to a SIM Only Tablet Plus Plan). 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 Mobile Payment Plan. The following additional terms apply for Vodafone Red Tablet Plus Plan (to the extent of any inconsistency between the two, the below terms shall prevail):
 - i) Mobile Payment Plan is available for personal use only to approved customers who connect and remain connected to an active and eligible Vodafone Red Tablet Plus Plan;
 - ii) The outright price of your chosen tablet (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 Mobile Payment Plan commitment period, you cancel your Vodafone Red Tablet Plus Month to Month Plan, or change to a Vodafone SIM Only Tablet Plan or Vodafone SIM Only Tablet Plus Plan, your

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Mobile Payment Plan will also be automatically cancelled and 100% of remaining Mobile Payment Plan instalments plus outstanding charges on your Vodafone Red Tablet Plus Month to Month Plan will be applied to your next bill.

- iv) If you choose to upgrade to a newer Vodafone Red Tablet Plan or Vodafone Red Tablet Plus Plan, any outstanding charges on your Vodafone Red Tablet Plus Plan will be applied to your next bill. Your existing Mobile Payment Plan will be cancelled, and the remainder of your Mobile Payment Plan will be added to your next bill, or you can choose to continue your existing Mobile Payment Plan over its original remaining term.

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6.3.5 Red Modem Plans

Vodafone Red Modem Plan			
Product	\$20 Red Modem Plan	\$40 Red Modem Plan	\$60 Red Modem Plan
Contract Term	Month to Month	Month to Month	Month to Month
Minimum Monthly Spend	\$20 + cost of chosen modem	\$40 + cost of chosen modem	\$60 + cost of chosen modem
Contract Minimum Spend	\$20 + cost of chosen modem	\$40 + cost of chosen modem	\$60 + cost of chosen modem
Monthly Included Data	10GB	40GB	100GB
Early Exit Fee	No Early Exit Fee, but if you can cancel your plan, 100% of any remaining Mobile Payment Plan instalments will be applied to your next bill		
International Roaming – Is this Plan eligible for \$5 Roaming? See “International Roaming” in Section 3 above for more info	International Roaming is not available.		

In addition to the terms set out above at sections 1 to 5 above, the following terms and conditions apply to you if you purchase a Vodafone Red Modem Plan Product:

- a. In order to purchase a Vodafone Red Modem Plan, you must simultaneously purchase a modem of your choice from Vodafone under a Mobile Payment Plan of 12, 24, or 36 months duration. You cannot bring your own modem or purchase one outright from Vodafone and sign up to a Vodafone Red Modem Plan— if you wish to do that, then you must sign up to a SIM Only Modem Plan (see section 6.3.6 below). 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 Mobile Payment Plan. The following additional terms apply for Vodafone Red Modem Plan (to the extent of any inconsistency between the two, the below terms shall prevail):
 - i) Mobile Payment Plan is available for personal use only to approved customers who connect and remain connected to an active and eligible Vodafone Red Modem Plan;
 - ii) The outright price of your chosen modem (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 Mobile Payment Plan commitment period, you cancel your Vodafone Red Modem Plan, or change to a Vodafone SIM Only Modem Plan, your Mobile Payment Plan will also be automatically cancelled and 100% of remaining Mobile Payment Plan instalments plus outstanding charges on your Vodafone Red Modem Plan will be applied to your next bill.
 - iv) If you choose to upgrade to a newer Vodafone Red Modem Plan, any outstanding charges on your Vodafone Red Modem Plan will be applied to your next bill. Your existing Mobile Payment Plan will be cancelled, and the remainder of your Mobile Payment Plan will be added to your next bill, or you can choose to continue your existing Mobile Payment Plan over its original remaining term.

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6.3.6 SIM Only Modem Plans

Vodafone SIM Only Modem Plan			
Product	\$20 SIM Only Modem Plan	\$40 SIM Only Modem Plan	\$60 SIM Only Modem Plan
Contract Term	Month to Month	Month to Month	Month to Month
Minimum Monthly Spend	\$20	\$40	\$60
Contract Minimum Spend	\$20	\$40	\$60
Monthly Included Data	10GB	40GB	100GB
Early Exit Fee	No Early Exit Fee, but if you can cancel your plan, 100% of any remaining Mobile Payment Plan instalments will be applied to your next bill		
International Roaming – Is this Plan eligible for \$5 Roaming? See "International Roaming" in Section 3 above for more info	International Roaming is not available.		

In addition to the terms set out above at sections 1 to 5 above, the following terms and conditions apply to you if you purchase a Vodafone SIM Only Modem Plan Product: In order to purchase a Vodafone SIM Only Modem Plan Product, you must bring your own compatible modem, or purchase one outright from us with cash or credit card in store at the point of sale. You cannot purchase a device under a Mobile Payment Plan (MPP) on Vodafone SIM Only Modem Plans.

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6.3.7 Vodafone Your Max Speed Data Booster Product

The following terms and conditions apply to you if you purchase a Vodafone Your Max Speed Data Booster Product

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

- a) The Your Max Speed Data Booster Product is available to customers who are connected to and remain connected to any Vodafone Red Tablet Plus Plan or Vodafone SIM Only Tablet Plus Plan,
- b) The Your Max Speed Data Booster Product includes an additional allowance of Your 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. Once the included allowance of Your Max Speed data with the Your 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, unless you purchase another Your Max Speed Data Booster Product. For charges that will apply while \$5 Roaming or if roaming in Pay-As-You-Go Rates once Your Max Speed data is exhausted, refer to Section 5 above.
- c) The Your 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 it is purchased.
- d) If you do not use all your included Your Max Speed data in the billing month following the one in which you purchase your Your Max Speed Data Booster Product, any remaining allowance is forfeited, is not refundable and cannot be carried over to any future Your Max Speed Data Booster Product that may be purchased.
- e) You can use the Your Max Speed data allowance included with the Your Max Speed Data Booster Product in Australia and while using \$5 Roaming in \$5 Roaming countries. It cannot be used in any country which is not a \$5 Roaming country.
- f) The Your Max Speed Data Booster Product will share between two or more Vodafone Red Plus Plans, Vodafone SIM Only Plus Plans, Vodafone Red Tablet Plus Plans or Vodafone SIM Only Tablet Plus Plans on your account.
- g) The Minimum Monthly Spend of a Your Max Speed Data Booster Product will not be pro-rated when purchased or cancelled part way through a billing month.
- h) You may purchase more than one Your Max Speed Data Booster Product within the same billing cycle and data will accumulate.
- i) If eligible plan is cancelled, any active Your Max Speed Data Booster Product will also be cancelled.

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6.3.8 Vodafone 4G Home Wireless Broadband Plan Product

In addition to the terms set out above at sections 1 to 5 above, the following terms and conditions apply to you if you purchase a Vodafone 4G Home Wireless Plan:

Minimum Monthly Spend and minimum contract terms for 4G Vodafone Home Wireless Broadband Plans:

Vodafone 4G Home Wireless Broadband Plans		
Plan	\$55 4G Home Wireless Broadband Plan	\$65 4G Home Wireless Broadband Plan
Contract Term	Month to Month	Month to Month
Price per month	\$55	\$65
Total min cost	\$235 (\$55 Plan fee + total cost of modem)	\$245 (\$65 Plan fee + total cost of modem)
Max Speed data then no excess data charges in Oz. After Max Speed data is used, access data at speeds of up to 1.5Mbps.	200GB Max Speed data Then access to data at speeds of up to 1.5Mbps.	400GB Max Speed data Then access to data at speeds of up to 1.5Mbps.
Speeds and speed experience at 1.5Mbps.	Actual speeds may vary. The performance and speed of your service depends on several factors, such as: location, data de-prioritisation, number of devices connected to Modem, device connection to Modem (via Wi-Fi or Ethernet), positioning of Modem in your residence, network congestion, and network coverage At 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. However, given actual speeds may vary you may experience speeds slower than 1.5Mbps. For more information visit Vodafone.com.au/homewireless .	
Early Exit Fee	No Early Exit Fee, however, if you choose to cancel, 100% of any remaining device instalments on your Device Payment Plan will be applied to your next bill. The Modem is \$5 per month ('Undiscounted Price') or \$0 per month ('Discounted Price') when you stay connected for 36 months ('Device Period'). This Discounted Price will appear as a credit on your monthly bill. If you choose to cancel your plan before the end of the Device Period you will need to pay the full Undiscounted Price x months remaining on Device Period. This remaining Modem cost will be applied as a lump sum on your final bill	
International Roaming	International Roaming is not available on this Plan.	

Additional Important Things You Need to Know

- 4G Home Wireless Broadband Plan available only (i) to approved customers, (ii) for personal use at an approved service address ('**Approved Address**') and (iii) with a Vodafone Wi-Fi Hub 2.0.
- The total cost of the Modem is \$180. The Modem is usually \$5 per month ('Undiscounted Price') or \$0 per month ('Discounted Price') if you stay connected for 36 months ('Device Period'). This Discounted Price will appear as a recurring credit on your monthly bill.
- If you choose to cancel your plan before the end of the Device Period you will need to pay the full Undiscounted Price x months remaining on your Device Period. This remaining Modem cost will be applied as a lump sum on your final bill. For example, if you leave your plan in month 12 of the Device Period, you will pay \$120 (\$5 x 24 months) for the Modem.

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- d. **Data de-prioritisation:** Speeds are always variable, and 4G Home Wireless Broadband Plans use our 4G Vodafone Network and may be subject to data de-prioritisation. Data de-prioritisation means that some data traffic will receive less priority over other traffic on the Vodafone Network. During peak periods or congestion, we may manage the Vodafone Network by de-prioritising the internet traffic of certain data users, including both your Included Data and your data at speeds of up to 1.5Mbps. This could mean that during periods of congestion you may experience slower speeds than 1.5Mbps and the speeds experienced may be different to the speeds experienced using our other services supplied over the 4G Vodafone Network at the same time and location.
- e. The Vodafone Wi-Fi Hub 2.0 can operate with a maximum of 64 compatible Wi-Fi enabled devices at any one time. For other factors that affect speed please see Section 5.6: Factors affecting availability and performance above.
- f. It is your responsibility to confirm that data service access hardware (including any modem that you use) is compatible with each PC, laptop or other computing or Wi-Fi compatible device that you will use your 4G Home Wireless Broadband Product with (if appropriate).
- g. Vodafone is not required to provide you with technical support if you use non-Vodafone supplied data service access hardware (such as your own modem), although Vodafone may do so at its discretion.
- h. **Max Speed data:** 4G Home Wireless Broadband Plans include an allowance of Max Speed data. Max Speed data means data at the fastest speed the Vodafone Network can deliver to you, depending on your device, the time and place you are using data, and de-prioritisation. Once the allowance of Max Speed data is exhausted, further data use in that billing cycle will be restricted to up to a maximum speed of at 1.5Mbps. At 1.5Mbps, you can check your socials, browse the web and stream music but is not suitable HD video. For more information see our Speed Guide at Vodafone.com.au/speedguide however you may experience speeds slower than 1.5Mbps. The actual speeds you experience will continually vary depending on many factors such as de-prioritisation, network congestion, device capabilities, location, and network coverage. - see "Section 5.6 - Factors Affecting Availability and Performance" above for more details.

Availability:

- a. 4G Home Wireless Broadband Plan is available strictly to customers residing in selected areas at an Approved Address in Australia. A Vodafone representative is required to confirm that your home address is eligible to connect to this Plan if you purchase via customer care or in store and will be checked by the coverage checker if you purchase online. This is based on 4G indoor coverage being available in your area (as defined by vodafone.com.au/coverage).
- b. 4G Home Wireless Plan Broadband Products can only be used with the 4G Home Wireless Broadband Modem. You must have a valid Vodafone micro-SIM inserted in your 4G Home Wireless Broadband Modem.
- c. Data offerings in 4G Home Wireless Broadband Plans are only for standard access in Australia to data from compatible Wi-Fi and Ethernet devices as connected to your 4G Home Wireless Broadband Modem, and only for your individual use. This offering is not for you if you plan to do any of the following: use any Application that is designed to avoid data de-prioritisation or bypass speed controls, or Non-Standard Data Usage.

Factors affecting speed:

- a. The performance and speed of your service depends on several factors, such as: location, data de-prioritisation, number of devices connected to 4G Home Wireless Broadband Modem, device connection to 4G Home Wireless Broadband Modem (via Wi-Fi or Ethernet), positioning of 4G Home Wireless Broadband Modem in your residence, network congestion, and network coverage. To find out more information on speed and whether this plan is suitable for your usage needs, please refer to our 4G Home Wireless Broadband Support page at vodafone.com.au/homewireless.

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Sharing

- a. Your 4G Home Wireless Broadband Plan does not share data with your Vodafone Postpaid Product (if applicable).
- b. Please refer to your Vodafone Postpaid Product details at Vodafone.com.au to learn more about sharing.

Data service access devices

- a. 4G Home Wireless Broadband Modem can operate with a maximum of 64 compatible Wi-Fi enabled devices at any one time (up to 32 enabled devices on 2.4GHz connection, up to 32 enabled devices on 5GHz connection). Consult your device manual to determine if your Wi-Fi enabled device can connect to Wi-Fi via 2.4GHz and/or 5GHz connections. You can connect up to 4 wired devices using the 2 Ethernet ports.

Moving plans

- a. You may change your 4G Home Wireless Broadband Plan to a higher value 4G Home Wireless Broadband Plan during your bill cycle by calling Customer Care and agreeing to the terms and conditions of the new 4G Home Wireless Broadband Plan. If you wish to make this change with immediate effect, a booster can be purchased as explained below under 4G Home Wireless Broadband Booster.
- b. If you change to a lower value 4G Home Wireless Broadband Plan during your bill cycle, the charge for your new 4G Home Wireless Broadband Plan and associated Included Data will begin from your next monthly billing cycle.
- c. If you change your 4G Home Wireless Broadband Plan to both a higher or lower value 4G Home Wireless Broadband Plan at the end of your billing cycle, the charge for your new 4G Home Wireless Broadband Plan and the associated Included Data will begin from the start of your next monthly billing cycle.

International Roaming

- a. 4G Home Wireless Broadband Plan is not eligible for international roaming. May Speed data allowances and any additional data can only be used in Australia, on the Vodafone Network, and at your Approved Address.

Rates and Charges

- a. For 4G Home Wireless Broadband Plans, there are no Additional Data charges while using data within Australia at your Approved Address. 4G Home Wireless Broadband Plans are not eligible for roaming. Once your Max Speed data allowance of your plan has been exhausted, any additional data usage within the Vodafone Coverage Area in Australia in that billing month on your account will be restricted to up to a maximum speed of 1.5Mbps. The actual speeds you experience will vary – see “Factors affecting speed” above and “Section 5.6 - Factors Affecting Availability and Performance” above.

Moving Location

- a. 4G Home Wireless Broadband Plan Product may no longer work if you move from your Approved Address to another location. You will need to contact us to check service and network availability at the new location and notify us if you wish to set up your service at your new location.
- b. If your 4G Home Wireless Broadband Plan service can be transferred to another location, your existing Product Terms will still apply and you will continue to be charged for your Product.
- c. If your 4G Home Wireless Broadband Plan service cannot be transferred to another location, your 4G Home Wireless Broadband Plan will be cancelled, and you will need to pay 100% of the remaining Device Payment Plan instalments of your 4G Home Wireless Broadband Modem as explained above under “Additional Important Things You Need to Know”.

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6.3.9 Vodafone Max Speed data Booster Product

The following terms and conditions apply to you if you purchase a Vodafone Max Speed data Booster Product (“Included Data Booster”):

Product	Minimum Monthly Spend	Contract Term	Max Speed data allowance
Max Speed data Booster	\$10	Until the end of the billing month in which you purchase	100GB when rate plan changing from the \$69 Home Wireless plan to the \$65 4G Home Wireless Broadband plan. 200GB for all other upward rate plan changes between 4G Home Wireless Broadband plans.

- a) The Max Speed data Booster is available to customers who are connected to and remain connected to any Vodafone 4G Home Wireless Broadband Plan.
- b) Your Max Speed data Booster includes an additional allowance of Max Speed data (which is data at the fastest speed the Vodafone network can deliver to you, depending on your device, the time and place you are using data and de-prioritisation). Once the Max Speed data Booster is exhausted, further data use will be available at no charge at speeds of up to 1.5Mbps, unless you purchase another Max Speed data Booster.
- c) The Max Speed data Booster will begin immediately, and you will receive either 100GB when rate plan changing from the \$69 Home Wireless plan to the \$65 4G Home Wireless Broadband plan or 200GB for all other upward rate plan changes between 4G Home Wireless Broadband plans.
- d) For example, if you are on \$55 4G Home Wireless Broadband Plan and move to the \$65 4G Home Wireless Broadband Plan, you will receive an additional 200GB of Max Speed data to use for the remainder of that bill cycle and you will be charged \$10 plus \$65 on your next bill.
- e) When you purchase a Max Speed data Booster you will be provisioned for the selected higher value 4G Home Wireless Broadband Plan going forward from the next bill cycle.
- f) The Max Speed data Booster is not recurring – it is purchased on a one-off basis and all inclusions will expire at the end of the billing month in which it is purchased. If you do not use all your Max Speed data in the billing month in which you purchase a Max Speed data Booster, any remaining allowance is forfeited, is not refundable and cannot be carried over.
- g) You can use the Max Speed data allowance of the Max Speed data Booster in Australia only, and it is not eligible for roaming or sharing. You may purchase more than one Max Speed data Booster within the same billing cycle.
- h) If your 4G Home Wireless Broadband Plan is cancelled, any active Max Speed data Booster will also be cancelled.

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6.4.0 Vodafone 5G Home Wireless Plan Product (invitation-only)

In addition to the terms set out above at sections 1 to 5 above, the following terms and conditions apply to you if you purchase a Vodafone 5G Home Wireless Plan ('Plan'):

Minimum Monthly Spend and minimum contract terms for 5G Vodafone Home Wireless Plans:

Plan name	Premium 5G Home Wireless Plan	Ultimate 5G Home Wireless Plan
Minimum monthly spend	\$75	\$85
Total min cost	\$75 (one month's plan fees, provided you return the Modem in Good Working Order within 30 days of cancellation)	\$85 (one month's plan fees, provided you return the Modem in Good Working Order within 30 days of cancellation)
Contract Term	Month to month	Month to month
Included data	Unlimited data at speeds up to 100/20 Mbps	Unlimited data
Maximum Download Speed	100Mbps	Max Speed
Maximum Upload Speed	20Mbps	Max Speed
Minimum term	1 month	
Early Exit Fees	<p>There are no Early Exit Fees on this Plan.</p> <p>However, if you choose to cancel within 36 months of connecting, you will need to return the Modem to us in Good Working Order within 30 days of cancellation. If you do not return your Modem within 30 days or it is not returned in Good Working Order you will be charged 100% of remaining Modem repayments on your next bill.</p> <p>The Modem is \$17 per month ('Undiscounted Price') or \$0 per month ('Discounted Price') when you stay connected for 36 months ('Device Period'). Max Modem cost is \$612.</p>	
All data inclusions are for use in Australia only.		

Additional Important Things You Need to Know

- Availability:** 5G Home Wireless Plan is only available (i) by invitation only to approved customers, (ii) for personal use at an approved service address with 5G coverage ('**Approved Address**') and (iii) with the Modem. A Vodafone representative is required to confirm that your home address is eligible to connect to this Plan, based on 5G coverage in your area.
- Vodafone 5G Network:** 5G Home Wireless Plan uses the 5G Vodafone Network, which is rolling out to selected areas in Sydney, Melbourne, Brisbane, Adelaide, Canberra and Perth. If the Modem cannot connect to the 5G Vodafone Network, it will automatically connect to the 4G Network if available.

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- c. **Use at Approved Address only and moving location:** The 5G Home Wireless Plan and Modem are only for use at your Approved Address. If you move, you may no longer be eligible for the 5G Home Wireless Plan. If you intend to move, you will need to contact us to check whether your 5G Home Wireless Plan can be moved with you. If it can't be, your 5G Home Wireless Plan will be cancelled. Please see the "**Early exit fees and cancelling your 5G Home Wireless Plan**" section below for details on the Modem charge as a result of cancellation.
- d. If at any time it's detected that the Modem has been (or is being) used at a different location other than your Approved Address, Vodafone reserves the right to suspend or cancel your Plan. Please see the "**Early exit fees and cancelling your 5G Home Wireless Plan**" section below for details on the Modem charge as a result of cancellation.
- e. **Data de-prioritisation:** Speeds are always variable, and 5G Home Wireless Plans may be subject to data de-prioritisation. Data de-prioritisation means that some data traffic will receive less priority over other traffic on the Vodafone Network during peak periods or congestion in order to manage the Vodafone Network. This may mean the speeds you experience may be slower than the speeds experienced using our other 5G services.
- f. The 5G Home Wireless Plan is a data only service and does not include a home phone line, and is not suitable for customers who need to make or receive calls or SMS, or to support a medical or security alarm which relies on a phone line to operate.
- g. Service is for personal and small/medium business use only, and is not suitable for large business/enterprise use.
- h. If you are unable to establish a 5G connection within the first 30 days, please contact Vodafone on 1300 304 836 for troubleshooting or to discuss cancelling your Plan and an alternate home internet service.

Early Access

Your 5G Home Wireless Plan is available to select invitation-only customers prior to public access of the service ("Early Access Program"). The duration of the Early Access Program period is your first 3 months of your 5G Home Wireless Plan ("Early Access Period"). During the Early Access Period the following additional terms apply:

- a. **First 3 months, waiver of Minimum Monthly Spend:** For your first 3 months only, being the Early Access Period, your Minimum Monthly Spend of your 5G Home Wireless Plan will be waived – you'll see this as a credit on your bill. Thereafter if you choose to stay connected this discount will no longer apply and the Minimum Monthly Spend will increase to the full Minimum Monthly Spend of your Plan as per the table above. Discount forfeited if your 5G Home Wireless Plan is cancelled. Vodafone will contact you prior to the end of your first 3 months with details of how to get in touch to discuss your options and whether you wish to remain connected. If you elect to cancel your Plan during the first 3 months, or before the end of the Device Period, you will need to return the Modem to us in Good Working Order within 30 days of cancellation. If you do not return your Modem within 30 days or it is not returned in Good Working Order you will be charged 100% of remaining Modem repayments on your next bill. Please see the "**Early exit fees and cancelling your 5G Home Wireless Plan**" section below for details on the Modem charge as a result of cancellation.
- b. During your first 3 months, customer support will be available only via 1300 304 836– support will not be available in Vodafone Retail Stores or online (at www.vodafone.com.au) or through the Vodafone App during the Early Access Period. Thereafter you can contact Vodafone on 1555 (from your Vodafone mobile) or 1300 650 410 (from any other phone).
- c. **Feedback Surveys:** Once connected we may send you several surveys asking for feedback on your 5G Home Wireless Plan. We may request you submit feedback to us via different means that we make available including email, webform or via calls.

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Equipment Required - 5G Home Wireless Modem

- a. In order to purchase a 5G Home Wireless Plan, you must simultaneously purchase from Vodafone the Nokia FastMile 5G Gateway modem ('**Modem**'). The cost of Modem is included with your 5G Home Wireless Plan if you stay connected for 36 months ('**Device Period**'). See the below section "**Early exit fees and cancelling your 5G Home Wireless Plan**" for information on the Modem charge if your Plan is cancelled before 36 months.
- b. **Modem cost:** The total cost of the Modem is \$612. The Modem is \$0 per month ('**Discounted Price**') when you stay connected for 36 months or \$17 per month ('**Undiscounted Price**') if you cancel prior – see "**Early exit fees and cancelling your 5G Home Wireless Plan**" for more information.
- c. You must have a valid Vodafone SIM inserted in your Modem. The Vodafone SIM must not be removed from the Modem or used in another device. The SIM is locked to the Modem and will not work.
- d. You cannot bring your own modem or purchase one outright from Vodafone and sign up to a 5G Home Wireless Plan.
- e. **Self-installation:** Professional installation is not provided, so you must self-install the Modem to access the service by following the instructions provided.
- f. Modem can operate with a maximum of 64 compatible Wi-Fi enabled devices at any one time (up to 32 enabled devices on 2.4GHz connection, up to 32 enabled devices on 5GHz connection). Consult your device manual to determine if your Wi-Fi enabled device can connect to Wi-Fi via 2.4GHz and/or 5GHz connections. You can connect up to 3 wired devices using the 3 Ethernet ports.

Early exit fees and cancelling your 5G Home Wireless Broadband Plan

- a. There are no early exit fees. However, if your 5G Home Wireless Plan is cancelled before the end of your Device Period, you will need to return the Modem to us in Good Working Order within 30 days of cancellation. If you do not return your Modem within 30 days or it is not returned in Good Working Order, you will be charged 100% of remaining Modem repayments on your next bill. This is calculated as follows, Undiscounted Price x months remaining of the Device Period will be applied to your next bill as one lump sum. For example if you leave at month 20 you would pay \$17 x 16 (number of remaining months), at a total of \$272.
- b. Good Working Order means the returned Modem is near new with only minor signs of wear and tear and includes all original equipment.

Data Speeds

- a. Speeds on these plans are variable and you may experience slower speeds than the maximum connection speed available, particularly during peak times (7-11pm).
- b. The Premium 5G Home Wireless Plan includes unlimited data at speeds up to 100Mbps (download) and 20Mbps (upload), and is suitable for streaming 4K and HD video, downloading large files, social and online gaming. Our Fair Use Policy applies, see www.vodafone.com.au/aboutvodafone/legal/fairusepolicy
- c. The Ultimate 5G Home Wireless Plan includes unlimited data at Max Speed, which is the fastest the Vodafone Network can deliver to your device at the time and place you're using data. The Ultimate 5G Home Wireless Plan is suitable for 4K and HD video streaming on multiple devices, downloading large files, and social and online gaming. Our Fair Use Policy applies, see www.vodafone.com.au/aboutvodafone/legal/fairusepolicy
- d. The actual speeds you experience will continually vary depending on many factors, such as: location, data de-prioritisation, number of devices connected to Modem, device connection to 5G Home Wireless Modem (via Wi-Fi or Ethernet), positioning of 5G Home Wireless Modem in your residence, the speed Plan you have purchased, network congestion, and network coverage - see "**Section 5 - Factors Affecting Availability and Performance**" above for more details.

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- e. Speeds you experience may be different to the speeds experienced using our other 5G services supplied over the Vodafone 5G Network. To obtain optimal speeds and quality of service, place your Modem as close as possible to the exterior of your nominated address in the direction of the closest Vodafone 5G tower as advised during set-up.
- f. Vodafone is not responsible for on-site technical support for installation or maintenance in relation to the Modem. However, for troubleshooting or support during your first 3 months please call Vodafone on 1300 304 836, or thereafter on 1555 from your Vodafone mobile, or 1300 650 410 from any phone.

Sharing

- a. Your 5G Home Wireless Plan does not share data with your Vodafone Postpaid Product (if applicable).
- b. Please refer to your Vodafone Postpaid Product details at Vodafone.com.au to learn more about sharing.

Moving plans

- a. You may change your 5G Home Wireless Plan to a higher or lower value 5G Home Wireless Plan during your bill cycle by calling Customer Care and agreeing to the terms and conditions of the new 5G Home Wireless Plan. Your new 5G Home Wireless Plan (and resulting speed) will start immediately, and the charge for your new 5G Home Wireless Plan will begin from your next monthly billing cycle.
- b. If you change your 5G Home Wireless Plan to both a higher or lower value 5G Home Wireless Plan at the end of your billing cycle, the charge for your new 5G Home Wireless Plan and the associated speed plan will begin from the start of your next monthly billing cycle.

International Roaming

- a. 5G Home Wireless Plan is not eligible for international roaming. Your Plan can only be used in Australia, on the Vodafone Network, and at your Approved Address.

Rates and Charges

- a. For 5G Home Wireless Plans, there are no Additional Data charges while using data within Australia at your Approved Address.

Bundle and Save, Vodafone Pass, Boosters and Add-ons

- a. For the avoidance of doubt, 5G Home Wireless Plans are not eligible for Bundle and Save, Vodafone Passes, data boosters or data add-ons.

6.4.1 Vodafone \$5 Mobile Broadband Share SIM 12 Month Plan

In addition to the terms set out above at sections 1 to 5 above, the following terms and conditions apply to you if you purchase a Vodafone \$5 Mobile Broadband Share SIM 12 Month Plan Product:

Vodafone \$5 Mobile Broadband Share SIM 12 Month Plan ('\$5 Mobile Broadband Share SIM')	
Product	\$5 Mobile Broadband Share SIM 12 Month Plan
Contract Term	12 Month
Minimum Monthly Spend	\$5

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Contract Minimum Spend	\$60
Monthly Included Data	OGB
Early Exit Fee	\$2.50 x remaining months on contract
International Roaming – Is this Plan eligible for \$5 Roaming? See "International Roaming" in Section 3 above for more info	Yes. \$5 Roaming applies while in Eligible Countries and Pay-As-You-Go Roaming rates apply when in other countries

Additional Important Things You Need to Know

- \$5 Mobile Broadband Share SIM available by invitation only to customers who have at least one existing and active Eligible Sharing Product (see 'Sharing' in section 3 above for more information) on the same account.
- \$5 Mobile Broadband Share SIM is only available when you bring your own compatible tablet or modem.

Sharing

- The \$5 Mobile Broadband Share SIM does not contain an Included Data allowance as it is a Share SIM only. The \$5 Mobile Broadband Share SIM can only be used to support sharing on the same billing account with an Eligible Sharing Product.
- If you modify, cancel or upgrade to a non-Eligible Sharing Product, your \$5 Mobile Broadband Share SIM will no longer support sharing with that non-Eligible Sharing Product, and will need to be cancelled and Early Exit Fees will apply.

6.5 Rates and Charges for Non-Data Use on Products

6.5.1 Not payable from Included Value

- Vodafone Red Tablet Plans, Vodafone SIM Only Tablet Plans, Vodafone SIM Only Tablet Plus Plans, Vodafone Red Tablet Plus Plans, Vodafone Red Modem Plans, Vodafone SIM Only Modem Plans, Vodafone 4G Home Wireless Broadband Plan and 5G Home Wireless Plans Products include a data allowance only.
- This table details other Products that you (or, for Sharing Groups or Plus Plan Sharing Group, any member of your Sharing Group or Plus Plan Sharing Group) can purchase from Vodafone via your Mobile Broadband SIM Card, or where applicable, Vodafone Mobile Broadband Plan Product, but which **cannot be paid for** from your included value (unless stated otherwise). You will be charged an additional amount on top of your minimum monthly spend for these Products at the rates specified in this table.

Other services Those services you can purchase for an additional charge	Rate
Standard National Voice Calls	98c per minute (charged per minute) + 40c Call Connection fee
Standard International Voice Calls	Varies - check vodafone.com.au
Standard National Video Calls	\$1.47 per minute (charged per minute) + 40c Call Connection fee
Standard International Video Calls	Varies - check vodafone.com.au
Standard National & International TXT (up to 160 characters)	30c per message
Standard National & International PXT®	55c per message
Standard National & International Video PXT®	55c per message

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Voicemail within Australia	98c per minute (charged per minute) + 40c Call Connection fee
1223 Directory Assistance	95c per minute (charged per minute) + \$1.50 Call Connection fee
13 and 1300 Numbers	98c per minute (charged per minute) + 40c Call Connection fee
18 and 1800 Numbers	98c per minute (charged per minute) + 40c Call Connection fee
Customer Care Calls (calls to 1555) within Australia	0c
International Roaming	\$5 Roaming while in Eligible Countries and Pay-As-You-Go roaming rates when in other countries – see vodafone.com.au/roaming for rates and full terms and conditions.
123 - Ask Us Anything	\$1.30 per minute and \$3.10 Call Connection fee
Call Screen	55c for the first 10 seconds, \$1.98 per minute after the first 10 seconds, or 99c per message
Purchases from third party providers made via carrier billing	Price specified at time of purchase
Premium TXT/PXT®	Rates dependant on service

All prices mentioned are including GST.

6.6 Consulting the Critical Information Summary for your Product

- a. Further information about your Product may be included in the Critical Information Summary (CIS). You can find the Critical Information Summary for your product by <https://www.vodafone.com.au/about/legal/critical-information-summary>.