



Vodafone's Standard Terms for the Supply of Services

Section 3 – Description of Service features and Charges

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Section 3 – Description of Service Features and Charges

This section of the Standard Terms sets out some of the features and Charges applicable to the Services and is divided into three Parts:

Part A: Mobile Service; and

Part B: NBN Service; and

Part C: Charges applicable to all Services.

Part A: Mobile Service

Sub-Part	Title
1	Calls, TXT, Data Services and International Roaming
2	Special Services
3	Miscellaneous charges for Mobile Services

Part B: NBN Service

Part C: Miscellaneous Charges applicable to all Services

Part A - Mobile Service

SUB-PART 1 – CALLS, TXT, DATA SERVICES AND INTERNATIONAL ROAMING

Description		Charges if You Post Pay	Charges if You Prepay
(a) Calls, TXT, Data Services and International Roaming			
Standard Calls, TXT, International Calls, Standard Video Calls, Data Services and International Roaming are defined in Section 1 of these Standard Terms. Note: <ul style="list-style-type: none">▪ You may be charged a Flagfall for different types of calls you make;▪ There is no charge for calls to an engaged number, however, calls connected to a recorded message announcing that the number has been temporarily disconnected or that the call cannot be completed are connected calls and will be charged;▪ For calls You make to access Special Services, see Part 2 below.	You will be charged at the rates set out in Your Plan Details.		
(b) Calls to Special Numbers			
011, 0103, 1225 and 1245	You will be charged the rates set out in Your Plans Details.		
'13' numbers, '15' numbers and '18' numbers			
If You have appropriate equipment, maritime, remote and satellite services			

SUB-PART 2 – SPECIAL SERVICES

Description	Charges if You Post Pay	Charges if You Prepay
1. Customer Care		
Calls to Customer Care.	Free	
2. Operator Services		
(a) 1-2-3 Ask Us Anything		
If You dial 123 from Your Mobile, a Vodafone assistant will endeavour to provide You with any information You need such as directory assistance, movie times, sporting results, weather updates and public transport information, or give You directions to an address in any Australian capital city and some major regional areas. Your ability to be connected to 123 is subject to the capabilities of Your Mobile Phone and other requirements which We may impose under Your Agreement. Access to 123 may not be included in Your Plan.	'123 Ask Us Anything' is a premium rate service. Rates vary by Plan. Please see Your Plan Details. If Your call is through-connected to another eligible number, the applicable rates for a call to 123 will apply until the termination of the through-connected call. Some numbers are not eligible for through connection.	
(b) 1223 Directory Assistance and THRUConnect		
By dialling 1223 or 013 from Your Mobile Phone when in Australia or +61 414 123 123 from Your Mobile Phone when overseas, the operator will look up any domestic (Australian) number. The operator will offer to connect the call straight through (i.e. THRUConnect). If you choose this option, no redialling is necessary.	Rates vary by Plan. Please see Your Plan Details. <i>Corporate and Government Call Plans:</i> Dialling 013 costs 44c. You will then be charged the flagfall to initiate the call and Standard Call rate applicable to Your Call Plan for the call which is through connected.	Rates vary by Plan. Please see Your Plan Details.

Description	Charges if You Post Pay	Charges if You Prepay
(c) Calls to emergency services		
By dialling 000 from Your Mobile Phone when in Australia or 112 from Your Mobile Phone when anywhere in the world, You will be connected straight to emergency services.	Free	
3. INtouch Services		
INtouch services are a suite of answering and message services which You access from Your Mobile Phone. For assistance with any of these services, dial 1555 from Your Mobile Phone.	Free	
(a) Voicemail		
The capability of accessing a Voicemail depends on your Approved Device model.	Unless otherwise specified in Your Plan Details, You will be charged a Flagfall to initiate the call and the Standard Call rate applicable to Your Plan.	
(b) CALLidentity (Calling Number Display)		
<p>This default service allows You to:</p> <ul style="list-style-type: none"> ▪ identify an incoming caller by his/her phone number before You answer the call; and ▪ send Your mobile phone number when You make a call. <p>To de-activate the service dial 1555. To de-activate on a call-by-call basis dial 1831 before the called number. You may also be able to activate or de-activate the service through a function on Your Mobile Phone, if it has the necessary technical capability.</p>	Free	

(c) CALLwait and CALLhold		
These services allow You to switch between calls by using commands on Your Mobile Phone.	Free	
(d) Call Forwarding		
This service diverts incoming calls to another mobile phone connected to the Vodafone Network, to the network of another Carrier, or a fixed line telephone within Australia.	Please see Plan Details for full rates and Charges.	Not available
(e) Call Barring		
This service is a security option which allows incoming and/or outgoing calls to be barred. To activate this service, phone Customer Care.	Free	
(f) Call Conference		
This service enables You to initiate a conference call and call multiple parties to join the conference call. The maximum of participants in a conference call, depends upon the model of Your Mobile Phone and its conference call support features.	You will be charged a Flagfall to initiate the call and the Standard Call rate applicable to Your Plan Details for each person connected to the conference call. Please see your Plan Details for more information.	Not available.
4. Premium Services		

Premium Services and Premium TXT are defined in Section 1 of these Standard Terms.	<p>You will be charged for each of these types of services You use or messages You send and/or receive at rates disclosed to You by the third party suppliers.</p> <p>If You accidentally call a number instead of sending a TXT or multimedia message to the number, You will be charged the Flagfall and applicable call rate set out in Your Plan for that type of call which may be the rate applicable to a Special Number if the number is a Special Number.</p> <p>Access to Premium Services may be limited if You Prepay.</p> <p>Please see your Plan Details for more information.</p>
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Description	Charges if You Post Pay	Charges if You Prepay
5. TXT delivery status reports		
You can set up Your Mobile Phone (usually via its "messages" menu) to request that You be sent a TXT message confirming whether each TXT message You have sent has been delivered.	Charges vary by Plan. Please see Your Plan Details.	

SUB-PART 3 – MISCELLANEOUS CHARGES APPLICABLE TO MOBILE SERVICES

Type of Charge	Charges if You Post Pay	Charges if You Prepay
We may charge You for the following things:		
Approved Device blocking	Free	Free
Mobile number change request fee	\$19.95 unless due to harassment	\$19.95 unless due to harassment
SIM Replacement Fee	Free	Free
Unbarring fee (payable when You have requested Us to bar a feature of the Mobile Service and subsequently request that the feature be unbarred)	Free	Free
Mobile Service Number Portability Charge (Porting Fee) Applicable if you Port your Mobile Number from Us to any other Carriage Service Provider.	In accordance with Section 2, Clause 23(f) of Your agreement, You are responsible for any costs incurred in Porting your Mobile Number. For Mobile Numbers linked to a Post Paid Plan that was entered into on or after 16 August 2017, this cost is reflected in a Porting Fee of \$8.00.	Not applicable

Part B - NBN Service

Description	Charges if You Post Pay	Charges if You Prepay
NBN Service is defined and explained in detail in Sections 1 and 2 of these Standard Terms.	You will be charged at the rates set out in Your Plan Details for usage charges and other NBN charges.	Not available

Part C - Miscellaneous Charges applicable to all Services

Type of Charge	Charges if You Post Pay	Charges if You Prepay
We may charge You for the following things:		
Cancellation of direct debit	Free	Free
Payment Processing Fees	0.957% + GST of total bill amount for payment made by Visa Credit Premium. 0.448% + GST of total bill amount for payment made by Visa Credit Standard. 0.384% + GST of total bill amount for payments made by Visa Debit Standard. 0.387% + GST of total bill amount for payments made by Visa Debit Premium. 2.981% + GST of total bill amount for payment made by Visa International. 1.038% + GST of total bill amount for payment made by Visa Super Premium. 0.698% + GST of total bill amount for payment made by Mastercard Credit Standard. 0.458% + GST of total bill amount for payments made by Mastercard Debit Standard. 2.955% + GST of total bill amount for payment made by Mastercard International. 2% + GST of total bill amount for payment made by Diners Club. 2.15% + GST of total bill amount for payment made by AMEX. \$2.73 + GST for bill payment made at Australia Post Office.	Not applicable
Late payment fee	\$15.00 per late payment	Not applicable

Payment Method Change Fee	Free	Free
Paper Bills/Call Records	<p>You will receive electronic bills by default. Accessing Your bills via My Vodafone is free.</p> <p>Vodafone will not provide paper bills except in special circumstances set out in section 2 of these Standard terms. A charge of \$2.20 per paper bill may be applied.</p>	<p>Vodafone will not send You any bills or usage charge records in respect of Charges You incur while You are a Prepaid Customer.</p> <p>You can obtain Your usage charge records for the preceding 60 days through My Vodafone on Our website at vodafone.com.au . You can also call 1555 from Your Mobile Phone to check Your Prepaid Account Balance at any time.</p> <p>If You provide a formal or informal request for Us to provide You with paper usage records and We agree to provide those paper usage records, We may charge You Our reasonable costs to provide such records. Vodafone will provide usage charge records if required by law.</p>

		Vodafone may provide usage charge records in special circumstances as determined by Vodafone at Vodafone's discretion Vodafone may charge you Our reasonable costs to provide those records.
Unlock Approved Device from the Vodafone Network	Fees may apply to unlock certain handsets or devices. Call Customer Care or visit vodafone.com.au/unlock for details.	
Transfer of ownership of Your Service within 30 days of original connection	Free	Not available to prepay customers.