

Critical Information Summary

Welcome to Vodafone. Here you'll find some important info. It's a good idea to read it through, just so you're across everything. It'll help you understand things like how much you pay and what that gets you.

100 Red 24 month plan

Information about the service

Vodafone Postpaid Mobile Phone Plan

Minimum monthly charge	Each month you get				Minimum term
	Included value*	Standard TXT	Standard national minutes	Included data	
\$100	\$100	Infinite	Infinite	5GB	24 months Total min cost \$2,400

Just a heads up your unused allowances will expire each month at the end of your billing cycle and all inclusions are for use in Australia.

Bundling: You don't have to bundle this service.

Phone: Speak to us or check out our website to find out which phones you can get on this plan. Depending on what you choose, you may need to pay additional fees.

Inclusions and exclusions

*What services you can and can't use your Included Value on

Voicemail deposits and retrieval	Infinite
Standard National voice and video minutes	Infinite
International voice and video minutes	✓
Standard National and International TXT	Infinite
Standard National and International PXT, video PXT and PXT with TXT	✓
National calls to 13 and 18 numbers	Infinite
Re-routed calls	✓
Calls to National and International directory assistance (1223 and 1225)	Infinite
Calls to Customer Care line (1555)	Infinite
TXT delivery report messages	✓
Vodafone Central browsing	✓
Vodafone Central content purchases	X
Calls to Ask Anything (123) and Call Screen	X
International roaming usually involves an additional cost on top of your normal minimum monthly plan charge. Before you travel you should check our roaming rates to see what you'll be charged. For more info on roaming with Vodafone visit vodafone.com.au/roaming	X
Premium TXT, numbers and services (e.g. TXT voting, TXT competitions, 1900 numbers and competitions)	X
Any other services not listed above	X

Information about pricing

	Amount	What does this mean?
Minimum monthly charge	\$100	The minimum amount you agree to pay each month of your contract. This excludes any additional phone repayments.
Early exit fees	\$100 x months remaining on your contract Max. fee payable is \$2400 plus any applicable phone repayments	If you cancel your plan before your minimum contract term is complete, these early exit fees will apply. If you have a mobile payment plan, you will also need to pay any remaining monthly payments
A 2 minute Standard National voice call costs	Infinite	No additional cost. These calls are included in the minimum monthly charge.
Standard National TXT costs (160 characters incl. spaces)	Infinite	No additional cost. These TXTs are included in the minimum monthly charge.
Additional data usage in Australia	\$0.10/MB	If you use more than your included data allowance you will be charged at this rate per megabyte.
Maximum number of 2 minute voice calls you can make from your Included Value	Infinite	On this plan you can make unlimited Standard National voice calls when you are in Australia.
Standard National call charge increments	60 Seconds	Call charges are calculated in 60 second increments.

Prices include GST. For details of all rates visit vodafone.com.au

Other information

My Vodafone	Head to myvodafone.com.au to set up your username and password. Then you can keep track of your call and data usage, check your bill and payments and make changes to your account.
International Roaming	International Roaming is automatically active for you if you joined Vodafone, recontracted or moved to this plan on or after 23 April 2014. If this applies to you, you will be charged as per our \$5 Roaming rates in eligible countries - this will allow you to use your normal plan inclusions for an extra \$5 per day (excluding free Vodafone to Vodafone minutes for non-red plan customers). If you travel anywhere else in the world you will be charged our Pay-As-You-Go Traveller Rates. You can deactivate roaming at any time by visiting www.myvodafone.com.au or calling 1555. If you joined Vodafone before 23 April 2014 you will need to go to www.myvodafone.com.au or call 1555 to activate roaming, unless we notify you that we have activated roaming for you.
Tracking use overseas	You can check your roaming usage via myvodafone.com.au or call care free from your Vodafone mobile on +61414141414 .
We're here to help	For any problems jump on to support.vodafone.com.au to find answers fast. Otherwise, call us on 1300 650 410 or 1555 from your Vodafone phone so we can assist you. If after speaking with us you are not happy with the outcome you may also contact the Telecommunications Industry Ombudsman on 1800 062 058 or go to tio.com.au
Bill	You will receive your bill free via email and can access it at any time via My Vodafone. If you'd like a paper bill posted, we can send you one for a fee of \$2.20.
Coverage	The quality and availability of some services may vary depending on your location, your phone, network congestion and network coverage. For more info visit vodafone.com.au/coverage .

For info on other plans visit vodafone.com.au/cis. To view the full terms and conditions for this plan visit vodafone.com.au/terms

SUMMARY OF STANDARD AGREEMENT FOR THE VODAFONE MOBILE TELECOMMUNICATIONS SERVICES

IMPORTANT CUSTOMER INFORMATION: YOUR RIGHTS AND OBLIGATIONS

This is a summary of the Standard Terms for the Vodafone mobile telecommunications service (the Service) applicable to customers signing up to or re-signing with Vodafone on or after 1 January 2011. The Standard Terms are Our Standard Form of Agreement for the Service. You can obtain a copy of the Standard Terms by phoning Customer Care on 1555 (from Your Vodafone Mobile Phone) or 1300 650 410 or at www.vodafone.com.au. The full terms and conditions of the Service are contained in the Standard Terms and in other documents referred to in the Standard Terms, such as the details of your Plan, any application or agreement forms you sign, and any other terms or conditions to which You agree. Your agreement is binding on You.

Capitalised terms used in this summary that are not otherwise defined in this summary are defined in the Standard Terms.

What is the Service and by whom is it provided?

The Service is a public mobile telecommunications service having the features set out in the Standard Terms and elsewhere in Your agreement. The Service is not free from faults or interruptions, is subject to our mobile coverage areas, and may only be used with a compatible mobile phone or other device. If You Prepay, the Service is provided by Vodafone Network Pty Limited. If You Postpay, the Service is provided by Vodafone Pty Limited.

What are the Charges?

The charges for using the Service (**Charges**) are set out in the Standard Terms and elsewhere in Your agreement. We may change some of the Charges from time to time. The Standard Terms set out what Charges We may change and how We will notify You of any changes. We will endeavour to incorporate all Charges that You have incurred in Your next bill or on a later bill. We will not bill You for charges that are older than 190 days unless We are permitted to do so by law.

What happens if You don't pay Your bills on time?

If You do not pay Your bills on time We will contact you to request payment. If We still do not receive payment We may take action to suspend, limit or terminate Your Service. You will also be charged a late payment fee as set out in the Standard Terms. We will advise you of any on-going or additional Charges that will still apply whilst the Service is Restricted or Suspended. If the service is disconnected, the default leading to the disconnection may be disclosed to a Credit Reporting Agency and/or collection agency and/or debt buyer and may be added to Your credit file with a Credit Reporting Agency. Legal action may be taken to recover the unpaid debt. You must reimburse Us any reasonable costs that We incur in pursuing the payment of amounts You owe Us. Information on our Financial Hardship Policy can be found at vodafone.com.au or by calling us.

How do You pay the Charges?

• Vodafone Prepaid Customers

When You purchase a Vodafone SIM prepaid pack and phone Us on 1555 from Your mobile phone to register and activate for the Service, We will create a personal Prepaid Account for You. As You use the Service, We will deduct credits from Your Prepaid Account to pay the Charges You incur. You can use the Service at all times that Your Prepaid Account has enough credits to be able to pay the Charges You have incurred. You may, at any time, recharge Your Prepaid Account in the ways set out in the Standard Terms or as otherwise detailed on our website from time to time, including by (i) purchasing and activating Recharge Vouchers (ii) registering Your credit card online or by calling 1555 and recharging with Your selected recharge amount from time to time; (iii) recharging automatically through Auto Recharge, so when Your Prepaid Account drops below a preset amount determined by You, or Your credit expires (whichever is the earlier) Your credit card will be automatically debited with Your selected recharge amount; or (iv) recharging automatically through Auto Recharge so on the same day each month, Your credit card will be automatically debited with Your selected recharge amount.

Any credit in Your Prepaid Account will expire at the end of the expiry period from the time You last recharged Your Prepaid Account. You may use the Service to receive calls and to call

000, 112 or Customer Service for a period of 90 days from activation if You do not recharge Your Prepaid Account, or a period of 395 days (that is, a year and one month) from the time You last recharged Your Prepaid Account even if, during that time, Your Prepaid Account Balance becomes zero. We may disconnect the Service if You fail to recharge Your Prepaid Account either within 90 days of activation, or for a period of 395 days. We may change expiry periods from time to time. The Standard Terms set out how We will notify You of any such changes.

If You are a Prepaid Customer, We will not send You any paper usage charge records. The circumstances in which we will provide these paper usage charge records on request from You are set out in the Standard Terms, and we may charge you a fee to provide such records. Any fee will be detailed in the Standard Terms. You can, however, obtain a copy of some of Your Usage charge records online at My Vodafone. You can also call 1555 from Your Mobile Phone to check your Prepaid Account Balance at any time. Please note that presentation of usage charge records may be adversely affected by equipment or conditions beyond Our control.

• Vodafone Postpaid Customers

We will either: (i) send You a bill via email; or (ii) issue You with bills via "My Vodafone" which You can access at www.vodafone.com.au, as You elect in Your application form or instruct Us at any time. We will bill You once a month regardless of the total value of Your bill for the month. You will not be charged for bills, unless You require a Paper Bill copy (excluding disabled or disadvantaged customers and customers connected to certain Plans). All bills issued via email or "My Vodafone" are free. Please note that presentation of bills may be adversely affected by equipment or conditions beyond Our control. If You elect to receive a Paper Bill, You may incur an additional charge depending on Your selected Plan. Any applicable Charges are set out in the Standard Terms.

We will generate a due date for payment of Your bill. The due date will be at least 14 days after the date Your bill is sent to You by email or issued to You via My Vodafone. You must pay each bill in full by the due date nominated by Us on the bill. Your bill will indicate the ways in which You are able to pay. Depending on Your selected Plan, Direct Debit may be the default billing option.

What are Your obligations?

You must pay Us all the Charges (and taxes) incurred by using the Service via Your SIM, even if those Charges are incurred by someone else (with or without Your knowledge and/or consent).

You must not use the Service (and must not allow any other person to use the Service) for an improper or illegal purpose, or to send material which is indecent, defamatory, abusive, unsolicited and commercial in nature, illegal or deceptive. You must not resell the Service. Further detail on your obligations in relation to Your use of the Service is set out in the Standard Terms.

You must protect Your SIM card (which remains our property at all times) and notify Us immediately if it is lost or stolen. If You choose to receive bills by email, You must provide Us with a valid email address and notify us of any changes to that email address.



What is the term of Your agreement and how can it be terminated?

If You are a Prepaid Customer Your agreement starts when You activate Your Prepaid Account. If You are a Postpaid Customer Your agreement starts at the earlier of when:

- You accept verbally or in writing the terms and conditions set out in Your agreement; or
- You are first connected to the Vodafone Network.

Your agreement ends at the earlier of when:

- It is terminated by Us or by You in accordance with Your agreement; or
- If You are a Postpaid Customer, the expiry of Your Commitment Period (if applicable) and subsequent termination or disconnection by You; or
- If You are a Prepaid Customer, when You do not recharge within 395 days after You activated or last recharged Your Prepaid Account (whichever is the later) and We disconnect Your service.

We may immediately (and without first giving You notice) terminate Your agreement (or suspend the Service or any feature of it) in a number of cases, including: (i) if You fail to pay Us the Charges (after We have sent You a notice); (ii) You are otherwise in material breach which You fail to correct within 7 days after We request; and (iii) if We believe You are using the Service to commit unauthorised or unlawful activities.

You may terminate Your agreement at any time by giving Us notice. If You are a Postpaid Customer, termination of Your agreement will be effective once You pay Us all amounts You owe Us under Your agreement. **If You are a Postpaid Customer and Your agreement is terminated (either by You or by Us) during the Commitment Period of Your Plan, there will be consequences under your agreement including an obligation to pay Us an Early Termination Payment as specified in Your Plan.** However, you will have a right to end Your agreement during any Commitment Period without paying an Early Termination Payment if we seriously breach the agreement or if we make a variation to the terms of your agreement or the characteristics of the Services that has more than a minor detrimental impact on you.

If You are a Prepaid Customer and Your agreement is terminated (either by You or by Us), any credit in Your Prepaid Account will be cancelled and not refunded, except in limited circumstances set out in the Standard Terms.

Other circumstances in which you and we are entitled to terminate Your agreement, and the consequences of Your agreement ending, are set out in the Standard Terms.

Liability

Our obligations to You relating to the Service are set out in Your agreement or in the laws referred to in the Standard Terms. The Australian Consumer Law sets out certain guarantees that apply to the supply of goods and services by Us that cannot be excluded (for example, that goods are of acceptable quality and services must be provided with due care and skill). We are liable to You if We breach a guarantee (subject to any limitation of Our liability as permitted by law and set out in the Standard Terms). Our liability to You and Your liability to Us is set out in full in the Standard Terms.

Indemnity

You indemnify Us (that is, We can make You pay for) loss or damage We suffer that is caused by inappropriate use of the Service or the Vodafone Network by You, as detailed in the Standard Terms. This indemnity does not apply to any loss or damage that We have caused.

Privacy of Your personal information

We and/or Our agents may collect personal information about You (**Your Personal Information**) for the primary purpose of providing You the Service. If You do not provide Personal Information to Us, We will not be able to provide You the service. We may use Your Personal Information for purposes that are related to providing You the Service and which You would reasonably expect Us to use that information for (the Purpose).

If You request in writing, We will give You access to Your Personal Information and correct Your Personal Information that is inaccurate or incomplete. We may receive and disclose Your Personal Information to and from: (i) credit providers or credit reporting agencies for the purposes permitted under the Privacy Act; (ii) law enforcement agencies to assist in prevention of crime; or (iii) other telecommunications companies or financial institutions if We suspect or are seeking to prevent or investigate fraud; or (iv) Our service/content providers, dealers/agents and related companies for the Purpose. We may also disclose Your Personal Information to other third parties if required by law or if disclosure is permitted under the Privacy Act or other legislation. More detail about the way we handle your personal information is in the Standard Terms and in our Privacy Policy which can be accessed on Our website.

How may We vary Your agreement?

If we vary Your agreement, the Standard Terms set out the circumstances in which we will give you notice of the variation and your rights of termination (if applicable). Please note that variations We may make include changes to the Charges, expiry periods and features of the Service including network infrastructure and coverage. The current version of the Standard Terms is available at www.vodafone.com.au. We suggest You refer to this periodically.

Notices

We may send You notices to any email address, postal address or fax number You have provided us, and where We are permitted to do so in Your agreement, via TXT messages to Your Mobile Phone.

Enquiries and Complaints

Information about the Service We provide can be found at www.vodafone.com.au. If You do not understand this summary, the Standard Terms or any other aspect of Your agreement please call: Customer Care on 1300 650 410; or the National Relay Service on 13 3677 for communications assistance; or the Translating and Interpreting Service on 131450 to ask for an interpreter to assist. Please contact our Customer Care if You would like a copy of this summary in an alternative format, for example, large print size.

Vodafone's Complaint Handling Policy is also available by calling Customer Care. Where You are dissatisfied with the outcome of a complaint that You have raised with Vodafone You may take the matter to the Telecommunications Industry Ombudsman (TIO), the Office of Fair Trading (OFT) in Your State/Territory, and/or, in the case of a privacy complaint, the office of the Federal Privacy Commissioner. The TIO deals with complaints that You have not been able to resolve with Us. The OFT can provide You with information on Your rights and assistance with resolving disputes with Us.

Vodafone
Power to you