

# 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.

## Vodafone 60 Business 12 month

### Information about the service

Vodafone Business Postpaid Mobile Phone Plan

| Minimum monthly charge | Each month you get |                 |                            |                                              |               | Minimum term                                            |
|------------------------|--------------------|-----------------|----------------------------|----------------------------------------------|---------------|---------------------------------------------------------|
|                        | Included Value*    | Standard TXT    | Standard National minutes  | Standard National minutes to Vodafone phones | Included Data |                                                         |
| <b>\$60</b>            | <b>\$700</b>       | <b>Infinite</b> | <b>From Included Value</b> | <b>Infinite</b>                              | <b>1.5GB</b>  | <b>12 Months</b><br><small>Total min cost \$720</small> |

Just a heads up your unused allowances 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                                                                                                                                                                                                                                                                          | ✓        |
| Standard National voice and video minutes to other Vodafone numbers                                                                                                                                                                                                                                                | Infinite |
| International voice and video calls                                                                                                                                                                                                                                                                                | ✓        |
| Standard National and International TXT                                                                                                                                                                                                                                                                            | Infinite |
| Standard National and International PXT, video PXT and PXT with TXT                                                                                                                                                                                                                                                | ✓        |
| National calls to 13 and 18 numbers                                                                                                                                                                                                                                                                                | ✓        |
| Re-routed calls                                                                                                                                                                                                                                                                                                    | ✓        |
| Calls to National and International directory assistance (1223 and 1225)                                                                                                                                                                                                                                           | ✓        |
| Calls to Customer Care line (1555)                                                                                                                                                                                                                                                                                 | Infinite |
| TXT delivery report messages                                                                                                                                                                                                                                                                                       | ✓        |
| Vodafone Central browsing                                                                                                                                                                                                                                                                                          | ✓        |
| Vodafone Central content purchases                                                                                                                                                                                                                                                                                 | ✗        |
| Calls to Ask Anything (123) and Call Screen                                                                                                                                                                                                                                                                        | ✗        |
| 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 <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a> | ✗        |
| Premium TXT, numbers and services (e.g. TXT voting, TXT competitions, 1900 numbers and competitions)                                                                                                                                                                                                               | ✗        |
| Any other services not listed above                                                                                                                                                                                                                                                                                | ✗        |

## Information about pricing

|                                                                              | Amount                                                                                                            | What does this mean?                                                                                                                   |
|------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Minimum monthly charge                                                       | \$60                                                                                                              | The minimum amount you agree to pay each month of your contract. This excludes any additional phone repayments.                        |
| Early exit fees                                                              | <b>\$60 x months remaining on your contract</b><br>Max. fee payable is \$720 plus any applicable phone repayments | If you cancel your plan before your minimum contract term is complete these early exit fees will apply.                                |
| A 2 minute Standard National voice call costs                                | \$2.36                                                                                                            | Charges are calculated at the same rate regardless of whether you've used all of your Included Value for that month or not.            |
| Standard National TXT costs<br>(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 you will be charged at this rate per megabyte.                                                 |
| Maximum number of 2 minute voice calls you can make from your Included Value | 296                                                                                                               | If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration you could make this number of calls. |
| 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](http://vodafone.com.au)

## Other information

|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| My Vodafone           | Head to <a href="http://myvodafone.com.au">myvodafone.com.au</a> 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 | <p>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 <a href="http://www.myvodafone.com.au">www.myvodafone.com.au</a> or calling 1555.</p> <p>If you joined Vodafone before 23 April 2014 you will need to go to <a href="http://www.myvodafone.com.au">www.myvodafone.com.au</a> or call 1555 to activate roaming, unless we notify you that we have activated roaming for you.</p> |
| Tracking use overseas | You can check your roaming usage via <a href="http://myvodafone.com.au">myvodafone.com.au</a> or call Care free from your Vodafone mobile on +61414141414.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| We're here to help    | For any problems jump on to <a href="http://support.vodafone.com.au">support.vodafone.com.au</a> 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 <a href="http://tio.com.au">tio.com.au</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Bill                  | You will receive your bill free via email and can access it at any time via My Vodafone.<br>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 <a href="http://vodafone.com.au/coverage">vodafone.com.au/coverage</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| ABN/ACN               | Business plans are available to approved customers with an ACN/ABN.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

For info on other plans visit [vodafone.com.au/cis](http://vodafone.com.au/cis). To view the full terms and conditions for this plan visit [vodafone.com.au/terms](http://vodafone.com.au/terms)