

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 \$44 Red 24 Month Plan

Information about the service. Vodafone \$44 Red 24 Month Plan

Minimum monthly spend	Each month you get			Minimum term
	Standard TXT	Standard National minutes	Included data for use in Australia	
\$44	Infinite	Infinite	50GB	24 months Total min cost is \$1056

Bundling: You don't have to bundle this service

Phone: Bring your own phone or speak to us or check out our website to find out which phones you can get on Vodafone. Depending on what you choose, you may need to pay additional fees.

Information about pricing

*What services you can & can't use your inclusions on

Voicemail deposits and retrieval	Infinite
Standard National voice and video minutes	Infinite
Standard National voice and video minutes to other Vodafone numbers	Infinite
Infinite standard international voice minutes to 10 selected countries (see next page for details).	X
Standard International voice minutes	X
Standard National and International TXT	Infinite
Standard National and International PXT, video PXT, and PXT with TXT	Infinite
Standard National calls to 13 and 18 numbers	Infinite
Standard National calls to other 1800 numbers	Infinite
Standard National re-routed calls. Exclusions apply. See vodafone.com.au/terms	Infinite
Calls to National and International directory assistance (1223 and 1225)	X
Calls to Customer Care line (1555)	Infinite
TXT delivery report messages	Infinite
Calls to Ask Anything (123) and Call Screen	X
International Roaming 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 service not listed above	X

Personal use only, and Vodafone's Fair Use Policy applies to any unreasonable use of Plan inclusions.

This includes use of any 'unlimited' or 'infinite' offerings. See vodafone.com.au/aboutvodafone/legal/fairusepolicy

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

Information about pricing

	Amount	What does this mean?
Minimum monthly charge	\$44	The minimum amount you agree to pay each month of your contract. Excludes repayments for devices including tablets.
Early Exit Fees	\$44 x months remaining on your contract <i>Max fee payable is \$1056</i>	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.
Standard National TXT costs (160 characters incl. spaces)	Infinite	No additional cost. These TXTs are included in the minimum monthly charge.
Additional Data usage rate in Australia	\$10/1GB	If you use more than your Included Data allowance, you will be charged automatically in increments of \$10 that provides you with 1GB extra data (Additional Data), which equals \$0.01/MB.
Standard National call charge increments	60 seconds	Call charges are calculated in 60 second increments.
Standard International Voice Calling		<p>If you make a standard voice call to one of the selected countries listed at Vodafone.com.au/internationalcountries, then you will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries (excludes premium numbers and video calls). This \$6 charge will continue to be applied automatically in recurring increments whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments. For any calls made to any country not included in the selected countries, standard international charges apply – see Vodafone.com.au/internationalcountries.</p> <p>This plan does not have infinite 10 inclusions and can only share an infinite 10 inclusion if available on the Primary Plan. For any calls made to any country not included in the selected countries, or any additional countries included in a Primary plan purchased prior to 18 August 2015 standard international charges apply. See rates http://Vodafone.com.au/internationalcountries</p>

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

Other information

My Vodafone	Head to myvodafone.com.au to keep track of your call and data usage.
International Roaming	International Roaming is automatically active on this Plan. 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, per device. If you use your service in a country which is not an Eligible Country, you will be charged our Pay-As-You-Go Rates. All Roaming costs are in addition to your minimum monthly spend. Full rates and a list of our Eligible Countries can be found at vodafone.com.au/roaming . You can deactivate \$5 Roaming (or Roaming altogether) at any time by calling 1555.
Track usage overseas	You can check your Roaming usage via My Vodafone, or call Customer Care free from your Vodafone phone on +61 426 320 000
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	<p>You will receive your bill free via email, and can access it at any time via My Vodafone.</p> <p>If you'd like a paper bill posted, we can send you one for a fee of \$2.20.</p> <p>For customers on shared Plans, only the account holder will receive a bill. This bill will show the total for all the shared Plans, and the individual Plan summary.</p>
Coverage	The quality and availability of some services may vary depending on your location, your device, 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