

# 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.

## \$85 Red Plus (Month to Month)

### Information about service

Minimum monthly spend	Each month you get				Minimum term
Standard TXT	Standard National minutes	Standard International Voice minutes	Included data for use in Australia		
\$85	Unlimited	Unlimited	Zone 1 Countries – 3000 mins Zone 2 Countries – 300 mins	330GB included data then access to data at up to 1.5Mbps	1 month Total min cost is \$85 + Handset Cost

Your unused allowances will expire each month at the end of your billing cycle, and all inclusions are for use in Australia. Special promotional offers relating to your plan (if any) are not shown in this Critical Information Summary. To check your personalised plan details including any applicable offers, please call 1555 from your Vodafone mobile, or call 1300 650 410 when in Australia.

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

**Phone:** You must purchase a handset from Vodafone to use with this plan and pay it off over 12, 24 or 36 interest-free monthly instalments. Speak to us or check out our website to find out which phones you can get on Vodafone.

**Shared inclusions pool:** If you have more than one (and up to a max of 5) Vodafone Plus Plans on your billing account the included data allowances on those services will automatically combine into one pool which will be shared between eligible users. The data included in any other Plan on your account which is not a Vodafone Plus Plans is not shareable with this Plan and vice versa. You can opt-out of sharing by calling 1555.

### Information about pricing

\*What services you can and can't use your inclusions on

Voicemail deposits and retrieval	Unlimited
Standard National voice and video minutes	Unlimited
Standard National voice and video minutes to other Vodafone numbers	Unlimited
Standard National and International TXT	Unlimited
Standard National and International PXT, video PXT, and PXT with TXT	Unlimited
Standard National calls to 13 and 18 numbers	Unlimited
Standard National calls to other 1800 numbers	Unlimited
Standard National re-routed calls. Exclusions apply. <a href="http://vodafone.com.au/terms">See vodafone.com.au/terms</a>	Unlimited
Calls to Customer Care line (1555)	Unlimited
Standard International voice minutes to Zone 1 Countries (see next page for details)	3000 minutes
Standard International voice minutes to Zone 2 Countries (see next page for details)	300 minutes
Calls to National and International directory assistance (1223 and 1225)	X
Calls to Ask Anything (123) and Call Screen	X
Premium TXT, numbers and services (e.g. TXT voting, TXT competitions, 1900 numbers, and competitions)	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 <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>	X
Standard International video minutes	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' offerings. See [vodafone.com.au/aboutvodafone/legal/fairusepolicy](http://vodafone.com.au/aboutvodafone/legal/fairusepolicy)

## Information about Pricing

	Amount	What does this mean?
Minimum monthly charge	\$85	The minimum amount you agree to pay each month of your contract, not including the monthly repayment for your chosen handset.
Early Exit Fees	N/A	There are no Early Exit Fees on this plan, however, if you chose to cancel, 100% of any remaining handset instalments will be applied to your next bill.
Standard National TXT costs (160 characters incl. spaces)	Unlimited	No additional cost. These TXTs are included in the minimum monthly charge.
Additional Data usage rate in Australia	N/A	There are no additional data usage charges within Australia on this Plan. Once your included data allowance is exhausted, then data is available at up to 1.5Mbps until your next billing month
Standard National call charge increments	60 seconds	Call charges are calculated in 60 second increments.
Standard International Voice Calls	Zone 1 Countries – 3000 mins Zone 2 Countries – 300 mins	You get this many minutes each month to make standard voice calls from Australia to Zone 1 and 2 countries (excludes premium numbers and video calls). Zone 1 and Zone 2 Countries may change, see <a href="http://www.vodafone.com.au/idd">www.vodafone.com.au/idd</a> for list of current countries. Calls charged in per minute increments. If you exhaust your Zone 1 or 2 allowance, or if you make a standard voice call to a country outside the included countries, you will be charged on top of your min monthly spend at our standard international Pay-As-You-Go rates- these rates are subject to change, see <a href="http://www.vodafone.com.au/idd">www.vodafone.com.au/idd</a> for current rates.

Prices include GST. For details of all rates go to [vodafone.com.au](http://vodafone.com.au)

## Other information

Phone	This plan is only available if you purchase a handset from us under a Mobile Payment Plan ('MPP') of 12, 24 or 36 months duration. If you cancel this plan, your MPP will also automatically cancel and 100% of remaining MPP instalments will be applied to your next bill.
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 and make changes to your account.
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 plan on account. Once included data allowance is exhausted (excludes your data capped at speeds up to 1.5Mbps), additional data will be automatically added at a charge of \$10/GB ("Additional Data"). Additional Data expires at the end of your billing month, is not shareable and can only be used while in \$5 Roaming countries. If you use your service in a country which is not an Eligible Country, you will be charged our Pay-As-You-Go Rates. Full rates and a list of our Eligible Countries can be found at <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a> . You can deactivate \$5 Roaming (or Roaming altogether) at any time by calling 1555.
Tracking usage overseas	You can check your Roaming usage via My Vodafone, or call Customer Care free from your Vodafone phone on <b>+61 426 320 000</b>
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 <b>1300 650 410</b> , or <b>1555</b> 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 <b>1800 062 058</b> , 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. If you'd like a paper bill posted, we can send you one for a fee of \$2.20. 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.
Coverage and Speeds	The quality and availability of some services and the speeds you reach will continually vary depending on many factors such as your location, your device capabilities, network congestion, network coverage or if you are roaming. For more info, visit <a href="http://vodafone.com.au/coverage">vodafone.com.au/coverage</a> .
ABN/ACN	Business Customers connecting on this Plan must be approved with an ABN/ACN.

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)