

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.

\$20 365 Day Recharge

Information about the service

Vodafone Prepaid Mobile Phone Recharge

Cost of recharge	With each recharge you get					
	Flexible Credit*	Vodafone to Vodafone Standard National Voice calls	Vodafone to any network Standard National Voice calls	Standard National TXT	Included Data for use in Australia	Credit expiry period
\$20	\$20	50 minutes	From Flexible Credit	From Flexible Credit	From Flexible Credit	365 days

Any unused inclusions will expire at the end of your recharge.

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

Phone: Speak to us or check out our website to find out which phones are in our current range. Additional costs will apply.

Inclusions and exclusions

*What services you can and can't use your Flexible Credit on

Voicemail - Deposits and Retrievals	✓
Standard National Voice and Video calls	✓
Standard National Voice and Video calls to Vodafone phone numbers	✓
Standard International Voice and Video calls	✓
Standard National TXT	✓
Standard International TXT	✓
Standard National PXT, Video PXT, PXT with TXT	✓
Standard International PXT, Video PXT, PXT with TXT	✓
Standard National Voice calls to 13 and 18 numbers	✓
Call Diversions (re-routed calls)	X
Calls to National and International Directory Assistance (1223 and 1225)	✓
Calls to Customer Care within Australia (1555)	✓
TXT delivery report messages	✓
Internet on your phone within Australia	✓
Vodafone Central browsing within Australia	✓
Vodafone Central - Content purchases	X
Calls to Ask Us Anything (123) and Call Screen	✓
International Roaming	✓
Premium TXT numbers & services (e.g. TXT voting, TXT competitions)	✓
Premium voice numbers (e.g. 1900 number and competitions)	X
Any other services not listed above	X



vodafone

Information about pricing

	Amount	What does this mean?
Cost of recharge	\$20	This is the amount of money you need to pay for this recharge.
Credit expiry period	365 days	Once you activate your recharge you have this many days until your inclusions will expire.
A 2 minute Standard National voice call costs	\$2.13	This amount will be deducted from your Flexible Credit when you make a 2 minute call.
Standard National TXT costs (160 characters incl. spaces)	\$0.28	This amount will be deducted from your Flexible Credit when you send a TXT.
Data usage in Australia	\$2.00/MB	Using 1 megabyte of Data will cost this amount from your Flexible Credit. We charge in 1 kilobyte increments.
Standard National call charge increments	60 seconds	Call charges are calculated in 60 second increments.

Prices include GST. For details of all rates go to 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, recharge and make changes to your account.
While overseas calls, TXT, PXT & data usage will cost more	If you are travelling overseas and want to use your Vodafone Prepaid Phone, International Roaming is active by default. You can deactivate the setting if you want to at any time. International Roaming rates are charged differently than usage at home, so before you travel you should check roaming rates to understand what you'll be charged. For more info on Vodafone's roaming rates visit vodafone.com.au/roaming
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
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 .