

# Terms & Conditions

## Vodafone Plans and Vodafone Red

### 1. What Terms and Conditions Apply to my Vodafone Plan and Vodafone Red Products?

- a) This document sets out terms and conditions that apply to specific Vodafone contracts and products (collectively, the “**Products**”).
- b) The terms and conditions that will apply to your Product or Products are:
  - i. all the terms and conditions provided to you when you agree to purchase a Product, including the terms and conditions contained in this document and any terms and conditions contained in any application form you complete when purchasing a Product; and
  - ii. all the terms and conditions contained in the Vodafone Standard Form of Agreement (**SFOA**), which is available at [vodafone.com.au](http://vodafone.com.au), (collectively, the “**Terms**”).
- c) When you agree to purchase a Product, you accept the Terms. Your contract with Vodafone commences on your acceptance of the Terms.
- d) Some Products have a minimum contract term. If your contract is terminated before the end of this term, you may be required to pay fees, such as an Early Exit Fee or a Handset Recovery Fee. Depending on the Product this may be in addition to any applicable handset payments and additional or excluded call, data or service costs. Early Exit Fees are set out in the pricing table for your Product.
- e) Activation of your Product may occur after your contract has commenced. Any minimum contract term that applies commences when your Product is activated.
- f) You may suspend your contract for between 1 and 3 consecutive calendar months once during the minimum contract term. You will be charged a fee for each month if your contract is suspended. Your minimum contract term will be extended by the period of any suspension.
- g) The Terms may be changed by Vodafone from time to time. Vodafone will comply with relevant laws, regulations and industry codes if it makes any such changes.
- h) For more information, call Vodafone on 1300 650 410 or visit [vodafone.com.au](http://vodafone.com.au).



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### 2. Important Things You Need to Know

#### Availability

- a) The Products are for personal use only, and are not available to medium to large business/corporate and commercial customers. Medium to large business/corporate and commercial customers should contact Vodafone for information about Vodafone's business products.
- b) The Products are available to credit approved customers only.
- c) Unless otherwise stated, only one Vodafone Plan together with a maximum of one Vodafone Bundled Mobile Broadband Product can be used per connection to the Vodafone network.
- d) Vodafone's Fair Use policy applies to all Vodafone Products.

#### Factors affecting availability and performance

- a) Network coverage and many other factors may affect the availability and performance of certain Products.
- b) Certain Products, services and functions are only available if used in conjunction with a compatible mobile or other device and if in a compatible coverage area. Not all devices are compatible with Vodafone networks.
- c) Broadband service: Some Vodafone 4G, 3G+ and 3G services are mobile broadband, internet, email, apps, downloading, video streaming and video calling. You can use Vodafone 4G if you have an eligible phone plan and have been switched over to the 4G network. To use 4G and 3G+ you'll also need a compatible device and be in a selected major metropolitan area. Outside these areas, you can still get Broadband Speeds in our 3G areas with the right device. To check this, make sure your device is compatible to the network zone you are in (U2100MHz, U850MHz or U900MHz). Remember that actual speeds you reach will vary depending on things like device capabilities, location & network congestion. Broadband Speeds not available in any 2G area. Actual speed achieved varies depending on factors such as device capabilities, location & network congestion. See [vodafone.com.au/coverage](http://vodafone.com.au/coverage) for coverage. You agree to refer to [vodafone.com.au/coverage](http://vodafone.com.au/coverage) for coverage details and [vodafone.com.au/devicefrequency](http://vodafone.com.au/devicefrequency) for details of devices and their frequencies before purchase, so that you can confirm that for your intended use of the services, your address/es are located in the appropriate Vodafone coverage areas and that the device you wish to select is compatible with the Vodafone coverage area where your address/es are located.
- d) The Terms contain details regarding device compatibility, network capability and availability relating to the "Vodafone" network. However, notwithstanding anything else in our contract with you, we may provide services to you using any telecommunications network we consider appropriate and that network will constitute "our network" for the purpose of the Terms. For more information about the "Vodafone" network, see <http://www.vodafone.com.au/personal/services/coverage/>

#### Data services

- a) For Products that provide data access capabilities, a data session:
  - i. **starts** when you begin internet activity, either directly or indirectly\* on your mobile device; and
  - ii. **ends** when your data connection is lost. This will happen when:
    - a. you turn your mobile device off;
    - b. turn your data connection off;
    - c. switch to flight mode;
    - d. when you lose network reception; or



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- e. your mobile device has not sent or received data for a period of time .

\*Direct internet activity is when you prompt your mobile device to send or receive data from the internet. For example; when you send an email. Indirect internet activity is when your mobile device or mobile applications are set up to send or receive data from the internet on your behalf. Examples include (but are not limited to): Email notifications via Gmail, notification of Tweets or Facebook posts which mention you and software or weather updates.

- b) When using data services, some internet services, including web sites and email, may not be accessible.
- c) Subject to your rights under the *Competition and Consumer Act 2010* or other relevant legislation (including the *Australian Consumer Law*), Vodafone does not make any warranty regarding any software or data provided or available to you in connection with data services, including with respect to how that software or data operates on your device or interacts with applications.
- d) Unless otherwise stated, data usage is measured as the combination of both data you send (upload) and receive (download).

### Rates and charges

- a) Details of the rates and charges, including any minimum spends which apply to the Products are contained in the Terms. The minimum total cost over contract term is calculated by multiplying the minimum monthly spend by the contract term.
- b) The Products feature “**included value**”. Included value can be used to pay for many (but not all) services available from Vodafone.
- c) If your usage of a Product exceeds your included value and/or your included data (as appropriate), or you use a service that is not payable from your included value or included data (as appropriate), you will be charged an amount additional to your minimum monthly spend.
- d) Unless otherwise stated, if you do not use all your included value and/or your included data (as appropriate) in the relevant month, that included value and/or included data (as appropriate) is forfeited, is not refundable, and will not carry over into any other month.
- e) Unless otherwise stated, the section of the Terms titled “Vodafone Rates: What is payable from my Products’ included value?” specifies which services are or are not available to be paid from your included value and the rate at which additional services will be charged.
- f) For Vodafone Bundled Mobile Broadband Products, all non-data use (eg voice calls, SMS/MMS and content) is charged in addition to your Minimum Monthly Spend. Refer to the Vodafone Postpaid Mobile Broadband terms at [www.vodafone.com.au/mbbterms](http://www.vodafone.com.au/mbbterms) for further information.
- g) Each charge is rounded up to the nearest cent before GST is included.
- h) Unless otherwise stated, rates specified for services are GST inclusive.
- i) Unless otherwise stated, call usage is billed in blocks of 60 seconds for the Products. Usage is rounded up to the end of the current block.
- j) Unless otherwise stated, data usage is charged in per kilobyte blocks.
- k) All rates and charges are subject to change. Vodafone will comply with relevant regulations and industry codes with respect to such changes.



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### Billing

- a) In your first bill, you will be charged your minimum monthly spend for the following month. Your first bill may also include a prorated amount from the date you connected to your first bill.
- b) You may choose to purchase additional Products from time to time. Charges for these Products will be applied to your bill.
- c) Paperless billing is the default bill delivery method for Vodafone customers.
- d) Vodafone will provide paper bills without charge to disabled or disadvantaged customers. Otherwise, Vodafone will not provide paper bills except in special circumstances, in which case, at its discretion, Vodafone may charge \$2.20 per paper bill.

### Checking your usage

Check your call, TXT and data use here and overseas at [myvodafone.com.au](http://myvodafone.com.au) or call us for free from your Vodafone Mobile on 1555 (when in Australia) or +61 414 141 414 (when overseas).

## 3. Terms for Vodafone Plan and Vodafone Red Products

### General Terms

- a) Any data allowance which is part of your included value is only available for use via your compatible handset. It is not available for use on a mobile broadband device.
- b) If your plan is a Vodafone Plan Product, your data allowance can only be used in Australia, on Vodafone networks
- c) If your plan is a Vodafone Red Product, your data allowance can be used in Australia, on Vodafone networks. You can also use your data allowance overseas if you:
  - i. are opted-in to Vodafone Red Roaming;
  - ii. are roaming in the UK, the USA, , New Zealand or Europe; and
  - iii. have paid the Daily Charge.

For full terms and conditions in relation to Vodafone Red Roaming, please go to [vodafone.com.au/roaming](http://vodafone.com.au/roaming).
- d) Standard rates apply once your monthly data allowance has been exhausted. Additional data charges cannot be paid from your Vodafone Plan or Vodafone Red Product's included value.
- e) You may change from one Vodafone Plan or Vodafone Red Product to another Vodafone Plan or Vodafone Red Product once per monthly billing period by calling Vodafone Customer Care, and agreeing to the terms and conditions of the new Vodafone Plan or Vodafone Red Product. Any credit or other benefits from your existing Product will be forfeited, unless otherwise advised. If you are changing to a less expensive Vodafone Plan or Vodafone Red Product or Vodafone SIM Only 24 Month Product or to a month to month Product or to a prepay Product, fees, including a Plan Change Fee may apply. Any Product change will take effect from the start of your next monthly billing period. Contact Vodafone Customer Care for more information.
- f) If you purchase a 12 or 24 month Vodafone Plan or Vodafone Red Product (But not a Vodafone SIM Only or Vodafone Red SIM Product), any \$0 upfront or discounted mobile device offers will only be available from Vodafone's selected



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mobile device range at the time that you agree to a contract and cannot be redeemed for cash or as a credit against your service costs with Vodafone. These mobile device offers are not available if you switch between contracts during the minimum contract term.

- g) If you purchase a Vodafone SIM Only or Vodafone Red SIM Product (but not a 12 or 24 month Vodafone Plan Product) then:
- Charges for your SIM Only or Red SIM Product are in addition to any handset repayments; and
  - The Minimum Monthly Spend is payable for each full monthly billing cycle in advance.
- h) The below table specifies minimum monthly spend and minimum contract terms for the Products:

| Plan name                                     | Minimum Monthly Spend | Minimum Spend over 12 month contract term | Minimum Spend over 24 month contract term | Early Exit Fee                      |
|-----------------------------------------------|-----------------------|-------------------------------------------|-------------------------------------------|-------------------------------------|
| <b>Vodafone Plans</b>                         |                       |                                           |                                           |                                     |
| \$30 Plan                                     | \$30                  | n/a                                       | \$720                                     | \$30 x remaining months on contract |
| \$40 Plan                                     | \$40                  | n/a                                       | \$960                                     | \$40 x remaining months on contract |
| \$50 Plan                                     | \$50                  | n/a                                       | \$1,200                                   | \$50 x remaining months on contract |
| \$60 Plan                                     | \$60                  | \$720                                     | \$1,440                                   | \$60 x remaining months on contract |
| <b>Vodafone SIM Only Month to Month Plans</b> |                       |                                           |                                           |                                     |
| \$20 SIM Only Plan                            | \$20                  | n/a                                       | n/a                                       | n/a                                 |
| \$30 SIM Only Plan                            | \$30                  | n/a                                       | n/a                                       | n/a                                 |
| \$35 SIM Only Plan                            | \$35                  | n/a                                       | n/a                                       | n/a                                 |
| \$45 SIM Only Plan                            | \$45                  | n/a                                       | n/a                                       | n/a                                 |
| <b>Vodafone SIM Only 24 Month Plans</b>       |                       |                                           |                                           |                                     |
| \$20 SIM Only Plan                            | \$20                  | n/a                                       | \$480                                     | \$20 x remaining months on contract |
| \$25 SIM Only Plan                            | \$25                  | n/a                                       | \$600                                     | \$25 x remaining months on contract |
| \$30 SIM Only Plan                            | \$30                  | n/a                                       | \$720                                     | \$30 x remaining months on contract |
| \$35 SIM Only Plan                            | \$35                  | n/a                                       | \$840                                     | \$35 x remaining months on contract |
| <b>Vodafone Red Plans</b>                     |                       |                                           |                                           |                                     |
| Vodafone \$65 Red                             | \$65                  | \$780                                     | \$1,560                                   | \$65 x remaining months on contract |



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|                                              |       |         |         |                                      |
|----------------------------------------------|-------|---------|---------|--------------------------------------|
| Vodafone \$80 Red                            | \$80  | \$960   | \$1,920 | \$80 x remaining months on contract  |
| Vodafone \$100 Red                           | \$100 | \$1,200 | \$2,400 | \$100 x remaining months on contract |
| <b>Vodafone Red SIM Month to Month Plans</b> |       |         |         |                                      |
| Vodafone \$50 Red SIM                        | \$50  | n/a     | n/a     | n/a                                  |
| Vodafone \$65 Red SIM                        | \$65  | n/a     | n/a     | n/a                                  |
| Vodafone \$85 Red SIM                        | \$85  | n/a     | n/a     | n/a                                  |
| <b>Vodafone Red SIM 24 Month Plans</b>       |       |         |         |                                      |
| Vodafone \$40 Red SIM                        | \$40  | n/a     | \$960   | \$40 x remaining months on contract  |
| Vodafone \$50 Red SIM                        | \$50  | n/a     | \$1200  | \$50 x remaining months on contract  |
| Vodafone \$70 Red SIM                        | \$70  | n/a     | \$1680  | \$70 x remaining months on contract  |

### Unlimited BlackBerry® Email and Internet Browsing Add-On Products

- The following terms and conditions apply to you if you purchase a Vodafone Plan Product with an Unlimited BlackBerry® Email (BlackBerry® Internet Service (BIS version)) allowance.
- You will receive a data allowance or Unlimited BlackBerry® Email (BlackBerry® Internet Service (BIS version)) allowance. Unlimited BlackBerry® Email is not available on \$30 and \$40 Plan Products, \$20 and \$30 SIM Only Month to Month Plan Products or \$20 and \$25 SIM Only 24 Month Plan Products).
- This table specifies minimum monthly spend pricing, minimum contract terms and monthly data allowances for Vodafone Unlimited BlackBerry® Email and Internet Browsing Add-On Products for the BlackBerry® Internet Service (BIS):

| Contract Term | Minimum Monthly Spend | Monthly data allowance                                  | Contract Minimum Spend | Early Exit Fee                     |
|---------------|-----------------------|---------------------------------------------------------|------------------------|------------------------------------|
| Monthly       | \$20                  | Unlimited BlackBerry® Email and Internet Browsing (BIS) | \$20                   | None                               |
| 12 Months     | \$10                  | Unlimited BlackBerry® Email and Internet Browsing (BIS) | \$120                  | \$5 x remaining months on contract |
| 24 Months     | \$10                  | Unlimited BlackBerry® Email and Internet Browsing (BIS) | \$240                  | \$5 x remaining months on contract |



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The following terms and conditions apply to you if you purchase an Unlimited BlackBerry® Email and Internet Browsing Add-on Product:

- d) Unlimited BlackBerry® Email and Internet Browsing Add-On Products are available to you if you are connected and remain connected to a valid Vodafone Plan Product. If your Vodafone Plan Product is cancelled, your Unlimited BlackBerry® Email and Internet Browsing Add-On will also automatically be cancelled.
- e) Minimum monthly spend for Unlimited BlackBerry® Email and Internet Browsing Add-On Products excludes any additional mobile device payments (if applicable).
- f) Cancellation will take effect from the end of the month on which you tell us that you want to stop receiving the Unlimited BlackBerry® Email and Internet Browsing Add-On Product. You will be billed until the end of that month. Early Exit Fees (see above table) will apply where you cancel a 12 month and 24 month Unlimited BlackBerry® Email and Internet Browsing Add-On Product before the end of the contract term.
- g) Unlimited BlackBerry® Email and Internet Browsing Add-On gives you unlimited BlackBerry data (BlackBerry® Internet Service (BIS) version only – excludes BlackBerry® Enterprise Solution (BES) version) which includes BlackBerry® Email and Internet browsing, Facebook® and other applications, when accessed via the BlackBerry Access Point (APN) within Australia. Vodafone's Fair Use Policy applies. Additional charges apply for some services such as video streaming (e.g. YouTube) and single file downloads over 3 MB. Included voice value cannot be used for data. Some Vodafone 4G, 3G+ and 3G services are mobile broadband, internet, email, apps, downloading, video streaming and video calling. You can use Vodafone 4G if you have an eligible phone plan and have been switched over to the 4G network. To use 4G and 3G+ you'll also need a compatible device and be in a selected major metropolitan area. Outside these areas, you can still get Broadband Speeds in our 3G areas with the right device. To check this, make sure your device is compatible to the network zone you are in (U2100MHz, U850MHz or U900MHz). Remember that actual speeds you reach will vary depending on things like device capabilities, location & network congestion. Broadband Speeds not available in any 2G area. Actual speed achieved varies depending on factors such as device capabilities, location & network congestion. See [vodafone.com.au/coverage](http://vodafone.com.au/coverage) for coverage. You agree to refer to [vodafone.com.au/coverage](http://vodafone.com.au/coverage) for coverage details and [vodafone.com.au/devicefrequency](http://vodafone.com.au/devicefrequency) for details of devices and their frequencies before purchase, so that you can confirm that for your intended use of the services, your address/es are located in the appropriate Vodafone coverage areas and that the device you wish to select is compatible with the Vodafone coverage area where your address/es are located.
- h) In addition to these terms and conditions, BlackBerry's standard terms and conditions associated with the use of BlackBerry® from Vodafone, the BlackBerry® Internet Service, the BlackBerry® Built-In handheld and other associated products will also apply to your use of these products and services. BlackBerry®, RIM®, Research In Motion®, SureType®, SurePress™ and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. Used under license from Research In Motion Limited.
- i) Unlimited BlackBerry® Email and Internet Browsing (BlackBerry® Internet Service (BIS)) can only be activated on BlackBerry® Built-In handhelds as authorised by Vodafone and Research in Motion. The BlackBerry® browser icon or any specific application loaded on your BlackBerry® at the time of purchase (excluding Compass) must be used to access the internet to ensure data usage is taken out of your Unlimited BlackBerry® Email and Internet Browsing Add-On Product's included data allowance.
- j) Download of applications from BlackBerry® World™ is included in your Unlimited BlackBerry® Email and Internet Browsing Add-On Product's included data allowance, but the price for any application purchased is not included, and will be charged to you as an additional amount.
- k) Data usage by some services available on Vodafone networks, including some internet services, cannot be paid from your Unlimited BlackBerry® Email and Internet Browsing Add-On Product's included data allowance. Use of these services may incur an additional charge, at the rates specified in the "Not payable from included value" table below.



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### 4. Vodafone Rates: What is Payable from my Vodafone Plan's or Vodafone Red's Included Value?

#### Vodafone Plans - Payable from Included Value

This table details all services that can be paid from your Vodafone Plan Product's included value (unless stated otherwise), and the charge rate for those services. If the service rate is stated to be "Infinite", you will not be charged any additional amount for use of that service. If you ever exhaust your included value, you will be charged an additional amount for all additional services you use at the rates specified in this table. At some price points you can choose either an "Infinite TXT Option" (TXT Option) or an "Infinite Vodafone to Vodafone Calls Option" (VF to VF Option). These specific options are set out separately below. On these price points you will need to choose one option when you sign up. Sorry, this can't be changed later.

|                                                                                                         |                                            |                                                                                                                                                                                                                                          |                         |                                                                                                                                                                                                                                          |                         |                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Plan                                                                                                    | \$30                                       | \$40<br>TXT Option                                                                                                                                                                                                                       | \$40<br>VF to VF Option | \$50<br>TXT Option                                                                                                                                                                                                                       | \$50<br>VF to VF Option | \$60                                                                                                                                                                                                                                     |
| SIM Only Month to Month Plan                                                                            | \$20                                       | \$30<br>TXT Option                                                                                                                                                                                                                       | \$30<br>VF to VF Option | \$35<br>TXT Option                                                                                                                                                                                                                       | \$35<br>VF to VF Option | \$45                                                                                                                                                                                                                                     |
| SIM Only 24 Month Plan                                                                                  | \$20                                       | \$25<br>TXT option                                                                                                                                                                                                                       | \$25<br>VF to VF Option | \$30<br>TXT Option                                                                                                                                                                                                                       | \$30<br>VF to VF option | \$35                                                                                                                                                                                                                                     |
| Included Value                                                                                          | \$200                                      | \$250                                                                                                                                                                                                                                    |                         | \$500                                                                                                                                                                                                                                    |                         | \$700                                                                                                                                                                                                                                    |
| Included data (including tethering)<br><br>If data allowance is exhausted, additional data rate applies | 200MB                                      | 500MB                                                                                                                                                                                                                                    |                         | 1GB<br>or<br>1GB + Unlimited Blackberry BIS                                                                                                                                                                                              |                         | 1.5GB<br>or<br>1.5GB +<br>Unlimited Blackberry BIS                                                                                                                                                                                       |
| Standard National Voice calls (to Vodafone and 3 mobiles)                                               | 40c connection fee + 98c per 60 seconds    |                                                                                                                                                                                                                                          | Infinite                | 40c connection fee + 98c per 60 seconds                                                                                                                                                                                                  | Infinite                |                                                                                                                                                                                                                                          |
| Standard National Voice calls (to other mobile and fixed networks)                                      | 40c connection fee + 98c per 60 seconds    |                                                                                                                                                                                                                                          |                         |                                                                                                                                                                                                                                          |                         |                                                                                                                                                                                                                                          |
| National Video calls                                                                                    | 40c connection fee + \$1.47 per 60 seconds |                                                                                                                                                                                                                                          |                         |                                                                                                                                                                                                                                          |                         |                                                                                                                                                                                                                                          |
| Calls to 13 and 18 numbers                                                                              | 40c connection fee + 98c per 60 seconds    |                                                                                                                                                                                                                                          |                         |                                                                                                                                                                                                                                          |                         |                                                                                                                                                                                                                                          |
| National and International TXT<br>(for standard TXT of up to 160 characters)                            | 30c per message                            | Infinite for standard personal TXT sent from within Australia to individuals.<br><br>Excludes premium and re-routed TXT. Offer cannot be used for commercial purposes or for resale purposes. TXT/PXT® to Pivotel network not available. | 30c per message         | Infinite for standard personal TXT sent from within Australia to individuals.<br><br>Excludes premium and re-routed TXT. Offer cannot be used for commercial purposes or for resale purposes. TXT/PXT® to Pivotel network not available. | 30c per message         | Infinite for standard personal TXT sent from within Australia to individuals.<br><br>Excludes premium and re-routed TXT. Offer cannot be used for commercial purposes or for resale purposes. TXT/PXT® to Pivotel network not available. |
| National and International PXT®<br>(text, pic, video and audio)                                         | 55c per message                            |                                                                                                                                                                                                                                          |                         |                                                                                                                                                                                                                                          |                         |                                                                                                                                                                                                                                          |
| TXT Delivery Report                                                                                     | 5c per message                             |                                                                                                                                                                                                                                          |                         |                                                                                                                                                                                                                                          |                         |                                                                                                                                                                                                                                          |
| Calls to Customer Care                                                                                  | Free from your Vodafone Mobile             |                                                                                                                                                                                                                                          |                         |                                                                                                                                                                                                                                          |                         |                                                                                                                                                                                                                                          |





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|------------------------------------------------|---------------------------------------------------------------------------------------------------|
| Voicemail – Deposits                           | Free from your Vodafone Mobile                                                                    |
| Voicemail – Retrievals                         | 40c connection fee + 98c per 60 seconds                                                           |
| Re-routed voice calls                          | 40c connection fee + \$1.20 per 60 seconds                                                        |
| Re-routed TXT or PXT                           | 30c per message                                                                                   |
| Calls to National Directory Assist (1223)      | \$2.60 connection fee + applicable standard national voice call rate if you are through-connected |
| Calls to International Directory Assist (1225) | \$2.60 connection fee + international voice call rate if you are through-connected                |
| International voice calls                      | Connection fee + applicable country rate (vodafone.com.au for rates)                              |
| International video calls                      | Connection + applicable country voice call rate (vodafone.com.au for rates)                       |

### Vodafone Plans - Not payable from Included Value

This table details other services that you can purchase from or via Vodafone, but which **cannot be paid for** from your Plan's Included Value (unless stated otherwise).

| Plan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | \$30                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | \$40<br>TXT Option | \$40<br>VF to VF Option | \$50<br>TXT Option | \$50<br>VF to VF Option | \$60 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-------------------------|--------------------|-------------------------|------|
| SIM Only Month to Month Plan                                                                                                                                                                                                                                                                                                                                                                                                                                                               | \$20                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | \$30<br>TXT Option | \$30<br>VF to VF Option | \$35<br>TXT Option | \$35<br>VF to VF Option | \$45 |
| SIM Only 24 Month Plan                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | \$20                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | \$25<br>TXT Option | \$25<br>VF to VF Option | \$30<br>TXT Option | \$30<br>VF to VF Option | \$35 |
| Additional Data (including Tethering)<br><br>This rate will apply once the data allowance has been exhausted.                                                                                                                                                                                                                                                                                                                                                                              | 10c per MB (charged by kb)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                    |                         |                    |                         |      |
| Calls to Ask Anything (123)                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$1.30 connection fee + \$1.30 per 60 seconds                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                    |                         |                    |                         |      |
| Premium TXT and PXT                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Varies, depending on service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                    |                         |                    |                         |      |
| Premium voice and video calls                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Varies, depending on service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                    |                         |                    |                         |      |
| International Roaming                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p><b>Vodafone Traveller</b><br/>All usage is charged in addition to your normal monthly allowance and is not deducted from included value.</p> <p><b>Vodafone World</b><br/>All usage is charged in addition to your normal monthly allowance and is not deducted from included value.<br/>Please note that Vodafone World is no longer offered for new connections.</p> <p>For full International Roaming rates and charges for all services, go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p> |                    |                         |                    |                         |      |
| Vodafone Central and STK Content purchases and downloads                                                                                                                                                                                                                                                                                                                                                                                                                                   | Price specified at time of purchase                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                    |                         |                    |                         |      |
| Call Screen                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 5.5c for the first 10 seconds or 99c per message                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                    |                         |                    |                         |      |
| Excluded* internet and data services when using Vodafone Unlimited BlackBerry® Email and Internet Browsing<br>* Excluded services include: Pocket Life, Vodafone Central purchases and downloads, You Tube and other video streaming, content purchases or downloads from any application not loaded by Vodafone or Research In Motion, Premium TXT and Chat, single downloads of 3MB or larger or any data usage by any application that does not use the BlackBerry® Access Point (APN). | All excluded services are deducted from your data allowance, and then charged at your additional data rate                                                                                                                                                                                                                                                                                                                                                                                                                      |                    |                         |                    |                         |      |



# Terms & Conditions

## Vodafone Plans and Vodafone Red

### Vodafone Red - Payable from Included Value

This table details all services that can be paid from your Vodafone Red Product's included value (unless stated otherwise), and the charge rate for those services. If the service rate is stated to be "Infinite", you will not be charged any additional amount for use of that service. If you ever exhaust your included value, you will be charged an additional amount for all additional services you use at the rates specified in this table.

| Red                                                                                                 | \$65                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | \$80                                            | \$100                                       |
|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|---------------------------------------------|
| Red SIM Month to Month                                                                              | \$50                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | \$65                                            | \$85                                        |
| Red SIM 24 Month                                                                                    | \$40                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | \$50                                            | \$70                                        |
| Included Value                                                                                      | \$65                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | \$80                                            | \$100                                       |
| Included data (including tethering)<br>If data allowance is exhausted, additional data rate applies | 1.5GB<br>or<br>1.5GB + Unlimited Blackberry BIS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 2.5GB<br>or<br>2.5GB + Unlimited Blackberry BIS | 5GB<br>or<br>5GB + Unlimited Blackberry BIS |
| Standard National Voice calls (to Vodafone and 3 mobiles)                                           | Infinite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                 |                                             |
| Standard National Voice calls (to other mobile and fixed networks)                                  | Infinite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                 |                                             |
| National Video calls                                                                                | Infinite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                 |                                             |
| Calls to 13 and 18 numbers                                                                          | 40c connection fee + 98c per 60 seconds                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                 | Infinite                                    |
| National and International TXT (for standard TXT of up to 160 characters)                           | Infinite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                 |                                             |
| National and International PXT® (text, pic, video and audio)                                        | 55c per message                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                 |                                             |
| TXT Delivery Report                                                                                 | 5c per message                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                 |                                             |
| Calls to Customer Care                                                                              | Free from your Vodafone Mobile                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                 |                                             |
| Voicemail – Deposits                                                                                | Free from your Vodafone Mobile                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                 |                                             |
| Voicemail – Retrievals                                                                              | Infinite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                 |                                             |
| Re-routed voice calls                                                                               | 40c connection fee + \$1.20 per 60 seconds                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                 |                                             |
| Re-routed TXT or PXT                                                                                | 30c per message                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                 |                                             |
| Calls to National Directory Assist (1223)                                                           | \$1.10 connection fee + applicable standard national voice call rate if you are through-connected                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                 |                                             |
| Calls to International Directory Assist (1225)                                                      | \$1.10 connection fee + applicable standard national voice call rate if you are through-connected                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                 |                                             |
| International Roaming                                                                               | <p><b>Vodafone Traveller</b></p> <p>All usage is charged in addition to your normal monthly allowance and is not deducted from included value.</p> <p><b>Vodafone Red Roaming</b></p> <p>While roaming in the UK, the USA, New Zealand and Europe :</p> <p>If you have Red Roaming you will be able to make Infinite standard voice calls and text like at home to both the country you are in and back to Australia, calls to any third country will be billed at your applicable International Calling rates, and deducted from your Included Value (excludes Premium Numbers and Services, 13 and 18 numbers). You will also be able to use your data allowance in these countries if you have Red Roaming. The Red Roaming daily fee is charged in addition to your plan fees.</p> <p>Rest of the world: You will be charged Vodafone Traveller rates which are charged outside of your plan allowance.</p> <p>For full International Roaming rates and charges for all services, go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p> |                                                 |                                             |



# Terms & Conditions

## Vodafone Plans and Vodafone Red

|                           |                                                                                           |
|---------------------------|-------------------------------------------------------------------------------------------|
| International voice calls | 25c connection fee + applicable country rate (vodafone.com.au for rates)                  |
| International video calls | 28c connection fee + 1.5 x applicable country voice call rate (vodafone.com.au for rates) |

### Vodafone Red - Not payable from Included Value

This table details other services that you can purchase from or via Vodafone, but which **cannot be paid for** from your Vodafone RedProduct's Included Value (unless stated otherwise).

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |      |       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-------|
| Red                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | \$65                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | \$80 | \$100 |
| Red SIM Month to Month Plans                                                                                                                                                                                                                                                                                                                                                                                                                                                               | \$50                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | \$65 | \$85  |
| Red SIM 24 Month Plans                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | \$40                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | \$50 | \$70  |
| Additional Data (including Tethering)<br>This rate will apply once the data allowance has been exhausted.                                                                                                                                                                                                                                                                                                                                                                                  | 10c per MB (charged by kb)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |      |       |
| Calls to Ask Anything (123)                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$1.30 connection fee + \$1.30 per 60 seconds                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |      |       |
| Premium TXT and PXT                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Varies, depending on service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |       |
| Premium voice and video calls                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Varies, depending on service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |       |
| International Roaming                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p><b>Vodafone Traveller</b><br/>All usage is charged in addition to your normal monthly allowance and is not deducted from included value.</p> <p><b>Vodafone Red Roaming</b><br/>While roaming in the UK, the USA, New Zealand and Europe :</p> <p>If you have Red Roaming you will be able to make Infinite standard voice calls and text like at home to both the country you are in and back to Australia, calls to any third country will be billed at your applicable International Calling rates, and deducted from your Included Value (excludes Premium Numbers and Services, 13 and 18 numbers). You will also be able to use your data allowance in these countries if you have Red Roaming. The Red Roaming daily fee is charged in addition to your plan fees.</p> <p>For full International Roaming rates and charges for all services, go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p> |      |       |
| Vodafone Central and STK Content purchases and downloads                                                                                                                                                                                                                                                                                                                                                                                                                                   | Price specified at time of purchase                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |      |       |
| Call Screen                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 5.5c for the first 10 seconds or 99c per message                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |      |       |
| Excluded* internet and data services when using Vodafone Unlimited BlackBerry® Email and Internet Browsing<br>* Excluded services include: Pocket Life, Vodafone Central purchases and downloads, You Tube and other video streaming, content purchases or downloads from any application not loaded by Vodafone or Research In Motion, Premium TXT and Chat, single downloads of 3MB or larger or any data usage by any application that does not use the BlackBerry® Access Point (APN). | All excluded services are deducted from your data allowance, and then charged at your additional data rate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |      |       |

