

Terms & Conditions : Prepaid

1.What Terms and Conditions Apply to my Vodafone Prepaid Product?

- (a) 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 all the terms and conditions contained in this document; and
 - (ii) all the terms and conditions contained in the Vodafone Standard Form of Agreement (SFOA), which is available at vodafone.com.au collectively, the "Terms").
- (b) When you agree to purchase a Product you accept the Terms.
- (c) Your contract commences on your acceptance of the Terms, however, any credit expiry period does not start until you have recharged your Prepaid account.
- (d) 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.
- For more information, call Vodafone on 1300 650 410 or visit vodafone.com.au.

2. Important Things You Need to Know

Availability

- (a) The Vodafone contracts and products referred to in the Terms (**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 eligible and approved customers.
- (c) Unless otherwise stated, only one Vodafone Prepaid Product can be used per connection to our network.
- (d) Mobile devices may be locked to our network. A fee may apply to unlock.
- (e) Only services specified in section 7, "Vodafone Rates: What is payable from my Vodafone Prepaid Credit" can be accessed using Vodafone Prepaid Products.
- (f) Vodafone's fair use policy applies to all Vodafone Prepaid Products.

Factors affecting availability and performance

- (a) Network coverage and many other factors may affect the availability and performance of certain Products, services and functions.
- (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 mobile devices are compatible with our network.
- (c) 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, including (but not limited to) the "Vodafone" networks operated by, for or on behalf of Vodafone Network Pty Limited and Vodafone Australia Pty Limited and the "3" network operated by, for or on behalf of Vodafone Hutchison Australia Pty Limited. For more information about the "Vodafone" network, see <http://www.vodafone.com.au/personal/services/coverage/>. For more information about the "3" network, see <http://www.three.com.au/coverage>.
- (d) All Vodafone services are subject to device compatibility and network limitations and availability. Compatible 3G device required to access 3G services. Vodafone offers 2100Mhz devices and 900Mhz devices. Customers with devices that are 2100MHz compatible but not 900MHz compatible will experience 3G coverage in metro and some regional areas and GPRS (or Edge, where available) coverage in 900MHz areas. High bandwidth applications, such as video streaming, video calling, Mobile TV, MusicStation and full track downloads, only available in Vodafone's 3G Mobile Broadband Zone. Slower speeds can be expected outside Vodafone's 3G Mobile Broadband Zone.

Pay As You Go Mobile Internet

- (a) For data Products, a data session starts when you first connect to data services and ends when you disconnect from data services. A minimum balance is required to start a browsing session, however you will only be charged for your actual data usage.
- (b) When using data Products, some internet services, including web sites and email, may not be accessible.

Rates and types of credit

- (a) Details of the rates and charges which apply to the Products are contained in the Terms.
- (b) All Vodafone Prepaid Products provide you with a type of credit called "Flexible Credit". Flexible Credit can be used to purchase any of the Products listed in the table titled "Payable from Vodafone Prepaid Credit" in section 7 below.
- (c) Some Vodafone Prepaid Products may also provide you with additional types of credit that may be used to purchase Products. Some types of such additional credit may only be used to purchase certain Products. Types of additional credit, and the Products that such additional credit can be used to purchase, are specified for each Vodafone Prepaid Product in sections 3, 4, 5 and 6 below.
- (d) Credit may be expressed in any manner, including as a monetary value or as a quantity of a specified Product.
- (e) Unless otherwise stated, the section of the Terms titled "Vodafone Rates: What is payable from my Vodafone Prepaid Credit?" specifies which Products are available to be purchased from your credit and the rates for those Products.
- (f) All rates and charges are subject to change. Vodafone will comply with relevant regulations and industry codes with respect to such changes.

Credit Expiry

- (a) Some Vodafone Prepaid Products have a credit expiry period. Credit expiry periods are specified for each Vodafone Prepaid Product in sections 3, 4, 5 and 6 below.
- (b) Unless otherwise stated in the Terms, when the credit expiry period elapses, or when the Vodafone Prepaid Product is recharged, any unused credit for that Product is forfeited, is not refundable, and cannot be carried over to any other Product.
- (c) Unless otherwise stated, if you change from a Vodafone Prepaid Product to any Vodafone "postpay" Product, any unused credit from your Vodafone Prepaid Product is forfeited, is not refundable, and cannot be carried over to your new Vodafone Product.

Auto Recharge

- (a) You may choose for your Vodafone Prepaid Product to be automatically recharged by payment using a registered Credit Card. This service is called "Auto Recharge".
- (b) You may nominate for this automatic recharge to happen:
- i. On a specified date each month;
 - ii. When the main credit balance falls below a set nominated amount; or
 - iii. Every set number of days.
- (c) If you choose the Auto Recharge service, your credit card will be automatically charged when the nominated event in section (b) occurs.
- (d) If you have a specified date for Auto Recharge and the credit expiry period for a Vodafone Prepaid Product will elapse before your next scheduled Autopay recharge, the credit expiry period will be automatically extended until the date of the scheduled Autopay recharge.

3. Flexi Cap Recharge

This table specifies types of credit that are provided if you purchase a Flexi Cap Recharge Product:

Recharge price	Flexible Credit	Vodafone to Vodafone Credit	Credit Expiry Period
\$29	\$150	\$150	30 days
\$49	\$350	\$350	30 days
\$79	\$650	\$650	30 days
\$149	\$1250	\$1250	30 days

The following terms and conditions apply to you if you purchase a Flexi Cap Recharge Product:

- (a) Vodafone to Vodafone Credit can only be used for standard voice calls made to other Vodafone mobiles in Australia.
- (b) Vodafone to Vodafone Credit is deducted in blocks of 60 seconds, with a minimum call length of 60 seconds.
- (c) Calls made using Vodafone to Vodafone Credit are charged at the Standard National voice call rate for Flexi Cap Recharge Products specified in section 7.
- Important note: From 5/10/10, calls made using Vodafone to Vodafone Credit will also incur the Connection fee for Flexi Cap Recharge Products specified in section 7.
- (d) If you exhaust your Vodafone to Vodafone credit, additional calls to Vodafone mobiles in Australia will be paid for from your Flexible Credit.
- (e) If you change from a 365 Day Recharge Product or a TXT & Talk Recharge Product to a Flexi Cap Recharge Product, provided the change occurs within your expiry period, unused credit (of any kind) from your 365 Day Recharge Product or TXT & Talk Recharge Product will be rolled over to your Flexi Cap Recharge Product.

Important note: Between 16/08/10 - 30/09/10, the way unused credit is rolled over if you move between our Prepaid Recharge Products will change. See www.vodafone.com.au/switchplans for more details.

- (f) Any credit that is rolled over under section 3(e) will expire 30 days after roll over, or when you recharge your Flexi Cap Recharge Product (whichever happens first). On expiry, all credit is forfeited, is not refundable, and cannot be carried over to any other Product.

4. TXT & Talk Recharge

This table specifies types of credit that are provided if you purchase a TXT & Talk Recharge Product:

Recharge price	Flexible Credit	Free Talk	Free TXT	Vodafone to Vodafone Talk	Credit Expiry Period
\$20	\$20	10 minutes	20	50 minute	60 days, unless rolled over
\$30	\$30	50 minutes	100	150 minutes	60 days, unless rolled over
\$50	\$50	100 minutes	200	300 minutes	60 days, unless rolled over
\$70	\$70	150 minutes	300	400 minutes	60 days, unless rolled over
\$100	\$100	250 minutes	500	650 minutes	60 days, unless rolled over
\$150	\$150	400 minutes	800	850 minutes	60 days, unless rolled over

The following terms and conditions apply to you if you purchase a TXT & Talk Recharge Product:

- (a) Free Talk credit allows you to make standard calls (including calls to other Vodafone mobiles in Australia) up to the duration included in your recharge. Free Talk time is deducted in blocks of 30 seconds, with a minimum call length of 30 seconds.
- (b) Vodafone to Vodafone Talk credit is usable after your Free Talk time is exhausted.
- (c) Vodafone to Vodafone Talk credit allows you to make calls to other Vodafone mobiles in Australia up to the duration included in your recharge. Vodafone to Vodafone Talk time is deducted in blocks of 30 seconds, with a minimum call length of 30 seconds.
- (d) If you exhaust your Free Talk time, additional standard calls (except for calls to other Vodafone mobiles in Australia) will be paid for from your Flexible Credit.
- (e) If you exhaust your Vodafone to Vodafone time, additional calls to Vodafone mobiles in Australia will be paid for from your Flexible Credit.
- (f) Free TXT credit allows you to send the number of standard TXT included in your recharge.
- (g) If you exhaust your Free TXT allocation, additional TXT will be paid for from your Flexible Credit.
- (h) If you recharge your TXT & Talk Product before the end of the Credit Expiry Period, unused Flexible Credit, Free Talk time, Vodafone to Vodafone Talk time and Free TXT allocation will be rolled over, provided you do not

- exceed the maximum balances in section 4(i).
- (i) If you change from a 365 Day Recharge Product to a TXT & Talk Recharge Product, provided the change occurs within your expiry period, unused Flexible Credit and Vodafone to Vodafone Talk time will be rolled over to your TXT & Talk Recharge Product, provided you do not exceed the maximum balances in section 4(i).
- Important note: Between 16/08/10 - 30/09/10, the way unused credit is rolled over if you move between our Prepaid Recharge Products will change. See www.vodafone.com.au/switchplans for more details.
- (j) The maximum credit balances you may hold for the TXT & Talk Recharge Product are: a) Flexible Credit of \$2,000; b) Free Talk time of 5,000 minutes; c) Vodafone to Vodafone Talk time of 5,000 minutes; and d) Free TXT allocation of 7,200 messages.

5. 365 Day Recharge

This table specifies types of credit that are provided if you purchase a 365 Day Recharge Product:

Recharge price	Flexible Credit	Vodafone to Vodafone Talk	Credit Expiry Period
\$20	\$20	50 minutes	365 days, unless rolled over
\$30	\$30	150 minutes	365 days, unless rolled over
\$50	\$50	300 minutes	365 days, unless rolled over
\$70	\$70	400 minutes	365 days, unless rolled over
\$100	\$100	650 minutes	365 days, unless rolled over
\$150	\$150	850 minutes	365 days, unless rolled over

The following terms and conditions apply to you if you purchase a 365 Day Recharge Product:

- (a) Vodafone to Vodafone Talk credit allows you to make calls to other Vodafone mobiles in Australia up to the duration included in your recharge. Vodafone to Vodafone Talk time is deducted in blocks of 30 seconds, with a minimum call length of 30 seconds.
- (b) If you exhaust your Vodafone to Vodafone Talk time, additional calls to Vodafone mobiles in Australia will be paid for from your Flexible Credit.
- (c) If you recharge your 365 Day Recharge Product before the end of the Credit Expiry Period, unused Flexible Credit and Vodafone to Vodafone Talk time can be rolled over, provided you do not exceed the maximum balances in section 5(e).
- (d) If you change from a TXT & Talk Recharge Product to a 365 Day Recharge Product, provided you recharge within your expiry period, unused Flexible Credit and Vodafone to Vodafone Talk time will be rolled over to your 365 Day Recharge Product, provided you do not exceed the maximum balances in section 5(e). Any unused Free Talk time and Free TXT allocation from your TXT & Talk Recharge Product is forfeited and cannot be refunded.
- Important note: Between 16/08/10 - 30/09/10, the way unused credit is rolled over if you move between our Prepaid Recharge Products will change. See www.vodafone.com.au/switchplans for more details.
- (e) The maximum credit balances you may hold for the 365 Day Recharge Product are: a) Flexible Credit of \$2,000; and b) Vodafone to Vodafone Talk time of 5,000 minutes.

6. Vodafone Extras

This table specifies types of credit that are provided if you purchase a Vodafone Extras Product:

Recharge price	Extras Credit	Credit Expiry Period
\$5	\$5	Does not expire provided active recharge* maintained
\$12	\$12	Does not expire provided active recharge* maintained
\$25	\$25	Does not expire provided active recharge* maintained

* "active recharge" refers to recharge of the Vodafone Prepaid Product that connects you to our network.

The following terms and conditions apply to you if you purchase an Extras Product:

- (a) You can only use a Vodafone Extras Product if you have already purchased a Vodafone Prepaid Product that connects you to our network.
- (b) Extras Credit allows you to purchase any of the Products listed in the "Payable from Extras Credit" table in section 7.
- If Products listed in the "Payable from Extras Credit" table in section 7 can be paid from a different type of credit included with your Vodafone Prepaid Product, unless stated otherwise, your Extras Credit will be deducted first, until it is exhausted.
- (c) Vodafone Extras Credit does not expire, provided an active recharge of the Vodafone Prepaid Product that connects you to our network is maintained. However, if you do not recharge your Vodafone Prepaid Product within 365 days of its Credit Expiry Period, or if you cancel your connection to our network, all Extras Credit is forfeited and is not refundable.
- Important note: Between 16/08/10 - 30/09/10, our Vodafone Extras Product will change. See www.vodafone.com.au/switchplans for more details.

7. Vodafone Rates: What is payable from my Vodafone Prepaid Credit?

Payable from Vodafone Prepaid Credit

This table details all Products that can be paid from your Prepaid credit (unless stated otherwise), and the charge rate for those Products.

Remember, some Vodafone Prepaid Products have different types of credit, including credit that may be expressed as a quantity (eg, a specified number of call minutes) or credit that can only be used for specified services. You must read this table in conjunction with the terms for your specific Vodafone Prepaid Product.

Unless another type of credit can be used, Products will be paid from your Flexible Credit.

Service Name	Rate
Standard National voice and video calls	Flexi Cap Recharge Products: 39c Connection fee + 89c per minute TXT & Talk Products and 365 Day Recharge Products: 35c Connection fee + 39c per 30sec
Standard TXT	Flexi Cap Recharge Products 28c (up to 160 characters) New Rate as of 5 October 2010: 29c (up to 160 characters) TXT & Talk Products and 365 Day Recharge Products: 28c (up to 160 characters)
International TXT	Flexi Cap Recharge Products: 28c (up to 160 characters) New rate as of 5 October 2010: 35c (up to 160 characters) TXT & Talk Products and 365 Day Recharge Products: 28c (up to 160 characters)
International voice and video calls	All Vodafone Prepaid Products: Varies - see vodafone.com.au for rates
Pay As You Go Mobile Internet (3G/GPRS)	Flexi Cap Recharge Products: \$2 per MB*, charged per KB. New rate as of 5 October 2010: \$2 per MB*, charged per 25 KB TXT & Talk Products and 365 Day Recharge Products: \$2 per MB*, charged per KB. *You must have a minimum credit balance to access the internet on your mobile – see www.vodafone.com.au
Standard and International PXT	All Vodafone Prepaid Products: 50c each
Standard and International video PXT	All Vodafone Prepaid Products: 75c each
Premium TXT	Flexi Cap Recharge Products: Excluded – Vodafone Extras must be purchased, see section 6 TXT & Talk Products and 365 Day Recharge Products: Varies – depending on service Premium TXT is sent to
International Roaming	All Vodafone Prepaid Products: Varies - see vodafone.com.au for rates
Voicemail – call to 121	Flexi Cap Recharge Products: 39c Connection fee + 89c per minute TXT & Talk Products and 365 Day Recharge Products: 35c Connection fee + 39c per 30sec
Voicemail – ring alert option	All Vodafone Prepaid Products: Free
Vodafone live! – browsing	All Vodafone Prepaid Products: Free
Vodafone live! – content	All Vodafone Prepaid Products: Price specified at time of purchase
123 Ask Us Anything	Flexi Cap Recharge Products: \$3.50 Connection fee + \$3.50 per minute TXT & Talk Products and 365 Day Recharge Products: \$1.60 Connection fee + 65c per 30sec
1223 Directory Assistance	Flexi Cap Recharge Products: \$2.60 Connection fee + \$89c per minute (+ 89c per minute if through connected) TXT & Talk Products and 365 Day Recharge Products: \$1.40 Connection fee + 39c per 30sec (+ 39c per 30sec if through connected)
13 numbers	Flexi Cap Recharge Products: 39c Connection fee + 89c per minute TXT & Talk Products and 365 Day Recharge Products: 35c Connection fee + 39c per 30sec
18 numbers	Flexi Cap Recharge Products: 89c per minute TXT & Talk Products and 365 Day Recharge Products: 39c per 30sec
15 numbers	All Vodafone Prepaid Products: Varies – depends on the service being called

Payable from Extras Credit

This table details all Products that can be paid from your Extras Credit (unless stated otherwise), and the charge rate for those Products.

Service Name	Rate
Premium TXT	All Vodafone Prepaid Products: Varies – depending on service Premium TXT is sent to.
International Voice	All Vodafone Prepaid Products: Varies - see vodafone.com.au for rates. For Flexi Cap Recharge Product: International Voice deducted from Flexible Credit first then Extras.
Vodafone Internet	All Vodafone Prepaid Products: Varies - see vodafone.com.au for rates.

Important note: Between 16/08/10 - 30/09/10 our Vodafone Extras Product will change. See www.vodafone.com.au/switchplans for more details.