

# Critical Information Summary

Welcome to Vodafone. Here you'll find some important info. It's a good idea to read it through, just so you're across everything. It'll help you understand things like how much you pay and what that gets you.

## Vodafone \$60 Business Flex SIM Only 24 Month Plan

**Information about the service.** Vodafone \$60 Business Flex SIM Only 24 Month Plan

| Minimum monthly charge | Each month you get: |                           |                                    | Minimum term                                  |
|------------------------|---------------------|---------------------------|------------------------------------|-----------------------------------------------|
|                        | Standard TXT        | Standard national minutes | Included data for use in Australia |                                               |
| <b>\$60</b>            | <b>Infinite</b>     | <b>Infinite</b>           | <b>8GB</b>                         | <b>24 months</b><br>Total min cost is \$1,440 |

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

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

### Information about pricing

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

|                                                                                                                                                                                                                                                                              |                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Voicemail deposits and retrieval                                                                                                                                                                                                                                             | <i>Infinite</i> |
| Standard National voice and video minutes                                                                                                                                                                                                                                    | <i>Infinite</i> |
| Standard National voice and video minutes to other Vodafone numbers                                                                                                                                                                                                          | <i>Infinite</i> |
| Standard International voice minutes to Selected Countries (see next page for details)                                                                                                                                                                                       | <b>X</b>        |
| Standard International video minutes                                                                                                                                                                                                                                         | <b>X</b>        |
| Standard National and International TXT                                                                                                                                                                                                                                      | <i>Infinite</i> |
| Standard National and International PXT, video PXT and PXT with TXT                                                                                                                                                                                                          | <i>Infinite</i> |
| Standard National calls to 13 and 18 numbers                                                                                                                                                                                                                                 | <i>Infinite</i> |
| Standard National calls to other 1800 numbers                                                                                                                                                                                                                                | <i>Infinite</i> |
| Standard National re-routed calls. Exclusions apply. See <b>vodafone.com.au/terms</b>                                                                                                                                                                                        | <i>Infinite</i> |
| Calls to National and International directory assistance (1223 and 1225)                                                                                                                                                                                                     | <i>Infinite</i> |
| Calls to Customer Care line (1555)                                                                                                                                                                                                                                           | <i>Infinite</i> |
| TXT delivery report messages                                                                                                                                                                                                                                                 | <i>Infinite</i> |
| Calls to Ask Anything (123) and Call Screen                                                                                                                                                                                                                                  | <b>X</b>        |
| International roaming usually involves an additional cost on top of your normal minimum monthly plan charge. Before you travel you should check our roaming rates to see what you'll be charged. For more jnfo on roaming with Vodafone visit <b>vodafone.com.au/roaming</b> | <b>X</b>        |
| Premium TXT, numbers and services (e.g. TXT voting, TXT competitions, 1900 numbers and competitions)                                                                                                                                                                         | <b>X</b>        |
| Any other service not listed above                                                                                                                                                                                                                                           | <b>X</b>        |

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

Not for commercial or resale purposes, and Vodafone's Fair Use Policy applies to any unreasonable use of Plan inclusions.

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

Just a heads up your unused allowances will expire each month at the end of your billing cycle and all inclusions are for use in Australia.

## Information about pricing

|                                                                            | Amount                                                                                                                  | What does this mean?                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Minimum monthly charge</b>                                              | <b>\$60</b>                                                                                                             | The minimum amount you agree to pay each month of your contract. Excludes repayments for devices including tablets.                                                                                                                                                                                                                                          |
| <b>Early exit fees</b>                                                     | <b>\$30 x months remaining on your contract</b><br><i>Max fee payable is \$720 plus any applicable phone repayments</i> | If you cancel your plan before your minimum contract term is complete, these early exit fees will apply. If you have a mobile payment plan, you will also need to pay any remaining monthly payments.                                                                                                                                                        |
| <b>Standard National TXT costs</b><br><i>(160 characters incl. spaces)</i> | <b>Infinite</b>                                                                                                         | No additional cost. These TXTs are included in the minimum monthly charge.                                                                                                                                                                                                                                                                                   |
| <b>Additional data usage rate in Australia</b>                             | <b>\$0.0098/MB</b>                                                                                                      | If you use more than your Included Data allowance, you will be charged automatically in kilobyte increments that equates to \$0.0098/MB.                                                                                                                                                                                                                     |
| <b>Standard National call charge increments</b>                            | <b>60 Seconds</b>                                                                                                       | Call charges are calculated in 60 second increments.                                                                                                                                                                                                                                                                                                         |
| <b>Standard International Voice Calling</b>                                |                                                                                                                         | This plan does not include any international calls. All international calls will be charged in addition to your minimum monthly spend. International call rates vary per country and are subject to change – see <b><a href="http://vodafone.com.au/internationalcountries">vodafone.com.au/internationalcountries</a></b> for a full list of current rates. |

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

## Other information

|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Usage</b>                 | You can keep track of your call and data usage by calling <b>1555</b> from your Vodafone phone.                                                                                                                                                                                                                                                                                                                                                       |
| <b>International Roaming</b> | International Roaming is automatically active on this plan, you will be charged as per our \$5 Roaming rates in eligible countries – this will allow you to use your normal plan inclusions for an extra \$5 per day (excluding free Vodafone to Vodafone minutes). If you travel anywhere else in the world you will be charged our Pay-As-You-Go Rates. You can deactivate roaming at any time by calling <b>1555</b> .                             |
| <b>Tracking use overseas</b> | You can check your roaming usage by calling Care free from your Vodafone phone on <b>+61 426 320 000</b> .                                                                                                                                                                                                                                                                                                                                            |
| <b>We're here to help</b>    | For any problems jump on to <b><a href="http://support.vodafone.com.au">support.vodafone.com.au</a></b> to find answers fast. Otherwise, call us on <b>1300 650 410</b> or <b>1555</b> from your Vodafone phone so we can assist you. If after speaking with us you are not happy with the outcome you may also contact the Telecommunications Industry Ombudsman on <b>1800 062 058</b> or go to <b><a href="http://tio.com.au">tio.com.au</a></b> . |
| <b>Bill</b>                  | Receive your bill free via email. If you'd like a paper bill posted, we can send you one for a fee of \$2.20. For customers on shared plans only the Primary plan will receive a bill. This bill will show the total for all the Shared plans and the individual plan summary.                                                                                                                                                                        |
| <b>Coverage</b>              | The quality and availability of some services may vary depending on your location, your phone, network congestion and network coverage. For more info visit <b><a href="http://vodafone.com.au/coverage">vodafone.com.au/coverage</a></b> .                                                                                                                                                                                                           |
| <b>ABN/ACN</b>               | Business plans are available to approved customers with an ABN/ACN.                                                                                                                                                                                                                                                                                                                                                                                   |

For info on other plans visit **[vodafone.com.au/cis](http://vodafone.com.au/cis)**.

To view the full terms and conditions for this plan visit **[vodafone.com.au/terms](http://vodafone.com.au/terms)**.