

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.

\$40 Vodafone Business Flex SIM Only (24 Month Plan)

Information about service

Minimum monthly spend	Each month you get				Minimum term
	Standard TXT	Standard National minutes	Standard International Voice minutes	Included data for use in Australia	
\$40	Unlimited	Unlimited	Zone 1 Countries – 500 mins Zone 2 Countries – 50 mins	15GB	24 months Total min cost is \$960

Your unused allowances will expire each month at the end of your billing cycle, and all inclusions are for use in Australia.

Offers: Special promotional offers relating to your plan (if any) are not shown in this Critical Information Summary. To check your personalised plan details including any applicable offers, please call 1555 from your Vodafone mobile, or call 135 888 when in Australia.

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.

Shared data: Data allowances for Vodafone Business Flex plans on your billing account will automatically combine into one pool, which will be shared between eligible users.

Shared International minutes: International minute allowances for Vodafone Flex plans on your billing account will automatically combine (excluding unlimited allowances) into like-for-like pools, (e.g. Zone 1 minutes will combine, Zone 2 minutes will combine etc) which will be shared between eligible users.

Information about pricing

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

Voicemail deposits and retrieval	Unlimited
Standard National voice and video minutes	Unlimited
Standard National voice and video minutes to other Vodafone numbers	Unlimited
Standard National and International TXT	Unlimited
Standard National and International PXT, video PXT, and PXT with TXT	Unlimited
Standard National calls to 13 and 18 numbers	Unlimited
Standard National calls to other 1800 numbers	Unlimited
Standard National re-routed calls. Exclusions apply. See vodafone.com.au/terms	Unlimited
Calls to Customer Care line (1555)	Unlimited
Standard International voice minutes to Zone 1 Countries (see next page for details)	500 minutes
Standard International voice minutes to Zone 2 Countries (see next page for details)	50 minutes
Calls to National and International directory assistance (1223 and 1225)	X
Calls to Ask Anything (123) and Call Screen	X
Premium TXT, numbers and services (e.g. TXT voting, TXT competitions, 1900 numbers, and competitions)	X
International Roaming involves an additional cost on top of your normal minimum monthly Plan charge. Before you travel you should check our roaming rates to see what you'll be charged. For more info on Roaming with Vodafone visit vodafone.com.au/roaming	X
Standard International video minutes	X
Any other service not listed above	X

Prices include GST. For details of all rates go to [Vodafone.com.au](https://www.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](https://www.vodafone.com.au/aboutvodafone/legal/fairusepolicy)

Information about Pricing

	Amount	What does this mean?
Minimum monthly charge	\$40	The minimum amount you agree to pay each month of your contract. Excludes repayments for devices including tablets.
Early Exit Fees	\$20 x months remaining on contract Max fee payable is \$480	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.
Standard National TXT costs (160 characters incl. spaces)	Unlimited	No additional cost. These TXTs are included in the minimum monthly charge
Additional Data usage rate in Australia	\$0.0098/MB Charged per kB	If you use more than your Included Data allowance, you will be charged automatically in kilobyte increments that equates to \$0.0098/MB
Standard National call charge increments	60 seconds	Call charges are calculated in 60 second increments.
Standard International Voice Calls	Zone 1 Countries – 500 mins Zone 2 Countries – 50 mins	You get this many minutes added to your inclusions pool each month to make standard voice calls from Australia to Zone 1 and 2 countries (excludes premium numbers and video calls). Zone 1 and Zone 2 Countries may change, see vodafone.com.au/idd for list of current countries. Calls charged in per minute increments. If you exhaust your Zone 1 or Zone 2 allowance, or if you make a standard voice call to a country outside the included countries, you will be charged on top of your minimum monthly spend at our standard international Pay-As-You-Go Rates – these rates are subject to change, see vodafone.com.au/idd for current rates

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

Other information

Usage	You can keep track of your call and data usage by calling 1555 from your Vodafone phone.
Premium Service	As a default, Premium Services including Premium TXT (e.g. text voting) and Pay with Vodafone (e.g. purchasing third party content) are enabled on your account, and will incur an additional cost on top of your monthly plan charge. Before using a Premium Service, always check the costs associated with this service. To opt-out or make a complaint, please call 1555. There is no charge to opt-out. For more info visit www.vodafone.com.au/support/device/premium-services
International Roaming	International Roaming is automatically active on this Plan. You will be charged as per our \$5 Roaming rates in Eligible Countries – this will allow you to use your normal Plan inclusions for an extra \$5 per day, per device. If you use your service in a country which is not an Eligible Country, you will be charged our Pay-As-You-Go Rates. All Roaming costs are in addition to your minimum monthly spend. Full rates and a list of our Eligible Countries can be found at vodafone.com.au/roaming . You can deactivate \$5 Roaming (or Roaming altogether) at any time by calling 1555 .
Tracking usage overseas	You can check your Roaming usage by calling Care for free from your Vodafone phone on +61 426 320 000
We're here to help	For any problems, jump on to support.vodafone.com.au to find answers fast. Otherwise, call us on 135 888 , or 1555 from your Vodafone phone, so we can assist you. If, after speaking with us, you are not happy with the outcome you may also contact the Telecommunications Industry Ombudsman on 1800 062 058 , or go to tio.com.au
Bill	You will 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 account holder will receive a bill. This bill will show the total for all the shared Plans, and the individual Plan summary.
Coverage and Speeds	The quality and availability of some services and the speeds you reach will continually vary depending on many factors such as your location, your device capabilities, network congestion, network coverage or if you are roaming. For more info, visit vodafone.com.au/coverage .
ABN/ACN	Business plans are available to approved customers with an ABN/ACN.

For info on other Plans, visit vodafone.com.au/cis.

To view the full Terms and Conditions for this Plan, visit vodafone.com.au/terms