

# 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.

## \$15 Business Flex Mobile Broadband SIM Only (24 month Plan)

This service is a Business Postpaid Mobile Broadband Service

### Information about service

Minimum monthly spend	Each month you get	Minimum term
<b>\$15</b>	<b>3GB</b> = \$0.005/MB	<b>24 months</b> Total min cost is \$360

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.

**Tablet or Modem:** This plan is only available when you bring your own tablet or modem.

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

### Information about pricing

	Amount	What does this mean?
<b>Minimum monthly spend</b>	<b>\$15</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>\$7.5 X months remaining on your contract</b> Max fee payable is \$180	If you cancel your Plan before your minimum contract term is complete, these Early Exit Fees will apply.
<b>Using 1MB of data in Australia (1MB = 1024KB)</b>	<b>\$0.005/MB</b>	This is the per megabyte rate of your Included Data.
<b>Additional Data usage rate in Australia</b>	<b>\$0.0098/MB</b> 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

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

## 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>Premium Service</b>	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 <a href="http://www.vodafone.com.au/support/device/premium-services">www.vodafone.com.au/support/device/premium-services</a>
<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, 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 <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a> . You can deactivate \$5 Roaming (or Roaming altogether) at any time by calling <b>1555</b> .
<b>Track usage overseas</b>	You can check your Roaming usage by calling Care for 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 <a href="http://support.vodafone.com.au">support.vodafone.com.au</a> to find answers fast. Otherwise, call us on <b>135 888</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 <a href="http://tio.com.au">tio.com.au</a>
<b>Bill</b>	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.
<b>Coverage and Speeds</b>	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 <a href="http://vodafone.com.au/coverage">vodafone.com.au/coverage</a>
<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)