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.

$69 Red Global Plan (month-to-month)

Information about the service. $69 Red Global Plan (month-to-month)

Minimum monthly spend	Each month you get				Minimum term
	Standard TXT	Standard National minutes	Standard International Voice minutes	Included data for use in Australia	
$69	Unlimited	Unlimited	1000 Global minutes to eligible countries + 300 minutes to selected countries	348GB	1 month Total min cost is $69

Bundling: You don't have to bundle this service.
Phone: You must purchase a handset to use with this plan and pay it off over 12, 24 or 36 interest-free monthly instalments. Speak to us or check out our website to find out which phones you can get on Vodafone.
Shared inclusions pool: If you have more than one Vodafone plan that supports sharing on your billing account the data allowances on those services will automatically combine into one pool which will be shared between eligible users. Data sharing is only available on up to 10 services, a maximum of 5 of which can be voice plans. You can opt-out of sharing by calling 1555.

Information about pricing

*What services you can & 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 International voice minutes to Global Minute Eligible Countries	1000 minutes
Standard International voice minutes to Selected Countries	300 minutes
Standard International video minutes	X
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 National and International directory assistance (1223 and 1225)	X
Calls to Customer Care line (1555)	Unlimited
TXT delivery report messages	Unlimited
Calls to Ask Anything (123) and Call Screen	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
Premium TXT, numbers and services (e.g. TXT voting, TXT competitions, 1900 numbers and competitions)	X
Any other service not listed above	X

Personal use only, and Vodafone's Fair Use Policy applies to any unreasonable use of Plan inclusions.
This includes use of any 'unlimited' or 'Unlimited' 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?
Minimum monthly charge	**$69**	The minimum amount you agree to pay each month of your contract. Excludes repayments for devices including tablets.
Early Exit Fees	**Not Applicable**	If you cancel your plan before the minimum contract term is complete, no early exit fees will apply. However, if you have a mobile payment plan, you will also need to pay any remaining outstanding 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	**$10/1GB**	If you use more than your Included Data allowance, you will be charged automatically in increments of $10 that provides you with 1GB extra data (**Additional Data**), which equals $0.01/MB. Any unused Additional Data will rollover for one billing month – after this, it will expire. Please note that Included Data does not rollover.
Standard National call charge increments	**60 seconds**	Call charges are calculated in 60 second increments.
Standard International Voice Calling	**Global minutes to eligible countries**	Included Global Minutes can be used to make standard international voice calls to the following Eligible Countries: China, India, UK, NZ, USA, Singapore, Canada, Malaysia, Hong Kong, Norway, South Africa and South Korea. All calls are charged in per minute increments. Excludes premium numbers and video calls. Once your Global Minutes to Eligible Countries are exhausted, further calls to any Global Minute Eligible Countries will be deducted from your Selected Countries allowance (if any remaining) – see below for further information.
	Included minutes to Selected countries	Included minutes to Selected Countries can be used to make standard voice calls to the countries listed at http://Vodafone.com.au/internationalcountries. The list of countries is subject to change – the current list can be found at http://Vodafone.com.au/internationalcountries. All calls are charged in per minute increments. Premium numbers and video calls are not included. For international calls to Selected Countries made after your minutes are exhausted, and for calls made to any country not included in the Selected Countries (or any additional countries included in a Primary plan purchased prior to 29 June 2016), standard international calling rates apply (in addition to your minimum monthly spend). Rates vary per country and are subject to change -see list of full current rates at http://Vodafone.com.au/internationalcountries.

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

Other information

Phone	This plan is only available if you purchase a phone under a Mobile Payment Plan ('MPP') of 12, 24, 36 months duration (MPP). If you cancel this plan, your MPP will also automatically cancel and 100% of remaining MPP instalments will be applied to your next bill.
My Vodafone	Head to **myvodafone.com.au** to keep track of your call and data usage.
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**.

Track usage overseas	You can check your Roaming usage via My Vodafone, or call Customer Care 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 **1300 650 410**, 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, and can access it at any time via My Vodafone. 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	The quality and availability of some services may vary depending on your location, your device, network congestion, and network coverage. For more info, visit **vodafone.com.au/coverage**.

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**