

Critical Information Summary



This Critical Information Summary contains some important information for your plan.

Vodafone \$10 Stay Connected Cap plan (month to month, up to a maximum of 3 months)

Minimum monthly spend	Each month you get			Minimum term	Maximum term
	Standard TXT	Standard National minutes	Included Data for use in Australia		
\$10	Unlimited	Unlimited	3GB (1MB = \$0.0033)	1 month Total min cost is \$10 <i>No early termination fees apply to this plan unless you cancel your MPP or APP. In that instance you must pay out the remainder of your device on your final bill.</i>	3 months <i>At which time this plan will end, and you will move back to your Existing Plan.</i>
<p>Customers who change to this plan with an existing Mobile Payment Plan (MPP), Accessories Payment Plan (APP) device insurance or other charges will be required to continue paying these other charges.</p> <p>This plan is not eligible for Bundle & Save. Your Bundle and Save discounts on your other eligible services may decrease for the duration of this plan.</p> <p>If your existing plan had a Loyalty Discount applied and you change to this plan for 3 months, your Loyalty Discount will be re-instated when you move back onto your existing plan.</p> <p>You unused data allowance will expire each month at the end of your billing cycle and all inclusions are for use in Australia. There is no additional data usage on this plan. Once your included data is used up, access to mobile data will be cut off entirely until your next billing cycle and you will not be able to purchase additional data.</p>					

Important information about this plan:

To be eligible you must be an existing Vodafone Customer and can verify you are experiencing Financial Difficulties. To be eligible you must fill out a form on Vodafone.com.au and provide documentation which will be assessed on a case-by-case basis. You can elect to suspend your monthly plan fees from an existing mobile plan (Existing Plan) and sign up to this plan. You can only access this plan for up to 3 months. After this time, you will be contacted by Vodafone to move back to your Existing Plan, at which point you will be charged the monthly plan fees of your Existing Plan, which will no longer be suspended.

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

Phone: You must bring your own compatible phone to use this service or if you are on an MPP you can use your device. To be on an MPP you must purchase a handset from Vodafone to use with this Plan and pay it off over 12, 24 or 36 interest-free monthly instalments. If you cancel this plan, your MPP will also automatically cancel and 100% of remaining MPP instalments will be applied to your next bill.

Limited Services: On this plan, you can only use 3GB of data in Oz and have unlimited standard national calls and texts. All other services are barred. Once data inclusion is used, access to mobile data will be cut off entirely until your next billing cycle (You can also still connect to Wi-Fi to use internet).

Non-shared data: The data inclusion cannot be shared with any other services and vice versa.

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 1300 650 410 when in Australia.

Information about what's included and what's not included in your plan.

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
TXT delivery report messages	Unlimited
Standard International voice minutes to Zone 1 Destinations	X
Standard International voice minutes to Zone 2 Destinations	X
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 – You will not be able to use your service outside of Australia	X
Standard International video minutes	X

Other information

My Vodafone	Head to myvodafone.com.au to set up your username and password. Then you can keep track of your call and data usage and make changes to your account.
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 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 .

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