

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.

Premium nbn™ month-to-month Plan

Information about the service Vodafone \$89 Premium nbn month-to-month Plan

Minimum monthly charge	Each month you get:	Minimum term
	Included monthly Vodafone nbn™ data	
\$89	Unlimited	1 month <i>Total min cost is \$269</i>

Service description: Vodafone nbn™ is a fixed broadband data-only service ("NBN Service") that provides you with internet access via the National Broadband Network ("NBN Network") as supplied to us by NBN Co Limited ("NBN").

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

Equipment required: You need a compatible modem in order to use this Plan. It is a requirement of signing up to this Plan that you purchase the Vodafone Wi-Fi Hub™ modem ('Modem'). The total cost of the Modem is \$180. This is explained in further detail below. Please note that by signing up to this Plan your existing home phone line service will be terminated. When you connect to Vodafone nbn™ certain equipment or services at your premises may be impacted and no longer operate. These include medical devices, alarms, EFTPOS machines, lift emergency phones and some email or fax services. Please contact the equipment manufacturer or service provider if you are unsure. Vodafone does not offer Priority Assistance.

Service availability: The NBN Service is not available in all areas or to all premises. Availability is subject to a service qualification check which we will perform when you request to sign-up. The technology used to deliver the NBN Service will depend on the connection between your premises and the NBN Network which includes: (1) Fibre to the Premises ('FTTP'); (2) Fibre to the Node ('FTTN'); (3) Fibre to the Building ('FTTB'); (4) Hybrid Fibre Coaxial ('HFC'); (5) Fibre to the Curb (FTTC). Your technology type will be explained when you sign-up.

Installation & Setup: There is no charge for standard Vodafone nbn™ installations. Vodafone do not offer non-standard or professional installations. If advised by NBN that additional works such as trenching is required, you will need to arrange for and pay for any associated works directly via a third party. The new development charge of \$300 will apply to you if NBN has to activate a connection for the first time at a premises that is in a newly developed area or building. If applicable, we will apply that charge to your first bill following activation of the NBN Service at your premises. You must be over the age of 18 to have Vodafone nbn™ installed. If you are the owner of the property you must

provide consent for NBN to install the NBN Service. If you are not the owner of the property or if you live in a strata property you must obtain owner consent or strata approval for installation.

Plan speed: This Plan is associated with the nbn100 product which is provisioned with a maximum connection speed of 100Mbps (download) and 40Mbps (upload). Speeds on this Plan are variable and you will experience slower speeds than the maximum connection speed available, particularly during peak times (7-11pm). For FTTP/FTTN technology, actual speeds will vary and can be confirmed once your NBN Service is activated. The performance and speed of your service depends on a number of factors such as: Plan choice, location, the number of devices connected to your network, modem type quality and positioning, Wi-Fi performance, in-building wiring, content accessed, the NBN technology used to deliver your NBN Service, how much capacity Vodafone has purchased from NBN, our network and internet traffic demand. To find out more information on speed and whether this plan is suitable for your usage needs, please refer to our Speed Guide at <http://vfau.co/speedguide>

Plan changes: You can change your NBN speed tier by moving to a different Vodafone nbn™ Plan. There are no penalties or fees for moving between plans. You can change your Plan once per bill cycle. You will be refunded for the Plan fee for the remainder of the month on a pro-rata basis and you will be charged your new Plan fee calculated on a pro-rata basis for the remainder of the month.

Additional services:

Vodafone Instant Connect™: This is a complimentary data-only service for new Vodafone nbn™ customers which provides internet access via our Mobile Service in a Vodafone Coverage Area. It is available until your NBN Service is activated or for a period of 30 consecutive days (whichever occurs first). Speeds for this service are limited to a maximum of 12Mbps (download) and 1 Mbps (upload). This service is only available when using the Vodafone Wi-Fi Hub™ with a Vodafone SIM on our network.

Vodafone 4G Backup: This is a complimentary data-only service which provides internet access via our Mobile Service in a Vodafone Coverage Area during confirmed local NBN faults. You must call us to activate this service. It is available until the fault is resolved or for a period of 30 consecutive days (whichever occurs first). Speeds for this service are limited to a maximum of 12Mbps (download) and 1 Mbps (upload). This service is only available when using the Vodafone Wi-Fi Hub™ with a Vodafone SIM on our network.

Consumer plans are for Personal use only. Business plans are not for commercial or resale purposes. Vodafone's Fair Use Policy applies to any 'unreasonable' use of Plan inclusions. This includes any 'unlimited' or 'infinite' offerings. See www.vodafone.com.au/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	\$89	The minimum amount you agree to pay each month of your contract not including the cost of the Modem. Excludes repayments for accessories and plan fees and devices on any other services. The minimum term and minimum monthly charge will commence upon NBN Service activation.
Early exit fees	Not applicable	<p>There are no Early Exit Fees on this plan, however, if you chose to cancel your plan before the end of the Device Period you will need to pay for the remaining Modem cost.</p> <p>The Modem is \$5 per month ('Undiscounted Price') or \$0 per month ('Discounted Price') when you stay connected for 36 months ('Device Period'). This Discounted Price will appear as a credit on your monthly bill. If you choose to cancel your plan before the end of the Device Period you will need to pay the full Undiscounted Price x months remaining on Device Period. This remaining Modem cost will be applied as a lump sum on your final bill.</p>
NBN charges	Various	<p>New Development fee This \$300 will be charged to your bill if NBN has to activate a connection for the first time at a premises it classifies as a 'new development'.</p> <p>Other fees such as Missed appointment fee, Cancelled appointment fee, Subsequent installation fee and No Fault found fee may apply to you. We may also pass on any administrative costs that Vodafone incur in providing you with assistance or arranging an appointment with NBN. Please see your Plan Details for more information.</p>

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

Other information

We're here to help	For any problems jump on to support.vodafone.com.au to find answers fast. Otherwise, call us on 1300 801 122 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	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 sharing plans and the individual plan summary.

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

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

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