

## Critical Information Summary

This Critical Information Summary contains some important information for your plan. It's a good idea to read it through.

### nbn™ month-to-month Plan

	Essential nbn™	Essential+ nbn™	Premium nbn™
Minimum monthly charge	\$65	\$75	\$95
Included monthly Vodafone nbn™ data	Unlimited		
Minimum term	1 month		
Minimum cost	\$245 (Plan cost + total cost of modem)	\$255 (Plan cost + total cost of modem)	\$275 (Plan cost + total cost of modem)
Plan speed	nbn25 Maximum connection speed of 25Mbps (download) and 5Mbps (upload)	nbn50 Maximum connection speed of 50Mbps (download) and 20Mbps (upload)	nbn100 Maximum connection speed of 100Mbps (download) and 20Mbps (upload)
Early Exit Fees	<p><b>There are no Early Exit Fees on this plan.</b></p> <p>However, if you choose to cancel, 100% of any remaining device instalments will be applied to your next bill.</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>		

## Information about the service

### nbn™ charges

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'. 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.

### 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").

### 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 above. 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 nonstandard 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 Speeds:

Speeds on these plans are variable and you will experience slower speeds than the maximum connection speed available, particularly during peak times (7-11pm). For FTTB/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. If you change your plan, you'll receive your selected plan straight away, and the new monthly charge for your plan will apply from the next month.

#### Vodafone 4G Back-up

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.

#### Bundling

You don't have to bundle this service.

#### Other information

<b>My Vodafone</b>	You can keep track of your call and data usage and make changes to your account through My Vodafone. You can access My Vodafone by downloading the app or head to <a href="http://www.vodafone.com.au/myvodafone">www.vodafone.com.au/myvodafone</a> to set up your username and password to access My Vodafone through a web browser.
<b>We're here to help</b>	Check out our online support section at <a href="http://www.vodafone.com.au/support">www.vodafone.com.au/support</a> . Otherwise, call us on <b>1300 650 410</b> , or <b>1555</b> from your Vodafone phone. If, after speaking with us, you aren't happy with the outcome you may also contact the Telecommunications Industry Ombudsman on <b>1800 062 058</b> , or head to <a href="http://www.tio.com.au">www.tio.com.au</a>
<b>Bill</b>	You will receive your bill free via email, and you can access it at any time through 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.
<b>Coverage</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, head to <a href="http://www.vodafone.com.au/coverage">www.vodafone.com.au/coverage</a> .

For information on other plans, head to [www.vodafone.com.au/cis](http://www.vodafone.com.au/cis). To view the full terms and conditions for this plan, head to [www.vodafone.com.au/terms](http://www.vodafone.com.au/terms). Personal use only. Vodafone's Fair Use Policy applies to any unreasonable use of plan inclusions. This includes use of any 'Unlimited' offerings. Head to [www.vodafone.com.au/sfoa](http://www.vodafone.com.au/sfoa).

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