

Terms and Conditions

Vodafone Postpaid Mobile Broadband Plans

1. **What Terms and Conditions apply to my Vodafone Red Mobile Broadband Month to Month Plans, ("Red Mobile Broadband Plans"), Vodafone Mobile Broadband SIM Only Month to Month and Vodafone Mobile Broadband SIM Only 12 Month Plans ("Mobile Broadband SIM Only Plans"), Vodafone Red Tablet Plus Month to Month Plans, ("Red Tablet Plus Plans"), and Vodafone Tablet SIM Only Plus 12 Month Plans, ("Tablet SIM Only Plus Plans"), (collectively "Products")?**
 - a. This document sets out the terms and conditions which apply to specific Vodafone contracts and products (collectively, the "Products").
 - b. The terms and conditions that will apply to your Product or Products are:
 1. all the terms and conditions provided to you when you agree to purchase a Product, including all the terms and conditions contained in this document and any terms and conditions contained in any application form you complete when purchasing a Product; and
 2. all the terms and conditions contained in the Vodafone Standard Form of Agreement (**SFOA**), which is available at vodafone.com.au(collectively, the "**Terms**").
 - c. When you agree to purchase a Product you accept the Terms. Your contract with Vodafone commences on your acceptance of the Terms.
 - d. Some Products have a minimum contract term. If your contract is terminated before the end of this term, your services will end and you may also be required to pay fees, such as an Early Exit Fee. Depending on the Product this may be in addition to any applicable device payments and additional or excluded call, data, or service costs. Early Exit Fees are set out in the pricing table for your Product.
 - e. Activation of your Product may occur after your contract has commenced. Any minimum contract term that applies commences when your Product is activated.
 - f. For Products which are not Month to Month Products, you may suspend your contract for between 1 and 3 consecutive calendar months once during the minimum contract term. You will be charged a fee for each month your contract is suspended. Your minimum contract term will be extended by the period of any suspension. However, Products in a Sharing Group or Plus Plan Sharing Group may only be suspended if they are first removed from the Sharing Group or Plus Plan Sharing Group and placed on their own stand-alone account by calling 1555.
 - g. Vodafone's Fair Use Policy applies to any unreasonable use of Plan inclusions. This includes use of any "unlimited" or "infinite" offerings. See www.vodafone.com.au/aboutvodafone/legal/fairusepolicy
 - h. The Terms may be changed by Vodafone from time to time. Vodafone will comply with relevant laws, regulations, and industry codes if it makes any such changes.

For more information, call Vodafone on 1300 650 410 or visit vodafone.com.au

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2. Postpaid Products and the Terms

- a. Vodafone customers can purchase both "Prepaid Products" and "Postpaid Products" from Vodafone. The Postpaid Product types are explained in these terms. For details on Prepaid Products, please see the Vodafone Prepaid Mobile Broadband terms and conditions at www.vodafone.com.au/terms
- b. "Postpaid Products" are purchased by issuing you with a bill for Vodafone Products and services that you have already used, or that you have agreed to pay a specified regular amount for. Postpaid Products are usually (although not always) wholly or partly paid in arrears.

3. Important Things You Need to Know

Availability

- a. The Vodafone contracts and products (Products) referred to in the Terms are for personal or small to medium business use only. Large business/corporate and commercial customers should contact Vodafone for information about Vodafone's business products.
- b. Data offerings in the Red Tablet Plus Plan and the Tablet SIM Only Plus Plan (collectively, the "Tablet Plus Plans") are only for standard access in Australia to data directly from your device and only for your individual use. This offering is not for you if you plan to do any of the following: use encryption for the purposes of bypassing tethering detection; use any Application that is designed to avoid tethering detection for the objective of bypassing speed controls; or any other activity which does not involve standard individual data usage (Non-Standard Data Usage).
- c. Vodafone reserves the right to determine other activities to be Non-Standard Usage or Non-Standard Data Usage, where such activities are of a commercial nature and/or do not involve standard individual data usage that Vodafone considers to be non-standard usage.
- d. The Products referred to in the terms are only available on selected Mobile Broadband modems and/or tablets, as nominated by Vodafone.
- e. The Products are available to eligible customers, and for credit approved customers, only.
- f. Unless otherwise stated, only one Product can be used per connection to our network.
- g. Vodafone's Fair Use Policy applies to all Vodafone Products.

Sharing

- a. All Products (**Eligible Sharing Products**) are able to support sharing on one billing account.
- b. For all Eligible Sharing Products (excluding the Red Tablet Plus Plan and the Tablet SIM Only Plus Plan Products), when an additional Eligible Sharing Product (excluding the Red Tablet Plus Plan and the Tablet SIM Only Plus Plan Products) is added to an existing Eligible Sharing Product on the same billing account the two products will automatically form a Sharing Group (Sharing Group). If you add any Vodafone Postpaid Voice Product (excluding the Vodafone Red Plus Month to Month Plan and the Vodafone SIM Only Plus 12 Month Plan Products) to an existing Eligible Sharing Product on the same billing account, this Vodafone Postpaid Voice Product will also form part of the Sharing Group and will be considered an Eligible Sharing Product for the purposes of these Terms and Conditions.

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- c. For Eligible Sharing Products which are Vodafone Red Tablet Plus Month to Month Plans and Vodafone Tablet SIM Only Plus 12 Month Plans when an additional Eligible Sharing Product (which are Vodafone Red Tablet Plus Month to Month Plans and Vodafone Tablet SIM Only Plus 12 Month Plans) is added to an existing Eligible Sharing Product on the same billing account the two products will automatically form a Plus Plan Sharing Group (Plus Plan Sharing Group). If you add any Vodafone Postpaid Voice Product (which are Vodafone Red Plus Month to Month Plan and Vodafone SIM Only Plus 12 Month Plan Products) to an existing Eligible Sharing Product on the same billing account, this Vodafone Postpaid Voice Product will also form part of the Plus Plan Sharing Group and will be considered an Eligible Sharing Product for the purposes of these Terms and Conditions
- d. For the avoidance of doubt a Plus Plan Sharing Group may only consist of the following products - a Vodafone Red Plus Month to Month Plan, Vodafone SIM Only Plus 12 Month Plan, Vodafone Red Tablet Plus Month to Month Plan, and/or Vodafone Tablet SIM Only Plus 12 Month Plan.
- e. A Sharing Group or Plus Plan Sharing Group can have up to 10 Eligible Sharing Products, for personal customers a maximum of 5 of these can be voice Plans. Note, the Red Wearable Month to Month Plan is considered to be a voice plan for the purpose of this calculation.
- f. The data allowances of a Sharing Group will automatically combine into one pool which will be shared between eligible users on a first-in-first-served basis. For the avoidance of doubt, all non-data allowances (by way of example, international minutes or content options, if applicable) cannot be shared amongst the Sharing Group and will remain accessible only by the eligible user of each individual plan Product.
- g. The Your Max Speed Data allowances of a Plus Plan Sharing Group will automatically combine into one pool which will be shared between eligible users on a first-in-first-served basis, however the additional usage which is throttled at 1.5Mbps will not be shared. For the avoidance of doubt, all non-data allowances (by way of example, international minutes or content options, if applicable) cannot be shared amongst the Plus Plan Sharing Group and will remain accessible only by the eligible user of each individual plan Product.
- h. The data included in any plan on your account which is a Vodafone Plus Plan (including Red Plus Plans, SIM Only Plus Plans, Red Tablet Plus Plans, and Tablet SIM Only Plus Plans) is not shareable with Vodafone Postpaid Plan Products (including Red Plans, SIM Only Plans, Red Mobile Broadband Plans, and Mobile Broadband SIM Only Plans), and vice versa.
- i. For the avoidance of doubt, all non-data allowances (by way of example, international minutes or content options, if applicable) cannot be shared amongst the Sharing Group or Plus Plan Sharing Group and will remain accessible only by the eligible user of each individual Plan Product.
- j. The Account Holder of an account with an active Sharing Group or Plus Plan Sharing Group has visibility of the full account usage details of the entire group, including itemised details of all call, text, and data usage.
- k. Only the Account Holder, who is the custodian of the PIN for the account, can make changes to the account (including adding, removing, or changing Eligible Sharing Products, or adding/removing any Add-Ons to the account, or purchasing hardware on the account).
- l. Users of an Eligible Sharing Product in a Sharing Group or Plus Plan Sharing Group who are not the Account Holder can:
 - i) View their personal account usage details;
 - ii) View the aggregated usage details of the entire group;
 - iii) Receive Spend Alerts relating to the aggregated usage of the group; and
 - iv) Trigger excess or excluded usage charges, and the Daily Charge for the \$5 Roaming service.

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- m. Users of an Eligible Sharing Product in a Sharing Group or Plus Plan Sharing Group who are not the Account Holder cannot:
 - i) Access account details or personal information of the Account Holder or any other user of an Eligible Sharing Product in the group;
 - ii) Access individual usage details of any other user of an Eligible Sharing Product in the group;
 - iii) Make any changes to the account (including cancelling their service, adding, or removing Add-Ons, or purchasing hardware).
- n. Unless otherwise indicated, if one Eligible Sharing Product is disconnected or ports out to another telecommunications provider then any Eligible Sharing Products remaining in the Sharing Group or Plus Plan Sharing Group will continue to share.
- o. You remain responsible for the use of all Eligible Sharing Products on your account, including all excess or excluded usage or other fees that may be incurred by yourself or other users on your account.
- p. If you do not want an Eligible Sharing Product to form part of a Sharing Group or Plus Plan Sharing Group you can opt-out by calling 1555 or going into a Vodafone store.

Use of the Primary Account PIN:

You will be issued a Primary Account PIN. You must keep this Primary Account PIN confidential and must not disclose the Primary Account PIN to any other party, including those who you grant access to Eligible Sharing Products connected to your account (if any). Doing so will compromise privacy across the entire range of Products connected to your account (for example, the usage information of each Eligible Sharing Product may become visible and accessible by all other users in the Sharing Group or Plus Plan Sharing Group if the Primary Account PIN is shared). It may also compromise the security of sensitive information such as credit card details, and will allow those with access to the PIN to, amongst other things, add, cancel, or change services connected to the Primary Account and/or purchase additional hardware, which is otherwise the exclusive right of the Account Holder.

Factors affecting availability and performance

- a. Network coverage and many other factors may affect the availability and performance of certain Products.
- b. You must have a valid Vodafone Multi-fit Standard/Micro/Nano-SIM inserted in your Apple® iPad, tablet or Mobile Broadband modem as suitable for your chosen plan
- c. Certain Products, services and functions are only available if used in conjunction with a compatible device and if in a compatible coverage area. Not all devices are compatible with our network.
- d. Broadband service: Some Vodafone 4G, 3G+ and 3G services are mobile broadband, internet, email, apps, downloading, video streaming, and video calling. You can use Vodafone 4G if you have an eligible Plan and have been switched over to the 4G network. To use 4G and 3G+ you'll also need a compatible device and be in a selected major metropolitan area. Outside these areas, you can still get Broadband Speeds in our 3G areas with the right device. To check this, make sure your device is compatible to the network zone you are in (U2100MHz, U850MHz or U900MHz). Broadband Speeds not available in any 2G area. Actual speed achieved varies depending on factors such as device capabilities, location, and network congestion, and whether you are roaming. See vodafone.com.au/coverage for coverage. You agree to refer to vodafone.com.au/coverage for coverage details and vodafone.com.au/devicefrequency for details of devices and their frequencies before purchase, so that you can confirm that for your intended use of the services, your address/es are located in the appropriate Vodafone coverage areas and that the device you wish to select is compatible with the Vodafone coverage area where your address/es are located.

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- e. If, from time to time, we provide additional Services in Australia, where you may roam on a network in a Non-Vodafone Coverage Area, we may also restrict the availability or the speeds of some Services, such as Data Services, in the Non-Vodafone Coverage Area. To see the Vodafone Coverage Areas covered by the Vodafone Network please go to vodafone.com.au/network/coverage-checker. The Terms and brochures describing Products contain details regarding device compatibility, network capability, and availability relating to the "Vodafone" network. Notwithstanding anything else in our contract with you, we may provide services to you using any telecommunications network we consider appropriate and that network will constitute "our network" for the purpose of the Terms, including (but not limited to) the "Vodafone" networks operated by, for, or on behalf of Vodafone Network Pty Limited and Vodafone Australia Pty Limited. For more information about this network, see the coverage map available at www.vodafone.com.au/coverage

Data services

- a. For Products that provide data access capabilities, a data session:
- i) Starts when you begin internet activity, either directly or indirectly* on your mobile device; and
 - ii) Ends when your data connection is lost. This will happen when:
 1. You turn your mobile device off;
 2. Turn data connection off;
 3. Switch to flight mode;
 4. When you lose network reception; or
 5. Your mobile device has not sent or received data for a period of time

*Direct internet activity is when you prompt your mobile device to send or receive data from the internet. For example: when you send an email. Indirect internet activity is when your mobile device or mobile applications are set up to send or receive data from the internet on your behalf. Examples include (but are not limited to): Email notifications via Gmail, notification of Tweets or Facebook posts which mention you, and software or weather updates.

- b. When using data Products, some internet services, including web sites, applications and email, may not be accessible.
- c. Subject to your rights under the Competition and Consumer Act 2010 or other relevant legislation (including, but not limited to, the Australian Consumer Law), Vodafone does not make any warranty regarding any software or data provided to you, including with respect to how that software or data operates on your computer or interacts with your other applications.
- d. Unless otherwise stated, data usage is measured as the combination of both data you send (upload) and receive (download).

Data service access devices

- a. It is your responsibility to confirm that data service access hardware (including any Mobile Broadband Modem or Vodafone Pocket WiFi™ device) is compatible with each PC, laptop, or other computing device that you will use your Product with (if appropriate). For the avoidance of any doubt, Tablet Plus Plans are not suitable to be used with Mobile Broadband modems or for more than one device at a time. They should only be purchased and used with a single tablet or iPad.
- b. Non-Vodafone supplied USB or Wi-Fi Modems or Tablet devices can only work on our network if they are compatible, unlocked, and have not been reported as lost or stolen devices.

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- c. Vodafone is not required to provide you with technical support if you use non-Vodafone supplied data service access hardware (such as your own USB or Wi-Fi Modem, or Tablet device), although Vodafone may do so at its discretion.
- d. Vodafone USB 3G (K4203) modem can operate with a maximum of 1 device. 3G only.
- e. Vodafone Pocket WiFi™ 4G (R216H) modem can operate with a maximum of 10 Wi-Fi enabled devices at any one time
- f. Huawei CarFi 4G modem can operate with a maximum of 10 Wi-Fi enabled devices at any one time.
- g. Huawei WiFi Gateway 4G modem can operate with a maximum of 32 compatible Wi-Fi enabled devices at any one time. When using this device outside our 4G areas, coverage is limited. Check our 4G areas at vodafone.com.au/coverage

Moving Plans

- a. You may change from:
 - i. one Vodafone Red Mobile Broadband Month to Month Plan Product to another Vodafone Red Mobile Broadband Month to Month Plan Product; or
 - ii. one Vodafone Mobile Broadband SIM Only Month to Month Plan Product to another Vodafone Mobile Broadband SIM Only Month to Month Plan Product; or
 - iii. one Vodafone Mobile Broadband SIM Only 12 Month Plan Product to another Vodafone Mobile Broadband SIM Only 12 Month Plan Product;once per monthly billing period by calling Vodafone Customer Care, and agreeing to the terms and conditions of the new Product. Any credit or other benefits from your existing Product (including, but not limited to, any "Loyalty Discount" applied to your existing Product) will be forfeited, unless otherwise advised. If you are changing to a less expensive Vodafone Product (unless you are a Mobile Broadband SIM Only Month to Month Plan Product customer changing to a less expensive Product) or from a 12 Month Plan Product to a Month to Month Plan Product or from any Product to a Prepaid Product, fees, including an Early Exit Fee or a Plan Change Fee, may apply.
- b. Any Product change will take effect from the start of your next monthly billing period. Contact Vodafone Customer Care for more information
- c. If you move to a Red Tablet Plus Plan or a Vodafone Tablet SIM Only Plus 12 Month Plan Product then any Data Add-On you have purchased on a previous plan will be automatically cancelled and you will no longer be charged from the beginning of the next billing cycle.

International Roaming

- a) The following terms and conditions apply to Vodafone Postpaid Red Mobile Broadband Month to Month Plans, and Mobile Broadband SIM Only Month to Month and 12 Month Plan Products:
 - 1. Your Included Data allowance and any Additional Data allowances you have triggered can be used in Australia, on Vodafone networks. You can also use your Included Data allowance and any applicable Additional Data overseas while ever you:
 - i. remain opted-in to Vodafone \$5 Roaming (you are automatically opted-in to \$5 Roaming upon activation however you can opt-out at any time by contacting Customer Care); and
 - ii. are roaming in an Eligible Country.

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2. In return for this service, when you (or, for Sharing Groups, any member of a Sharing Group) perform a Trigger Event (which includes using any amount of data) in an Eligible Country on any given day, we will apply the **Daily Charge** to your account. For the avoidance of doubt, the \$5 Daily Charge is payable per day per service – so, by way of example, for Sharing Groups, if two members of the Sharing Group both perform a Trigger Event on the same day, the \$5 Daily Charge will be payable for **both** services.
 3. The \$5 Roaming Daily Charge is charged in addition to your Plan fees.
 4. If you (or, for Sharing Groups, any member of a Sharing Group) use up your Included Data while overseas in an Eligible Country, you will be charged for any further data use as per your normal Additional Data rate and you will be able to continue to use the Additional Data allowance granted to you in Eligible Countries while \$5 Roaming is active for that service.
 5. For those who are eligible to access Vodafone \$5 Roaming, it is limited to a maximum usage of 90 days per calendar year. We may remove Vodafone \$5 Roaming from your service if you do not comply with this condition.
 6. If you opt-out of Vodafone \$5 Roaming, or if you are opted-in but are roaming in a country which is not an Eligible Country, you will be charged according to Vodafone Pay-As-You-Go Rates which can be found at vodafone.com.au/roaming
 7. For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Eligible Countries, Trigger Event(s) and Vodafone Pay-As-You-Go Rates, please go to vodafone.com.au/roaming
- b. The following terms and conditions apply to Vodafone Postpaid Red Tablet Plus Plans and Tablet SIM Only Plus Plans:
1. Your Max Speed data allowance can be used in Australia, on Vodafone networks. You can also use Your Max Speed Data allowance, and trigger Additional \$5 Roaming Data allowances once Your Max Speed Data allowance has been exhausted (as described below at 3.), overseas while ever you:
 - iii. remain opted-in to Vodafone \$5 Roaming (you are automatically opted-in to \$5 Roaming upon activation however you can opt-out at any time by contacting Customer Care); and
 - iv. are roaming in an Eligible Country.
 2. In return for this service, when you (or, for Plus Plan Sharing Groups, any member of a Plus Plan Sharing Group) perform a Trigger Event (which includes, but is not limited to using any amount of data) in an Eligible Country on any given day, we will apply the Daily Charge to your account. For the avoidance of doubt, the \$5 Daily Charge is payable per day per service – so, by way of example, for Plus Plan Sharing Groups, if two members of the Plus Plan Sharing Group both perform a Trigger Event on the same day, the \$5 Daily Charge will be payable for both services.
 3. For the avoidance of doubt, you can only use your Your Max Speed data allowance while \$5 Roaming, not the remaining data which continues at 1.5Mbps while in Australia. Once Your Max Speed data allowance has been exhausted, any additional data usage in that billing month on your account while \$5 Roaming will be charged in blocks of 1GB for a cost of \$10 per block (Additional \$5 Roaming Data). There is no limit to how many Additional \$5 Roaming Data blocks you can trigger. Additional \$5 Roaming Data can only be used while roaming in an Eligible Country, will expire at the end of the billing month in which it is triggered and cannot be transferred, exchanged or redeemed for cash. Additional \$5 Roaming Data cannot be used in Australia or any other country which is not an Eligible Country. Charges for Additional \$5 Roaming Data

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cannot be paid from your Product's Plan Allowance and will be charged on top of your minimum monthly spend.

4. The \$5 Roaming Daily Charge is charged in addition to your Plan fees.
5. For those who are eligible to access Vodafone \$5 Roaming, it is limited to a maximum usage of 90 days per calendar year. We may remove Vodafone \$5 Roaming from your service if you do not comply with this condition.
6. If you opt-out of Vodafone \$5 Roaming, or if you are opted-in but are roaming in a country which is not an Eligible Country, you will be charged according to Vodafone Pay-As-You-Go Rates which can be found at vodafone.com.au/roaming
7. For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Eligible Countries, Trigger Event(s) and Vodafone Pay-As-You-Go Rates, please go to vodafone.com.au/roaming

Rates and charges

- a. Details of the rates and charges, including any minimum spends which apply to the Products, are contained in the Terms. The minimum total cost over contract term is calculated by multiplying the minimum monthly spend by the contract term.
- b. Unless other indicated, if usage of a Product exceeds any part of your Plan Allowance, or you use a service that is not payable from your Plan Allowance, you will be charged an amount additional to your minimum monthly spend.
- c. Unless otherwise stated, if you do not use all your included Plan Allowance in the relevant month, any remaining Plan Allowance is forfeited, is not refundable, and will not carry over into any other month
- d. For all Plans (except Vodafone Red Tablet Plus Plans and Tablet SIM Only Plus Plans), once your Monthly Included Data allowance has been exhausted, any additional data usage on your account in that billing month will be charged in blocks of 1GB for a cost of \$10 per block (Additional Data). Additional Data blocks will be triggered both in Australia and overseas, when you are in Eligible Countries (if you are opted-in to \$5 Roaming). There is no limit to how many Additional Data blocks you can trigger. For example, if your Plan has 1GB of monthly Included Data but you use a total of 3.5GB of data in that month, you will be charged \$30 in Additional Data charges (as you have triggered 3 x 1GB Additional Data blocks). Any unused Additional Data will be rolled over for one billing month. After this it will expire (it cannot be transferred, exchanged or redeemed for cash). For the avoidance of doubt please note that Included Data does not rollover. Charges for Additional Data will be charged on top of your minimum monthly spend. If you have a Vodafone Data Add-on Product that you purchased prior to 2 July 2014 but you sign up to a Vodafone Red Month to Month Plan, a Vodafone SIM Only Month to Month Plan, a Vodafone SIM Only 12 Month Plan on or after 2 July 2014, you agree that the Additional Data rate will apply to your usage, and not any other rate for excess data that has previously applied on your existing Vodafone Data Add-on Product until that point. For the avoidance of doubt, if your account includes a Sharing Group, any member of that Sharing Group can trigger the Additional Data charge, but all Additional Data allowances will then be shared amongst the Sharing Group as normal.
- e. For Vodafone Postpaid Red Tablet Plus Plan and Tablet SIM Only Plus Plans, there are no Additional Data charges while using data within Australia (however, if you exceed the Your Max Speed data allowance while using \$5 Roaming, Additional \$5 Roaming Data charges will apply – see "Section 3 - International Roaming" above for more details). Once the Your Max Speed data allowance included in your plan (see Section 4 for details) has been exhausted, any additional data usage within the Vodafone Coverage Area in Australia in that billing month on your

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account will be restricted to up to a maximum speed of 1.5Mbps. The actual speeds you experience will vary - see "Section 3 - Factors Affecting Availability and Performance" above for more details.

- f. If you are overseas and not in an Eligible Country or not opted in to \$5 Roaming, rates for Additional Data vary, check vodafone.com.au/roaming for more info.
- g. Unless otherwise stated, if you do not use all your included value in the relevant month, that included value is forfeited, is not refundable, and will not carry over into any other month.
- h. Unless otherwise stated, Section 5 below titled "Vodafone Rates: What is Included in my Product's Plan Allowance?" specifies which services are or are not included with your included Plan Allowance and the rate at which additional and excluded services will be charged. Each charge is rounded up to the nearest cent before GST is included.
- i. Unless otherwise stated, rates specified for services are GST inclusive.
- j. Unless otherwise stated, call usage is billed in blocks of 60 second increments. Usage is rounded up to the end of the current increment.
- k. Unless otherwise stated, data usage is charged in per kilobyte blocks.
- l. All rates and charges are subject to change. Vodafone will comply with relevant regulations and industry codes with respect to such changes.

Billing

- a. In your first bill, you will be charged your minimum monthly spend for the following month. Your first bill may also include a prorated amount for the period from the date you connected to your first bill.
- b. For accounts with a Sharing Group or a Plus Plan Sharing Group, only one bill will be issued to the Account Holder which will reflect all Eligible Sharing Products.
- c. You may choose to purchase additional Products from time to time. These charges will be applied to your bill.
- d. Paperless billing is the default bill delivery method for Vodafone customers. Vodafone will provide paper bills without charge to disabled or disadvantaged customers. Otherwise, Vodafone will not provide paper bills except in special circumstances, in which case, at its discretion, Vodafone may charge \$2.20 per paper bill.
- e. Your Included Data may appear on your bill as two separate entries (for example, if a Product has 4GB of included data, that may appear on your bill as one entry of 2GB and a second entry of 2GB).

Checking your usage

Check your call, TXT, and data use here and overseas at myvodafone.com.au or call us for free from your Vodafone Mobile on 1555 (when in Australia) or +61 426 320 000 (when overseas). For Sharing Groups or a Plus Plan Sharing Group, the Account Holder may access individual usage of Eligible Sharing Product users, and may also see overall usage on the account.

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4. Terms for my Red Mobile Broadband Month to Month Plan, Mobile Broadband SIM Only Month to Month and 12 Month Plans, Vodafone Red Tablet Plus Plan and Tablet SIM Only Plus Plans

General Terms

- a. Data allowances can only be used in Australia, on Vodafone networks unless you are roaming. (See 'International Roaming' in section 3 above for more information).
- b. All non-data use (e.g. voice calls, SMS/MMS, and content) is charged in addition to your data Plan. Refer to Section 5.4 – "Rates and Charges for Non-Data Use on Products" for further details.
- c. Unless otherwise stated, charges for your Vodafone Mobile Broadband Plan Product are in addition to any handset/device repayments (if applicable), and any costs for excluded usage or additional data usage.
- d. The Minimum Monthly Spend is payable for each full monthly billing cycle in advance and is non-refundable. All other charges are billed at the end of the monthly billing cycle in arrears.
- e. If you purchase a Vodafone Product which is offered on a Month to Month contract term then:
 - i) The Minimum Monthly Spend is payable for each full monthly billing cycle in advance; and
 - ii) Cancellation will take effect at the end of the month in which you tell us you want to cancel. You will be billed until the end of that month.
- f. For Vodafone Red Mobile Broadband Month to Month Plans and Red Tablet Plus Plans, charges for your Product(s) are in addition to the minimum monthly spend applicable to your Mobile Payment Plan (see section 5.3a below for further details).

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5. Vodafone Rates: What is Included in my Product's Plan Allowance?

5.1 Vodafone Mobile Broadband SIM Only Month to Month Plans

Vodafone Mobile Broadband SIM Only Month to Month Plans				
Product	\$15 Mobile Broadband SIM Only Month to Month Plan	\$30 Mobile Broadband SIM Only Month to Month Plan	\$45 Mobile Broadband SIM Only Month to Month Plan	\$60 Mobile Broadband SIM Only Month to Month Plan
Contract Term	Month to Month	Month to Month	Month to Month	Month to Month
Minimum Monthly Spend	\$15	\$30	\$45	\$60
Contract Minimum Spend	\$15	\$30	\$45	\$60
Monthly Included Data	2GB	7GB	20GB	50GB
Early Exit Fee	N/A			
International Roaming – Is this Plan eligible for \$5 Roaming? See "International Roaming" in Section 3 above for more info	Yes. \$5 Roaming applies while in Eligible Countries and Pay-As-You-Go Roaming rates apply when in other countries			

In addition to the terms set out above at sections 1 to 4 above, the following terms and conditions apply to you if you purchase a Vodafone Mobile Broadband SIM Only Month to Month Product:

- In order to purchase a Vodafone Mobile Broadband SIM Only Month to Month Plan Product, or a Vodafone Mobile Broadband SIM Only 12 Month Plan Product (together, 'Mobile Broadband SIM Only Plans'), you must bring your own compatible mobile device, or purchase one outright from us with cash or credit card in store at the point of sale. You cannot purchase a device under a Mobile Payment Plan (MPP) on Vodafone Mobile Broadband SIM Only Plans.
- If you add the Mobile Broadband SIM Only Month to Month Plan Product mid billing cycle, the Minimum Monthly Spend and any applicable bundle discount will not be pro-rated.
- Once connected to a Mobile Broadband SIM Only Month to Month Plan Product, you must remain connected for at least one full billing cycle. You will remain connected, and you will be charged at least the Minimum Monthly Spend, until the end of the month in which you notify Vodafone that you wish to cancel your Mobile Broadband SIM Only Month to Month Plan Product.

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5.2 - Vodafone Mobile Broadband SIM Only 12 Month Plan Products

Vodafone Mobile Broadband SIM Only 12 Month Plans				
Product	\$15 Mobile Broadband SIM Only 12 Month Plan	\$30 Mobile Broadband SIM Only 12 Month Plan	\$45 Mobile Broadband SIM Only 12 Month Plan	\$60 Mobile Broadband SIM Only 12 Month Plan
Contract Term	12 Month	12 Month	12 Month	12 Month
Minimum Monthly Spend	\$15	\$30	\$45	\$60
Contract Minimum Spend	\$180	\$360	\$540	\$720
Monthly Included Data	3GB	10GB	30GB	90GB
Early Exit Fee	\$7.50 x remaining months on contract	\$15 x remaining months on contract	\$22.50 x remaining months on contract	\$30 x remaining months on contract
International Roaming – Is this Plan eligible for \$5 Roaming? See "International Roaming" in Section 3 above for more info	Yes. \$5 Roaming applies while in Eligible Countries and Pay-As-You-Go Roaming rates apply when in other countries			

In addition to the terms set out above at sections 1 to 4 above, the following terms and conditions apply to you if you purchase a Vodafone Mobile Broadband SIM Only 12 Month Plan Product:

- a. In order to purchase a Vodafone Mobile Broadband SIM Only Month to Month Plan Product, or a Vodafone Mobile Broadband SIM Only 12 Month Plan Product (together, 'Mobile Broadband SIM Only Plans'), you must bring your own compatible mobile device, or purchase one outright from us with cash or credit card in store at the point of sale. You cannot purchase a device under a Mobile Payment Plan (MPP) on Vodafone Mobile Broadband SIM Only Plans.

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5.3 - Vodafone Red Mobile Broadband Month to Month Plan Products

Vodafone Red Mobile Broadband Month to Month Plans				
Product	\$15 Red Mobile Broadband Month to Month Plan	\$30 Red Mobile Broadband Month to Month Plan	\$45 Red Mobile Broadband Month to Month Plan	\$60 Red Mobile Broadband Month to Month Plan
Contract Term	Month to Month	Month to Month	Month to Month	Month to Month
Minimum Monthly Spend	\$15 + applicable MPP repayment	\$30 + applicable MPP repayment	\$45 + applicable MPP repayment	\$60 + applicable MPP repayment
Contract Minimum Spend	\$15, plus cost of chosen tablet or modem	\$30, plus cost of chosen tablet or modem	\$45, plus cost of chosen tablet or modem	\$60, plus cost of chosen tablet or modem
Monthly Included Data	3GB	10GB	30GB	90GB
Early Exit Fee	No Early Exit Fee, but if you can cancel your Mobile Broadband Plan, 100% of any remaining Mobile Payment Plan instalments will be applied to your next bill			
International Roaming – Is this Plan eligible for \$5 Roaming? See “International Roaming” in Section 3 above for more info	Yes. \$5 Roaming applies while in Eligible Countries and Pay-As-You-Go Roaming rates apply when in other countries			

In addition to the terms set out above at sections 1 to 4 above, the following terms and conditions apply to you if you purchase a Vodafone Mobile Broadband Month to Month Plan Product:

- a. In order to purchase a Vodafone Red Mobile Broadband Month to Month Plan, you must simultaneously purchase a tablet or modem of your choice from Vodafone under a Mobile Payment Plan of 12, 24, or 36 months duration. You cannot bring your own device or purchase one outright from Vodafone and sign up to a Vodafone Red Mobile Broadband Month to Month Plan – if you wish to do that, then you must sign up to a Mobile Broadband SIM Only Plan (see section 5.1 and 5.2 above). Section 5 of the SFOA (“Terms and Conditions for Mobile Payment Plan and Accessories Payment Plan”) sets out the applicable terms and conditions for your Mobile Payment Plan. The following additional terms apply for Vodafone Red Mobile Broadband Month to Month (to the extent of any inconsistency between the two, the below terms shall prevail):
 - i) Mobile Payment Plan is available for personal use only to approved customers who connect and remain connected to an active and eligible Vodafone Red Mobile Broadband Month to Month Plan;
 - ii) The outright price of your chosen device (as set by Vodafone at the time of purchase) will be spread in equal instalments over your chosen commitment period (12, 24 or 36 months). Once selected, this commitment period is fixed (unless you elect to pay your total remaining balance in full in one instalment).
 - iii) If during your Mobile Payment Plan commitment period, you cancel your Vodafone Red Mobile Broadband Month to Month Plan, your Mobile Payment Plan will also be automatically cancelled and 100% of remaining Mobile Payment Plan instalments plus outstanding charges on your Vodafone Red Mobile Broadband Month to Month Plan will be applied to your next bill.

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5.4 Vodafone Red Tablet Plus Plan

Vodafone Red Tablet Plus Plan		
Product	\$30 Red Tablet Plus Plan	\$45 Red Tablet Plus Plan
Contract Term	Month to Month	Month to Month
Minimum Monthly Spend	\$30 + cost of chosen tablet	\$45 + cost of chosen tablet
Contract Minimum Spend	As above.	As above.
Monthly Included Data	10GB at Your Max Speed, then data available at speeds of up to 1.5Mbps	30GB at Your Max Speed, then data available at speeds of up to 1.5Mbps
Early Exit Fee	No Early Exit Fee, but if you can cancel your plan, 100% of any remaining Mobile Payment Plan instalments will be applied to your next bill	
International Roaming – Is this Plan eligible for \$5 Roaming? See "International Roaming" in Section 3 above for more info	Yes. \$5 Roaming applies while in Eligible Countries and Pay-As-You-Go roaming rates apply when in other countries (subject to the terms set out in "International Roaming" in Section 3 above).	

In addition to the terms set out above at sections 1 to 4 above, the following terms and conditions apply to you if you purchase a Vodafone Red Tablet Plus Plan Product:

- a. In order to purchase a Vodafone Red Tablet Plus Plan, you must simultaneously purchase a tablet of your choice from Vodafone under a Mobile Payment Plan of 12, 24, or 36 months duration. You cannot bring your own tablet or purchase one outright from Vodafone and sign up to a Vodafone Red Tablet Plus Plan– if you wish to do that, then you must sign up to a Tablet SIM Only Plus Plan (see section 5.1 and 5.2 above, and 5.5 below). Section 5 of the SFOA ("Terms and Conditions for Mobile Payment Plan and Accessories Payment Plan") sets out the applicable terms and conditions for your Mobile Payment Plan. The following additional terms apply for Vodafone Red Tablet Plus Plan (to the extent of any inconsistency between the two, the below terms shall prevail):
 - i) Mobile Payment Plan is available for personal use only to approved customers who connect and remain connected to an active and eligible Vodafone Red Tablet Plus Plan;
 - ii) The outright price of your chosen tablet (as set by Vodafone at the time of purchase) will be spread in equal instalments over your chosen commitment period (12, 24 or 36 months). Once selected, this commitment period is fixed (unless you elect to pay your total remaining balance in full in one instalment).
 - iii) If during your Mobile Payment Plan commitment period, you cancel your Vodafone Red Tablet Plus Plan, your Mobile Payment Plan will also be automatically cancelled and 100% of remaining Mobile Payment Plan instalments plus outstanding charges on your Vodafone Red Tablet Plus Plan will be applied to your next bill.

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5.5 Tablet SIM Only Plus Plans

Vodafone Tablet SIM Only Plus Plan		
Product	\$30 Tablet SIM Only Plus Plan	\$45 Tablet SIM Only Plus Plan
Contract Term	12 Month	12 Month
Minimum Monthly Spend	\$30	\$45
Contract Minimum Spend	\$360	\$540
Monthly Included Data	10GB at Your Max Speed, then data available at speeds of up to 1.5Mbps	30GB at Your Max Speed, then data available at speeds of up to 1.5Mbps
Early Exit Fee	\$15 x remaining months on contract	\$22.50 x remaining months on contract
International Roaming – Is this Plan eligible for \$5 Roaming? See "International Roaming" in Section 3 above for more info	Yes. \$5 Roaming applies while in Eligible Countries and Pay-As-You-Go roaming rates apply when in other countries (subject to the terms set out in "International Roaming" in Section 3 above).	

In addition to the terms set out above at sections 1 to 4 above, the following terms and conditions apply to you if you purchase a Vodafone Tablet SIM Only Plus Plan Product:

- a. In order to purchase a Vodafone Tablet SIM Only Plus Plan, you must bring your own compatible tablet or purchase one outright from us with cash or credit card in at the point of sale. You cannot purchase a device under a Mobile Payment Plan (MPP).

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5.6 Rates and Charges for Non-Data Use on Products

Not payable from Included Value

Vodafone Red Mobile Broadband Month to Month Plan, Vodafone Mobile Broadband SIM Only 12 Month Plan and Vodafone Mobile Broadband SIM Only Month to Month Plan, Vodafone Red Tablet Plus Plan and Vodafone Tablet SIM Only Plus Plan Products include a data allowance only. This table details other Products that you (or, for Sharing Groups or Plus Plan Sharing Group, any member of your Sharing Group or Plus Plan Sharing Group) can purchase from Vodafone via your Mobile Broadband SIM Card, or where applicable, Vodafone Mobile Broadband Plan Product, but which **cannot be paid for** from your included value (unless stated otherwise). You will be charged an additional amount on top of your minimum monthly spend for these Products at the rates specified in this table.

Other services Those services you can purchase for an additional charge	Rate
Standard National Voice Calls	98c per minute (charged per minute) + 40c Call Connection fee
Standard International Voice Calls	Varies - check vodafone.com.au
Standard National Video Calls	\$1.47 per minute (charged per minute) + 40c Call Connection fee
Standard International Video Calls	Varies - check vodafone.com.au
Standard National & International TXT (up to 160 characters)	30c per message
Standard National & International PXT®	55c per message
Standard National & International Video PXT®	55c per message
Voicemail within Australia	98c per minute (charged per minute) + 40c Call Connection fee
1223 Directory Assistance	\$2.60 Call Connection fee + standard voice call rates if thru-connected
13 and 1300 Numbers	98c per minute (charged per minute) + 40c Call Connection fee
18 and 1800 Numbers	40c Call Connection fee + 98c per minute (charged per minute)
Customer Care Calls (calls to 1555) within Australia	0c
International Roaming	\$5 Roaming while in Eligible Countries and Pay-As-You-Go roaming rates when in other countries – see vodafone.com.au/roaming for rates and full terms and conditions.
123 - Ask Us Anything	\$1.30 Call Connection fee + \$1.30 per minute
Call Screen	55c for the first 10 seconds, \$1.98 per minute after the first 10 seconds, or 99c per message
Purchases from third party providers made via carrier billing	Price specified at time of purchase
Premium TXT/PXT®	Rates dependant on service

All prices mentioned are including GST.

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5.7 Vodafone Your Max Speed Data Booster Product

The following terms and conditions apply to you if you purchase a Vodafone Your Max Speed Data Booster Product

Product	Minimum Monthly Spend	Contract Term	Included Your Max Speed data allowance
\$10 Your Max Speed Data Booster	\$10	Until the end of the billing month following the one in which your purchase	5GB

- The Your Max Speed Data Booster Product is available to customers who are connected to and remain connected to any Vodafone Red Plus Month to Month Plan, Vodafone SIM Only Plus 12 Month Plan, Vodafone Business Advance Plan, Vodafone Red Tablet Plus Month to Month Plan or a Vodafone Tablet SIM Only Plus 12 Month Plan.
- The Your Max Speed Data Booster Product includes an additional allowance of Your Max Speed data which is the maximum speed the Vodafone network can deliver to your device at the time and place you are using data. Once the included allowance of Your Max Speed data with the Your Max Speed Data Booster Product is exhausted, further data use will be available within Australia at no charge at speeds of up to 1.5Mbps, unless you purchase another Your Max Speed Data Booster Product. For charges that will apply while \$5 Roaming or if roaming in Pay-As-You-Go Rates once Your Max Speed data is exhausted, refer to Section 5 above.
- The Your Max Speed Data Booster Product is not recurring – it is purchased on a one-off basis and all inclusions will expire at the end of the billing month following the one in which it is purchased.
- If you do not use all your included Your Max Speed data in the billing month following the one in which you purchase your Your Max Speed Data Booster Product, any remaining allowance is forfeited, is not refundable and cannot be carried over to any future Your Max Speed Data Booster Product that may be purchased.
- You can use the Your Max Speed data allowance included with the Your Max Speed Data Booster Product in Australia and while using \$5 Roaming in \$5 Roaming countries. It cannot be used in any country which is not a \$5 Roaming country.
- The Your Max Speed Data Booster Product will share between two or more Vodafone Red Plus Month to Month Plans, Vodafone SIM Only Plus 12 Month Plans, Vodafone Red Tablet Plus Plan or Vodafone Tablet SIM Only Plus 12 Month Plan on your account, but is not shareable with or between Vodafone Business Advance Plans.
- The Minimum Monthly Spend of a Your Max Speed Data Booster Product will not be pro-rated when purchased or cancelled part way through a billing month.
- You may purchase more than one Your Max Speed Data Booster Product within the same billing cycle and data will accumulate.
- If eligible plan is cancelled, any active Your Max Speed Data Booster Product will also be cancelled.