

Terms & Conditions

International Mobile Roaming

What terms apply to my International Mobile Roaming Product?

- a) An international mobile roaming product (**Product**) is any one of the following:
 - i. Vodafone \$5 Roaming;
 - ii. Vodafone Pay-As-You-Go;
 - iii. Vodafone Prepaid Pay-As-You-Go;
 - iv. Vodafone Prepaid Roaming Add-ons;
- b) The terms and conditions that will apply to your Product or Products are:
 - i. all the terms and conditions contained in this document titled "Terms & Conditions, International Mobile Roaming";
 - ii. all the terms and conditions contained in the Vodafone Standard Form of Agreement (**SFOA**), which is available at vodafone.com.au, particularly the following:
 - 2. Clause 7 of Section 1 – Your Obligations;
 - 3. Clause 13 of Section 1 – Suspension of the Service and Termination of your Agreement; and
 - 4. Section 4 – Fair Use Policy; and
 - iii. all the terms and conditions contained in any application form you complete when you agree to purchase or opt-in to a Product,

(collectively, the "**Terms**").
- c) When you agree to purchase a Vodafone Red Business Shared Plan, you accept, and agree to be bound by, the Terms.
- d) On or after 23 April 2014, when you agree to purchase or change rate plans to any of our new plan's (Eligible Vodafone Plan) you also accept, and agree to be bound by, the Terms.
- e) For all other Vodafone customers, when you agree to purchase or opt-in to a Roaming Product, and use Vodafone services while roaming overseas, you accept, and agree to be bound by, the Terms.
- f) Your contract commences on your acceptance of the Terms, however, any contract term which applies does not commence until your service is activated.
- g) 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.
- h) For more information, call Vodafone on:
 - i. 1300 650 410 from any phone within Australia;
 - ii. 1555 for free from your Vodafone mobile when in Australia; or

+61 426 320 000 or +61 414 141 414 free from your Vodafone mobile while roaming or visit Vodafone.com.au

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Vodafone \$5 Roaming, Pay-As-You-Go, Prepaid Pay-As-You-Go and Prepaid Roaming Add-ons

1. Important things you need to know – Vodafone \$5 Roaming, Pay-As-You-Go, Prepaid Pay-As-You-Go and Prepaid Roaming Add-ons Availability

- a) Vodafone Pay-As-You-Go is only available to credit approved customers who are connected and remain connected to an eligible Vodafone Mobile Broadband plan or handset plan.
- b) Vodafone \$5 Roaming is only available to credit approved customers who are connected and remain connected to an eligible Vodafone handset plan.
- c) Prepaid Pay-As-You-Go and Prepaid Roaming Add-ons are only available to Vodafone Prepaid Customers.
- d) Data Workout does not apply when roaming.

2. \$5 Roaming

Vodafone \$5 Roaming is only available if you:

- a) are an approved Vodafone Postpaid customer;
- b) are connected to one of the following Postpaid plans:

I. Plans

- A. Vodafone \$30 Red, \$40 Red, \$50 Red, \$60 Red, \$80 Red, \$100 Red Month to Month plans – Launched July 2017
- B. Vodafone \$30 Red, \$40 Red, \$100 Red 12 Month Plans – Launched July 2017
- C. Vodafone \$50 Red Data, \$60 Red Data, \$80 Red Data 12 Month Plans – Launched July 2017
- D. Vodafone \$50 Red Global, \$60 Red Global, \$80 Red Global 12 Month Plans – Launched July 2017
- E. Vodafone \$30 Red, \$40 Red, \$100 Red 24 Month Plans – Launched July 2017
- F. Vodafone \$50 Red Data, \$60 Red Data, \$80 Red Data 24 Month Plans – Launched July 2017
- G. \$50 Red Global, \$60 Red Global, \$80 Red Global 24 Month Plans – Launched July 2017
- H. Vodafone \$50 Red, \$60 Red, \$80 Red Global QBR 12 Month Plans – Launched July 2017
- I. Vodafone \$50 Red, \$60 Red, \$80 Red Global QBR 24 Month Plans – Launched July 2017
- J. Vodafone \$50 Sim2Go Plan Month to Month – Launched July 2017
- K. Vodafone \$40, \$60 24 Month Plans – Launched September 2016
- L. Vodafone \$70, \$80, \$90, \$100, \$120 Red Data 24 Month Plans – Launched September 2016
- M. Vodafone \$80, \$100, \$120 Red Global 24 Month Plans – Launched September 2016
- N. Vodafone \$80, \$100, \$120 Red Play 24 Month Plans – Launched September 2016
- O. Vodafone \$30 SIM ONLY 12 Month Plan – Launched September 2016
- P. Vodafone \$40, \$50, \$60 Red Data SIM ONLY 12 Month Plan – Launched September 2016
- Q. Vodafone \$40, \$50, \$60 Red Global SIM ONLY 12 Month Plan – Launched September 2016
- R. Vodafone \$22, \$39 SIM ONLY 24 Month Plans – Launched September 2016
- S. Vodafone \$40, \$48, \$53, \$58, \$73 Red Data SIM ONLY 24 Month Plans – Launched September 2016
- T. Vodafone \$48, \$58, \$73 Red Global SIM ONLY 24 Month Plans – Launched September 2016
- U. Vodafone \$48, \$58, \$73 Red Play SIM ONLY 24 Month Plans – Launched September 2016
- V. Vodafone \$35 SIMO ONLY Month to Month Plans – Launched September 2016
- W. Vodafone \$40, \$50, \$60 Red Global SIM ONLY Month to Month Plans – Launched September 2016
- X. Vodafone \$50, \$60 Red Data SIM ONLY Month to Month Plans – Launched September 2016
- Y. Vodafone \$80, \$100, \$130 Qantas Red 24 Month Plans – Launched February 2016
- Z. Vodafone \$45, \$60, \$85 Qantas Red SIMO 24 Month Plans – Launched February 2016

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- AA. Vodafone \$30, \$40, \$60 \$70, \$80 \$100, \$130 12 or 24 Months Plans – Launched August 2015
- BB. Vodafone \$30, \$40, \$50, \$60, \$80, \$110 Sim Only Month to Month Plans – Launched August 2015
- CC. Vodafone \$20, \$25, \$30, \$35, \$40, \$45, \$50, \$60, \$65, \$80, \$85, \$110 12 or 24 Month Plans – Launched August 2015
- DD. Vodafone \$30, \$40, \$50, \$60 12 or 24 Months Plans – Launched July 2014
- EE. Vodafone Red \$70, \$80, \$100 12 or 24 Months Plans – Launched July 2014
- FF. Vodafone \$20, \$25, \$35, \$45 SIM Only 24 Month Plans – Launched July 2014
- GG. Vodafone Red \$50, \$55, \$70 SIM Only 24 Month Plans – Launched July 2014
- HH. Vodafone \$25, \$30, \$35, \$45 SIM Only Month to Month Plans – Launched July 2014
- II. Vodafone Red \$50, \$60, \$80 SIM Only Month to Month Plans – Launched July 2014
- JJ. Vodafone Red \$60, \$65, \$80, \$100 12 or 24 Months Plans – Launched August 2013
- KK. Vodafone \$45 SIM Only Month to Month Plans – Launched August 2013
- LL. Vodafone Red \$50, \$65 SIM Only Month to Month Plans – Launched August 2013
- MM. Vodafone \$45 12 or 24 Month Plans – Launched August 2013
- NN. Vodafone Red \$60, \$65, \$80, \$100 12 or 24 Month Plans – Launched August 2013
- OO. Vodafone \$40, \$50, \$60, \$80, \$100 12 or 24 Months Plans – Launched April 2013
- PP. Vodafone \$20, \$30, \$35, \$45, \$65, \$85 SIM Month to Month Plans – Launched April 2013
- QQ. Vodafone \$30, \$40, \$50, \$60, \$80, \$100 12 or 24 Month Plans – Launched Sept 2012
- RR. Vodafone \$20, \$30, \$35, \$45, \$65, \$85 SIM Only Month to Month Plans – Launched Sept 2012
- SS. Vodafone \$20, \$30, \$35, \$45, \$65, \$85 SIM Only 12 or 24 Month Plans – Launched Sept 2012

ii. Business Specific Plans

- A. Vodafone \$40, \$60 24 Month Plans – Launched September 2016
- B. Vodafone \$70, \$80, \$90, \$100, \$120 Red Data 24 Month Plans – Launched September 2016
- C. Vodafone \$80, \$100, \$120 Red Global 24 Month Plans – Launched September 2016
- D. Vodafone \$80, \$100, \$120 Red Play 24 Month Plans – Launched September 2016
- E. Vodafone \$30 SIM ONLY 12 Month Plan – Launched September 2016
- F. Vodafone \$40, \$50, \$60 Red Data SIM ONLY 12 Month Plan – Launched September 2016
- G. Vodafone \$40, \$50, \$60 Red Global SIM ONLY 12 Month Plan – Launched September 2016
- H. Vodafone \$22, \$39 SIM ONLY 24 Month Plans – Launched September 2016
- I. Vodafone \$40, \$48, \$53, \$58, \$73 Red Data SIM ONLY 24 Month Plans – Launched September 2016
- J. Vodafone \$48, \$58, \$73 Red Global SIM ONLY 24 Month Plans – Launched September 2016
- K. Vodafone \$48, \$58, \$73 Red Play SIM ONLY 24 Month Plans – Launched September 2016
- L. Vodafone \$35 SIM ONLY Month to Month Plans – Launched September 2016
- M. Vodafone \$40, \$50, \$60 Red Global SIM ONLY Month to Month Plans – Launched September 2016
- N. Vodafone \$50, \$60 Red Data SIM ONLY Month to Month Plans – Launched September 2016
- O. Vodafone \$80, \$100, \$130 Qantas Business Red 24 Month Plans – Launched February 2016
- P. Vodafone \$80, \$100, \$130 Qantas Business Red Shared 24 Month Plans – Launched February 2016
- Q. Vodafone \$45, \$60, \$85 Qantas Business Red SIMO 24 Month Plans – Launched February 2016
- R. Vodafone \$45, \$60, \$85 Qantas Business Red Shared SIMO 24 Month Plans – Launched February 2016
- S. Vodafone Ready Business \$40, \$60, \$80, \$100, \$130 24 Month Plans – Launched August 2015
- T. Vodafone Ready Business \$30, \$40, \$50, \$60, \$80, \$110 Sim Only Month to Month – Launched August 2015
- U. Vodafone Ready Business \$30, \$40, \$50, \$60, \$80, \$110 Sim Only 24 Month – Launched August 2015
- V. \$30, \$40, \$50, \$60 Biz 24 Month Plans – Launched July 2014
- W. \$30, \$34, \$45 Biz SIM only 12 month plan – Launched July 2014
- X. Vodafone Red \$70, \$80, \$100, \$130 Biz 12 or 24 Month Plans – Launched July 2014
- Y. Vodafone Red \$50, \$60, \$80 Biz SIM only 12 Month Plan's – Launched July 2014
- Z. Vodafone \$60 Biz 12 or 24 Month Plans – Launched August 2013
- AA. Vodafone Red \$65, \$80 Biz 12 or 24 Month Plans – Launched August 2013
- BB. Vodafone \$45 Biz SIM 12 Month Plan – Launched August 2013
- CC. Vodafone Red \$50, \$64 Biz SIM 12 Month – Launched August 2013
- DD. Vodafone \$60 Biz 12 Month Plan – Launched April 2013
- EE. Vodafone Red \$80, \$100 Biz 12 or 24 Month Plans – Launched April 2013
- FF. Vodafone \$30, \$40, \$50, \$60 Biz 24 Month Plans – Launched April 2013
- GG. Vodafone \$30, \$35, \$45 Biz SIM only 12 Month Plans – Launched April 2013
- HH. Vodafone Red \$65, \$85 Biz SIM 12 Month Plans – Launched April 2013
- II. \$30, \$40, \$50, \$60, Bus 12 Month Plans – Launched Sept 2012
- JJ. \$80, \$100 Bus Infinite 12 Month Plans – Launched Sept 2012
- KK. \$30, \$40, \$50, \$60 Bus 24 Month Plans – Launched Sept 2012
- LL. \$80, \$100 Bus Infinite 24 Month Plans – Launched Sept 2012
- MM. \$30, \$35, \$45, \$65, \$85 SIM Only Biz M2M – Launched Sept 2012

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iii. Red Business Grow Plans

- A. Red Business Grow \$70, \$80, \$100, \$130 24 Month Plans – Launched August 2015
- B. Red Business Grow \$50 Sim Only 24 Month – Launched August 2015
- C. Red Business Grow \$50 Sim Only – Launched August 2015

iv. Business Flex Plans

- A. Business Flex \$35, \$60, \$90, \$110 \$150 24 Month Plans – Launched April 2016
- B. Business Flex \$30, \$50, \$70, \$85, \$105 SIM ONLY 24 Month Plans – Launched April 2016

v. Red Business Shared Plans

- A. Red Biz Shared – BYOD \$135, \$270, \$450, \$675, \$900, \$1125, \$1350, \$1800, \$2250, \$2925, \$3600, \$4500- Launched March 2014
- B. Red Biz Shared – Plus \$150, \$300, \$500, \$750, \$1000, \$1250, \$1500, \$2000, \$2500, \$3250, \$4000, \$5000 – Launched March 2014
- C. Red Biz Shared- Pro \$195, \$390, \$650, \$975, \$1300, \$1625, \$1950, \$2600, \$3250, \$4225, \$5200, \$6500 – Launched March 2014

vi. Consumer Shared Plans

- A. Vodafone \$80, \$100, \$130 Qantas Red Shared 24 Month Plans – Launched February 2016
- B. Vodafone \$45, \$60, \$85 Qantas Red Shared SIMO 24 Month Plans – Launched February 2016
- C. Shared \$40, \$60, \$80, \$100, \$130 24 Month Plans – Launched August 2015
- D. Shared \$30, \$40, \$50, \$60 \$80. \$110 Red Sim Only Month to Month – August 2015
- E. Shared \$30, \$40, \$50, \$60, \$80, \$110, Red Sim Only 12 Month Plans – Launched August 2015
- F. Shared \$10 & \$30 MBB Month to Month – Launched March 2015

(Eligible Vodafone Plan); and

- c) have opted into \$5 Roaming.

3. How do I opt-in to \$5 Roaming?

If you have met the conditions in Section 2 above, you may opt-in to \$5 Roaming as follows:

- a) Customers connected to Red Business Shared Plans are opted-in automatically to Vodafone \$5 Roaming upon activation, but may opt-out at any time by calling Customer Care.
- b) Customers who purchase or change rate plan from an ineligible plan to an Eligible Vodafone Plan from the 23 April 2014 onwards agree to automatically be opted-in to Vodafone \$5 Roaming upon activation, but may opt-out at any time by calling Customer Care or visiting MyVodafone.com.au.
- c) Customers who connected or changed rate plans before 23 April 2014 to an Eligible Vodafone Plan must actively opt-in to Vodafone \$5 Roaming. Customers can do so by using MyVodafone or by contacting Customer Care. Vodafone may from time to time also opt-customers into roaming and \$5 Roaming, if we do this we will provide notification before this change.
- d) Customers already on an eligible plan who upgrade to, or rate plan change to a different eligible plan will not have their current roaming settings changed unless they are notified in accordance with section 31 above
- e) Section 6 below provides more details of the terms and conditions associated with \$5 Roaming

4. Vodafone Pay-As-You-Go

Pay-As-You-Go is available if you are:

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- a) a credit approved customer; and
- b) connected to a Vodafone Postpaid Plan.

Am I opted-in to Vodafone Pay-As-You-Go?

- a) In accordance with section 3(a) above, if you are a customer who purchased or rate plan changed from an ineligible plan to an Eligible Vodafone Plan from the 23 April 2014 onwards, you agreed to automatically be opted-in to \$5 Roaming upon activation. However, you can move to Pay-As-You-Go rates at anytime by calling Customer Care or visiting [My Vodafone.com.au](http://MyVodafone.com.au)
- b) If you are a customer who connected or changed rate plans before 23 April 2014, and if you:
 - i. have roaming currently active on your phone because you had previously opted-in to Vodafone Traveller or Vodafone World, you are now automatically on Vodafone Pay-As-You-Go ; or
 - ii. have never previously turned on roaming, you will be able to opt-in to Vodafone Pay-As-You-Go or \$5 Roaming.

Vodafone Traveller (postpaid) and World are no longer available to customers.

Using Pay-As-You-Go Roaming

- a) Data Workout does not apply when roaming. If you are not opted in to \$5 Roaming, you will be charged as per the Pay-As-You-Go rates. For details on how you will be charged if you are opted-in to \$5 Roaming, see section 6 below.
- b) If Pay-As-You-Go is active on your account, and you are roaming outside Australia, you'll be charged whenever you
 - i. send TXT;
 - ii. send a PXT;
 - iii. make a call;
 - iv. receive a call;
 - v. send or receive data**(Roaming Services)**
- c) While roaming, you'll be charged a roaming rate per minute (Call Charge) for making and receiving calls.
 - i. The Call Charge for standard calls will be charged \$1/min charged in 30 second increments, with a 60 second minimum duration for both making and receiving calls; and
 - ii. Standard TXT (SMS) and PXT (MMS) will be charged at 75c per message and receiving TXT or PXT will be free of charge.
- d) For a full list of countries and applicable Call Rates, or for more information about specific roaming rates, charges or other services such as: , Maritime Roaming, PXT®, video calls, voicemail deposits, Ask us anything-123, Directory Assistance-1223, 15 numbers (including calls to 1555 Customer Care), Premium TXT and Call Screen, go to www.vodafone.com.au/roaming or call Customer Care.
- e) Conditional forwarding of calls to voicemail when busy or no answer is free of charge when roaming. Retrieval of voicemail messages when roaming will be charged at \$1 per minute (charged per 30 seconds with a 1 minute minimum charge). There is no flagfall for retrieving voicemail messages
- f) Conditional forwarding of calls to any number other than voicemail when busy or no answer will be charged at the applicable Call Charge to both receive and make that call type in the country you are roaming in at the time the incoming call is received
- g) Sending a TXT while roaming will be charged at \$0.75 per TXT of 160 characters or less. It's free to receive TXT while roaming
- h) Sending or receiving data while roaming will be charged at \$1.00 per MB, charged per kB, regardless of the country you are in
- i) Charges for all Roaming Services will be charged in addition to your monthly access fee, and will not come from the included value of your eligible Vodafone Postpaid Plan. This includes
 - i. The Call Charge
 - ii. TXT and PXT charges; and
 - iii. Any charges incurred for data usage.

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- j) If you are connected to an Eligible Vodafone Plan (see Section 2 above) \$5 Roaming will be your default international mobile roaming Product if you connect on or after 23 April 2014. You can opt-out of Vodafone \$5 Roaming and into Vodafone Pay-As-You-Go at any time.
- k) You can check your usage while roaming through My Vodafone. Just head to www.myvodafone.com.au or call Customer Care for free from your Vodafone mobile on +61 426 320 000 or +614 14141414
- l) There are no additional access fees or monthly charges for using Vodafone Pay-As-You-Go. Details of calls, TXT, and other services used while overseas will appear on your monthly invoice (if you receive one). You can also get details of your usage by calling 1512 from your mobile phone, through My Vodafone online, or on the My Vodafone App. Actual charges may vary on your invoice as each charge is rounded up to the nearest cent. All services while roaming are GST free

5. Factors affecting use whilst roaming

Factors affecting availability and performance

- a) Network coverage and many other factors may affect the availability and performance of certain Products.
- b) All Vodafone Services are subject to network availability, individual handset capabilities and limitations of overseas networks. Some Vodafone services such as data, video calling, TXT, PXT®. May not be available while roaming in some countries
- c) Certain Products, services and functions are only available if used in conjunction with a compatible mobile or other device and if in a compatible coverage area. Not all mobile devices are compatible with Vodafone or overseas partner networks
- d) All Vodafone services, including Vodafone \$5 Roaming, Pay-As-You-Go, and Prepaid Roaming, are subject to network availability, individual device capabilities and limitations of overseas networks. The Vodafone data roaming service, including mobile broadband speeds, will not be available in all overseas countries and in the countries where the Vodafone Roaming Data service is available, it may not be available in all geographic areas of that country
- e) Compatible device required to access services. Some services, such as video streaming may not be available while roaming in some countries

Data Services

- a) All data is charged in 1kB increments.
- b) For Products that provide data access capabilities, a data session
 - iv. **starts** when you begin internet activity, either directly or indirectly* on your mobile device; and
 - v. **ends** when your data connection is lost. This will happen when:
 - A. you turn your mobile device off;
 - B. turn your data connection off;
 - C. switch to flight mode;
 - D. when you lose network reception; or
 - E. 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.

- c) When using data Products, some internet services, including web sites and email, may not be accessible.

Rates and Charges

- a) Details of the rates and charges, including any spends which apply to the Products are contained in the Terms.
- b) GST does not apply to overseas roaming rates and access fees
- c) International Roaming rates and charges are subject to change. Always refer vodafone.com.au/roaming before leaving Australia for the most up to date rates and charges

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- d) Go to www.vodafone.com.au/roaming or phone Customer Care for information about specific roaming rates and charges for services such as: , PXT®, video calls, voicemail deposits, Ask us anything- 123, Directory Assistance- 1223, 15 numbers (including calls to 1555 Customer Care), Premium TXT and Call Screen
- e) Calls made to 1512, 1511, +61 414 141 414 or +61426 320 000 to recharge or to check your account balance are free of charge while roaming
- f) All Vodafone services are subject to network availability, individual handset capabilities and limitations of overseas networks

Billing

- a) Some charges in relation to, \$5 Roaming, and Vodafone Pay-As-You-Go are not payable from the included value of your plan, and will be charged in addition to your monthly access fee. This excludes any additional device repayments (if applicable) and any additional or excluded service costs.

Vodafone \$5 Roaming for Postpaid Customers

- b) By satisfying the conditions listed in Sections 2 and 3 (a) or (b) above, you accept and agree to be bound by the terms and conditions contained in this section titled "Vodafone \$5 Roaming for Postpaid Customers".
- c) Vodafone \$5 Roaming will can only be used in **Eligible Roaming Countries**. Eligible Roaming Countries are:

- (i) if you signed up before 19 July 2017, the following countries,

1. Albania	26. Malta	51. South Africa
2. Austria	27. Montenegro	52. Canada
3. Belgium	28. Netherlands	53. Papua New Guinea
4. Bulgaria	29. Northern Ireland	54. Tonga
5. China	30. Norway	55. Samoa
6. Croatia	31. NZ	56. Solomon Islands
7. Cyprus	32. Poland	57. Vanuatu
8. Czech Republic	33. Portugal	58. Wales
9. Denmark	34. Romania	59. Taiwan
10. England	35. Scotland	60. Israel
11. Estonia	36. Serbia	61. Chile
12. Finland	37. Singapore	62. Sri Lanka
13. France	38. Slovak Republic	63. Nauru
14. Germany	39. Slovenia	64. Jersey
15. Greece	40. Spain	65. Guernsey
16. Hong Kong	41. Sweden	66. Isle of Man
17. Hungary	42. Switzerland	67. Gibraltar
18. Iceland	43. Thailand	68. Macau
19. Indonesia	44. Turkey	
20. Ireland	45. USA	
21. Italy	46. Wales	
22. Japan	47. Brazil	
23. Latvia	48. India	
24. Lithuania	49. Fiji	
25. Luxembourg	50. Malaysia	

or;

- (ii) if you signed up on or after 19 July 2017, over 55 countries which may change from time to time. Check www.vodafone.com.au/roaming before you travel to see the current list of countries.

- d) Outside of Eligible Roaming Countries listed above, Vodafone Pay-As-You-Go rates will apply for making and receiving calls, TXT, PXT® and data.
- e) If you are opted-in to Vodafone \$5 Roaming, you will be charged \$5 per 24 hour period during which \$5 Roaming has been activated (**Daily Charge**).
- f) If you are a Red Business Shared Plan customer, this Daily Charge will apply for each individual connection that activates \$5 Roaming on your account (for example, if 3 of your connections each use their phone on the same day from an Eligible Roaming Country, \$15 will be charged to your account)

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- g) \$5 Roaming will be activated, and you will be charged the Daily Charge if you're in an **Eligible Roaming Country** and you or one of your connections
- i. send a TXT;
 - ii. send a PXT®;
 - iii. make a call;
 - iv. receive a call; or
 - v. send or receive data in excess of 50KB per day
- (Trigger Events).
- h) Receiving a TXT is free, and is not a Trigger Event.
- i) The Daily Charge
- i. is in addition to any monthly plan charges; and
 - ii. will be charged in addition to your monthly access fee. The Daily Charge will not be deducted from the included value of your Eligible Vodafone Plan.
- j) Apart from the Daily Charge, all calls while roaming in an Eligible Roaming Country which are made to either:
- i. a standard Australian number; or
 - ii. a standard number which is active in the Eligible Roaming Country you are in at the time of making the call;
- will be charged as if you're calling from Australia to another standard Australian number using your Eligible Vodafone Plan. Calls to numbers advertised as "Free Call" or 1300/1800 numbers and calls to voicemail while in an Eligible Roaming Country will be charged at standard national call rates. No calls will be rated at special Vodafone to Vodafone rates. For more details on call rates, visit www.vodafone.com.au, or call Customer Care.
- k) If you are connected to a Vodafone Red Business Shared Plan, at any one time, all connections to your account must either be opted-in or opted out of Vodafone \$5 Roaming.
- l) Premium services, such as premium TXT and calls to Premium Numbers (**Premium Services**) may not be available while roaming. Where Premium Services are available, they will be charged at the applicable premium rate for the same service as charged when using the service in Australia. Charges for Premium Services while roaming will not be deducted from the included value of your plan
- m) When roaming in an Eligible Roaming Country, calls made to a country other than the Eligible Roaming Country in which you are roaming (**Third Country**), or to Australia will be charged at the international call rate for your Eligible Vodafone Plan
- n) When roaming in an Eligible Roaming Country, all standard TXT and PXT®, whether back to Australia or to the country you are in will be billed as if the TXT or PXT® were being sent in Australia to another Australian number
- o) When roaming in an Eligible Roaming Country, all standard TXT and PXT® to a Third Country will be charged at the international TXT or PXT rate for your Eligible Vodafone Plan
- p) When roaming in an Eligible Roaming Country, you will not be charged for receiving calls however receiving calls will be a Trigger Event and you will be charged the Daily Charge
- q) If you roam outside an Eligible Roaming Country, Vodafone Pay-As-You-Go rates will apply. Go to www.vodafone.com.au/roaming for more information on our Vodafone Pay-As-You-Go roaming rates
- r) As a Vodafone \$5 Roaming customer, while in an Eligible Roaming Country, you'll be able to use the data allowance in your plan, as well as any domestic Data Booster or Data Add-on (**Data Add-On**). Data will be deducted from each of these in the following order
- I. Plan Allowance;
 - II. Data Add-on;
 - III. Data Booster;
- s) BlackBerry MeMail30 & Memail50 Add-ons cannot be consumed when using \$5 Roaming.
- t) Vodafone Infinite Calling Add-on's cannot be used when using \$5 Roaming
- u) When using \$5 Roaming if you exceed the data allowance of your Plan (or Add-On if applicable) you will be charged for excess data the same way as you would in Australia

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- v) If you do not have a Data Add-on, you will be charged the same rate for excess data as your Eligible Vodafone Plan, while roaming in an eligible \$5 Roaming country
- w) Data Workout does not apply while roaming in an eligible \$5 Roaming country
- x) If you are roaming outside an Eligible Roaming Country, you will be charged Vodafone Pay-As-You-Go rates for data usage. Go to www.vodafone.com.au/roaming for more information on our Vodafone Pay-As-You-Go roaming rates
- y) Vodafone \$5 Roaming charges, including the Daily Charge are only applicable when roaming overseas in an Eligible Roaming Country. If you roam outside an Eligible Roaming Country, you will be charged Vodafone Pay-As-You-Go rates. There's no monthly commitment for Vodafone \$5 Roaming and you don't need to disconnect the service once you get back to Australia
- z) Charges for Vodafone \$5 Roaming and other services used while roaming will appear on your plan invoice. Actual charges may vary on your invoice as each charge is rounded up to the nearest cent. All services while roaming are GST free
- aa) You can change from Vodafone Pay-As-You-Go to Vodafone \$5 Roaming or from Vodafone \$5 Roaming to Vodafone Pay-As-You-Go Traveller, free of charge at any time
- bb) Any existing international roaming discounts will be forfeited upon connection to Vodafone \$5 Roaming
- cc) Conditional forwarding of calls to voicemail when busy or no answer will be free of charge when roaming and will not trigger the Daily Charge
- dd) Conditional forwarding of calls to any number other than voicemail when busy or no answer will be charged at the applicable roaming rate to both receive and make that call type in the country you are roaming in at the time the incoming call is received and will trigger the Daily Charge
- ee) Vodafone \$5 Roaming is available to Australian Permanent Residents only and is not available to Permanent Residents of other countries. Vodafone \$5 Roaming is limited to a maximum usage of 90 days per calendar year, per connection. We may remove Vodafone \$5 Roaming from your service if you do not comply with this condition, are in breach of Vodafone's Fair Use Policy, or other terms of Vodafone's SFOA
- ff) We may expand the number of countries where \$5 Roaming is available from time to time. If that happens, you will automatically be opted-in to receive the Vodafone \$5 Roaming rates for those countries. If we make more countries available through Vodafone \$5 Roaming, it may be for the same, or an increased Daily Charge.

7. Vodafone Complimentary \$5 Roaming for 15 Days

- a) Vodafone Complimentary \$5 Roaming for 15 Days is only available if you are an approved Vodafone Postpaid customer opted in to roaming and connected to one of the following postpaid plans:
 - i. Vodafone Business Flex \$150 24 month plan; and
 - ii. Vodafone Business Flex \$105 24 month SIM Only plan.(together ***Eligible Complementary Roaming Customer***)
- b) If you are an Eligible Complementary Roaming Customer the \$5 Roaming Daily Charge will be waived for the first 15 days you use \$5 Roaming in an Eligible Roaming Country. This repeats every 12 bill cycles.
- c) After the first 15 occurrences in each 12 billing cycle, your normal Daily Charge will apply.
- d) All other terms and conditions of \$5 Roaming remain the same as set out above in 6. *Vodafone \$5 Roaming for Postpaid Customers above.*

8. Vodafone Prepaid Pay-As-You-Go

Prepaid Flexi Cap, Prepaid Cap, Combo and MyMix Customers

- a) Vodafone Prepaid Pay-As-You-Go is available to customers connected to Vodafone Prepaid Flexi Caps, Prepaid Caps, Combo and MyMix. Go to vodafone.com.au or phone Customer Care for information about Prepaid Flexi Caps, Prepaid Caps, Combo and MyMix.

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- b) Prepay Roaming customers will be charged for making and receiving calls and sending TXT and for using other services while roaming internationally at different rates according to the geographical zone they are roaming in at the time.
- c) Standard calls made while roaming overseas will be charged the Roaming Premium Rate Per Minute (Zone Charge) plus the standard call rate plus a Connection Fee (flagfall). The Roaming Premium Rate Per Minute (Zone Charge) is dependent on the particular zone the call is made in at the time the call is placed (go to vodafone.com.au/roaming for full rates and charges). The standard call rate is as per the current Flexi Cap or Prepaid Cap rate at the time the call is placed and the Connection Fee (flagfall) can be found at vodafone.com.au/roaming. These rates apply to standard voice calls (including calls to 13 and 18 numbers), voicemail retrieval and Australian toll free numbers. Calls to numbers advertised as "Free Call" numbers within the country being visited are charged at standard roaming rates for calls to that country. Standard TXTs are charged at a flat rate per 160 characters, whichever zone you are travelling in at the time the TXT is sent (go to vodafone.com.au/roaming for applicable rates).
- d) To receive a standard voice call, you will be charged the Roaming Premium Rate per Minute (Zone Charge) as applicable for the Zone you are in at the time the call is received.
- e) Go to vodafone.com.au/roaming or phone Customer Care for information about specific roaming rates and charges for services such as: , PXT, video calls, voicemail deposits, Ask us anything-123, Directory Assistance- 1223, 15 numbers (including calls to 1555 Customer Care), Premium TXT. Some of these Vodafone services may not be available whilst roaming in some countries.
- f) Both the Roaming Premium Rate per Minute (Zone Charge) and the standard call rate are charged in 30 second increments with a 30 second minimum duration.
- g) Conditional forwarding of calls to voicemail when busy or no answer, will be free of charge when roaming.
- h) Conditional forwarding of calls to any number other than voicemail when busy or no answer, will be charged at the applicable roaming rate to both receive and make that call type in the country you are roaming in at the time the incoming call is received.
- i) For Prepaid Customers, the Roaming Premium Rate Per Minute (Zone Charge) for calls made and received, the standard call rate and the Connection Fee (flagfall) for calls made, charges for TXT made and charges for all other services which are capable of being used as part of your Prepaid Flexible Credit will be deducted from your Flexible Credit.
- j) Prepaid customers who use data while roaming will incur a charge of \$51.20 per MB with a 1KB increment.
- k) There are no additional access fees or monthly charges for Vodafone Prepaid Pay- As-You-Go. Details of all calls, TXT and other services used whilst overseas can be obtained by calling 1512 from your mobile phone, or via your MyVodafone account (you must be a registered MyVodafone user to access your usage records this way). Each charge is rounded up to the nearest cent. All services while roaming are GST free.

Prepaid Talk & TXT, Vodafone International, Text & Data, Vodafone All-time, 365

- a) Prepaid Pay- As-You-Go is available to customers connected to Vodafone Prepaid Plan offers, including the TXT & Talk, Vodafone International, Text & Data, Vodafone All-time, 365 Day Recharges. Go to vodafone.com.au or phone Customer Care for information about Prepaid Plan Offers.
- b) Prepaid roaming customers will be charged for making and receiving calls, for sending TXT and for using other services while roaming internationally at different rates according to the geographical zone they are roaming in at the time.
- c) For customers on a TXT & Talk, Vodafone International, Vodafone All-time, 365 and Text & Data, standard calls made while overseas on Prepay Roaming will be charged the Roaming Premium Rate Per Minute (Zone Charge) plus the standard call rate plus a Connection Fee (flagfall). The standard call rate is as per the applicable Plan the customer is connected to at the time of placing the call. For customers on Vodafone International, standard calls made while overseas on Prepay Roaming will be charged the Roaming Premium Rate per Minute (Zone Charge) plus a call rate of \$0.39 per 30 seconds plus a Connection Fee (flagfall). For customers on Vodafone All-time, standard calls made while overseas on Prepay Roaming will be charged the Roaming Premium Rate per Minute (Zone Charge) plus a call rate of \$0.40 per 30 seconds plus a Connection Fee (flagfall). For all Prepaid Plan Recharges, the Roaming Premium Rate Per Minute (Zone Charge) is dependent on the particular zone the call is made in at the time the call is placed (go to vodafone.com.au/roaming for full rates and charges) and the Connection Fee (flagfall) can be found at vodafone.com.au/roaming. These rates apply to standard voice calls (including 13 and 18 numbers). Voicemail retrieval and Australian toll free numbers. Calls to numbers advertised as "Free Call" numbers within the country being visited are charged at standard rates for calls to that country. Standard TXTs are charged at a flat rate per 160 characters, whichever zone you are travelling in at the time the TXT is sent (go to vodafone.com.au/roaming for applicable rates).

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- d) To receive a standard voice call, you will be charged the Roaming Premium Rate per Minute (Zone Charge) as applicable for the Zone you are in at the time the call is received.
- e) Go to vodafone.com.au/roaming or phone Customer Care for information about specific roaming rates and charges for services such as: , PXT, video calls, voicemail deposits, Ask us anything-123, Directory Assistance- 1223, 15 numbers (including calls to 1555 Customer Care), Premium TXT. Some of these Vodafone services may not be available whilst roaming in some countries.
- f) Both the Roaming Premium Rate Per Minute (Zone Charge) and the standard call rate (for all Prepaid Plan Recharges except Vodafone International and Vodafone All-time) or the 39c per 30 second call rate for Vodafone International and 40c per 30 second call rate for Vodafone All-time are charged in 30 second increments, with a 30 second minimum duration.

Prepaid PAYG+ Customers

- a) Prepaid roaming is available to customers connected to Vodafone Prepaid PAYG+ Recharge. Go to vodafone.com.au or phone Customer Care for information about Prepaid Plan Offers.
- b) Prepaid roaming customers will be charged for making and receiving calls, for sending TXT and for using other services while roaming internationally.
- c) For customers on a PAYG+, standard calls made while overseas on Prepay Roaming will be charged at a flat rate \$1.00 per minute, go to vodafone.com.au/roaming for full rates and charges. This rate apply to standard voice calls (including 13 and 18 numbers). Voicemail retrieval, Australian toll free numbers and calls to numbers advertised as “Free Call” numbers within the country being visited.
- d) To receive a standard voice call, you will be charged at a flat rate \$1.00 per minute.
- e) Standard TXTs are charged at a flat rate \$0.75 per 160 characters, whichever country you are travelling in at the time the TXT is sent (go to vodafone.com.au/roaming for applicable rates).
- f) Data usage while roaming will incur a charge of \$1 per MB with a 1KB increment.
- g) Go to vodafone.com.au/roaming or phone Customer Care for information about specific roaming rates and charges for services such as: , PXT, video calls, voicemail deposits, Ask us anything-123, Directory Assistance- 1223, 15 numbers (including calls to 1555 Customer Care), Premium TXT. Some of these Vodafone services may not be available whilst roaming in some countries.

7. Vodafone Prepaid Roaming Add-on and Data Add-on

ROAMING ADD-ON					
Type	Price	Expiry	Inclusions to use in selected countries *		
			Data *	Outgoing and Incoming Standard Voice Calls	Standard TXT
Weekly Roaming Add-on	\$35	7	250 MB	60 mins	60 TXT
Weekly Data Roaming Add-on	\$35	7	500 MB	-	-
3-day Roaming Add-on	\$25	3	100 MB	30 mins	30 TXT
3-day Data Roaming Add-on	\$25	3	200 MB	-	-

* Countries may change from time to time, see

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www.vodafone.com.au/prepaid/plans/international-roaming for list of current countries. Fair use policy applies. See www.vodafone.com.au/fairuse.

The following terms and conditions apply to you if you purchase Vodafone Prepaid Roaming Add-on and Data Add-on (together **Roaming Add-Ons**):

- a) Roaming Add-Ons can only be used in the following destinations:

Albania	Germany	Luxembourg	Slovak Republic
Austria	Greece	Malaysia	Slovenia
Belgium	Guernsey - UK	Malta	Solomon Islands
Brazil	Hong Kong	Monaco	South Africa
Bulgaria	Hungary	Montenegro	Spain
Canada	Iceland	Nauru	Sri Lanka
Chile	India	Netherlands	Sweden
China	Indonesia	New Zealand	Switzerland
Croatia	Ireland	Norway	Taiwan
Cyprus	Isle of Man - UK	Papua New Guinea	Thailand
Czech Republic	Israel	Poland	Tonga
Denmark	Italy	Portugal	Turkey
Estonia	Japan	Romania	U.K
Fiji	Jersey -UK	Samoa	U.S.A
Finland	Latvia	Serbia	Vanuatu
France	Lithuania	Singapore	

(Selected Add-on Countries).

- b) Selected Add-on Countries may change from time to time, check these terms or see <http://vodafone.com.au/prepaidroaming> for list of current countries before you travel. Fair use policy applies. See www.vodafone.com.au/fairuse.
- c) You can only use Roaming Add-Ons if you are an existing Vodafone Prepaid customer with an active account and your last recharge was with a Vodafone MyMix, Combo and 365 Plus Recharge Product. New Vodafone Prepaid Customers who activated a \$2 SIM will need to recharge with a Vodafone MyMix, Combo and 365 Plus Recharge Product before purchasing any add-ons.
- d) If you have purchased Roaming Add-Ons and purchase another product of the same type, with the same Expiry Period, before the end of the Expiry Period of the Initial Prepaid Roaming Add-on or Data Add-on, the unused inclusions from the initial Add-on will be rolled over.
- e) Unless stated otherwise, where you purchase two or more Roaming Add-Ons of the same type, the Expiry Periods begin on purchase and will run consecutively until the end of each Expiry Period. The Add-ons will be consumed in order of Expiry Period, beginning with the shortest and ending with the longest.
- f) Unused inclusions will be forfeited at the end of the Expiry Period.
- g) There is no limit on the number and types of Add-ons that can be purchased and used at any given time.
- h) Add-on inclusions will be used before the inclusions in your Prepaid Recharge Product.
- i) Roaming Add-ons and Roaming Data Add-ons are available to customers whose last recharge was a Vodafone MyMix, Combo and 365 Plus Recharge Product.
- j) Roaming Add-ons and Roaming Data Add-ons can be purchased only via credit card or PayPal online or with registered credit card via Recharge by TXT. Roaming Add-ons cannot be purchased with the MyCredit from a 365 Plus Recharge Product
- k) Usage that exceeds the Roaming Add-on or Roaming Data Add-ons inclusions will be charged from any remaining Vodafone Prepaid Recharge Product inclusions based on the standard rates for that Vodafone Prepaid Recharge Product. See <http://vfa.co/prepaidroamingrates> for rates.

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- l) The Roaming Add-on include standard incoming and outgoing voice calls to and from mobiles and land lines excluding premium services, overseas freephone numbers and video calls. Both outgoing and incoming voice calls are charged in per 60-second increments.
- m) Standard TXT includes standard outgoing TXT and excludes any picture text or multi media messages.
- n) Data is charged in per kB increments for both download and upload.