

# Terms & Conditions: Vodafone Postpaid Plans

## 1. What Terms and Conditions Apply to my Vodafone SIM Only Plan, Vodafone Red Plan, Vodafone Red SIM Only Plan, Vodafone Qantas Red Plan and Vodafone Qantas Business Red Plan Products?

- a. This document sets out terms and conditions that apply to specific Vodafone contracts and products (collectively, the **"Products"**).
- b. The terms and conditions that will apply to your Product or Products are:
  - i. all the terms and conditions provided to you when you agree to purchase a Product, including the terms and conditions contained in this document, terms and conditions which are available online and which are identified as applying specifically to any element of your Plan (for example, if your Product is a Vodafone Qantas Red Plan Product, or Qantas Business Red Plan Product, Vodafone Qantas Points Terms and Conditions also apply and can be found at <http://www.vodafone.com.au/doc/qantas-terms-and-conditions.pdf>) and any terms and conditions contained in any application form you complete when purchasing a Product; and
  - ii. all the terms and conditions contained in the Vodafone Standard Form of Agreement (**SFOA**), which is available at [vodafone.com.au](http://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, you may be required to pay fees, such as an Early Exit Fee or a handset recovery fee. Depending on the Product this may be in addition to any applicable handset 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. On a Vodafone Red Plan Product, Vodafone Qantas Red Plan Product, a Vodafone Qantas Business Red Plan Product or a Vodafone Red SIM Only 12 or 24 Month Plan Product, 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 may only be suspended if they are first removed from the 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](http://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.
- i. For more information, call Vodafone on 1300 650 410 or visit [vodafone.com.au](http://vodafone.com.au).

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## 2. Important Things You Need to Know

### Availability

- a. The Products are for personal or small to medium business use only, and are not available to large business/corporate and commercial customers. Large business/corporate and commercial customers should contact Vodafone for information about Vodafone's business products.
- b. "Unlimited" or "Infinite" offerings in the Products are only for standard person-to-person national calls and standard TXT (excludes premium and special numbers) all when made within Australia. So to use these offerings all you have to do is make sure you'll be talking to another person, or using your fingers to TXT them. These offerings are not for you if you plan to do any of the following: multiple simultaneous calling, re-supply, call centre usage, telemarketing, bulk messaging, application-to-person communication, continuously call forwarding, auto-dialing, machine to machine communication (including by using your SIM in any other device), Cellular Trunking Units (CTUs), or any other activity which does not involve standard person-to person national calls and standard TXT (Non-Standard Usage).
- c. Vodafone reserves the right to determine other activities to be Non-Standard Usage, where such activities are of a commercial nature and/or do not involve standard person-to person national calls and standard TXT that Vodafone considers to be non-standard usage.
- d. The Products are available to credit approved customers only.
- e. Unless otherwise stated, only one Vodafone Plan Product or one Vodafone Red Product can be used per connection to the Vodafone network

### Factors affecting availability and performance

- a) Network coverage and many other factors may affect the availability and performance of certain Products.
- b) 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 devices are compatible with Vodafone networks.
- c) 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 phone 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). Remember that actual speeds you reach will vary depending on things like device capabilities, location & network congestion. Broadband Speeds not available in any 2G area. Actual speed achieved varies depending on factors such as device capabilities, location & network congestion. See [vodafone.com.au/coverage](http://vodafone.com.au/coverage) for coverage. You agree to refer to [vodafone.com.au/coverage](http://vodafone.com.au/coverage) for coverage details and [vodafone.com.au/devicefrequency](http://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.
- d) The Terms contain details regarding device compatibility, network capability and availability relating to the "Vodafone" network. However, 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. For more information about the "Vodafone" network, see:  
<http://www.vodafone.com.au/personal/services/coverage/>

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## Sharing

- a. All Vodafone Red Products, Vodafone Red SIM Only 12 or 24 month Plan Products, Vodafone Qantas Red Plan Products and Vodafone Qantas Business Red Plan Products (Eligible Sharing Products) are able to support sharing on one billing account (Sharing Group).

When a second Eligible Sharing Product is added to an existing Eligible Sharing Product on the same billing account the two products will automatically form a Sharing Group. A Sharing Group can have up to 10 Eligible Sharing Products.

- b. The data allowances of Sharing Group will automatically combine into one pool which will be shared between eligible users. Any included international minutes will also combine into one pool, however the countries available to call specific to each Eligible Sharing Product do not share and remain set for that eligible user as per the rules of each specific Eligible Sharing Product.
- c. The Account Holder of an account with an active Sharing Group has visibility of the full account usage details of the entire Sharing Group, including itemized details of all call, text and data usage.
- d. Only the Account Holder, who is the custodian of the PIN number 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).
- e. Users of an Eligible Shared Product in a Sharing Group who are not the Account Holder can:
  - 1. View their personal account usage details;
  - 2. View the aggregated usage details of the entire Shared Group;
  - 3. Receive Spend Alerts relating to the aggregated usage of the Sharing Group ; and
  - 4. Trigger excess usage charges and the Daily Charge for the \$5 Roaming service.
- f. Users of an Eligible Shared Product in a Sharing Group who are not the Account Holder cannot:
  - 1. Access account details or personal information of the Account Holder or any other user of an Eligible Shared Product in the Sharing Group;
  - 2. Access individual usage details of of any other user of an Eligible Shared Product in the Sharing Group;
  - 3. Make any changes to the account (including adding or removing Add-Ons).
- g. If one Eligible Sharing Product is disconnected or ports out to another telecommunications provider then any Eligible Shared Products remaining in the Shared Group will continue to share.
- h. If you do not want an Eligible Sharing Product to for part of a Sharing Group you can opt-out by calling 1555.

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## 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:
    - 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.

- b) When using data services, some internet services, including web sites 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 or available to you in connection with data services, including with respect to how that software or data operates on your device or interacts with applications.
- d) Unless otherwise stated, data usage is measured as the combination of both data you send (upload) and receive (download).

## 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) Vodafone Red Products, Vodafone Red SIM Only Products, Vodafone Qantas Red Products and Vodafone Qantas Business Red Products feature a Plan Allowance which is made up of an Included Data allowance, an "Included International Minutes" allowance (on selected plans only) and an "Infinite" allowance (which provides you with infinite access to many (but not all) services available from Vodafone - see Section 4 below for full details)..
- c) 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.
- d) 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.
- e) Once your Included Data allowance has been exhausted, any additional data usage 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 in Eligible Countries (if you have 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 is forfeited at the end of the billing

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month and is unable to be rolled over, transferred, exchanged or redeemed for cash. Charges for Additional Data cannot be paid from your Vodafone Red Plan Product, Vodafone Qantas Red Plan Product, Vodafone Qantas Business Red Plan Product or Vodafone Red SIM Only Product's Plan Allowance and 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 Plan Product, a Vodafone Qantas Red Plan Product, a Vodafone Qantas Business Red Plan Product or a Vodafone Red SIM Only Plan Product 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.

- f) Some Vodafone Red Plan Products, some Vodafone Red SIM Only Plan Products, some Vodafone Qantas Red Plan Products and some Vodafone Qantas Business Red Plan Products include an International Minutes Allowance which can be used to make standard international voice calls to the countries listed at [www.vodafone.com.au/internationalcountries](http://www.vodafone.com.au/internationalcountries) (Selected Countries and/or Super 1000 Countries) (see Section 4 below for details on which plans include an International Minutes Allowance). The following terms apply to international calling:
- (i) If your Vodafone Red Plan Product, Vodafone Red SIM Only Plan Product, Vodafone Qantas Red Plan Product or Vodafone Qantas Business Red Product **does not** have an International Minutes Allowance and you make a standard voice call to one of the Selected Countries, you will be automatically charged \$6, which will provide you with an allowance of 60 minutes of standard voice calls to be applied across any of the Selected Countries (**Auto International Minute Blocks**). The Auto International Minute Blocks will recur automatically whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments.
  - (ii) If your Vodafone Red Plan Product, Vodafone Red SIM Only Plan Product, Vodafone Qantas Red Plan Product or Vodafone Qantas Business Red Product **does** have an International Minutes Allowance, then once this International Minutes Allowance has been exhausted, if you make any additional standard international voice calls to a Selected Country in that billing month then the Auto International Minute Blocks will automatically apply on a recurring basis as described in clause f(i) above. All calls are charged in per minute increments.
  - (iii) For any standard voice calls made to a country that is not a Selected Country or Super 1000 Country (and for customers with a Vodafone Qantas Business Red Product on their account, for any voice calls made to any additional countries included in a Primary Plan purchased prior to 29 June 2016), standard international charges apply – see Section 4 below for services that are or are not included in your Plan Allowance and the rate at which additional and excluded services will be charged.
  - (iv) Auto International Minute Blocks will be triggered both in Australia and in Eligible Countries (if you have opted-in to \$5 Roaming).
  - (v) There is no limit to how many Auto International Minute Blocks you can trigger. For example, if your plan has 150 minutes of monthly included standard international voice calls to Selected Countries but you use a total of 300 minutes of international calling to one or more of the Selected Countries in that month, you will be charged \$18 in additional international calling charges (as you have triggered 3 x \$6 Auto International Minute Blocks). For the avoidance of doubt, if your account includes a Sharing Group, any member of that Sharing Group can trigger an Auto International Minute Block but there are some restrictions around how the included minutes can be shared (refer to the paragraph titled "Sharing" in Section 2 – Important Things You Need to Know)
  - (vi) Any unused International Minutes Allowance and/or Auto International Minute Blocks are forfeited at the end of the billing month and are unable to be rolled over, transferred, exchanged or redeemed for cash.
  - (vii) Charges for Auto International Minute Blocks cannot be paid from your Vodafone Red Plan Product, Vodafone Qantas Red Plan Product, or Vodafone Red SIM Only Plan's Plan Allowance and will be charged on top of your minimum monthly spend.
  - (viii) The Selected Countries and Super 1000 Countries may change from time to time. The current full list of countries can be found at [www.vodafone.com.au/internationalcountries](http://www.vodafone.com.au/internationalcountries). Vodafone will provide

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reasonable notice on this website of any changes to the Selected Countries.

- g) Unless otherwise stated, Section 4 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.
- h) Unless otherwise stated, rates specified for services are GST inclusive.
- i) Unless otherwise stated, call usage is billed in blocks of 60 seconds increments. Usage is rounded up to the end of the current increment.
- j) Unless otherwise stated, data usage is charged in per kilobyte blocks.
- k) 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 from the date you connected to your first bill.
- b) For accounts with a 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. Charges for these Products will be applied to your bill.
- d) Paperless billing is the default bill delivery method for Vodafone customers.
- e) 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.

## Checking your usage

Check your call, TXT and data use here and overseas at [myvodafone.com.au](https://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, the Account Holder may access individual usage of Eligible Shared Product users, and may also see overall usage on the account.

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## 3. Terms for Vodafone Red Plan Products, Vodafone Red SIM Only Plan Products, Vodafone Qantas Red Plan Products, Vodafone Qantas Business Red Plan Products and Vodafone Add-on Products

### General Terms

- a) Any Included Data allowance which is part of your Vodafone Red Plan Product, Vodafone Red SIM Only Product, Vodafone Qantas Red Plan Product, Vodafone Qantas Business Red Product is only available for use via your compatible handset. It is not available for use on a mobile broadband device.
- b) Your Plan Allowance, any Additional Data allowance and/or any Auto International Minute Blocks you have triggered can be used in Australia, on Vodafone networks. You can also use your Plan Allowance, any applicable Additional Data allowance and/or any applicable Auto International Minute Blocks overseas while ever you:
  - i. remain opted-in to Vodafone \$5 Roaming (you are automatically opted-in to \$5 Roaming upon activation); and
  - ii. are roaming in an Eligible Country.

In return for this service, when you (and, for Sharing Groups, any member of a Sharing Group) perform a Trigger Event in an Eligible Country on any given day, we will apply the **Daily Charge** to your account. Vodafone \$5 Roaming 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. 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. 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](http://vodafone.com.au/roaming).

You may change from one Vodafone Red Product to another Vodafone Red Product or one Vodafone Qantas Red Product to another Vodafone Qantas Red Product or one Vodafone Qantas Business Red Product to another Vodafone Qantas Business Red Product once per monthly billing period by calling Vodafone Customer Care, and agreeing to the terms and conditions of the new Vodafone Red Product or Vodafone Qantas Red Product or Vodafone Qantas Business Red Product (however, if your Plan is Qantas Red SIM Only Plan, a or a Qantas Red Business SIM Only Plan you are not eligible to transfer or upgrade to a Qantas Red Plan or— you may only change to another Qantas Red SIM Only, or a Qantas Red Business SIM Only Plan (as applicable) and additional terms and conditions will apply – refer to <http://www.vodafone.com.au/doc/qantas-terms-and-conditions.pdf> for details). Any credit or other benefits from your existing Product will be forfeited, unless otherwise advised. If you are changing to a less expensive Vodafone Red Product or Vodafone Qantas Red Product or Vodafone Qantas Business Red Product or Vodafone SIM Only 24 Month Product or to a month to month Product or to a prepay Product, fees, including a Plan Change Fee may apply. Any Product change will take effect from the start of your next monthly billing period. Contact Vodafone Customer Care for more information.

- c) If applicable for your Product, any \$0 upfront or discounted mobile device offers will only be available from Vodafone's selected mobile device range at the time that you agree to a contract and cannot be redeemed for cash or as a credit against your service costs with Vodafone. These mobile device offers are not available if you switch between contracts during the minimum contract term.
- d) 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.
- e) Charges for your Product(s) are in addition to any handset repayments you agree to.



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The below table specifies minimum monthly spend and minimum contract terms for the Vodafone Red Plan Products, the Vodafone Qantas Red Plan and the Vodafone Qantas Business Red Plan Products

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### Vodafone Red Plans, Vodafone Qantas Red Plans, Vodafone Qantas Business Red Plans

Plan name	Minimum Monthly Spend	Minimum Spend over 12 month contract term	Minimum Spend over 24 month contract term	Early Exit Fee
<b>Vodafone Red SIM Only - Month to Month Plans</b>				
\$30 SIM Only Plan	\$30	n/a	n/a	n/a
\$40 SIM Only Plan	\$40	n/a	n/a	n/a
\$50 SIM Only Plan	\$50	n/a	n/a	n/a
\$60 SIM Only Plan	\$60	n/a	n/a	n/a
\$80 SIM Only Plan	\$80	n/a	n/a	n/a
<b>Vodafone Red SIM Only - 12 Month Plans</b>				
\$30 SIM Only Plan	\$30	\$360	n/a	\$30 x remaining months on contract
\$40 SIM Only Plan	\$40	\$480	n/a	\$40 x remaining months on contract
\$50 SIM Only Plan	\$50	\$600	n/a	\$50 x remaining months on contract
\$60 SIM Only Plan	\$60	\$720	n/a	\$60 x remaining months on contract
\$80 SIM Only Plan	\$80	\$960	n/a	\$80 x remaining months on contract
<b>Vodafone Red SIM Only - 24 Month Plans</b>				
\$25 SIM Only Plan	\$25	n/a	\$600	\$25 x remaining months on contract
\$35 SIM Only Plan	\$35	n/a	\$840	\$35 x remaining months on contract
\$45 SIM Only Plan	\$45	n/a	\$1080	\$45 x remaining months on contract
\$50 SIM Only Plan	\$50	n/a	\$1200	\$50 x remaining months on contract
\$60 SIM Only Plan	\$60	n/a	\$1440	\$60 x remaining months on contract
\$85 SIM Only Plan	\$85	n/a	\$2040	\$80 x remaining months on contract
<b>Vodafone Red Plans – 24 Month</b>				
Vodafone \$40 Red	\$40	n/a	\$960	\$40 x remaining months on contract
Vodafone \$60 Red	\$60	n/a	\$1440	\$60 x remaining months on contract



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Vodafone \$80 Red	\$80	n/a	\$1920	\$80 x remaining months on contract
Vodafone \$100 Red	\$100	n/a	\$2400	\$100 x remaining months on contract
Vodafone \$130 Red	\$130	n/a	\$3120	\$130 x remaining months on contract
<b>Vodafone Qantas Red Plans – 24 Month/ Vodafone Qantas Business Red Plans – 24 Month</b>				
Vodafone \$45 Qantas Red SIMO Qantas	\$45	n/a	\$1080	\$45 x remaining months on contract
Vodafone \$60 Qantas Red SIMO	\$60	n/a	\$1440	\$60 x remaining months on contract
Vodafone \$85 Qantas Red SIMO	\$85	n/a	\$2040	\$85 x remaining months on contract
Vodafone \$80 Qantas Red	\$80	n/a	\$1920	\$80 x remaining months on contract
Vodafone \$100 Qantas Red	\$100	n/a	\$2400	\$100 x remaining months on contract
Vodafone \$130 Qantas Red	\$130	n/a	\$3120	\$130 x remaining months on contract
<b>Vodafone Plans</b>				
\$70 Vodafone Plan	\$70	n/a	\$1680	\$70 x remaining months on contract
\$42 Vodafone SIM Only Plan	\$42	n/a	\$1008	\$42 x remaining months on contract

## Unlimited BlackBerry® Email and Internet Browsing Add-On Products

The following terms and conditions apply to you if you purchase a Vodafone Product with an Unlimited BlackBerry® Email (BlackBerry® Internet Service (BIS version)) allowance or if you purchase a Vodafone Unlimited BlackBerry® Email and Internet Browsing Add-On Product (BlackBerry® Internet Service (BIS version)).

- a) You will receive either a data allowance or Unlimited BlackBerry® Email (BlackBerry® Internet Service (BIS version)) allowance on the \$60 Vodafone Plan Product, the \$45 Vodafone SIM Only Month to Month Plan Product, the \$45 SIM Only 24 Month Product and all Vodafone Red Products. If you sign up to another Vodafone Plan Product and have a compatible BlackBerry device, you may purchase a Vodafone Unlimited BlackBerry® Email and Internet Browsing Add-On Product (BlackBerry® Internet Service (BIS version)). This table specifies minimum monthly spend pricing, minimum contract terms and monthly data allowances for Vodafone Unlimited BlackBerry® Email and Internet Browsing Add-On Products (BlackBerry® Internet Service (BIS version)):

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Contract Term	Minimum Monthly Spend	Monthly data allowance	Contract Minimum Spend	Early Exit Fee
Monthly	\$20	Unlimited BlackBerry® Email and Internet Browsing (BIS)	\$20	None
12 Months	\$10	Unlimited BlackBerry® Email and Internet Browsing (BIS)	\$120	\$5 x remaining months on contract
24 Months	\$10	Unlimited BlackBerry® Email and Internet Browsing (BIS)	\$240	\$5 x remaining months on contract

- b) Unlimited BlackBerry® Email and Internet Browsing Add-On Products and allowances are available to you if you are connected and remain connected to an eligible Vodafone Product. If your Vodafone Product is cancelled, your Unlimited BlackBerry® Email and Internet Browsing allowance or Add-On (as applicable) will also automatically be cancelled.
- c) Minimum monthly spend for Unlimited BlackBerry® Email and Internet Browsing Add-On Products excludes any additional mobile device payments (if applicable).
- d) Cancellation will take effect from the end of the month on which you tell us that you want to stop receiving the Unlimited BlackBerry® Email and Internet Browsing Add-On Product. You will be billed until the end of that month. Early Exit Fees (see above table) will apply where you cancel a 12 month and 24 month Unlimited BlackBerry® Email and Internet Browsing Add-On Product before the end of the contract term.
- e) Unlimited BlackBerry® Email and Internet Browsing Allowance or Add-On (as applicable) gives you unlimited BlackBerry data (BlackBerry® Internet Service (BIS) version only – excludes BlackBerry® Enterprise Solution (BES) version) which includes BlackBerry® Email and Internet browsing, Facebook® and other applications, when accessed via the BlackBerry Access Point (APN) within Australia. Vodafone's Fair Use Policy applies. Additional charges apply for some services such as video streaming (e.g. YouTube) and single file downloads over 3 MB. Included voice value cannot be used for data. 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 phone 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). Remember that actual speeds you reach will vary depending on things like device capabilities, location & network congestion. Broadband Speeds not available in any 2G area. Actual speed achieved varies depending on factors such as device capabilities, location & network congestion. See [vodafone.com.au/coverage](http://vodafone.com.au/coverage) for coverage. You agree to refer to [vodafone.com.au/coverage](http://vodafone.com.au/coverage) for coverage details and [vodafone.com.au/devicefrequency](http://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.
- f) In addition to these terms and conditions, BlackBerry's standard terms and conditions associated with the use of BlackBerry® from Vodafone, the BlackBerry® Internet Service, the BlackBerry® Built-In handheld and other associated products will also apply to your use of these products and services. BlackBerry®, RIM®, Research In Motion®, SureType®, SurePress™ and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. Used under license from Research In Motion Limited.
- g) Unlimited BlackBerry® Email and Internet Browsing (BlackBerry® Internet Service (BIS)) can only be activated on BlackBerry® Built-In handhelds authorised by Vodafone and Research in Motion. The BlackBerry® browser icon or any specific application loaded on your BlackBerry® at the time of purchase

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(excluding Compass) must be used to access the internet to ensure data usage is taken out of your Unlimited BlackBerry® Email and Internet Browsing Add- included data allowance.

- h) Download of applications from BlackBerry® World™ is included in your Unlimited BlackBerry® Email and Internet Browsing Add- included data allowance, but the price for any application purchased is not included, and will be charged to you as an additional amount.
- i) Data usage by some services available on Vodafone networks, including some internet services, cannot be paid from your Unlimited BlackBerry® Email and Internet Browsing Allowance or Add-On Product's (as applicable) Included Data allowance. Use of these services may incur an additional charge, at the rates specified in the "Not payable from Plan Allowance" table below

## 4. Vodafone Rates: What is Payable from my Vodafone Red Plan, Vodafone Qantas Red Plan, Vodafone Qantas Business Red Plan Product or Vodafone Red SIM Only Plan Allowance?

### Vodafone Red Plans, Vodafone Qantas Plans, Vodafone Qantas Business Red Plans and Vodafone Red SIM Only Plans – Included in your Plan Allowance

This table details all services that are included in your Vodafone Red Plan Product or Vodafone Qantas Red Plan Product, Vodafone Qantas Business Red Plan Product or Vodafone Red SIM Only Plan Product Allowance (unless stated otherwise), and the charge rate for those services. If the service rate is stated to be "Infinite", you will not be charged any additional amount for use of that service. If you (or, for Sharing Groups, any member of your Sharing Group) ever exhaust any element of your Plan Allowance (i.e. your Included Data or your Included International Minutes Allowance, if applicable), or if you use services not listed in this table, you will be charged an additional amount for the services you use at the rates specified in the table titled "Vodafone Red Plans, Vodafone Qantas Plans and Vodafone Red SIM Only Plans – Not Included in your Plan Allowance".

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Vodafone Plan						\$70			
Vodafone SIM Only 24 Month Plan						\$42			
Red 24 Month Plan	\$40			\$60			\$80	\$100	\$130
Qantas Red 24 Month Plan Qantas Business Red 24 Month Plan							\$80	\$100	\$130
Red SIM Only Month to Month Plan	\$30		\$40		\$50		\$60	\$80	
Red SIM Only 12 Month Plan	\$30	\$40			\$50		\$60	\$80	
Red SIM Only 24 Month Plan	\$25			\$35			\$45	\$60	\$85
Qantas Red SIM Only 24 Month Plan/ Qantas Business Red SIM Only 24 Month Plan							\$45	\$60	\$85
Included Data (including tethering)	500MB	3GB	3GB	3GB	4GB	6GB	6GB	10GB	15GB
	or	or	or	or	or	or	or	or	or
	500MB + Unlimited Blackberry BIS	3GB + Unlimited Blackberry BIS	3GB + Unlimited Blackberry BIS	3GB + Unlimited Blackberry BIS	4GB + Unlimited Blackberry BIS	6GB + Unlimited Blackberry BIS	6GB + Unlimited Blackberry BIS	10GB + Unlimited Blackberry BIS	15GB + Unlimited Blackberry BIS
Standard International Minutes	n/a	300	90	150	300	n/a	300		
Standard International Voice Calls ("Selected Countries" are listed at <a href="http://Vodafone.com.au/internationalcountries">Vodafone.com.au/internationalcountries</a> )	Not Included – see table titled "Vodafone Red – Not included in your Plan Allowance" for rates.	International Minutes Allowance to the Selected Countries charged in per minute blocks. Calls to all other countries are excluded – see table titled "Vodafone Red – Not Included in your Plan Allowance" for rates.			International Minutes Allowance to the Selected Countries charged in per minute blocks. PLUS 1000 minutes allowance to make standard international voice calls to the following Super 1000 countries: China, India, UK, NZ, USA, Singapore, Canada, Malaysia, Hong Kong, Norway, South Africa and South Korea ("Super 1000 Countries")Calls to all other countries are not included – see table titled "Vodafone Red – Not Included in your Plan Allowance" for rates.	Not Included – see table titled "Vodafone Red – Not included in your Plan Allowance" for rates.	International Minutes Allowance of minutes to the Selected Countries, charged in per minute blocks. <b>PLUS</b> 1000 minutes allowance to make standard international voice calls to the following Super 1000 countries: China, India, UK, NZ, USA, Singapore, Canada, Malaysia, Hong Kong, Norway, South Africa and South Korea ("Super 1000 Countries"). Calls to all other countries are not included – see table titled "Vodafone Red – Not Included in your Plan Allowance" for rates.		
Standard National Voice calls (to Vodafone mobiles)	Infinite								
Standard National Voice calls (to other mobile and fixed networks)	Infinite								
Standard National Video calls	Infinite								
Standard National Calls to 13, 15 and 18 numbers	Infinite								
Standard National and International TXT (for standard TXT of up to 160 characters)	Infinite								
Standard National and International PXT® (text, pic, video and audio)	Infinite								

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Standard National re-routed voice calls (excludes calls that are re-routed by a third party and/or re-routed to an international destination or to a premium number or service)	Infinite
Standard National Re-routed TXT or PXT (excludes TXTs or PXTs that are re-routed by a third party and/or re-route to an international destination or to a premium number or service)	Infinite
Voicemail – Deposits within Australia	Free from your Vodafone Mobile
Voicemail – Retrievals within Australia	Infinite
Calls to National Directory Assist (1223)	Infinite
Calls to International Directory Assist (1225)	Infinite
International Roaming	<p><b>Vodafone \$5 Roaming</b></p> <p>While roaming in a \$5 Roaming Eligible Country (for the full list, go to <a href="http://Vodafone.com.au/roaming">Vodafone.com.au/roaming</a>):</p> <p>You are automatically opted-in to \$5 Roaming upon activation, however you can opt-out at any time by contacting Customer Care. While you remain opted-in, you will be able to make Infinite standard voice calls and standard text like at home to both the country you are in and back to Australia. Standard calls to any third country will be deducted from your Standard International Voice and Video Call Allowance, if any remaining (excludes Premium Numbers and Services) and thereafter charged at applicable rates. You will also be able to use your Included Data allowance (and any current Additional Data allowance that you have triggered before going overseas) in these countries if you have \$5 Roaming. If you 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. You will be charged the \$5 Roaming Daily Charge for this service. The \$5 Roaming Daily Charge will be applied to your account if you perform a Trigger Event on any given day in a \$5 Roaming Eligible Country. The \$5 Roaming Daily Charge is charged in addition to your plan fees. For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Trigger Events and Eligible Countries, please go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p> <p>Rest of the world: You will be charged Vodafone Pay-As-You-Go rates which are charged outside of your Plan Allowance.</p> <p>Vodafone Pay-As-You-Go: If you opt-out of Vodafone \$5 Roaming or if you are roaming in a country which is not an Eligible Country, Vodafone Pay-As- You-Go rates will apply. All usage is charged in addition to your normal monthly allowance and is not deducted from your Plan Allowance.</p> <p>If you opt-out of Vodafone \$5 Roaming or if you are roaming in a country which is not an Eligible Country, Vodafone Pay-As- You-Go rates will apply. All usage is charged in addition to your normal monthly allowance and is not deducted from your Plan Allowance.</p> <p>For full International Roaming rates and charges for all services, and for full Vodafone \$5 Roaming and Vodafone Pay-As-You- Go Terms and Conditions go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p>

## Vodafone Red Plans, Vodafone Qantas Red Plans, Vodafone Qantas Red Business Plan and Vodafone Red SIM Only Plans - Not included in your Plan Allowance

This table details other services that you can purchase from or via Vodafone, but which are not included in your Vodafone Red Plan Product, Vodafone Qantas Red Plan Product, Vodafone Qantas Business Red Product or Vodafone Red SIM Only Product Plan Allowance (unless stated otherwise).

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Vodafone SIM Only 24 Month Plan						\$42			
Red 24 Month Plan	\$40				\$60		\$80	\$100	\$130
Qantas Red 24 Month Plan Qantas Business Red 24 Month Plan							\$80	\$100	\$130
Red SIM Only Month to Month Plan	\$30		\$40	\$50			\$60	\$80	
Red SIM Only 12 Month Plan	\$30	\$40		\$50			\$60	\$80	
Red SIM Only 24 Month Plan	\$25				\$35		\$45	\$60	\$85
Qantas Red SIM Only 24 Month Plan							\$45	\$60	\$85
Standard International Minutes	n/a	90	300	300	150	n/a	300		
Standard International Voice Calls ("Selected Countries" and "Super 1000 Countries" are listed at <a href="http://Vodafone.com.au/internationalcountries">Vodafone.com.au/internationalcountries</a> )	To one of the Selected Countries: You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of the Selected Countries to use until the end of your billing cycle. This \$6 charge will recur and apply automatically whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments.	To one of the Selected Countries once your International Calls Allowance has been exhausted: You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries to use until the end of your billing cycle. This \$6 charge will recur and apply automatically whenever the 60 minute allowance is exhausted.All calls are charged in per minute increments		To one of the Selected Countries once your International Calls Allowance has been exhausted and to one of your Super 1000 Countries once your 1000 Minute International Call Allowance has been exhausted: You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries to use until the end of your billing cycle. This \$6 charge will recur and apply automatically whenever the 60 minute allowance is exhausted.All calls are charged in per minute increments	To one of the Selected Countries once your International Calls Allowance has been exhausted: You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries to use until the end of your billing cycle. This \$6 charge will recur and apply automatically whenever the 60 minute allowance is exhausted. All calls charged in per minute increments	To one of the Selected Countries: You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of the Selected Countries to use until the end of your billing cycle. This \$6 charge will recur and apply automatically whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments	To one of the Selected Countries once your International Calls Allowance has been exhausted and to one of your Super 1000 Countries once your 1000 Minute International Call Allowance has been exhausted: You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries to use until the end of your billing cycle. This \$6 charge will recur and apply automatically whenever the 60 minute allowance is exhausted.All calls are charged in per minute increments		
Non - Included Countries	Calls to any other country: 25c connection fee + applicable country rate ( <a href="http://vodafone.com.au/internationalcountries">vodafone.com.au/internationalcountries</a> for rates).								
Standard International Video Calls	28c connection fee + 1.5 x applicable country voice call rate ( <a href="http://vodafone.com.au/internationalcountries">vodafone.com.au/internationalcountries</a> for rates)								
Calls to Ask Anything (123)	\$1.30 connection fee + \$1.30 per 60 seconds								
Premium TXT and PXT	Varies, depending on service								
Premium voice and video calls	Varies, depending on service								
International Roaming	<p><b>Vodafone \$5 Roaming</b> <b>While roaming in a \$5 Roaming Eligible Country (for the full list, go to <a href="http://Vodafone.com.au/roaming">Vodafone.com.au/roaming</a>):</b></p> <p>You are automatically opted-in to \$5 Roaming upon activation, however you can opt-out at any time by contacting Customer Care. While you remain opted-in, you will be able to make Infinite standard voice calls and standard text like at home to both the country you are in and back to Australia. Standard calls to any third country will be deducted from your Standard International Voice and Video Call Allowance, if any remaining (excludes Premium Numbers and Services) and thereafter charged at applicable rates. You will also be able to use your Included Data allowance (and any current Additional Data allowance that you have triggered before going overseas) in these countries if you have \$5 Roaming. If you 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. You will be charged the \$5 Roaming Daily Charge for this service. The \$5 Roaming Daily Charge will be applied to your account if you perform a Trigger Event on any given day in a \$5 Roaming Eligible Country. The \$5 Roaming Daily Charge is charged in addition to your plan fees. For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Trigger Events and Eligible Countries, please go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p> <p>Rest of the world: You will be charged Vodafone Pay-As-You-Go rates which are charged outside of your Plan Allowance. Vodafone Pay-As-You-Go</p> <p>If you opt-out of Vodafone \$5 Roaming or if you are roaming in a country which is not an Eligible Country-, Vodafone Pay-As- You-Go rates will apply. All usage is charged in addition to your normal monthly allowance and is not deducted from your Plan Allowance.</p> <p>For full International Roaming rates and charges for all services, and for full Vodafone \$5 Roaming and Vodafone Pay-As-You- Go Terms and Conditions go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p>								