

Terms & Conditions: Vodafone Postpaid Plans

1 What Terms and Conditions Apply to my Vodafone SIM Only Month to Month Plan, my Vodafone Red Month to Month Plan, my Vodafone Red Plus Month to Month Plan, my Vodafone SIM Only Plus Month to Month Plan, my Red Wearable Month to Month Plan, my Vodafone Gap Plan and my Vodafone Add-on and Pack 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 Red Plan Month to Month Product, a SIM Only Plus Month to Month Plan Product or a Red Plus Month to Month Plan Product 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 (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) You may suspend your plan for between 1 and 2 consecutive months once in any 12-month period. Suspension will take effect on the last day of the billing cycle in which you request the suspension. Only your plan access fees will be suspended – any Mobile Payment Plans, Accessory Payment Plans or Insurance repayments will continue as normal. 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.
- (i) For more information, call Vodafone on 1300 650 410 or visit Vodafone.com.au.

2 Important Things You Need to Know

2.1 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” voice and text 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, or “unlimited” or “infinite” IDD offerings in the Products are only for standard person-to-person international voice calls, 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-dialling, 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) Data offerings in the Red Plus Month to Month and SIM Only Plus Month to Month Plan Products (collectively, the “Plus Plans”) are only for standard access in Australia to data directly from your mobile device and only for your individual use. This offering is not for you if you plan to do any of the following: using encryption for the purposes of bypassing tethering detection; using 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)
- (d) 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 person-to person national calls, standard TXT and standard individual data usage that Vodafone considers to be non-standard usage.
- (e) The Products are available to credit approved customers only.
- (f) Unless otherwise stated, only one Vodafone Product can be used per connection to the Vodafone network.

2.2 Factors affecting availability and performance

- (a) Vodafone Products are for use on 5G/4G/3G networks in Australia. Our 5G Network will progressively roll out to selected areas from mid-2020. 5G approved device required. In non-5G coverage areas, you’ll use our 4G or 3G networks. See Vodafone.com.au/5G for details.
- (b) Network coverage, location and congestion and many other factors may affect the availability and performance of certain Products.
- (c) Certain Products services and functions are only available if used in conjunction with a Vodafone approved device and in a compatible coverage area. Not all devices are compatible with Vodafone networks.
- (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 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, network coverage and if you are roaming. Broadband Speeds not available in any 2G area. 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

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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.

- (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 <http://www.vodafone.com.au/network/coverage-checker>.
- (f) The Terms contain details regarding device compatibility, network capability and availability when using our Service.

2.3 Sharing

- (a) All Vodafone Postpaid Voice Plans released on or after 2 September 2016 (Eligible Sharing Products) are able to support data sharing on one billing account excluding the \$10 Gap Month to Month Plan.
- (b) From 31 August 2016, for all Eligible Sharing Products except for Vodafone Red Plus Month to Month Plans and Vodafone SIM Only Plus Month to Month Plans, when an additional 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 (Sharing Group). If you add any Vodafone Mobile Broadband Postpaid Product to an existing Eligible Sharing Product on the same billing account, this Mobile Broadband 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. For Eligible Sharing Products which are Vodafone Red Plus Month to Month Plans and Vodafone SIM Only Plus Month to Month Plans then they may only form a Sharing Group with other Vodafone Red Plus Month to Month Plans or Vodafone SIM Only Plus Month to Month plans (Plus Plan Sharing Group).
- (c) A Sharing Group can have up to 10 Eligible Sharing Products, a maximum of 5 of which can be voice plans (note Red Wearable Plan Month to Month are considered voice plans for the purposes of this calculation).
- (d) A Plus Plan Sharing Group can have up to a maximum of 5 Eligible Sharing Products.
- (e) 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. The 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. 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 Groups and will remain accessible only by the eligible user of each individual plan Product.
- (f) 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 Sharing Group, including itemized details of all call, text and data usage.
- (g) 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 or Packs to the account, or purchasing hardware on the account).
- (h) 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 Sharing Group;
 - (iii) Receive Spend Alerts relating to the aggregated usage of the Sharing Group; and
 - (iv) Trigger excess or excluded usage charges and the Daily Charge for the \$5 Roaming service.
- (i) 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 Sharing Group;
 - (ii) Access individual usage details of any other user of an Eligible Sharing Product in the Sharing Group;
 - (iii) Make any changes to the account (including cancelling their service, adding or removing Add-ons or Packs or purchasing hardware).
- (j) 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.
- (k) Any International Direct Dialling (IDD) inclusions or purchased as an add-on are not eligible for sharing.
- (l) 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. 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.

2.4 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 itemised usage information (including calls, texts and data usage) of each Eligible Sharing Product may become visible and accessible by all other users in the Sharing Group or Unlimited 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.

2.5 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 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.

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- (b) When using data services, 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 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).

2.6

Rates and charges

- (a) Details of the rates and charges, including any minimum spends which apply to the Products are contained in the Terms.
- (b) For the SIM Only Plus Month to Month Plan and the SIM Only Month to Month Plan, the minimum total cost is calculated as one month of chosen plan fees only. For the Red Plus Month to Month Plan and the Red Month to Month Plan, the minimum total cost is calculated as one month of chosen plan fees plus the RRP of the chosen handset minus any Loyalty Discount (if applicable).
- (c) The Products feature a Plan Allowance which is made up of:
 - (i) an Included Data allowance;
 - (ii) A Your Max Speed data allowance (for Vodafone Red Plus Month to Month Plans and Vodafone SIM Only Plus Month to Month Plans only);
 - (iii) an "Included International Minutes" allowance (on selected Plans only); and
 - (iv) an "Infinite" allowance (which provides you with infinite access to many (but not all) service available from Vodafone – see Section 4 below for full details).
- (d) 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.
- (e) 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.
- (f) For all Plans except Vodafone Red Plus Month to Month Plans, Vodafone SIM Only Plus Month to Month Plans and Vodafone \$10 Gap Month to Month plan, once your Included Data allowance (and any Included Data offered with a Data Add-on, if applicable) has been exhausted, any additional data usage in that billing month on your account 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 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 and be forfeited (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 cannot be paid from your 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 Month to Month Plan or a Vodafone SIM Only Month to 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.
- (g) For Vodafone Red Plus Month to Month Plans and Vodafone SIM Only Plus Month to Month 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 Data charges will apply – see "Section 2.8 - International Roaming" below 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 account will be restricted to up to a maximum speed of 1.5Mbps. The actual speeds you experience will vary - see "Section 2.2 - Factors Affecting Availability and Performance" above for more details.
- (h) Most Vodafone Plan Products (see Section 4 for full details) include allowances for international calls which can be used to make standard international voice calls to Zone 1 and Zone 2 Countries (as listed at www.vodafone.com.au/internationalcountries). The following terms apply to international calling:
 - (i) If your product **does not** include an allowance for standard international voice calls to Zone 1 and Zone 2 Countries, all standard international voice calls will be charged on top of your minimum monthly spend at our standard international Pay-As-You-Go rates – these rates vary per country and are subject to change, see www.vodafone.com.au/idd for current rates.
 - (ii) If your Product **does** include an allowance for standard international voice calls to Zone 1 and Zone 2 Countries:
 - (A) All standard international voice calls to Zone 1 and Zone 2 Countries will be deducted from your Zone 1 or Zone 2 allowance (as the cases may be) in per minute increments;
 - (B) If your product comes with Unlimited Standard International minutes as part of their plan, an international call may disconnect after a two hour call time. You may automatically reconnect. Fair Use Policy applies.
 - (C) Any un-used Standard International Voice Minutes to Zone 1 and/or Zone 2 Countries are forfeited at the end of the billing month and are unable to be rolled over, transferred, exchanged or redeemed for cash.
 - (D) Once your Standard International Voice Minutes to Zone 1 and/or Zone 2 Countries allowances have been exhausted, any additional standard international voice calls in that billing month to Zone 1 and/or Zone 2 Countries (as the case may be), will be charged on top of your minimum monthly spend at our standard international Pay-As-You-Go rates – these rates vary per country and are subject to change, see Vodafone.com.au/idd for current rates.
 - (E) If you at any time make a standard international voice call to a country which is not a Zone 1 or Zone 2 Country, you will be charged on top of your minimum monthly spend at our standard international Pay-As-You-Go rates – these rates vary per country and are subject to change, see Vodafone.com.au/idd for current rates.
 - (F) The Zone 1 and Zone 2 Countries may change from time to time. The current full list of countries can be found at www.vodafone.com.au/internationalcountries. Vodafone will provide reasonable notice on this website of any changes to the Zone 1 and Zone 2 Countries.
- (i) 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.
- (j) Unless otherwise stated, rates specified for services are GST inclusive.
- (k) Unless otherwise stated, call usage is billed in blocks of 60 second increments. Usage is rounded up to the end of the current increment.
- (l) Unless otherwise stated, data usage is charged in per kilobyte blocks.

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- (m) All rates and charges are subject to change. Vodafone will comply with relevant regulations and industry codes with respect to such changes.

2.7 Moving Plans

- (a) You may change from one Vodafone Red Month to Month Plan Product to another Vodafone Red Month to Month Plan Product, or one Vodafone SIM Only Month to Month Plan Product to another Vodafone SIM Only Month to Month Plan Product, or from one Vodafone Red Plus Month to Month Plan Product to another Vodafone Red Plus Month to Month Plan Product or from one Vodafone SIM Only Plus Month to Month Plan Product to another Vodafone SIM Only Plus Month to Month Plan Product once per monthly billing period by calling Vodafone Customer Care, and agreeing to the terms and conditions of the new Product.
- (b) You are not permitted to change from another Vodafone Plan Product to the Red Wearable Plan Product
- (c) Any credit or other benefits from your existing Product (including but not limited to, any "Loyalty Discounts" or other discounts (if applicable) 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 Month to Month customer changing to a less expensive Product) or from any Product to a prepaid Product, fees, including an Early Exit Fee or a Plan Change Fee may apply.
- (d) Any product change will take effect from the start of your next monthly billing period. Contact Vodafone Customer Care for more information.
- (e) If you move to a Vodafone Red Plus Month to Month Plan or a Vodafone SIM Only Plus Month to Month Plan Product then any Data Add-On you have purchased will be automatically be cancelled and you will no longer be charged from the beginning of the next billing cycle.

2.8 International Roaming

- (a) The following terms and conditions apply to Vodafone SIM Only Month to Month Plan Products, Vodafone Red Month to Month Products and Vodafone Wearable Month to Month Plan Products:
 - (i) Your Plan Allowance, any Included Data offered with any Add-Ons or Packs you have purchased, International Minutes included with any IDD Add-ons or Packs you have purchased, and any Additional Data allowances you have triggered can be used in Australia, within Vodafone Coverage Areas. You can also use your Plan Allowance, Included Data offered with any Add-Ons you have purchased, International Minutes included with any IDD Packs you have purchased and any Additional Data allowances while ever you:
 - (A) 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 calling 1555 or visiting a Vodafone store); and
 - (B) are roaming in an Eligible Country.
 - (ii) In return for this service, when you (or, for Sharing Groups, any member of a Sharing Group) perform a Trigger Event (which includes, but is not limited to, making or receiving a call, sending a text or 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.
 - (iii) The \$5 Roaming Daily Charge is charged in addition to your plan fees.
 - (iv) \$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.
 - (v) 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.
 - (vi) Eligible Countries are subject to change. For a list of current countries, go to vodafone.com.au/roaming.
 - (vii) 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 Red Plus Month to Month Plan Products and Vodafone SIM Only Plus Month to Month Plan Products:
 - (i) Your Plan Allowance and any International Minutes included with any IDD Packs you have purchased can be used in Australia, within Vodafone Coverage Areas. You can also use your included standard calls, TXT and Your Max Speed data allowance and any International Minutes included with any IDD Add-ons or Packs you have purchased while ever you:
 - (A) 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 calling 1555 or visiting a Vodafone store); and
 - (B) are roaming in an Eligible Country.
 - (ii) 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, making or receiving a call, sending a text or 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.
 - (iii) For the avoidance of doubt, you can only use 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 cannot be paid from your Product's Plan Allowance and will be charged on top of your minimum monthly spend.
 - (iv) The \$5 Roaming Daily Charge is charged in addition to your plan fees.
 - (v) \$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.
 - (vi) 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.
 - (vii) Eligible Countries are subject to change. For a list of current countries, go to vodafone.com.au/roaming.
 - (viii) 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.

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2.9 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 or 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. Charges for these Products will be applied to your bill.
- (d) Paperless billing is the default bill 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.
- (f) For all accounts with a Sharing Group or Plus Plan Sharing Group, only one bill will be issued to the Account Holder which will reflect all Eligible Sharing Products.

2.10 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 Plus Plan Sharing Groups, the Account Holder may access individual usage of Eligible Sharing Product users, and may also see overall usage on the account.

3 Terms for my Vodafone SIM Only Month to Month Plan, my Vodafone Red Month to Month Plan, my Vodafone Red Plus Month to Month Plan, my Vodafone SIM Only Plus Month to Month Plan, my Red Wearable Month to Month Plan and my Vodafone Add-on and Pack Products?

3.1 Devices

- (a) In order to purchase a Vodafone SIM Only Month to Month Plan Product or a Vodafone SIM Only Plus Month to Month Plan Product (together, 'SIM Only Plans'), you must bring your own compatible mobile device or purchase one outright from us with cash or credit card in store or over the phone at the point of sale. You cannot purchase a device under a Mobile Payment Plan (MPP) on Vodafone SIM Only Plans.
- (b) In order to purchase a Vodafone Red Month to Month Plan or a Vodafone Red Plus Month to Month Plan, you must simultaneously purchase a device of your choice from Vodafone under a MPP 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 Month to Month Plan or a Vodafone Red Plus Month to Month Plan – if you wish to do that, then you must sign up to a SIM Only plan (see section 3.1(a) 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 MPP. The following additional terms apply for Vodafone Red Month to Month Plan or a Vodafone Red Plus Month to Month Plan customers (to the extent of any inconsistency between the two, the below terms shall prevail):
 - (i) MPP is available for personal use only to approved customers who connect and remain connected to an active and eligible Vodafone Red Month to Month Plan or a Vodafone Red Plus 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 MPP commitment period, you cancel your Vodafone Red Month to Month Plan or a Vodafone Red Plus Month to Month Plan, your existing MPP will be cancelled and the remainder of your MPP (including any outstanding charges on your Vodafone Red Month to Month plan or Vodafone Red Plus Month to Month plan) will be added to your next bill or if you continue to hold an active and eligible Vodafone plan you can continue your existing MPP over its original remaining term.
- (c) In order to purchase a \$10 Red Wearable Month to Month Plan Product, you must simultaneously purchase a Huawei Watch 2 from Vodafone under a MPP of 12, 24 or 36 months duration. The \$10 Red Wearable Month to Month Plan Product is not available with any other device. You cannot bring your own Huawei Watch 2 or purchase one outright from Vodafone and still sign up to a \$10 Red Wearable Month to Month Plan (you must purchase it under a MPP). 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 MPP. The following additional terms apply for Vodafone Red Wearable Plan Month to Month customers (to the extent of any inconsistency between the two, the below terms shall prevail):
 - (i) MPP is available for personal use to approved customers who connect and remain connected to an active and eligible Vodafone Red Wearable Plan;
 - (ii) The outright price of the Huawei Watch 2 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 MPP commitment period, you cancel your Vodafone Red Month to Month Plan or a Vodafone Red Plus Month to Month Plan, your existing MPP will be cancelled and the remainder of your MPP (including any outstanding charges on your Vodafone Red Month to Month plan or Vodafone Red Plus Month to Month plan) will be added to your next bill or if you continue to hold an active and eligible Vodafone plan you can continue your existing MPP over its original remaining term.

3.2 General Terms

- (a) Vodafone Red Plus Month to Month and Vodafone SIM Only Plus Month to Month Plans include an allowance of Your Max Speed Data. Your Max Speed means the maximum speed the Vodafone network can deliver to your handset at the time and place you are using data. The actual speeds you experience will vary - see "Section 2.2 - Factors Affecting Availability and Performance" above for more details.
- (b) The \$10 Red Wearable Plan is available to approved and eligible customers through Vodafone Customer Care and selected retail stores only.
- (c) Any data allowance which is part of your Product (including a Vodafone Add-On Product, if applicable) is only available for use via your compatible handset. It is not available for use on a mobile broadband device.
- (d) For Red Plus Month to Month Plan Products and SIM Only Plus Month to Month Plan Products, 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 account will be restricted to up to a maximum speed of 1.5Mbps. The actual speeds you experience will vary - see "Section 2.2 - Factors Affecting Availability and Performance" above for more details.
- (e) If you purchase a Vodafone Product which is offered on a Month to Month contract term then:

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- (i) The Minimum Monthly Spend is payable for each full monthly billing cycle in advance; and
- (ii) Cancellation will take affect 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 Wearable Month to Month Plans, Vodafone Red Month to Month Plans and Vodafone Red Plus Month to Month Plans, charges for your Product(s) are in addition to the minimum monthly spend applicable to your Mobile Payment Plan (see section 3.1(b) above for further details).
- (g) The \$10 Gap Month to Month Plan is available to approved and eligible customers only through Care.
- (h) The below table specifies minimum monthly spend and minimum contract terms for the Vodafone Plan Products

Plan name	Minimum Monthly Spend	Total Minimum Cost	Must purchase a device on a 12, 24 or 36 Month MPP at time of purchase?	Early Exit Fee (EEF)
Vodafone SIM Only - Month to Month Plans				
\$40 SIM Only Month to Month Plan	\$40	\$40	No – MPP not available on this plan. Must BYO device or purchase one outright.	n/a
\$50 SIM Only Month to Month Plan	\$50	\$50	No – MPP not available on this plan. Must BYO device or purchase one outright.	n/a
\$60 SIM Only Month to Month Plan	\$60	\$60	No – MPP not available on this plan. Must BYO device or purchase one outright.	n/a
\$60 SIM Only Month to Month Plan	\$80	\$80	No – MPP not available on this plan. Must BYO device or purchase one outright.	n/a
Vodafone Red Plans – Month to Month (BTL Only)				
\$40 Red Month to Month Plan	\$40 + monthly device repayment	\$40 + 100% of RRP of chosen device	YES (note – only MPP is available - outright purchase not available on this plan)	No EEF but if you cancel your Red Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$50 Red Month to Month Plan	\$50 + monthly device repayment	\$50 + 100% of RRP of chosen device	YES (note – only MPP is available - outright purchase not available on this plan)	No EEF but if you cancel your Red Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$60 Red Month to Month Plan	\$60 + monthly device repayment	\$60 + 100% of RRP of chosen device	YES (note – only MPP is available - outright purchase not available on this plan)	No EEF but if you cancel your Red Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$80 Red Month to Month Plan	\$80 + monthly device repayment	\$80 + 100% of RRP of chosen device	YES (note – only MPP is available - outright purchase not available on this plan)	No EEF but if you cancel your Red Plan, 100% of any remaining MPP installments will be applied to your next bill.
Vodafone Red Plus Month to Month Plans				
\$40 Red Plus Month to Month Plan	\$40 + monthly device repayment	\$40 + 100% of RRP of chosen device	YES (note – only MPP is available - outright purchase not available on this plan)	No EEF but if you cancel your Red Plus Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$50 Red Plus Month to Month Plan	\$50 + monthly device repayment	\$50 + 100% of RRP of chosen device	YES (note – only MPP is available – outright purchase not available on this plan)	No EEF but if you cancel your Red Plus Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$60 Red Plus Month to Month Plan	\$60 + monthly device repayment	\$60 + 100% of RRP of chosen device	YES (note – only MPP is available - outright purchase not available on this plan)	No EEF but if you cancel your Red Plus Plan, 100% of any remaining MPP installments will be applied to your next bill.
\$80 Red Plus Month to Month Plan	\$80 + monthly device repayment	\$80 + 100% of RRP of chosen device	YES (note – only MPP is available - outright purchase not available on this plan)	No EEF but if you cancel your Red Plus Plan, 100% of any remaining MPP installments will be applied to your next bill.
Vodafone SIM Only Plus Month to Month Plans				
\$40 SIM Only Plus Month to Month Plan	\$40	\$40	No – MPP not available on this plan. Must BYO device or purchase one outright.	n/a
\$50 SIM Only Plus Month to Month Plan	\$50	\$50	No – MPP not available on this plan. Must BYO device or purchase one	n/a

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Plan name	Minimum Monthly Spend	Total Minimum Cost	Must purchase a device on a 12, 24 or 36 Month MPP at time of purchase?	Early Exit Fee (EEF)
			outright.	
\$60 SIM Only Plus Month to Month Plan	\$60	\$60	No – MPP not available on this plan. Must BYO device or purchase one outright.	n/a
\$80 SIM Only Plus Month to Month Plan	\$80	\$80	No – MPP not available on this plan. Must BYO device or purchase one outright.	n/a
Vodafone Red Wearable Plans – Month to Month				
\$10 Red Wearable Plan	\$10	\$10 + 100% of RRP of Huawei Watch 2	YES (note – only MPP is available - outright purchase not available on this plan)	No EEF but if you cancel your Red Plan, 100% of any remaining MPP installments will be applied to your next bill.
Vodafone \$10 Gap Plan - Month to Month				
\$10 Gap Month to Month Plan	\$10	\$10	No – MPP not available on this plan. Must BYO device or purchase one outright.	n/a

3.3

Data Add-on Products

- (a) This table specifies minimum monthly spend pricing, minimum contract terms and monthly data allowances for Vodafone Month to Month Data Add-On Products ("Data Add-On Products"). Data Add-On Products are available to approved customers who are connected, and remain connected to, an eligible Vodafone Postpaid Voice Plan. To find out if your plan is an eligible plan, please contact us on 1555 or go in store (note – Vodafone Red Plus Month to Month Plans and Vodafone SIM Only Plus Month to Month Plans are not eligible plans).

Data Pack Name	Minimum Monthly Spend	Contract Term	Included Data Allowance within Australia	Early Exit Fees
\$15 Data Add-on Month to Month	\$15	Month to Month	2GB	N/A
\$30 Data Add-on Month to Month	\$30	Month to Month	7GB	N/A
\$45 Data Add-on Month to Month	\$45	Month to Month	14GB	N/A

- (b) The data Add-on Products offer an Included Data allowance. Included Data can be used to upload and download data to and from the internet via a compatible mobile handset. Included data is credited to you for payment of the Minimum Monthly Spend.
- (c) If you do not use all your Data Add-on's Included Data in the relevant billing month, any remaining Included Data is forfeited, is not refundable, and will not carry over into any other month.
- (d) Data is deducted in per KB increments. Data usage is deducted from your voice plan product's Included Data allowance first. Once this is exhausted, any further data usage will be deducted from your Data Add-On's Included Data allowance. Thereafter, any additional data use will be charged as per the applicable additional data rate for your voice plan product – refer to your specific plan's additional data charge rate for details.
- (e) The Minimum Monthly Spend is payable for each full monthly billing cycle in arrears. Cancellation will take effect from the end of the month in which you tell us you wish to stop receiving the Vodafone Month to Month Data Add-on Product. You will be billed until the end of that month.
- (f) If there is no longer at least one active voice plan on your account, any remaining Data Add-ons will automatically be cancelled.
- (g) The Minimum Monthly Spend of the Data Add-On will not be pro-rated when the Data Add-on is purchased or cancelled part way through a billing month.
- (h) If the Data Add-on is added to an account which has an active Sharing Group, the Data Add-On's Included Data will be added to the shared data pool and will be accessible by all eligible users. If you have a Data Add-on on your account and you move to a Vodafone Red Plus Month to Month Plan Product or a Vodafone SIM Only Plus Month to Month Plan Product then it will be automatically be cancelled and you will no longer be charged from the beginning of the next billing cycle.
- (i) There is a maximum of one Data Add-on Product per service at any one time. However, you may change from one Vodafone Month to Month Data Add-on Product to another Vodafone Month to Month Data Add-on Product by calling Vodafone Customer Care and agreeing to the terms and conditions of the new Data Add-on Product. The following rules apply:
- (i) No change fee will apply. If you move from one Vodafone Month to Month Data Add-on Product to another part way through your billing cycle, you will be charged the full Minimum Monthly Spend for both the old Vodafone Month to Month Data Add-on Product and the new one – no pro-rata discounts/refunds will apply. You will continue to be able to access any remaining data on your original Vodafone Month to Month Data Add-on Product, as well as the full monthly entitlement of your new Vodafone Month to Month Data Add-on Product in that given billing month.

3.4

Vodafone International Calling Add-Ons and Booster Products

The following terms and conditions apply to our Vodafone International Calling Add-ons and Booster Products (collectively, "IDD Add-ons")

Vodafone \$10 Unlimited Zone 1 International Talk Add on

The following terms and conditions apply to you if you purchase a \$10 Unlimited Zone 1 International Talk Add-on (**\$10 Unlimited Zone 1 Talk Pack**)

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Product	Minimum Monthly Spend	Contract Term	Included allowance for Standard International Voice Calls	Access to Discounted PAYG rates?
\$10 Unlimited Zone 1 International Talk Pack	\$10	Month to Month	Unlimited calls to Zone 1 Countries.	No

- (a) \$10 Unlimited Zone 1 Talk Pack are available to customers who are connected and remain connected to an eligible Vodafone Postpaid Voice Plan. To find out if your plan is an eligible plan, please contact us on 1555 or in store.
- (b) \$10 Unlimited Zone 1 Talk Pack can be used to make unlimited standard international voice calls from Australia to Zone 1 Countries (as listed at www.vodafone.com.au/plans/international-calls) (excludes Premium, video, special and overseas free phone numbers). Fair Use Policy applies.
- (c) Standard international voice calls to countries outside Zone 1, will either be deducted from your plan's Standard International Minutes to Zone 2 Countries allowances (if applicable for your plan), or continue to be charged at the PAYG rates (listed at www.vodafone.com.au/plans/international-calls) on top of your minimum monthly spend. All calls charged in per minute increments.
- (d) Unlimited call allowance to Zone 1 Countries is only accessible to the connection who has added the \$10 Unlimited Zone 1 Talk Pack – it is not shareable.
- (e) Max one \$10 Unlimited Zone 1 Talk Pack per connection per month.
- (f) If your eligible Vodafone Postpaid Voice Plan is cancelled your \$10 Unlimited Zone 1 Talk Pack will also automatically cancel. If you rate plan change to an ineligible Vodafone Postpaid Voice Plan, or to a plan that has unlimited standard international voice calls to Zone 1 countries as an inclusion your \$10 Unlimited Zone 1 Talk Pack will also automatically cancel.
- (g) If you are currently signed up to an existing IDD Add-on with a Zone 1 Countries entitlement, and purchase a \$10 Unlimited Zone 1 Talk Pack, the included call allowance of the \$10 Unlimited Zone 1 Talk Pack will be used first before any applicable included Zone 1 Countries entitlement of the existing IDD Add-on.
- (h) The Minimum Monthly Spend is payable for each full monthly billing cycle in arrears. Cancellation will take effect from the end of the month in which you tell us you wish to stop receiving the \$10 Unlimited Zone 1 Talk Pack (as applicable). You will be billed until the end of that month.
- (i) The Minimum Monthly Spend of the \$10 Unlimited Zone 1 Talk Pack will not be pro-rated when purchased or cancelled part way through a billing month.

Vodafone \$10 International Value Pack Add On

The following terms and conditions apply to you if you purchase a \$10 International Value Pack (“\$10 Pack”)

Product	Minimum Monthly Spend	Contract Term	Included allowance for Standard International Voice Calls	Access to Discounted PAYG rates?
\$10 International Value Pack	\$10	Month to Month	\$10 at the Discounted PAYG rates – see Vodafone.com.au/idd	Yes

- (a) \$10 Packs are available to customers who are connected and remain connected to an eligible Vodafone Postpaid Voice Plan. To find out if your plan is an eligible plan, please contact us on 1555 or in store.
- (b) The \$10 of included call value in the \$10 Pack can be used to make standard international voice calls from Australia at the current Discounted PAYG rates listed at www.vodafone.com.au/internationalcountries (excludes Premium, video, special and overseas free phone numbers).
- (c) Once the \$10 included call value in the \$10 Pack is exhausted, additional standard international voice calls will either be deducted from your plan's Standard International Minutes to Zone 1 Countries and Zone 2 Countries allowances (if applicable for your plan), or continue to be charged at the Discounted PAYG rates on top of your minimum monthly spend. All calls charged in per minute increments.
- (d) If you do not use all your included \$10 call value in the relevant month, any remaining allowance is forfeited, is not refundable and will not carry over into any other month.
- (e) \$10 call value is only accessible to the connection who has added the Pack – it is not shareable.
- (f) Discounted PAYG rates vary per country and are subject to change – the full current list of Discounted PAYG rates can be found at Vodafone.com.au/idd.
- (g) Max one pack per connection per month.
- (h) Discounted PAYG rates are only accessible to the connection who has added the Pack – it is not shareable.
- (i) If your eligible voice plan is cancelled, these Packs will also automatically cancel.
- (j) If you are currently signed up to an existing \$10 Pack or \$15 Talk International IDD Add-on, and purchase a \$10 Pack, the existing Talk International Add-on will automatically cancel any remaining entitlements will be forfeited and you will be unable to resign.
- (k) If you are signed up to any other IDD Add-on (excluding \$5, \$10 or \$15 Talk International IDD Add-on) and purchase a \$10 Pack the IDD Add-on will remain active until it is cancelled by you.
- (l) The Minimum Monthly Spend is payable for each full monthly billing cycle in arrears. Cancellation will take effect from the end of the month in which you tell us you wish to stop receiving the \$10 Pack (as applicable). You will be billed until the end of that month.
- (m) The Minimum Monthly Spend of the \$10 Pack will not be pro-rated when purchased or cancelled part way through a billing month.

Vodafone International Talk Booster Products

The following terms and conditions apply to you if you purchase a Vodafone International Talk Booster Product

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Product	Minimum Monthly Spend	Contract Term	Included allowance for Standard International Voice Calls
\$5 International Talk Booster Zone 1	\$5	Until the end of the billing month in which your purchase	240 minutes of standard voice calls to Zone 1 Countries.
\$10 International Talk Booster Zone 2	\$10	Until the end of the billing month in which your purchase	60 minutes of standard voice calls to Zone 2 Countries

- (a) International Talk Booster Products are available to customers who are connected to and remain connected to any Vodafone Postpaid Voice Plan released on or after 2 May 2018.
- (b) International Talk Booster minutes are for standard international voice calls from Australia and exclude Premium services and video calls.
- (c) Talk Boosters are not recurring – they are purchased on a one-off basis and all inclusions will expire at the end of the billing month in which they are purchased.
- (d) All calls are charged in 1-minute increments.
- (e) Once International Talk Booster minutes are exhausted, further standard international calls will either be deducted from your eligible plan's Standard International Minutes to Zone 1 and Zone 2 Countries allowance (if applicable for your plan), or as per PAYG Rates on top of your minimum monthly spend.
- (f) PAYG rates vary per country and are subject to change – the full list of rates can be found See rates at <http://vodafone.com.au/idd> .
- (g) If you do not use all your included standard international call minutes in the billing month in which you purchase your International Talk Booster, any remaining allowance is forfeited, is not refundable and cannot be carried over to any future Talk Booster that may be purchased.
- (h) The Minimum Monthly Spend of a Talk Booster will not be pro-rated when purchased part way through a billing month.
- (i) Included Standard International minutes are only accessible to the connection who has added the International Talk Booster – they are not shareable.
- (j) You may purchase more than one International Talk Booster within the same billing cycle and minutes will accumulate into respective balances for country groups.
- (k) If you are currently signed up to an existing \$10 International Value Pack Add On or \$15 Talk International IDD Add-on, and purchase an International Talk Booster Product, the existing \$10 International Value Pack Add On or Talk International Add-on will remain active until it is cancelled by you. Once cancelled, entitlements will remain until the end of the next billing cycle. Included call value of the International Talk Booster Product will be used first before any applicable included call value/minute entitlement of the \$10 International Value Pack Add On or \$15 Talk International IDD Add-on.
- (l) If eligible voice plan is cancelled, any active International Talk Booster will also be cancelled.

3.5 Vodafone Mobile Landline Add-On

The following terms and conditions apply if you purchase the \$5 Mobile Landline Add-on. This Add-On is available to customers who are connected and remain connected to an eligible Vodafone Postpaid Voice Plan ('Voice Plan'). To find out if your plan is an eligible plan please contact us on 1555 or in store.

Product	Minimum Monthly Spend	Contract Term
Vodafone Mobile Landline	\$5	Month to Month

- (a) There is no separate call allowance included with the Vodafone Mobile Landline Add-On – it simply allows you to retain your existing Fixed Voice Number (or landline) service ('FVN') for incoming calls and supports unlimited incoming calls redirected to a Vodafone Postpaid Voice service on the same account. This is achieved by way of Local Number Portability ('LNP').
- (b) You will be charged for making outgoing calls via the Vodafone Network from your mobile at the rate set out in your Voice Plan details. You have the option to display your mobile number on outgoing calls. You do not have an option to display your FVN on outgoing calls. The minimum monthly spend will be charged monthly to your Voice Plan account. You will be charged from the date that the port is completed and your Vodafone FVN service is active.
- (c) The minimum monthly spend will be charged on a pro-rata basis if it is purchased or cancelled part way through your account's billing cycle.
- (d) You can only keep your FVN if we are able to successfully transfer or 'port' your FVN from your current service provider. We cannot guarantee that the port will be successful as your current service provider may dispute your number being ported to Vodafone. We will notify you if this occurs. We cannot port your FVN if your FVN service is not an active service (e.g. if you have a Vodafone nbn™ service has not yet been activated or has been disconnected prior).
- (e) You must provide us with authority to port your existing FVN either by way of the Local Number Porting Authority Form or by us recording your authority over the phone, which will be completed at the time of sign-up to Vodafone Mobile Landline.
- (f) Your existing FVN service will remain active with your current service provider until we are able to successfully port your FVN. We do not guarantee that your FVN will be ported within any specific timeframe.
- (g) If you have an existing home phone line service bundled with a legacy internet service (for example ADSL) the legacy internet service may no longer work. Further, any associated services that rely on the legacy internet service (such as medical or security alarms) may no longer operate. We recommend you speak to your legacy internet service provider before purchasing this product to understand the implications of porting your FVN to Vodafone.
- (h) Only your FVN (i.e. 02 XXXX XXXX) will be ported to Vodafone. This may result in the loss or disconnection of any value add or complex services such as broadband, line sharing services, fax services, call waiting, redirection, entertainment bundles, etc. that may be associated with that FVN and may result in finalisation of your account for that service. Any obligation that your current service provider has to supply the FVN service and any associated discounts may terminate after the number has been ported. If you have enquiries about your current service or the loss of any services, then please contact your current service provider until the FVN has been ported.

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- (i) It is your responsibility to check with your current service provider with respect to any early termination payments or other outstanding call charges, port out fees or handset or device costs that may apply as a result of transferring your FVN to Vodafone.
- (j) During the process of porting your FVN, there may be a short period when the service is interrupted or not available. We will advise you when your FVN has been successfully ported and in the scenario if the port request has not been successfully completed.
- (k) Once your FVN has been ported, details of your FVN will no longer be available on any public number directory, unless you make a specific request for your FVN to be listed (Note: VHA has no arrangements that would allow your FVN to be listed in the public number directory products of Sensis (e.g. White Pages®)).
- (l) You will also no longer be able to use the landline device associated with your FVN.
- (m) If you later transfer your nbn™ Plan to another service provider or cancel your nbn™ Plan then you may still retain your Mobile Landline Add-On with Vodafone. You will still have to maintain your eligible Postpaid Voice service.
- (n) If your eligible Voice Plan is cancelled then this Add-On will also automatically cancel, you will be unable to port your FVN to another provider and you may lose the FVN permanently.
- (o) If you later decide to transfer your eligible Voice Plan to another service provider then your existing FVN will be cancelled. It is important that you contact us before you attempt to port out your eligible Voice Plan to avoid cancellation of your FVN. We will attempt to contact you before we cancel your FVN. If your FVN is cancelled you will be unable to port your number to another provider and you may lose the number permanently.
- (p) Cancellation of the FVN will take effect from when you tell us you wish to stop receiving the service, or if you choose to port your FVN to another provider. Depending on your billing period and when you cancel, this may include a pro-rated refund of the Add-on minimum monthly spend.

3.6 Vodafone Passes

The following terms and conditions apply to you if you purchase a Vodafone Pass Add On Product:

Product	Minimum Monthly Spend	Contract Term	Inclusions
\$5 Chat Pass	\$5	Month to month	Data-free messaging chat on the official Apps of: WhatsApp, Facebook Messenger (excludes calls on Facebook Messenger and WhatsApp) + 500MB of data to use on Pass Exclusions (see below)
\$10 Music Pass	\$10	Month to month	Data-free music streaming at speeds of up to 1.5Mbps on the official Apps of: Spotify, Amazon Music, Deezer, Tidal, Soundcloud + 500MB of data to use on Pass Exclusions (see below)
\$10 Social Pass	\$10	Month to month	Data-free access to the official Apps of: Facebook, Instagram, Snapchat, Twitter, Pinterest + 500MB of data to use on Pass Exclusions (see below)
\$15 Video Pass	\$15	Month to month	Data-free video streaming at speeds of up to 1.5Mbps on the official Apps of: Netflix, Stan, Amazon Video + 500MB of data to use on Pass Exclusions (see below)

- (a) Vodafone Pass Add On Products are available to customers who are connected to and remain connected to an eligible Vodafone Postpaid Voice Plan released on or after 16 August 2017, with the exception of customers who are connected to Vodafone Unlimited Plans or Vodafone Plus Plans, who are not eligible to purchase Vodafone Passes. To check if your plan is eligible, please call us on 1555 or head in store.
- (b) Vodafone Passes give you data-free streaming access within Australia to the official apps of the providers listed in the table above (the Pass Apps). Some exclusions apply, see (d) below.
- (c) For the Video Pass and Music Pass, data will be available at speeds of up to 1.5Mbps. Remember that actual speeds you reach will vary depending on things like device capabilities, location, network congestion, network coverage and if you are roaming. To find out what 1.5Mbps means for you, go to vodafone.com.au/speedguide.
- (d) For all Vodafone Passes, there are certain exclusions which are outside of Vodafone's control and which will incur standard data charges. For this reason, an additional 500MB of data is included with each Vodafone Pass to use on these exclusions (Pass Exclusions Allowance). The full current list of exclusions is below, but please be aware that as technology develops and new features are added to different Partner Apps, there may be more exclusions which we need to apply. Please refer to vodafone.com.au/passFAQs for the most up to date list.

Exclusions on Vodafone Pass
<ul style="list-style-type: none"> • Use while tethering or hot-spotting • All VOIP and video calls via WhatsApp and Facebook Messenger; • Access while tethering or hot-spotting; • Advertisements and advertisement links that are displayed within apps; • Access to 3rd party apps embedded within Partner Apps (such as Extensions on Facebook like GIPHY); • Analytics; • Authentication; • Album Art and Movie Cover Artwork;

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Exclusions on Vodafone Pass

- Browsing Video Catalogues within apps;
- Video clips and lyrics (for Music Pass);
- Apps using features on your device. For example, your calendar may have permission to access data in the background or use location services;
- URLs/External links and navigation to other websites, apps, news, blogs, walls, maps, app stores;
- GIFs and GIF library;
- Maps and location services;
- Podcasts;
- RSS feeds;
- Software/application updates happening at the same time;
- Video and content hosted from other sites that are played in the app.

- (e) Once your Pass Exclusions Allowance is exhausted, any further data usage on the above exclusions will be deducted from your Plan's Included Data allowance, if any remaining. If your Included Data allowance is also exhausted, data will be charged as per the applicable additional data rate for your voice plan product – refer to your specific plan's additional data charge rate for details.
- (f) If you do not use all your Pass Exclusions Allowance in any given month, any remaining allowance is forfeited, is not refundable and cannot be carried over to the following month.
- (g) Vodafone Passes are for use in Australia only. Any use of the Pass Apps while outside of Australia will incur standard roaming data charges (note – for the avoidance of doubt, Vodafone Passes are not useable while \$5 Roaming or in any other overseas country).
- (h) Vodafone Passes are for personal, single use on mobile only and are suitable for one stream per service. Tethering or hot spotting is not included and will incur standard data charges.
- (i) Vodafone Passes are only valid when using the official App of each provider. Use of non-official or Lite versions produced by 3rd parties, or access to the providers via a web browser instead of their official App (for example, opening Safari and navigating to www.facebook.com) is not included and will incur standard data charges.
- (j) Some Vodafone Pass Apps require a subscription to operate. You must sign up (and where applicable, pay for) any subscriptions required. For the avoidance of doubt, subscription costs are not included with your Vodafone Pass.
- (k) Each Pass App provider has their own Terms and Conditions of Use which you must accept and which govern your use of their service. Please refer to the individual websites of each Pass App provider for full details of these Terms and Conditions.
- (l) Vodafone Passes are only accessible to the connection who has added the Pack – they are not shareable with other services on your account.
- (m) All Pass Apps are subject to change – view current list & full info at vodafone.com.au/passes.
- (n) Recurring monthly Vodafone Pass fees charged until the end of the month in which you notify us that you wish to cancel.
- (o) The Minimum Monthly Spend of a Vodafone Pass will not be pro-rated when purchased or cancelled part way through a billing month.
- (p) Compatible iOS or Android device required to use Vodafone Passes.
- (q) You may purchase up to 4 Vodafone Passes (one each of Chat, Social, Video and Music).
- (r) If your eligible voice plan is cancelled, any active Vodafone Pass Add On Product will also be automatically cancelled.
- (s) Fair Use Policy applies – go to www.vodafone.com.au/aboutvodafone/legal/fairusepolicy.

3.7 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

- (a) 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 Month to Month Plan, Vodafone Red Data Plus Plans, Vodafone Red Tablet Plan or a Vodafone Tablet SIM Only Plan.
- (b) 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 PAYG Rates once Your Max Speed data is exhausted, refer to the Vodafone Rates Tables below.
- (c) 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.
- (d) 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.
- (e) 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.
- (f) The Your Max Speed Data Booster Product will share between two or more Vodafone Red Plus Month to Month Plans, Vodafone SIM Only Plus Month to Month Plans, Vodafone Red Data Plus Plans, Vodafone Red Tablet Plus Plan on your account.

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- (g) 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.
- (h) You may purchase more than one Your Max Speed Data Booster Product within the same billing cycle and data will accumulate.
- (i) If eligible voice plan is cancelled, any active Your Max Speed Data Booster Product will also be cancelled.

4 Vodafone Rates:

What is Payable from my Vodafone SIM Only Month to Month Plan, my Vodafone Red Month to Month Plan, my Vodafone Red Plus Month to Month Plan, my Vodafone SIM Only Plus Month to Month Plan, or my Red Wearable Month to Month Plan Product?

4.1 Included in your Plan Allowance

This table details all services that are included in your Product's 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 or Plus Plan Sharing Groups, any member of your Sharing/Plus Plan Sharing Group) ever exhaust any element of your Plan Allowance (i.e. your Included Data or your Included Standard International Minutes to Zone 1 Countries allowance and/or your Included Standard International Minutes to Zone 2 Countries allowance, if applicable), or if you use services not listed in this table, you will be charged an additional amount on top of your minimum monthly spend for the services used at the rates specified in the table titled "Not Included in your Plan Allowance".

VODAFONE SIM ONLY MONTH TO MONTH PLANS

SIM Only Month to Month	\$40	\$50	\$60	\$80
Included Data	10GB	60GB	100GB	150GB
Standard International Voice Minutes to Zone 1 Countries	n/a	1000	Unlimited	Unlimited
Standard International Voice Minutes to Zone 2 Countries	n/a	100	200	300
Standard International voice calls ("Selected Countries" are listed at Vodafone.com.au/international/countries)	Not included – see table "Vodafone Rates – Not included in your Plan Allowance" for rates.			
Standard National Voice calls (to Vodafone mobiles)	Unlimited			
Standard National Voice calls (to other mobile and fixed networks)	Unlimited			
Standard National Video calls	Unlimited			
Standard National Voice calls to 13, 15 and 18 numbers	Unlimited			
Standard National and International TXT (for standard TXT of up to 16 characters)	Unlimited			
Standard National re-routed voice calls (excluded calls that are re-routed by a third party and/or re-routed to an international destination or to a premium number or service)	Unlimited			
Voicemail – deposits within Australia	Free from your Vodafone Mobile			
Voicemail – Retrievals within Australia	Unlimited			

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VODAFONE SIM ONLY MONTH TO MONTH PLANS

International Roaming

While roaming in a \$5 Roaming Eligible Country (full list, go to Vodafone.com.au/roaming): You are automatically opted-in to \$5 Roaming upon activation, however you can opt-out at any time by contacting Customer Care. While ever you remain opted-in, you will be able to access your Plan Allowance, any Included Data offered with any Add-Ons or Packs you have purchased, International Minutes included with any IDD Packs you have purchased, and any Additional Data allowances you have triggered, like you would at home. If your Included Value is ever used up, you will be charged for the use of any services listed in this table at the rates listed in this table. If you use up your Included Data, 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 ever \$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. Eligible Countries are subject to change. For a list of current countries, go to vodafone.com.au/roaming. 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 vodafone.com.au/roaming.

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: 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.

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 vodafone.com.au/roaming.

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VODAFONE RED MONTH TO MONTH PLANS

Red Month to Month	\$40	\$50	\$60	\$80
Included data	10GB	60GB	100GB	150GB
Standard International Voice minutes to Zone 1 Countries	N/A	1000	Unlimited	Unlimited
Standard International Voice minutes to Zone 2 Countries	N/A	100	200	300
Standard International Voice Calls	Not included – see table “Vodafone Rates – Not included in your Plan Allowance” for rates	Calls to Zone 1 and Zone 2 Countries are charged in per minute blocks and deducted from the above Zone 1 and Zone 2 allowances. Zone 1 and Zone 2 Countries are subject to change - for a list of all current Zone 1 and 2 Countries, go to vodafone.com.au/idd . Calls to all other countries outside of Zone 1 and Zone 2 are not included – see table “Vodafone Rates – Not included in your Plan Allowance” for rates.	If you exhaust your Zone 2 allowance, or if you make a call to a country outside the Zone 1 or 2 countries, you will be charged on top of your minimum monthly spend at our standard international Pay-As-You-Go rates- these rates are subject to change, see www.vodafone.com.au/idd for current rates. Fair Use Policy applies. See vodafone.com.au/fairuse .	
Standard National Voice Calls (to Vodafone mobiles)	Unlimited			
Standard National Voice Calls (to other mobile and fixed networks)	Unlimited			
Standard National Video Calls	Unlimited			
Standard National Voice Calls to 13, 15 and 18 numbers	Unlimited			
Standard National and International TXT (for standard TXT of up to 16 characters)	Unlimited			

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VODAFONE SIM ONLY PLUS MONTH TO MONTH PLANS

SIM Only Plus Month to Month Plan	\$40	\$50	\$60	\$80
Included Data	10GB at Your Max Speed, then data available at speeds of up to 1.5Mbps	60GB at Your Max Speed, then data available at speeds of up to 1.5Mbps	100GB at Your Max Speed then data available at speeds of up to 1.5Mbps	150GB at Your Max Speed then data available at speeds of up to 1.5Mbps
Standard International Voice minutes to Zone 1 Countries	N/A	1000	Unlimited	Unlimited
Standard International Voice Minutes to Zone 2 Countries	N/A	100	200	300
Standard International voice calls	Not included – see table “Vodafone Rates – Not included in your Plan Allowance” for rates	Calls to Zone 1 and Zone 2 Countries are charged in per minute blocks and deducted from the above Zone 1 and Zone 2 allowances. Zone 1 and Zone 2 Countries are subject to change - for a list of all current Zone 1 and 2 Countries, go to vodafone.com.au/idd . Calls to all other countries outside of Zone 1 and Zone 2 are not included – see table “Vodafone Rates – Not included in your Plan Allowance” for rates. Fair Use Policy applies.	If you exhaust your Zone 2 allowance, or if you make a call to a country outside the Zone 1 or 2 countries, you will be charged on top of your minimum monthly spend at our standard international Pay-As-You-Go rates- these rates are subject to change, see www.vodafone.com.au/idd for current rates. Fair Use Policy applies. See vodafone.com.au/fairuse .	
Standard National Voice calls (to Vodafone mobiles)	Unlimited			
Standard National Voice calls (to other mobile and fixed networks)	Unlimited			
Standard National Video calls	Unlimited			
Standard National Voice calls to 13, 15 and 18 numbers	Unlimited			
Standard National and International TXT (for standard TXT of up to 16 characters)	Unlimited			
Standard National re-routed voice calls (excluded calls that are re-routed by a third party and/or re-routed to an international destination or to a premium number or service)	Unlimited			
Voicemail – deposits within Australia	Free from your Vodafone Mobile			
Voicemail – Retrievals within Australia	Unlimited			

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VODAFONE SIM ONLY PLUS MONTH TO MONTH PLANS

International Roaming	<p>While roaming in a \$5 Roaming Eligible Country (full list, go to Vodafone.com.au/roaming):</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 ever you remain opted-in, you will be able to access your Included Standard Calls, TXT, Zone 1 and Zone 2 International Calling allowance and Your Max Speed data (but not any data at 1.5Mbps which is only available in Australia) like you would at home. For the avoidance of doubt, you can only use 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. 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. Eligible Countries are subject to change. For a list of current countries, go to vodafone.com.au/roaming. 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 vodafone.com.au/roaming.</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>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 vodafone.com.au/roaming</p>
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VODAFONE RED PLUS MONTH TO MONTH PLANS

Red Plus Month to Month Plan	\$40	\$50	\$60	\$80
Included Data	10GB at Your Max Speed, then data available at speeds of up to 1.5Mbps	60GB at Your Max Speed, then data available at speeds of up to 1.5Mbps	100GB at Your Max Speed then data available at speeds of up to 1.5Mbps	150GB at Your Max Speed then data available at speeds of up to 1.5Mbps
Standard International Voice minutes to Zone 1 Countries	N/A	1000	Unlimited	Unlimited
Standard International Voice Minutes to Zone 2 Countries	N/A	100	200	300
Standard International voice calls	Not included – see table “Vodafone Rates – Not included in your Plan Allowance” for rates	Calls to Zone 1 and Zone 2 Countries are charged in per minute blocks and deducted from the above Zone 1 and Zone 2 allowances. Zone 1 and Zone 2 Countries are subject to change - for a list of all current Zone 1 and 2 Countries, go to vodafone.com.au/idd . Calls to all other countries outside of Zone 1 and Zone 2 are not included – see table “Vodafone Rates – Not included in your Plan Allowance” for rates. Fair Use Policy applies.	If you exhaust your Zone 2 allowance, or if you make a call to a country outside the Zone 1 or 2 countries, you will be charged on top of your minimum monthly spend at our standard international Pay-As-You-Go rates- these rates are subject to change, see www.vodafone.com.au/idd for current rates. Fair Use Policy applies. See vodafone.com.au/fairuse .	
Standard National Voice calls (to Vodafone mobiles)	Unlimited			
Standard National Voice calls (to other mobile and fixed networks)	Unlimited			
Standard National Video calls	Unlimited			

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VODAFONE RED PLUS MONTH TO MONTH PLANS

Standard National Voice calls to 13, 15 and 18 numbers	Unlimited
Standard National and International TXT (for standard TXT of up to 16 characters)	Unlimited
Standard National re-routed voice calls (excluded calls that are re-routed by a third party and/or re-routed to an international destination or to a premium number or service)	Unlimited
Voicemail – deposits within Australia	Free from your Vodafone Mobile
Voicemail – Retrievals within Australia	Unlimited
International Roaming	<p>While roaming in a \$5 Roaming Eligible Country (full list, go to Vodafone.com.au/roaming):</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 ever you remain opted-in, you will be able to access your Included Standard Calls, TXT, Zone 1 and Zone 2 International Calling allowance and Your Max Speed data (but not any data at 1.5Mbps which is only available in Australia) like you would at home. 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. 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. Eligible Countries are subject to change. For a list of current countries, go to vodafone.com.au/roaming. 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 vodafone.com.au/roaming.</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>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 vodafone.com.au/roaming</p>

VODAFONE \$10 Gap Month to Month Plan

\$10 Gap Month to Month Plan	\$10
Included Data	200MB (Charged per KB = \$1 MB)
Standard International Voice Minutes to Zone 1 Countries	N/A
Standard International Voice Minutes to Zone 2 Countries	N/A
Standard National Voice Calls	N/A
Standard National Voice Calls (to Vodafone mobiles)	N/A
Standard National Voice Calls (to other mobile and fixed networks)	N/A
Standard National Video Calls	N/A
Standard National Voice Calls to 13, 15 & 18 numbers	N/A
Standard National and International TXT (for standard TXT of up to 16 characters)	N/A
Standard National re-routed voice calls (Excluded calls that are re-routed by a third party and/or re-routed to an international destination or to a premium number or service)	N/A
Voicemail - deposits within Australia	N/A
Voicemail – Retrievals within Australia	N/A
International Roaming	N/A

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\$10 RED WEARABLE MONTH TO MONTH PLAN

Included Data	1GB
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 Voice calls to 13, 15 and 18 numbers	Infinite
Standard National and International TXT (for standard TXT of up to 160 characters)	Infinite
Standard National re-routed voice calls (excluded 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
Voicemail – deposits within Australia	Infinite
Voicemail – Retrievals within Australia	Infinite

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5 Vodafone Rates: What is not included in your Plan Allowance

These tables detail other services that you (or, for Sharing Groups or Plus Plan Sharing Groups, any member of your Sharing/Plus Plan Sharing Group) can purchase from or via Vodafone, but which are not included in your Product's Plan Allowance (unless stated otherwise).

VODAFONE SIM ONLY MONTH TO MONTH PLAN

SIM Only Month to Month	\$40	\$50	\$60	\$80
Included Data	10GB	60GB	100GB	150GB
Standard International Voice Minutes to Zone 1 Countries	n/a	1000	Unlimited	Unlimited
Standard International Voice Minutes to Zone 2 Countries	n/a	100	200	300
Standard International Voice Calls	<p>This plan does not include any international voice calls. All international voice calls will be charged in addition to your minimum monthly spend. International calling rates vary per country and are subject to change – see Vodafone.com.au/internationalcountries for a full list of current rates.</p> <p>Calls to Zone 1 and Zone 2 Countries are charged in per minute blocks and deducted from the above Zone 1 and Zone 2 allowances. Zone 1 and Zone 2 Countries are subject to change - for a list of all current Zone 1 and 2 Countries, go to vodafone.com.au/idd. Calls to all other countries outside of Zone 1 and Zone 2 are not included – see table “Vodafone Rates – Not included in your Plan Allowance” for rates</p> <p>If you exhaust your Zone 2 allowance, or if you make a call to a country outside the Zone 1 or 2 countries, you will be charged on top of your minimum monthly spend at our standard international Pay-As-You-Go rates- these rates are subject to change, see www.vodafone.com.au/idd for current rates. Fair Use Policy applies. See vodafone.com.au/fairuse.</p>			
Standard National Voice calls (to Vodafone mobiles)	Unlimited			
Standard National Voice calls (to other mobile and fixed networks)	Unlimited			
Standard National Video calls	Unlimited			
Standard National Voice calls to 13, 15 and 18 numbers	Unlimited			
Standard National and International TXT (for standard TXT of up to 16 characters)	Unlimited			
Standard National re-routed voice calls (excluded calls that are re-routed by a third party and/or re-routed to an international destination or to a premium number or service)	Unlimited			
Voicemail – deposits within Australia	Free from your Vodafone Mobile			
Voicemail – Retrievals within Australia	Unlimited			

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International Roaming

While roaming in a \$5 Roaming Eligible Country (full list, go to Vodafone.com.au/roaming): You are automatically opted-in to \$5 Roaming upon activation, however you can opt-out at any time by contacting Customer Care. While ever you remain opted-in, you will be able to access your Plan Allowance, any Included Data offered with any Add-Ons or Packs you have purchased, International Minutes included with any IDD Packs you have purchased, and any Additional Data allowances you have triggered, like you would at home. If your Included Value is ever used up, you will be charged for the use of any services listed in this table at the rates listed in this table. If you use up your Included Data, 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 ever \$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. Eligible Countries are subject to change. For a list of current countries, go to vodafone.com.au/roaming. 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 vodafone.com.au/roaming.

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: 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.

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 vodafone.com.au/roaming.

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VODAFONE RED MONTH TO MONTH PLANS

Red Month to Month Plan	\$40	\$50	\$60	\$80
Standard International Voice Minutes to Zone 1 Countries	N/A	1000	Unlimited	Unlimited
Standard International Voice Minutes to Zone 2Countries	N/A	100	200	300
Standard International Voice Calls	This plan does not include any international voice calls. All international voice calls will be charged in addition to your minimum monthly spend. International calling rates vary per country and are subject to change – see Vodafone.com.au/internationalcountries for a full list of current rates.	Calls to Zone 1 and Zone 2 Countries are charged in per minute blocks and deducted from the above Zone 1 and Zone 2 allowances. Zone 1 and Zone 2 Countries are subject to change - for a list of all current Zone 1 and 2 Countries, go to vodafone.com.au/idd. Calls to all other countries outside of Zone 1 and Zone 2 are not included – see table “Vodafone Rates – Not included in your Plan Allowance” for rates	If you exhaust your Zone 2 allowance, or if you make a call to a country outside the Zone 1 or 2 countries, you will be charged on top of your minimum monthly spend at our standard international Pay-As-You-Go rates- these rates are subject to change, see www.vodafone.com.au/idd for current rates. Fair Use Policy applies. See vodafone.com.au/fairuse.	
Standard International Video Calls	28c connection fee + 1.5 x applicable country voice call rate (Vodafone.com.au/internationalcountries for rates)			
Calls to Ask Anything (123)	\$3.10 connection fee + \$1.30/min			
Premium TXT and PXT	Varies, Depending on service			
Premium voice and video Calls	Varies, Depending on service			
Calls to National Directory Assist 1223	\$1.50 connection fee + \$0.95 cents/min			
Calls to International Directory Assist 1223	\$1.50 connection fee + \$0.95 cents/min			
International Roaming	<p>While roaming in a \$5 Roaming Eligible Country (full list, go to Vodafone.com.au/roaming): You are automatically opted-in to \$5 Roaming upon activation, however you can opt-out at any time by contacting Customer Care. While ever you remain opted-in, you will be able to access your Included Standard Calls, TXT, Zone 1 and Zone 2 International Calling allowance and Your Max Speed data (but not any data at 1.5Mbps which is only available in Australia) like you would at home. 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. 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. Eligible Countries are subject to change. For a list of current countries, go to vodafone.com.au/roaming. 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 vodafone.com.au/roaming.</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: 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 vodafone.com.au/roaming.</p>			

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VODAFONE RED PLUS MONTH TO MONTH PLANS

Red Plus Month to Month Plan	\$40	\$50	\$60	\$80
Standard International Voice Minutes to Zone 1 Countries	N/A	1000	Unlimited	Unlimited
Standard International Voice Minutes to Zone 2 Countries	N/A	100	200	300
Standard International Voice Calls	This plan does not include any international voice calls. All international voice calls will be charged in addition to your minimum monthly spend. International calling rates vary per country and are subject to change – see Vodafone.com.au/international countries for a full list of current rates.	Calls to Zone 1 and Zone 2 Countries are charged in per minute blocks and deducted from the above Zone 1 and Zone 2 allowances. Zone 1 and Zone 2 Countries are subject to change - for a list of all current Zone 1 and 2 Countries, go to vodafone.com.au/idd. Calls to all other countries outside of Zone 1 and Zone 2 are not included – see table “Vodafone Rates – Not included in your Plan Allowance” for rates.	If you exhaust your Zone 2 allowance, or if you make a call to a country outside the Zone 1 or 2 countries, you will be charged on top of your minimum monthly spend at our standard international Pay-As-You-Go rates- these rates are subject to change, see www.vodafone.com.au/idd for current rates. Fair Use Policy applies. See vodafone.com.au/fairuse.	
Standard International Video Calls	28c connection fee + 1.5 x applicable country voice call rate (Vodafone.com.au/internationalcountries for rates)			
Calls to Ask Anything (123)	\$3.10 connection fee + \$1.30/min			
Premium TXT and PXT	Varies, Depending on service			
Premium voice and video Calls	Varies, Depending on service			
Calls to National Directory Assist 1223	\$1.50 connection fee + \$0.95 cents/min			
Calls to International Directory Assist 1223	\$1.50 connection fee + \$0.95 cents/min			
International Roaming	<p>While roaming in a \$5 Roaming Eligible Country (full list, go to Vodafone.com.au/roaming):</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 ever you remain opted-in, you will be able to access your Included Standard Calls, TXT, Zone 1 and Zone 2 International Calling allowance and Your Max Speed data (but not any data at 1.5Mbps which is only available in Australia) like you would at home. 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. 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.</p> <p>The \$5 Roaming Daily Charge is charged in addition to your plan fees. Eligible Countries are subject to change. For a list of current countries, go to vodafone.com.au/roaming. 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 vodafone.com.au/roaming.</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>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 vodafone.com.au/roaming.</p>			

Terms & Conditions: Vodafone Postpaid Plans

VODAFONE SIM ONLY PLUS MONTH TO MONTH PLANS

SIM Only Plus Month to Month Plan	\$40	\$50	\$60	\$80
Standard International Voice Minutes to Zone 1 Countries	N/A	1000	Unlimited	Unlimited
Standard International Voice Minutes to Zone 2 Countries	N/A	100	200	300
Standard International Voice Calls	This plan does not include any international voice calls. All international voice calls will be charged in addition to your minimum monthly spend. International calling rates vary per country and are subject to change – see Vodafone.com.au/international countries for a full list of current rates.	Calls to Zone 1 and Zone 2 Countries are charged in per minute blocks and deducted from the above Zone 1 and Zone 2 allowances. Zone 1 and Zone 2 Countries are subject to change - for a list of all current Zone 1 and 2 Countries, go to vodafone.com.au/idd. Calls to all other countries outside of Zone 1 and Zone 2 are not included – see table “Vodafone Rates – Not included in your Plan Allowance” for rates.	If you exhaust your Zone 2 allowance, or if you make a call to a country outside the Zone 1 or 2 countries, you will be charged on top of your minimum monthly spend at our standard international Pay-As-You-Go rates- these rates are subject to change, see www.vodafone.com.au/idd for current rates. Fair Use Policy applies. See vodafone.com.au/fairuse.	
Standard International Video Calls	28c connection fee + 1.5 x applicable country voice call rate (Vodafone.com.au/internationalcountries for rates)			
Calls to Ask Anything (123)	\$3.10 connection fee + \$1.30/min			
Premium TXT and PXT	Varies, Depending on service			
Premium voice and video Calls	Varies, Depending on service			
Calls to National Directory Assist 1223	\$1.50 connection fee + \$0.95 cents/min			
Calls to International Directory Assist 1223	\$1.50 connection fee + \$0.95 cents/min			
International Roaming	<p>While roaming in a \$5 Roaming Eligible Country (full list, go to Vodafone.com.au/roaming):</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 ever you remain opted-in, you will be able to access your Included Standard Calls, TXT, Zone 1 and Zone 2 International Calling allowance and Your Max Speed data (but not any data at 1.5Mbps which is only available in Australia) like you would at home. 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. 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. Eligible Countries are subject to change. For a list of current countries, go to vodafone.com.au/roaming. 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 vodafone.com.au/roaming.</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: 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 vodafone.com.au/roaming.</p>			

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VODAFONE \$10 RED WEARABLE PLAN

Standard International Voice Calls	This plan does not include any international calls. All international calls will be charged in addition to your minimum monthly spend. International calling rates vary per country and are subject to change - see http://Vodafone.com.au/internationalcountries for a full list of current rates.
Standard International Video Calls	28c connection fee + 1.5 x applicable country voice call rate (vodafone.com.au/internationalcountries for rates)
Calls to Ask Anything (123)	\$3.10 connection fee + \$1.30/min
Premium TXT and PXT	Varies, depending on service.
Premium voice and video Calls	Varies, depending on service.
Calls to National Directory Assist 1223	\$1.50 connection fee + \$0.95 cents/min
Calls to International Directory Assist 1223	\$1.50 connection fee + \$0.95 cents/min
International Roaming	<p>While roaming in a \$5 Roaming Eligible Country (full list, go to Vodafone.com.au/roaming): you are automatically opted-in to \$5 Roaming upon activation, however you can opt-out at any time by contacting Customer Care. While ever you remain opted-in, you will be able to access your Plan Allowance, any Included Data offered with any Add-Ons or Packs you have purchased, International Minutes included with any IDD Packs you have purchased, and any Additional Data allowances you have triggered, like you would at home. If your Included Value is ever used up, you will be charged for the use of any services listed in this table at the rates listed in this table. If you use up your Included Data, 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 ever \$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. Eligible Countries are subject to change. For a list of current countries, go to vodafone.com.au/roaming. 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 vodafone.com.au/roaming.</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. 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 vodafone.com.au/roaming.</p>

VODAFONE \$10 Gap Month to Month Plan

Standard International Voice Calls	Not included
Standard International Video Calls	Not included
Calls to Ask Anything (123)	Not included
Premium TXT and PXT	Not included
Premium voice and video Calls	Not included
Calls to National Directory Assist 1223	Not included
Calls to International Directory Assist 1223	Not included
International Roaming	Not included