

# Terms & Conditions

## Vodafone Plans and Vodafone Red

### 1. What Terms and Conditions Apply to my Vodafone Plan and Vodafone Red 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 and any terms and conditions contained in any application form you complete when purchasing a Product; and
  - ii. all the terms and conditions contained in the Vodafone Standard Form of Agreement (**SFOA**), which is available at [vodafone.com.au](http://vodafone.com.au), (collectively, the “**Terms**”).
- c) When you agree to purchase a Product, you accept the Terms. Your contract with Vodafone commences on your acceptance of the Terms.
- d) Some Products have a minimum contract term. If your contract is terminated before the end of this term, you may be required to pay fees, such as an Early Exit Fee or a Handset Recovery Fee. Depending on the Product this may be in addition to any applicable handset payments and additional or excluded call, data or service costs. Early Exit Fees are set out in the pricing table for your Product.
- e) Activation of your Product may occur after your contract has commenced. Any minimum contract term that applies commences when your Product is activated.
- f) You may suspend your contract for between 1 and 3 consecutive calendar months once during the minimum contract term. You will be charged a fee for each month if your contract is suspended. Your minimum contract term will be extended by the period of any suspension.
- g) The Terms may be changed by Vodafone from time to time. Vodafone will comply with relevant laws, regulations and industry codes if it makes any such changes.
- h) For more information, call Vodafone on 1300 650 410 or visit [vodafone.com.au](http://vodafone.com.au).



# Terms & Conditions

## Vodafone Plans and Vodafone Red

### 2. Important Things You Need to Know

#### Availability

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

#### Factors affecting availability and performance

- a) Network coverage and many other factors may affect the availability and performance of certain Products.
- b) Certain Products, services and functions are only available if used in conjunction with a compatible mobile or other device and if in a compatible coverage area. Not all devices are compatible with Vodafone networks.
- c) Broadband service: Some Vodafone 4G, 3G+ and 3G services are mobile broadband, internet, email, apps, downloading, video streaming and video calling. You can use Vodafone 4G if you have an eligible phone plan and have been switched over to the 4G network. To use 4G and 3G+ you'll also need a compatible device and be in a selected major metropolitan area. Outside these areas, you can still get Broadband Speeds in our 3G areas with the right device. To check this, make sure your device is compatible to the network zone you are in (U2100MHz, U850MHz or U900MHz). Remember that actual speeds you reach will vary depending on things like device capabilities, location & network congestion. Broadband Speeds not available in any 2G area. Actual speed achieved varies depending on factors such as device capabilities, location & network congestion. See [vodafone.com.au/coverage](http://vodafone.com.au/coverage) for coverage. You agree to refer to [vodafone.com.au/coverage](http://vodafone.com.au/coverage) for coverage details and [vodafone.com.au/devicefrequency](http://vodafone.com.au/devicefrequency) for details of devices and their frequencies before purchase, so that you can confirm that for your intended use of the services, your address/es are located in the appropriate Vodafone coverage areas and that the device you wish to select is compatible with the Vodafone coverage area where your address/es are located.
- d) The Terms contain details regarding device compatibility, network capability and availability relating to the "Vodafone" network. However, notwithstanding anything else in our contract with you, we may provide services to you using any telecommunications network we consider appropriate and that network will constitute "our network"



# Terms & Conditions

## Vodafone Plans and Vodafone Red

for the purpose of the Terms. For more information about the "Vodafone" network, see <http://www.vodafone.com.au/personal/services/coverage/>

### Data services

- a) For Products that provide data access capabilities, a data session:
  - i. **starts** when you begin internet activity, either directly or indirectly\* on your mobile device; and
  - ii. **ends** when your data connection is lost. This will happen when:
    - a. you turn your mobile device off;
    - b. turn your data connection off;
    - c. switch to flight mode;
    - d. when you lose network reception; or
    - e. your mobile device has not sent or received data for a period of time .

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

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

### Rates and charges

- a) Details of the rates and charges, including any minimum spends which apply to the Products are contained in the Terms. The minimum total cost over contract term is calculated by multiplying the minimum monthly spend by the contract term.
- b) The Vodafone Plan Products feature a "**Plan Allowance**" which is made up of an "Included Value" allowance (which can be used to pay for many (but not all) services available from Vodafone at the rates set out in the section of the terms titled "Vodafone Rates: What is included in my Product's Plan Allowance") and an "Included Data" allowance. Vodafone Red Products also feature a "Plan Allowance" which is made up of an "Included Data" allowance, an "Included International Minutes" allowance and an "Infinite" allowance (which provides you with infinite access to many (but not all) services available from Vodafone - see the section of the Terms titled "Vodafone Rates: What is included in my Product's Plan Allowance?" for full details).
- c) If your usage of a Product exceeds any part of your Plan Allowance, or you use a service that is not payable from your Plan Allowance, you will be charged an amount additional to your minimum monthly spend.
- d) Unless otherwise stated, if you do not use all your included Plan Allowance in the relevant month, any remaining Plan Allowance is forfeited, is not refundable, and will not carry over into any other month.
- e) Once your Included Data allowance (including any Included Data offered with a Data Add-on, if applicable) has been exhausted, any additional data usage in that billing month will be charged in blocks of 1GB for a cost of \$10 per block (**Additional Data**). Additional Data blocks will be triggered both in Australia and in Eligible Countries (if you 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 is forfeited at the end



# Terms & Conditions

## Vodafone Plans and Vodafone Red

of the billing month and is unable to be rolled over, transferred, exchanged or redeemed for cash. Charges for Additional Data cannot be paid from your Vodafone Plan Product or Vodafone Red 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 Plan Product or a Vodafone Red Product on or after 2 July 2014, you agree that the Additional Data rate will apply to your usage, and not any other rate for excess data that has previously applied on your existing Vodafone Data Add-on Product until that point.

- f) Unless otherwise stated, the section of the Terms 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.
- g) Each charge is rounded up to the nearest cent before GST is included.
- h) Unless otherwise stated, rates specified for services are GST inclusive.
- i) Unless otherwise stated, call usage is billed in blocks of 60 seconds for the Products. Usage is rounded up to the end of the current block.
- j) Unless otherwise stated, data usage is charged in per kilobyte blocks.
- k) All rates and charges are subject to change. Vodafone will comply with relevant regulations and industry codes with respect to such changes.

### Billing

- a) In your first bill, you will be charged your minimum monthly spend for the following month. Your first bill may also include a prorated amount from the date you connected to your first bill.
- b) You may choose to purchase additional Products from time to time. Charges for these Products will be applied to your bill.
- c) Paperless billing is the default bill delivery method for Vodafone customers.
- d) Vodafone will provide paper bills without charge to disabled or disadvantaged customers. Otherwise, Vodafone will not provide paper bills except in special circumstances, in which case, at its discretion, Vodafone may charge \$2.20 per paper bill.

### Checking your usage

Check your call, TXT and data use here and overseas at [myvodafone.com.au](http://myvodafone.com.au) or call us for free from your Vodafone Mobile on 1555 (when in Australia) or +61 414 141 414 (when overseas).

## 3. Terms for Vodafone Plan Products, Vodafone Red Products and Vodafone Add-on Products

### General Terms

- a) Any Included Data allowance which is part of your Vodafone Plan Product, Vodafone Red Product or Vodafone Add-on Product is only available for use via your compatible handset. It is not available for use on a mobile broadband device.



# Terms & Conditions

## Vodafone Plans and Vodafone Red

- b) Your Plan Allowance and any Additional Data allowance you have triggered (as well as the Included Data offered with your Add-on Product, if applicable) can be used in Australia, on Vodafone networks. You can also use your Plan Allowance, Additional Data allowance (plus the Included Data offered with your Add-on Product, if applicable) overseas while ever you:
- remain opted-in to Vodafone \$5 Roaming (you are automatically opted-in to \$5 Roaming upon activation); and
  - are roaming in an Eligible Country.

In return for this service, when you perform a Trigger Event in an Eligible Country on any given day, we will apply the **Daily Charge** to your account. Vodafone \$5 Roaming is limited to a maximum usage of 90 days per calendar year. We may remove Vodafone \$5 Roaming from your service if you do not comply with this condition. For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge and Eligible Countries, please go to [vodafone.com.au/roaming](http://vodafone.com.au/roaming). 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 Traveller rates.

- c) You may change from one Vodafone Plan or Vodafone Red Product to another Vodafone Plan Product or Vodafone Red Product once per monthly billing period by calling Vodafone Customer Care, and agreeing to the terms and conditions of the new Vodafone Plan Product or Vodafone Red Product. Any credit or other benefits from your existing Product will be forfeited, unless otherwise advised. If you are changing to a less expensive Vodafone Plan or Vodafone Red Product or Vodafone SIM Only 24 Month Product or to a month to month Product or to a prepay Product, fees, including a Plan Change Fee may apply. Any Product change will take effect from the start of your next monthly billing period. Contact Vodafone Customer Care for more information.
- d) If you purchase a 12 or 24 month Vodafone Plan or Vodafone Red Product (But not a Vodafone SIM Only or Vodafone Red SIM Product), any \$0 upfront or discounted mobile device offers will only be available from Vodafone's selected mobile device range at the time that you agree to a contract and cannot be redeemed for cash or as a credit against your service costs with Vodafone. These mobile device offers are not available if you switch between contracts during the minimum contract term.
- e) If you purchase a Vodafone Month to Month SIM Only Plan Product or Vodafone Month to Month Red SIM Product (but not a 12 or 24 month Vodafone Plan Product, a 12 or 24 Month Vodafone Red Product, a 24 Month Vodafone SIM Only Plan Product or a 24 Month Red SIM Product) then:
- The Minimum Monthly Spend is payable for each full monthly billing cycle in advance; and
  - Cancellation will take effect at the end of the month in which you tell us you want to cancel. You will be billed until the end of that month.
- a. ;
- f) Charges for your Vodafone Plan Product or Vodafone Red Product are in addition to any handset repayments you agree to.
- g) The below table specifies minimum monthly spend and minimum contract terms for the Products:

Plan name	Minimum Monthly Spend	Minimum Spend over 12 month contract term	Minimum Spend over 24 month contract term	Early Exit Fee
<b>Vodafone Plans</b>				
\$30 Plan	\$30	n/a	\$720	\$30 x remaining months on contract
\$40 Plan	\$40	n/a	\$960	\$40 x remaining months on contract
\$50 Plan	\$50	n/a	\$1,200	\$50 x remaining months on contract



# Terms & Conditions

## Vodafone Plans and Vodafone Red

\$60 Plan	\$60	n/a	\$1,440	\$60 x remaining months on contract
<b>Vodafone SIM Only Month to Month Plans</b>				
\$25 SIM Only Plan	\$25	n/a	n/a	n/a
\$30 SIM Only Plan	\$30	n/a	n/a	n/a
\$35 SIM Only Plan	\$35	n/a	n/a	n/a
\$45 SIM Only Plan	\$45	n/a	n/a	n/a
<b>Vodafone SIM Only 24 Month Plans</b>				
\$20 SIM Only Plan	\$20	n/a	\$480	\$20 x remaining months on contract
\$25 SIM Only Plan	\$25	n/a	\$600	\$25 x remaining months on contract
\$35 SIM Only Plan	\$35	n/a	\$840	\$35 x remaining months on contract
\$45 SIM Only Plan	\$45	n/a	\$1080	\$45 x remaining months on contract
<b>Vodafone Red Plans</b>				
Vodafone \$70 Red	\$70	\$840	\$1680	\$70 x remaining months on contract
Vodafone \$80 Red	\$80	\$960	\$1,920	\$80 x remaining months on contract
Vodafone \$100 Red	\$100	\$1,200	\$2,400	\$100 x remaining months on contract
<b>Vodafone Red SIM Month to Month Plans</b>				
Vodafone \$50 Red SIM	\$50	n/a	n/a	n/a
Vodafone \$60Red SIM	\$60	n/a	n/a	n/a
Vodafone \$80 Red SIM	\$80	n/a	n/a	n/a
<b>Vodafone Red SIM 24 Month Plans</b>				
Vodafone \$50 Red SIM	\$50	n/a	\$1200	\$50 x remaining months on contract
Vodafone \$55 Red SIM	\$55	n/a	\$1320	\$55 x remaining months on contract



# Terms & Conditions

## Vodafone Plans and Vodafone Red

Vodafone \$70 Red SIM	\$70	n/a	\$1680	\$70 x remaining months on contract
-----------------------	------	-----	--------	-------------------------------------

### 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 and Vodafone 12 Month Data Add-on Products. Vodafone Month to Month Data Add-on Products are available to approved customers who are connected, and remain connected to, a Vodafone Plan Product or a Vodafone Red Product. Vodafone Month to Month Data Add-on Products are also available to customers who are connected, and remain connected to, selected Vodafone Products that are no longer offered to new customers – to find out if you are on one of these plans, please contact Vodafone. Vodafone 12 Month Data Add-on Products are available to select customers by invitation only from Vodafone.

Data Pack Name	Minimum Monthly Spend	Contract Term	Included Data Allowance within Australia	Early Exit Fees	Minimum Total Cost over 12 Month Contract Term
\$5 Data Add-on Month to Month	\$5	Month to Month	400MB	N/A	N/A
\$10 Data Add-on Month to Month	\$10	Month to Month	1GB	N/A	N/A
\$20 Data Add-on Month to Month	\$20	Month to Month	2.5GB	N/A	N/A
\$30 Data Add-on Month to Month	\$30	Month to Month	4GB	N/A	N/A
\$45 Data Add-on Month to Month	\$45	Month to Month	8GB	N/A	N/A
\$65 Data Add-on Month to Month	\$65	Month to Month	12GB	N/A	N/A
\$5 Data Add-on 12 Months	\$5	12 Months	300MB	\$5 x remaining months left on contract	\$60
\$10 Data Add-on 12 Months	\$10	12 Months	1GB	\$10 x remaining months on contract	\$120
\$20 Data Add-on 12 Months	\$20	12 Months	2.5GB	\$20 x remaining months on contract	\$240
\$30 Data Add-on 12 Months	\$30	12 Months	4GB	\$30 x remaining months on contract	\$360
\$55 Data Add-on 12 Months	\$55	12 Months	8GB	\$55 x remaining months on contract	\$660

- (a) The Data Add-on Products offer an Included Data allowance. Included Data can be used to upload and download data to or from the internet via a compatible mobile handset. Included data is credited to you for payment of the Minimum Monthly Spend.
- (b) Data is deducted in per KB increments. Once you exhaust your Included Data allowance, any further data usage will be deducted from your voice plan product's Included Data allowance (if any). 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.
- (c) For Vodafone Month to Month Data Add-on Products, 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.
- (d) Early Exit Fees (see table) will apply where you cancel a Vodafone 12 Month Data Add-on Product before the end of the contract term.





# Terms & Conditions

## Vodafone Plans and Vodafone Red

- (e) 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 or from one Vodafone 12 Month Data Add-on Product to another Vodafone 12 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:
- For Vodafone Month to Month Data Add-on Products, 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.
  - For Vodafone 12 Month Data Add-on Products, if you are changing to another Vodafone 12 Month Data Add-on Product with a higher Minimum Monthly Spend, no change fee applies.
  - For Vodafone 12 Month Data Add-on Products, if you are changing to another Vodafone 12 Month Data Add-on Product with a lower Minimum Monthly Spend, a change fee equivalent to 50% of the monthly spend on your original Data Add-on x the months remaining on the contract will apply.

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

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

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

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

- Unlimited BlackBerry® Email and Internet Browsing Add-On Products and allowances are available to you if you are





# Terms & Conditions

## Vodafone Plans and Vodafone Red

connected and remain connected to an eligible Vodafone Product. If your Vodafone Product is cancelled, your Unlimited BlackBerry® Email and Internet Browsing allowance or Add-On (as applicable) will also automatically be cancelled.

- c) Minimum monthly spend for Unlimited BlackBerry® Email and Internet Browsing Add-On Products excludes any additional mobile device payments (if applicable).
- d) Cancellation will take effect from the end of the month on which you tell us that you want to stop receiving the Unlimited BlackBerry® Email and Internet Browsing Add-On Product. You will be billed until the end of that month. Early Exit Fees (see above table) will apply where you cancel a 12 month and 24 month Unlimited BlackBerry® Email and Internet Browsing Add-On Product before the end of the contract term.
- e) Unlimited BlackBerry® Email and Internet Browsing Allowance or Add-On (as applicable) gives you unlimited BlackBerry data (BlackBerry® Internet Service (BIS) version only – excludes BlackBerry® Enterprise Solution (BES) version) which includes BlackBerry® Email and Internet browsing, Facebook® and other applications, when accessed via the BlackBerry Access Point (APN) within Australia. Vodafone's Fair Use Policy applies. Additional charges apply for some services such as video streaming (e.g. YouTube) and single file downloads over 3 MB. Included voice value cannot be used for data. Some Vodafone 4G, 3G+ and 3G services are mobile broadband, internet, email, apps, downloading, video streaming and video calling. You can use Vodafone 4G if you have an eligible phone plan and have been switched over to the 4G network. To use 4G and 3G+ you'll also need a compatible device and be in a selected major metropolitan area. Outside these areas, you can still get Broadband Speeds in our 3G areas with the right device. To check this, make sure your device is compatible to the network zone you are in (U2100MHz, U850MHz or U900MHz). Remember that actual speeds you reach will vary depending on things like device capabilities, location & network congestion. Broadband Speeds not available in any 2G area. Actual speed achieved varies depending on factors such as device capabilities, location & network congestion. See [vodafone.com.au/coverage](http://vodafone.com.au/coverage) for coverage. You agree to refer to [vodafone.com.au/coverage](http://vodafone.com.au/coverage) for coverage details and [vodafone.com.au/devicefrequency](http://vodafone.com.au/devicefrequency) for details of devices and their frequencies before purchase, so that you can confirm that for your intended use of the services, your address/es are located in the appropriate Vodafone coverage areas and that the device you wish to select is compatible with the Vodafone coverage area where your address/es are located.
- f) In addition to these terms and conditions, BlackBerry's standard terms and conditions associated with the use of BlackBerry® from Vodafone, the BlackBerry® Internet Service, the BlackBerry® Built-In handheld and other associated products will also apply to your use of these products and services. BlackBerry®, RIM®, Research In Motion®, SureType®, SurePress™ and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. Used under license from Research In Motion Limited.
- g) Unlimited BlackBerry® Email and Internet Browsing (BlackBerry® Internet Service (BIS)) can only be activated on BlackBerry® Built-In handhelds as authorised by Vodafone and Research in Motion. The BlackBerry® browser icon or any specific application loaded on your BlackBerry® at the time of purchase (excluding Compass) must be used to access the internet to ensure data usage is taken out of your Unlimited BlackBerry® Email and Internet Browsing Add-On Product's included data allowance.
- h) Download of applications from BlackBerry® World™ is included in your Unlimited BlackBerry® Email and Internet Browsing Add-On Product's included data allowance, but the price for any application purchased is not included, and will be charged to you as an additional amount.
- i) Data usage by some services available on Vodafone networks, including some internet services, cannot be paid from your Unlimited BlackBerry® Email and Internet Browsing Allowance or Add-On Product's (as applicable) Included Data allowance. Use of these services may incur an additional charge, at the rates specified in the "Not payable from Plan Allowance" table below.



# Terms & Conditions

## Vodafone Plans and Vodafone Red

### 4. Vodafone Rates: What is Payable from my Vodafone Plan or Vodafone Red Plan Allowance?

#### Vodafone Plans - Payable from Plan Allowance

This table details all services that can be paid from your Vodafone Plan Product's Plan Allowance (unless stated otherwise). Where a service has a rate next to it that is not listed as "Infinite", this is the charge which will be deducted from your Included Value allowance each time you use that service. If the service rate is stated to be "Infinite", you will not be charged any additional amount for use of that service. If you ever exhaust your Included Value, you will be charged an additional amount for all additional services you use at the rates specified in this table. If you ever exhaust your Included Data, or if you use any services not listed in this table, you will be charged an additional amount for data and excluded services at the rates specified in the table titled "Vodafone Plans – Not Payable from Plan Allowance". At some price points you can choose either an "Infinite Standard TXT Option" (TXT Option) or an "Infinite Standard National Vodafone to Vodafone Calls Option" (VF to VF Option). These specific options are set out separately below. On these price points you will need to choose one option when you sign up. Sorry, this can't be changed later.

24 Month Plan	\$30	\$40 TXT Option	\$40 VF to VF Option	\$50 TXT Option	\$50 VF to VF Option	\$60
SIM Only Month to Month Plan	\$25	\$30 TXT Option	\$30 VF to VF Option	\$35 TXT Option	\$35 VF to VF Option	\$45
SIM Only 24 Month Plan	\$20	\$25 TXT option	\$25 VF to VF Option	\$35 TXT Option	\$35 VF to VF option	\$45
Included Value	\$300	\$400		\$500		\$700
<div>Included Data within Australia (including tethering)</div> <div>If data allowance is exhausted, Additional Data rate applies</div>	300MB	500MB		1GB		<div>\$60 24 Month Plans and \$45 Sim Only Month to Month Plans:</div> <div>1.5 GB or 1.5 GB + Unlimited Blackberry BIS</div> <div>\$45 SIM Only 24 Month Plans:</div> <div>1.5 GB</div>
Standard National Voice calls (to Vodafone mobiles)	40c connection fee + 98c per 60 seconds		Infinite	40c connection fee + 98c per 60 seconds	Infinite	
Standard National Voice calls (to other mobile and fixed networks)	40c connection fee + 98c per 60 seconds					
Standard National Video calls	40c connection fee + \$1.47 per 60 seconds					
Standard National Calls to 13 and 18 numbers	40c connection fee + 98c per 60 seconds					



# Terms & Conditions

## Vodafone Plans and Vodafone Red

Standard National and International TXT (for standard TXT of up to 160 characters)	30c per message	Infinite.	30c per message	Infinite.	30c per message	Infinite.
Standard National and International PXT® (text, pic, video and audio)	55c per message					
Calls to Customer Care within Australia	Free from your Vodafone Mobile					
Voicemail – Deposits within Australia	Free from your Vodafone Mobile					
Voicemail – Retrievals within Australia	40c connection fee + 98c per 60 seconds					
Standard National Re-routed voice calls	40c connection fee + \$1.20 per 60 seconds					
Standard National Re-routed TXT or PXT (excludes TXTs or PXTs that are re-routed by a third party and/or re-route to an international destination or to a premium number or service)	30c per message	Infinite	30c per message	Infinite	30c per message	Infinite
Calls to National Directory Assist (1223)	\$2.60 connection fee + applicable standard national voice call rate if you are through-connected					
Calls to International Directory Assist (1225)	\$2.60 connection fee + international voice call rate if you are through-connected					
Standard International voice calls	Connection fee + applicable country rate (vodafone.com.au for rates)					
Standard International video calls	Connection + applicable country voice call rate (vodafone.com.au for rates)					
International Roaming	<p><b>Vodafone \$5 Roaming</b></p> <p><u>While roaming in a \$5 Roaming Eligible Country (for the full list, go to <a href="http://Vodafone.com.au/roaming">Vodafone.com.au/roaming</a>):</u></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 Value and Included Data (plus any current Additional Data allowances you have triggered before going overseas) 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. If your plan includes the "Infinite TXT" option you will also be able to make infinite standard TXT like you would at home. If your plan includes the "VF to VF" option, please note that this is not available to you while roaming and therefore any calls to a Vodafone number will be treated like a standard call and deducted from your Included Value (if any remaining) while \$5 Roaming is in use. <b>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.</b> For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Trigger Events and Eligible Countries, please go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p> <p><u>Rest of the world:</u></p> <p>You will be charged Vodafone Pay-As-You-Go Traveller rates which are charged outside of your Plan Allowance.</p> <p><b>Vodafone Pay-As-You-Go Traveller</b></p> <p>If you opt-out of Vodafone \$5 Roaming or if you are roaming in a country which is not an Eligible Country, Vodafone Pay-As-You-Go Traveller 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 Traveller Terms and Conditions go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p>					



# Terms & Conditions

## Vodafone Plans and Vodafone Red

### Vodafone Plans - Not payable from Plan Allowance

This table details other services that you can purchase from or via Vodafone, but which **cannot be paid for** from your Plan's Plan Allowance (unless stated otherwise).

24 Month Plan	\$30	\$40 TXT Option	\$40 VF to VF Option	\$50 TXT Option	\$50 VF to VF Option	\$60
SIM Only Month to Month Plan	\$25	\$30 TXT Option	\$30 VF to VF Option	\$35 TXT Option	\$35 VF to VF Option	\$45
SIM Only 24 Month Plan	\$20	\$25 TXT Option	\$25 VF to VF Option	\$35 TXT Option	\$35 VF to VF Option	\$45
Additional Data (including Tethering)  This rate will apply once the Included Data allowance has been exhausted.	Charged in 1GB increments for a cost of \$10 per increment.					
Calls to Ask Anything (123)	\$1.30 connection fee + \$1.30 per 60 seconds					
Premium TXT and PXT	Varies, depending on service					
Premium voice and video calls	Varies, depending on service					
TXT Delivery Reports within Australia	5c per message					
International Roaming	<p style="text-align: center;"><b>Vodafone \$5 Roaming</b></p> <p style="text-align: center;"><u>While roaming in a \$5 Roaming Eligible Country (for the full list, go to <a href="http://Vodafone.com.au/roaming">Vodafone.com.au/roaming</a>):</u></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 Value and Included Data (plus any current Additional Data allowances you have triggered before going overseas) 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. If your plan includes the "Infinite TXT" option you will also be able to make infinite standard TXT like you would at home. If your plan includes the "VF to VF" option, please note that this is not available to you while roaming and therefore any calls to a Vodafone number will be treated like a standard call and deducted from your Included Value (if any remaining) while \$5 Roaming is in use. <b>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.</b> For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Trigger Events and Eligible Countries, please go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p> <p style="text-align: center;"><u>Rest of the world:</u></p> <p>You will be charged Vodafone Pay-As-You-Go Traveller rates which are charged outside of your Plan Allowance.</p> <p style="text-align: center;"><b>Vodafone Pay-As-You-Go Traveller</b></p> <p>If you opt-out of Vodafone \$5 Roaming or if you are roaming in a country which is not an Eligible Country, Vodafone Pay-As-You-Go Traveller 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 Traveller Terms and Conditions go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p>					
Vodafone Central and STK Content purchases and downloads	Price specified at time of purchase					
Call Screen	5.5c for the first 10 seconds or 99c per message					



# Terms & Conditions

## Vodafone Plans and Vodafone Red

<p><b>Excluded* internet and data services when using Vodafone Unlimited BlackBerry® Email and Internet Browsing</b></p> <p><b>* Excluded services include: Pocket Life, Vodafone Central purchases and downloads, You Tube and other video streaming, content purchases or downloads from any application not loaded by Vodafone or Research In Motion, Premium TXT and Chat, single downloads of 3MB or larger or any data usage by any application that does not use the BlackBerry® Access Point (APN).</b></p>	<p>All excluded services are deducted from your data allowance, and then charged at your Additional Data rate</p>
---	---

### Vodafone Red - Included in your Plan Allowance

This table details all services that are included in your Vodafone Red Product Plan 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 ever exhaust any element of your Plan Allowance (i.e. your Included Data or your Included International Minutes), or if you use services not listed in this table, you will be charged an additional amount for the services you use at the rates specified in the table titled "Vodafone Red – Not Included in your Plan Allowance".

Red 12 or 24 Month Plan	\$70	\$80	\$100
Red SIM Only Month to Month Plan	\$50	\$60	\$80
Red SIM Only 24 Month Plan	\$50	\$55	\$70
Included Data (including tethering)	3GB	4GB	6GB
If data allowance is exhausted, additional data rate applies	or 3GB + Unlimited Blackberry BIS	or 4GB + Unlimited Blackberry BIS	or 6GB + Unlimited Blackberry BIS
Standard International Voice and Video Calls	300 minutes, charged in per minute blocks	300 minutes, charged in per minute blocks	300 minutes, charged in per minute blocks
Standard National Voice calls (to Vodafone mobiles)	Infinite		
Standard National Voice calls (to other mobile and fixed networks)	Infinite		
Standard National Video calls	Infinite		
Standard National Calls to 13, 15 and 18 numbers	Infinite		
Standard National and International TXT (for standard TXT of up to 160 characters)	Infinite		
Standard National and International PXT® (text, pic, video and audio)	Infinite		
Calls to Customer Care within Australia	Free from your Vodafone Mobile		
Standard National re-routed voice calls (excludes calls that are re-routed by a third party and/or re-route to an international destination or to a premium number or service)	Infinite		
Standard National Re-routed TXT or PXT (excludes TXTs or PXTs that are re-routed by a third party and/or re-route to an international destination or to a premium number or service)	Infinite		
Voicemail – Deposits within Australia	Free from your Vodafone Mobile		
Voicemail – Retrievals within Australia	Infinite		



# Terms & Conditions

## Vodafone Plans and Vodafone Red

Calls to National Directory Assist (1223)	Infinite
Calls to International Directory Assist (1225)	Infinite
International Roaming	<p><b>Vodafone \$5 Roaming</b></p> <p><u>While roaming in a \$5 Roaming Eligible Country (for the full list, go to <a href="http://Vodafone.com.au/roaming">Vodafone.com.au/roaming</a>):</u></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 make Infinite standard voice calls and standard text like at home to both the country you are in and back to Australia. Standard calls to any third country will be deducted from your Standard International Voice and Video Call Allowance, if any remaining (excludes Premium Numbers and Services) and thereafter charged at applicable rates. You will also be able to use your Included Data allowance (and any current Additional Data allowance that you have triggered before going overseas) in these countries if you have \$5 Roaming. If you use up your Included Data while overseas in an Eligible Country, you will be charged for any further data use as per your normal Additional Data rate and you will be able to continue to use the Additional Data allowance granted to you in Eligible Countries while ever \$5 Roaming is active. <b>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.</b> For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Trigger Events and Eligible Countries, please go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p> <p><u>Rest of the world:</u></p> <p>You will be charged Vodafone Pay-As-You-Go Traveller rates which are charged outside of your Plan Allowance.</p> <p><b>Vodafone Pay-As-You-Go Traveller</b></p> <p>If you opt-out of Vodafone \$5 Roaming or if you are roaming in a country which is not an Eligible Country, Vodafone Pay-As-You-Go Traveller 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 Traveller Terms and Conditions go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p>

### Vodafone Red - Not included in your Plan Allowance

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

Red 12 or 24 Month Plans	\$70	\$80	\$100
Red SIM Month to Month Plans	\$50	\$60	\$80
Red SIM 24 Month Plans	\$50	\$55	\$70
Additional Data within Australia (including Tethering)	Charged in 1GB increments for a cost of \$10 per increment.		
This rate will apply once the Included Data allowance has been exhausted.			
Additional Standard International Voice Calls	25c connection fee + applicable country rate ( <a href="http://vodafone.com.au">vodafone.com.au</a> for rates)		
This rate will apply once the Standard International Voice and Video allowance has been exhausted			
Additional Standard International Video Calls	28c connection fee + 1.5 x applicable country voice call rate ( <a href="http://vodafone.com.au">vodafone.com.au</a> for rates)		
This rate will apply once the Standard International Voice and Video allowance has been exhausted			
Calls to Ask Anything (123)	\$1.30 connection fee + \$1.30 per 60 seconds		
Premium TXT and PXT	Varies, depending on service		
Premium voice and video calls	Varies, depending on service		
TXT Delivery Report within Australia	5c per message		



# Terms & Conditions

## Vodafone Plans and Vodafone Red

International Roaming	<p style="text-align: center;"><b>Vodafone \$5 Roaming</b></p> <p style="text-align: center;"><u>While roaming in a \$5 Roaming Eligible Country (for the full list, go to <a href="http://Vodafone.com.au/roaming">Vodafone.com.au/roaming</a>):</u></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 make Infinite standard voice calls and standard text like at home to both the country you are in and back to Australia. Standard calls to any third country will be deducted from your Standard International Voice and Video Call Allowance, if any remaining (excludes Premium Numbers and Services) and thereafter charged at applicable rates. You will also be able to use your Included Data allowance (and any current Additional Data allowance that you have triggered before going overseas) in these countries if you have \$5 Roaming. If you use up your Included Data while overseas in an Eligible Country, you will be charged for any further data use as per your normal Additional Data rate and you will be able to continue to use the Additional Data allowance granted to you in Eligible Countries while ever \$5 Roaming is active.. <b>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.</b> <i>For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Trigger Events and Eligible Countries, please go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</i></p> <p style="text-align: center;"><u>Rest of the world:</u></p> <p>You will be charged Vodafone Pay-As-You-Go Traveller rates which are charged outside of your Plan Allowance.</p> <p style="text-align: center;"><b>Vodafone Pay-As-You-Go Traveller</b></p> <p>If you opt-out of Vodafone \$5 Roaming or if you are roaming in a country which is not an Eligible Country-, Vodafone Pay-As-You-Go Traveller 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 Traveller Terms and Conditions go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p>
Vodafone Central and STK Content purchases and downloads	Price specified at time of purchase
Call Screen	5.5c for the first 10 seconds or 99c per message
<p>Excluded* internet and data services when using Vodafone Unlimited BlackBerry® Email and Internet Browsing</p> <p>* Excluded services include: Pocket Life, Vodafone Central purchases and downloads, You Tube and other video streaming, content purchases or downloads from any application not loaded by Vodafone or Research In Motion, Premium TXT and Chat, single downloads of 3MB or larger or any data usage by any application that does not use the BlackBerry® Access Point (APN).</p>	All excluded services are deducted from your data allowance, and then charged at your Additional Data rate

