

Terms & Conditions

Vodafone Prepaid

1. What Terms and Conditions Apply to my Vodafone Prepaid Product?

- (a) This document sets out the 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 all the terms and conditions contained in this document; 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) You accept the Terms when:
 - (i) you purchase a Product or are provided with a Prepaid Pack and activate either of these by:
 - i. calling us on 1555 from your Vodafone mobile; or
 - ii. Accessing our website at www.vodafone.com.au to register/activate; OR
 - (ii) you activate a Product switching from a Vodafone Postpaid Product to a Vodafone Prepaid Product.
- (d) Your contract commences on your acceptance of the Terms, however, any credit expiry period does not start until you have recharged your Prepaid account.
- (e) 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.
- (f) For more information, call Vodafone on:
 - (i) 1300 650 410 from any phone within Australia;
 - (ii) 1555 for free from your Vodafone mobile when in Australia; or
 - (iii) +61414141414 from your Vodafone mobile while roaming or visit vodafone.com.au

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) The Products are available to eligible and approved customers.
- (c) Unless otherwise stated, only one Vodafone Prepaid Product can be used per connection to our network.
- (d) Mobile devices may be locked to our network. A fee may apply to unlock.
- (e) Only services specified in section 11, "Vodafone Rates: What is payable from my Vodafone Prepaid Credit" can be accessed using Vodafone Prepaid Products.
- (f) Vodafone's Fair Use Policy applies to all Vodafone Products.

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Factors affecting availability and performance

- (a) Network coverage and many other factors may affect the availability and performance of certain Products, services and functions.
- (b) Certain Products, services and functions are only available if used in conjunction with a compatible mobile device and if in a compatible coverage area. Not all mobile devices are compatible with our network.
- (c) 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, in addition to the "Vodafone" networks operated by, for or on behalf of Vodafone Network Pty Limited and Vodafone Australia Pty Limited, we may provide services to you using any telecommunications network we consider appropriate and that network will constitute "our network" for the purpose of the Terms. For more information about "our" network, see <http://www.vodafone.com.au/personal/services/coverage/>.
- (d) All Vodafone services are subject to device capabilities & network limitations & availability. A compatible 3G+ device is required to access Vodafone 3G+ services. Vodafone 3G+ only available in selected metropolitan areas. Outside of Vodafone 3G+ coverage areas, Broadband Speeds can be achieved in Vodafone 3G coverage areas. Vodafone 3G+ and 3G services include but are not limited to mobile broadband, internet, email, apps, downloading, video streaming and video calling. A compatible 3G device is required to access 3G services. Vodafone 3G works on three different 3G network zones: U2100MHz, U850MHz and U900MHz. You can reach Broadband Speeds within these areas when you have a handset which is compatible to that particular zone/s.. Broadband Speeds not available in any 2G area. Actual speed achieved varies depending on factors such as device capabilities, location & network congestion.
- (e) From 17 October 2013, Prepaid customers with an active prepaid recharge and a 4G enabled handset will start to have 4G switched on. The Vodafone 4G network has launched with coverage in selected major metro areas of Sydney and Perth, with some coverage in Melbourne, Adelaide, Brisbane, Gold Coast, Newcastle and Wollongong. Coverage will increase throughout the year.
- (f) See vodafone.com.au/coverage for coverage details. You agree to refer to www.vodafone.com.au/coverage for coverage details and vodafone.com.au/devicefrequency for details of devices and their frequencies before purchase, so that you can confirm that for your intended use of the services, your address/es are located in the appropriate Vodafone coverage areas and that the device you wish to select is compatible with the Vodafone coverage area where your address/es are located.

Data services, including Pay As You Go Mobile Internet

- (a) For data Products, 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:
 - You turn your mobile device off, turn your data connection off, switch to flight mode or when you lose network reception; or
 - Your mobile device has not sent or received data for a period of time .

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*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 whether updates.

- (b) A minimum balance is required to start a data session.
- (c) When using data Products, some internet services, including web sites and email, may not be accessible.
- (d) 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.
- (e) Unless otherwise stated, data usage is measured as the combination of both data you send (upload) and receive (download).

Rates and types of credit

- (a) Unless otherwise stated call usage is charged in blocks of 60 seconds. Usage is rounded up to the end of the current block.
- (b) Each call made by a customer may last for a maximum duration of 2 hours, provided the customer has sufficient credit and privileges to make the call.
- (c) Each call and data charge is rounded up to the nearest cent before GST is included.
- (d) Unless otherwise stated, data usage is billed in per kilobyte (kB) blocks.
- (e) Details of the rates and charges which apply to the Products are contained in the Terms.
- (f) All Vodafone Prepaid Products (except Vodafone Mini Caps) provide you with a type of credit called "Flexible Credit". Flexible Credit can be used to purchase any of the Products listed in the table titled "Payable from Vodafone Prepaid Credit" in section 11 below. The \$2 and \$4 Vodafone Mini Caps come with Mini Cap Credit. Details on what Mini Cap Credit can be used to purchase can also be found in the table titled "Payable from Vodafone Prepaid Credit" in section 11 below.
- (g) Some Vodafone Prepaid Products may also provide you with additional types of credit that may be used to purchase Products. Some types of such additional credit may only be used to purchase certain Products. Types of additional credit, and the Products that such additional credit can be used to purchase, are specified for each Vodafone Prepaid Product in sections 3, 4, 5, 6, 7, 8, 9 and 10 below.
- (h) Credit may be expressed in any manner, including as a monetary value or as a quantity of a specified Product.
- (i) Unless otherwise stated, the section of the Terms titled "Vodafone Rates: What is payable from my Vodafone Prepaid Credit?" specifies which Products are available to be purchased from your credit and the rates for those Products.
- (j) All rates and charges are subject to change. Vodafone will comply with relevant regulations and industry codes with respect to such changes.

Voucher Expiry and Credit Expiry

- (a) One way of recharging your Vodafone Prepaid service is to purchase a Vodafone Prepaid recharge voucher at participating outlets. These vouchers have a voucher expiry period, which is the period of time you have to activate that voucher before it is no longer valid. Vodafone Prepaid recharge vouchers purchased on or before October 28, 2012 will have

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a 24 month voucher expiry period. Vodafone Prepaid recharge vouchers purchased on or after October 29, 2012 will have a maximum voucher expiry period of 6 months'. Failure to activate a Vodafone Prepaid recharge voucher prior to the expiration of the applicable voucher expiry period will result in the value of the voucher being forfeited and it will not be refundable or exchangeable for another Product.

- (b) Once activated, some Vodafone Prepaid Products have a credit expiry period. Credit expiry periods are specified for each Vodafone Prepaid Product in sections 3, 4, 5, 6, 7, 8, 9 and 10 below.
- (c) Unless otherwise stated in the Terms, when the credit expiry period elapses or when the Vodafone Prepaid Product is recharged (whichever occurs first), any unused credit for that Product is forfeited, is not refundable, and cannot be carried over to any other Product.
- (d) Unless otherwise stated, if you change from a Vodafone Prepaid Product to any Vodafone "postpay" Product, any unused credit from your Vodafone Prepaid Product is forfeited, is not refundable, and cannot be carried over to your new Vodafone Product.

Auto Recharge

- (a) You may choose for your Vodafone Prepaid Product to be automatically recharged by payment using a registered Credit Card. This service is called "Auto Recharge".
- (b) You may nominate for this automatic recharge to happen:
 - i. On a specified date each month;
 - ii. When the main credit balance falls below a set nominated amount; or
 - iii. Every set number of days.
- (g) If you choose the Auto Recharge service, your credit card will be automatically charged when the nominated event in section (b) occurs.

Checking your usage

- (a) 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 +61414141414 (when overseas).

3. Flexi Cap Recharge

This table specifies types of credit that are provided if you purchase a Flexi Cap Recharge Product:

Recharge Price	Flexible Credit	Vodafone to Vodafone Credit	Included Data within Australia	Credit Expiry Period
\$29	\$150	\$350	500 MB	28days or upon next recharge, whichever occurs first.
\$49	\$350	\$650	3 GB	28 days or upon next recharge, whichever occurs first.
\$79	\$650	\$850	4 GB	28 days or upon next recharge, whichever occurs first.
\$149	\$1250	\$1250	5 GB	28 days or upon next recharge, whichever occurs first.

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The following terms and conditions apply to you if you purchase a Flexi Cap Recharge Product:

- (a) Vodafone to Vodafone Credit can only be used for standard voice calls made to other Vodafone mobiles in Australia.
- (b) If you exhaust your Vodafone to Vodafone Credit, additional calls to Vodafone mobiles in Australia will be charged for from your Flexible Credit.
- (c) Included Data allows you to use the quantity of data included in your recharge. Data can only be used in Australia, on Vodafone Networks. Data usage is charged in per kB increments.
- (d) If you exhaust your Included Data allocation, additional data will be paid for from your Flexible Credit at Pay As You Go Mobile Internet Rates.
- (e) If you recharge on any Vodafone Prepaid Recharge Product (including, but not limited to, another Flexi Cap Recharge) before the end of your Credit Expiry Period, all unused credits and allocations from your Vodafone Flexi Cap Recharge Product will be forfeited, will not be refundable and will not carry over to your new Vodafone Prepaid Recharge Product.
- (f) If you change from a 365 Day Recharge Product or a TXT & Talk Recharge Product (**Original Recharge Product**) to a Flexi Cap Recharge Product before the end of the Original Recharge Product's Credit Expiry Period, any unused Flexible Credit from your Original Recharge Product will be rolled over to your Flexi Cap Recharge Product and will have the same Credit Expiry Period as your Original Recharge Product.
- (g) If you change from a Vodafone International Recharge Product or a TXT & Data Recharge Product (**Original Recharge Product**) to a Flexi Cap Recharge Product before the end of the Original Recharge Product's Credit Expiry Period, any unused Flexible Credit and allocations will not transfer over to your Flexi Cap Recharge Product, however, if you change back to your Original Recharge Product before the end of the Original Recharge Product's Credit Expiry Period, any unused Flexible Credit and allocations from your Original Recharge Product will be available and will have the same Credit Expiry Period as your Original Recharge Product. However, after 7 November 2011, if your Original Recharge Product is a TXT & Data Recharge Product, you will no longer be able to recharge on the TXT & Data Recharge Product again and any unused Flexible Credit and allocations from that Original Recharge Product are forfeited, are not refundable and will not carry over to the next Vodafone Prepaid Product which you elect to purchase.
- (h) If you change from a Vodafone All-time Recharge Product or a Vodafone Cap Recharge Product (**Original Recharge Product**) to a Flexi Cap Recharge Product before the end of the Original Recharge Product's Credit Expiry Period, all unused credits and allocations are forfeited, are not refundable and will not carry over to your Flexi Cap Recharge Product.

4. TXT & Talk Recharge

This table specifies types of credit that are provided if you purchase a TXT & Talk Recharge Product:

Recharge Price	Flexible Credit	Free Talk	Free TXT	Vodafone to Vodafone Talk	Credit Expiry Period
\$20	\$20	10 minutes	20	50 minutes	60 days
\$30	\$30	50 minutes	100	150 minutes	60 days
\$50	\$50	100 minutes	200	300 minutes	60 days
\$70	\$70	150 minutes	300	400 minutes	60 days
\$100	\$100	250 minutes	500	650 minutes	60 days
\$150	\$150	400 minutes	800	850 minutes	60 days

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The following terms and conditions apply to you if you purchase a TXT & Talk Recharge Product:

- (a) Free Talk minutes allow you to make standard national voice calls (including calls to other Vodafone mobiles in Australia) up to the duration included in your recharge. Free Talk time is deducted in blocks of 1 minute, with a minimum call length of 1 minute.
- (b) Vodafone to Vodafone Talk minutes can only be used once your Free Talk minutes are exhausted.
- (c) Vodafone to Vodafone Talk minutes allow you to make standard voice calls to other Vodafone mobiles in Australia up to the duration included in your recharge. Vodafone to Vodafone Talk minutes are deducted in blocks of 1 minute, with a minimum call length of 1 minute.
- (d) If you exhaust your Free Talk minutes, additional standard national voice calls (except for calls to other Vodafone mobiles in Australia) will be paid for from your Flexible Credit.
- (e) If you exhaust your Vodafone to Vodafone Talk minutes, additional calls to Vodafone mobiles in Australia will be paid for from your Flexible Credit.
- (f) Free TXT credit allows you to send the number of standard personal national and international TXT included in your recharge to individuals from within Australia. Excludes premium and re-routed TXT. Offer cannot be used for commercial or resale purposes.
- (g) If you exhaust your Free TXT allocation, additional TXT will be paid for from your Flexible Credit.
- (h) If you recharge your TXT & Talk Recharge Product with another TXT & Talk Recharge Product before the end of the Credit Expiry Period, unused Flexible Credit, Free Talk minutes, Vodafone to Vodafone Talk minutes and Free TXT allocations will be rolled over, provided you do not exceed the maximum balances in section 4(i).
- (i) The maximum credit balances you may hold for the TXT & Talk Recharge Product are: a) Flexible Credit of \$2,000; b) Free Talk minutes of 5,000 minutes; c) Vodafone to Vodafone Talk minutes of 5,000 minutes; and d) Free TXT allocation of 7,200 messages.
- (j) If you change from a 365 Day Recharge Product to a TXT & Talk Recharge Product before the end of the 365 Day Recharge Product's Credit Expiry Period, any unused Flexible Credit from your 365 Day Recharge Product will be rolled over to your TXT & Talk Recharge Product until the 365 Day Credit Expiry Period elapses.
- (k) If you change from a Vodafone International Recharge Product or a TXT & Data Recharge Product (**Original Recharge Product**) to a TXT & Talk Recharge Product before the end of your Original Recharge Product's Credit Expiry Period, any unused Flexible Credit and allocations will not transfer over to your TXT & Talk Recharge Product, however, if you change back to your Original Recharge Product before the end of the Original Recharge Product's Credit Expiry Period, any unused credit from your Original Recharge Product will be available and will have the same Credit Expiry Period as your Original Recharge Product. However, after 7 November 2011, if your Original Recharge Product is a TXT & Data Recharge Product, you will no longer be able to recharge on a TXT & Data Recharge Product again and any unused credit and allocations from that Original Recharge Product are forfeited, are not refundable and will not carry over to the next Vodafone Prepaid Product which you elect to purchase.
- (l) If you change from a Flexi Cap Recharge Product, or a Vodafone Cap Recharge Product or a Vodafone All-time Recharge Product (**Original Recharge Product**) to a TXT & Talk Recharge Product, any unused Flexible Credit and allocations will not be rolled over and will not be available if you change back to your Original Recharge Product.

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5. TXT & Data Recharge

From 7 November 2011, the TXT & Data Recharge Product will only be available to you if your last recharge before that date was on the TXT & Data Recharge Product. If this applies to you, you will be able to continue to recharge on the TXT & Data Recharge Product after 7 November 2011, provided a) Vodafone has not removed this Product and b) you do not recharge on a different Vodafone Prepaid Product (once you do this, you will not be able to return to the TXT & Data Recharge Product and any unused Flexible Credit and allocations are forfeited, are not refundable and will not carry over to the next Vodafone Prepaid Product which you elect to purchase).

This table specifies types of credit that are provided if you purchase a TXT & Data Recharge Product:

Recharge Price	Flexible Credit	Included TXT	Included Data within Australia	Vodafone to Vodafone Credit	Credit Expiry Period
\$30	\$30	500	250MB	\$100	30 days
\$50	\$50	3000	1GB	\$200	30 days
\$70	\$70	3000	2GB	\$300	30 days

The following terms and conditions apply to you if you purchase a TXT & Data Recharge Product:

- (a) Vodafone to Vodafone Credit can only be used for standard voice calls made to other Vodafone mobiles in Australia.
- (b) If you exhaust your Vodafone to Vodafone Credit, additional calls to Vodafone mobiles in Australia will be paid for from your Flexible Credit.
- (c) Included TXT credit allows you to send the number of standard personal national TXT included in your recharge to individuals from within Australia. Excludes international, premium and re-routed TXT. Offer cannot be used for commercial or resale purposes.
- (d) If you exhaust your Included TXT allocation, additional standard national TXT will be paid for from your Flexible Credit.
- (e) Included Data allows you to use the amount of data included in your recharge. Data can only be used in Australia, on Vodafone networks. Data usage is charged in per kB increments.
- (f) If you exhaust your Included Data allocation, additional data will be paid for from your Flexible Credit at Pay As You Go Mobile Internet Rates.
- (g) If you recharge your TXT & Data Recharge Product with another TXT & Data Recharge Product before the end of the Credit Expiry Period, unused Flexible Credit will be rolled over, provided you do not exceed the maximum balance of \$2,000.

6. Vodafone International Recharge (Previously called "Simplify Recharge")

This table specifies types of credit that are provided if you purchase a Vodafone International Recharge Product:

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Recharge Price	Flexible Credit	Vodafone to Vodafone Credit	Included Data within Australia	Credit Expiry Period
\$10	\$10	-	-	30 days
\$20	\$20	Unlimited	25MB	30 days
\$30	\$30	Unlimited	50MB	30 days
\$50	\$50	Unlimited	100MB	30 days

The following terms and conditions apply to you if you purchase a Vodafone International Recharge Product:

- (a) Vodafone to Vodafone Credit can only be used for standard voice calls made to other Vodafone mobiles in Australia.
- (b) If you exhaust your Vodafone to Vodafone Credit, additional calls to Vodafone mobiles in Australia will be paid for from your Flexible Credit.
- (c) Included Data allows you to use the quantity of data included in your recharge. Included Data can only be used in Australia, on Vodafone Networks. Data usage is charged in per kB increments.
- (d) If you exhaust your Included Data allocation, additional data will be paid for from your Flexible Credit at Pay As You Go Mobile Internet Rates.
- (e) If you recharge your Vodafone International Recharge Product with another Vodafone International Recharge Product before the end of the Credit Expiry Period, unused Flexible Credit will be rolled over, provided you do not exceed the maximum balance of \$2,000.
- (f) If you change from a TXT & Talk Recharge Product, TXT & Data Recharge Product or 365 Day Recharge Product (**Original Recharge Product**) to a Vodafone International Recharge Product before the end of your Original Recharge Product's Credit Expiry Period, any unused Flexible Credit and allocations will not be rolled over, however, if you change back to your Original Recharge Product before the Original Recharge Product's Credit Expiry Period ends, any unused Flexible Credit and allocations (excluding any unused Vodafone to Vodafone minutes if your Original Recharge Product is a 365 Day Recharge Product) will be available and will have the same Credit Expiry Period as your Original Recharge Product. However, after 7 November 2011, if your Original Recharge Product is a TXT & Data Recharge Product, you will no longer be able to recharge on a TXT & Data Recharge Product again and any unused Flexible Credit and allocations from that Original Recharge Product are forfeited, are not refundable and will not carry over to the next Vodafone Prepaid Product which you elect to purchase.
- (g) If you change from a Flexi Cap Recharge Product, or a Vodafone Cap Recharge Product or a Vodafone All-time Recharge Product (**Original Recharge Product**) to a Vodafone International Recharge Product, your Flexible Credit and allocations will not be rolled over and will not be available if you change back to your Original Recharge Product.
- (h) The Vodafone International Recharge Product is not to be used for commercial or resale purposes.

7. 365 Day Recharge

This table specifies types of credit that are provided if you purchase a 365 Day Recharge Product:

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Recharge Price	Flexible Credit	Vodafone to Vodafone Talk	Credit Expiry Period
\$20	\$20	50 minutes	365 days
\$30	\$30	150 minutes	365 days
\$50	\$50	300 minutes	365 days
\$70	\$70	400 minutes	365 days
\$100	\$100	650 minutes	365 days
\$150	\$150	850 minutes	365 days

The following terms and conditions apply to you if you purchase a 365 Day Recharge Product:

- (a) Vodafone to Vodafone Talk minutes allow you to make calls to other Vodafone mobiles in Australia up to the duration included in your recharge. Vodafone to Vodafone Talk time is deducted in blocks of 1 minute, with a minimum call length of 1 minute.
- (b) If you exhaust your Vodafone to Vodafone Talk time, additional calls to Vodafone mobiles in Australia will be paid for from your Flexible Credit.
- (c) From 13 February 2013, if you recharge your 365 Day Recharge Product with another 365 Day Recharge Product before the end of the Credit Expiry Period, unused Flexible Credit will be rolled over but any unused Vodafone to Vodafone Talk time balance will be immediately be forfeited, will not be refundable and will not carry over to your next Vodafone 365 Day Recharge Product.
- (d) The maximum Flexible Credit balance you may hold for the 365 Day Recharge Product is \$2,000.
- (e) If you change from a TXT & Talk Recharge Product to a 365 Day Recharge Product before the end of the Credit Expiry Period, any unused Flexible Credit from your TXT & Talk Recharge Product will be rolled over to your 365 Day Recharge Product, until the original Credit Expiry Period ends.
- (f) If you change from a Vodafone International Recharge Product or a TXT & Data Recharge Product (**Original Recharge Product**) to a 365 Day Recharge Product before the end of your Original Recharge Product's Credit Expiry Period, any unused Flexible Credit and entitlements will not be rolled over, however, if you change back to your Original Recharge Product before your Original Recharge Product's Credit Expiry Period ends, any previous unused Flexible Credit and allocations will be available again and will have the same Credit Expiry Period as your Original Recharge Product. However, after 7 November 2011, if your Original Recharge Product is a TXT & Data Recharge Product, you will no longer be able to recharge on a TXT & Data Recharge Product again and any unused Flexible Credit and entitlements from that Original Recharge Product are forfeited, are not refundable and will not carry over to the next Vodafone Prepaid Product which you elect to purchase.
- (g) If you change from a Flexi Cap Recharge Product, or a Vodafone Cap Recharge Product or a Vodafone All-time Recharge Product (**Original Recharge Product**) to a 365 Day Recharge Product, your Flexible Credit and allocations will not be rolled over and will not be available if you change back to your Original Recharge Product.

8. Vodafone All-time Recharge

This table specifies types of credit and inclusions that are provided if you purchase a Vodafone All-time Recharge Product:

Recharge	Flexible	Standard	Standard	Text to	Included	Credit Expiry
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Price	Credit	National Voice & Video calls to Vodafone and 3 mobiles	National Voice & Video Calls to personal numbers (other networks)	personal mobiles in Australia	data within Australia	Period
\$35	\$35	Unlimited	Nights between 7pm-7am Monday to Friday and all Weekend: Unlimited.	Unlimited	500MB	30 days or upon next recharge, whichever occurs first.
\$50	\$50	Unlimited	At all other times standard call rates apply. Unlimited	Unlimited	1GB	30 days or upon next recharge, whichever occurs first.
\$90	\$90	Unlimited	Unlimited	Unlimited	1GB	60 days or upon next recharge, whichever occurs first.

The following terms and conditions apply to you if you purchase a Vodafone All-time Recharge Product:

- Unlimited National Voice and Video calls to Vodafone and 3 mobiles can only be used when in Australia.
- Unlimited Standard National Voice & Video Calls to personal numbers (other networks) can only be used when in Australia. Excludes 123-Ask Us Anything, 1223 Directory Assistance, '13', '15' and '18' numbers, voicemail retrieval via 121 and re-routed calls.
- Unlimited Calls on Nights and Weekends includes unlimited calls to standard national numbers from 7pm – 7am weekdays and weekends from 7pm Friday night to 7am Monday Morning. If you start a call before 7pm Monday to Friday and your call continues past 7pm, you will be charged the Connection fee plus your standard call rate for the calling time before 7pm. The rest of your calling time will be free. If you start a call after 7pm Monday to Friday and your call continues past 7am Monday to Friday, you will be charged the standard call rate for your calling time after 7am.

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- (d) Unlimited text to personal mobiles in Australia can only be used when in Australia. Excludes premium and re-routed TXT and cannot be used for commercial purposes or for resale purposes.
- (e) Your Data allowance can only be used in Australia, on Vodafone Networks. Data usage is charged in 1 kB increments. If you exhaust your Data allowance, additional data will be paid for from your Flexible Credit at Pay As You Go Mobile Internet Rates.
- (f) If you recharge on any Vodafone Prepaid Recharge Product (including, but not limited to, another Vodafone All-Time Recharge Product) before the end of your Credit Expiry Period, all unused credits and allocations from your Vodafone All-Time Recharge Product will be forfeited, will not be refundable and will not carry over to your new Vodafone Prepaid Recharge Product.
- (g) If you change from a Flexi Cap or Vodafone Cap Recharge Product to a Vodafone All-time Recharge Product before the end of the Credit Expiry Period, all unused credits and allocations are forfeited, are not refundable and will not carry over to your Vodafone All-time Recharge Product.
- (h) If you change from a TXT & Data Recharge Product, Vodafone International Recharge Product, 365 Day Recharge Product or TXT & Talk Recharge Product (**Original Recharge Product**) to a Vodafone All-time Recharge Product before the end of your Original Recharge Product's Credit Expiry Period, any unused Flexible Credit and allocations will not transfer over to your Vodafone All-time Product, however, if you change back to your Original Recharge Product before the end of the Original Recharge Product's Credit Expiry Period, unused Flexible Credit and allocations (excluding any unused Vodafone to Vodafone minutes if your Original Recharge Product is a 365 Day Recharge Product) from your Original Recharge Product will be available again and will have the same Credit Expiry Period as your Original Recharge Product. However, after 7 November 2011, if your Original Recharge Product is a TXT & Data Recharge Product, you will no longer be able to recharge on a TXT & Data Recharge Product again and any unused Flexible Credit and allocations from that Original Recharge Product are forfeited, are not refundable and will not carry over to the next Vodafone Prepaid Product which you elect to purchase.
- (i) The Vodafone All-time Recharge Product is not to be used for commercial or resale purposes.

9. Vodafone Caps

This table specifies types of credit that are provided if you purchase a Vodafone Cap Recharge Product:

Recharge Price	Flexible Credit	Text to personal mobiles in Australia	Included data within Australia	Credit Expiry Period
\$10	\$100	No separate allowance – deducted from Flexible Credit	No separate allowance – deducted from Flexible Credit	7 days or upon next recharge, whichever occurs first.
\$30	\$450	Unlimited	500MB	28 days or upon next recharge, whichever occurs first.
\$40	\$750	Unlimited	1GB	28 days or upon next

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				recharge, whichever occurs first.
\$50	\$1000	Unlimited	1GB	28 days or upon next recharge, whichever occurs first.
\$70	\$1500	Unlimited	2GB	28 days or upon next recharge, whichever occurs first.

The following terms and conditions apply to you if you purchase a Vodafone Cap Recharge Product:

- (i) If applicable for your Vodafone Cap Recharge Product, unlimited text to personal mobiles in Australia can only be used when in Australia. Excludes premium and re-routed TXT and cannot be used for commercial purposes or for resale purposes.
- (j) If your Vodafone Cap Recharge Product includes a data allowance, it can only be used in Australia, on Vodafone Networks.
- (k) Data usage is charged in per kB increments.
- (l) If you exhaust your Data allowance, additional data will be paid for from your Flexible Credit at Pay As You Go Mobile Internet Rates.
- (m) If you recharge on any Vodafone Prepaid Recharge Product (excluding a Vodafone Mini Cap Recharge Product but including, but not limited to, another Vodafone Cap Recharge Product) before the end of your Credit Expiry Period, all unused credits and allocations from your Vodafone Cap Recharge Product will be forfeited, will not be refundable and will not carry over to your new Vodafone Prepaid Recharge Product..
- (n) If you change from a 365 Day Recharge Product, or a TXT & Talk Recharge Product **(Original Recharge Product)** to a Vodafone Cap Recharge Product before the end of the Original Recharge Product's Credit Expiry Period, any unused Flexible Credit from your Original Recharge Product will be rolled over to your Vodafone Cap Recharge Product and will have the same Credit Expiry Period as your Original Recharge Product.
- (o) If you change from a Vodafone International Recharge Product or a TXT & Data Recharge Product **(Original Recharge Product)** to a Vodafone Cap Recharge Product before the end of the Original Recharge Product's Credit Expiry Period, any Flexible Credit and allocations will not transfer over to your Vodafone Cap Recharge Product, however, if you change back to your Original Recharge Product before the end of your Original Recharge Product's Credit Expiry Period, any unused Flexible Credit and allocations from your Original Recharge Product will be available again and will have the same Credit Expiry Period as your Original Recharge Product. However, after 7 November 2011, if your Original Recharge Product is a TXT & Data Recharge Product, you will no longer be able to recharge on the TXT & Data Recharge Product again and any unused Flexible Credit and allocations from that Original Recharge Product are forfeited, are not refundable and will not carry over to the next Vodafone Prepaid Product which you elect to purchase.
- (p) If you change from a Flexi Cap or Vodafone All-time Recharge Product to a Vodafone Cap Recharge Product before the end of the Credit Expiry Period, all unused credits and allocations are forfeited, are not refundable and will not carry over to your Vodafone Cap Recharge Product.
- (q) The Vodafone Cap Recharge Products are not to be used for commercial or resale purposes.

10. Vodafone Add-ons and Extras

10(a) Internet Essentials Add-on

The following table specifies the types of credit that are provided if you purchase an Internet Essentials Add-On Product:

Recharge Price	Included Data within Australia	Credit Expiry Period
\$5	300MB	30 days

The following terms and conditions apply to you if you purchase an Internet Essentials Add-On Product:

- You can only use an Internet Essentials Add-On Product if you have purchased an initial Vodafone Recharge Product that connects you to our Network.
- Data usage is charged in per kB increments. Data for use within Australia on Vodafone networks.

If your Prepaid Recharge Product includes a data allowance, data will be deducted from your Internet Essentials Add-On Product first.

- If you exhaust your data allocation, additional data will be paid for from any remaining data allowance in your Prepaid Recharge Product and otherwise from your Flexible Credit (if any) at Pay As You Go Mobile Internet Rates.
- If you recharge your Internet Essentials Add-On Product with another Internet Essentials Add-On Product before the end of the Credit Expiry Period, unused data will be rolled over.

10(b) Extras

This table specifies types of credit that are provided if you purchase a Vodafone Extras Product:

Recharge price	Extras Credit	Credit Expiry Period
\$12	\$12	Does not expire provided an active prepaid service is maintained
\$25	\$25	Does not expire provided an active prepaid service is maintained

The following terms and conditions apply to you if you purchase an Extras Product:

- You can only use a Vodafone Extras Product if you have purchased a Vodafone Flexi Cap Recharge Product that connects you to our network.
- Extras Credit allows you to purchase any of the Products listed in the "Payable from Extras Credit" table in section 11.
- If Products listed in the "Payable from Extras Credit" table in section 11 can be paid from a different type of credit included with your Vodafone Prepaid Product, unless stated otherwise, your Flexible Credit will be deducted first, until it is exhausted, and then your Extras Credit.

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- (d) Vodafone Extras Credit does not expire provided you maintain an active prepaid service. If you do not recharge your Vodafone Prepaid Product within 365 days from the start of its Credit Expiry Period, your prepaid service will no longer be active and all Extras Credit will be forfeited and is not refundable.

10(c) Socialise Add-On

From 3 March 2014, the Socialise Add-On will only be available to you, if on the 2 March 2014 you have:

- an active Vodafone Prepaid Recharge Product; and
- previously purchased a Socialised Add-On between 2 September 2013 and 2 March 2014.

If this applies to you, you will be able to continue to purchase a Socialise Add-On on, or after 3 March 2014, provided Vodafone has not removed this Product.

The following table specifies the types of credit that are provided if you are eligible to purchase a Socialise Add-On Product:

Price	Included Data within Australia	Credit Expiry Period
\$5 (Flexible Credit if you are on a current 365 Day Recharge Product, TXT & Talk Recharge Product, TXT & Data Recharge Product, Vodafone All-time Recharge Product, Vodafone International Recharge Product)	150MB	30 days
\$10 (Flexible Credit if you are on a current Flexi Cap or Vodafone Cap Recharge Product)		

The following terms and conditions apply to you if you purchase Socialise Add-On Product:

- a) You can only use a Socialise Add-On if you have purchased an initial Vodafone Recharge Product that connects you to our Network and you are on a current prepaid Vodafone Recharge Product that is within its Credit Expiry Period.
- b) The price for the Socialise Add-On will be paid for from your Flexible Credit. There are different prices for Flexi Cap and Vodafone Cap customers.
- c) Data usage is charged in per kB increments. Data for use within Australia on Vodafone networks.
- d) If your Prepaid Recharge Product includes a data allowance, data will be deducted from your Socialise Add-On first. In order to guarantee that data is taken from your Socialise Add-On first, you will need to restart your phone.
- e) If you exhaust the data allocation in your Socialise Add-On, additional data will be paid for from any remaining data allowance in your Prepaid Recharge Product and otherwise from your Flexible Credit (if any) at Pay As You Go Mobile Internet Rates.
- f) If you recharge your Socialise Add-On Product with another Socialise Add-On Product before the end of its Credit Expiry Period, unused data will be rolled over.

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10(d) Favourites Add-On

From 3 March 2014, the Favourites Add-On will only be available to you, if on the 2 March 2014 you have:

- an active Vodafone Prepaid Recharge Product; and
- previously purchased a Favourites Add-On between 2 September 2013 and 2 March 2014.

If this applies to you, you will be able to continue to recharge on the Favourites Add-On, on, or after 3 March 2014, provided Vodafone has not removed this Product.

The following table specifies the types of credit that are provided if you are eligible to purchase a Favourites Add-On Product:

Price	Included Data within Australia	Credit Expiry Period
\$8 (Flexible Credit if you are on a current 365 Day Recharge Product, TXT & Talk Recharge Product, TXT & Data Recharge Product Vodafone All-time Recharge Product, Vodafone International Recharge Product)	350MB	30 days
\$16 (Flexible Credit if you are on a current Flexi Cap or Vodafone Cap Recharge Product)		

The following terms and conditions apply to you if you purchase a Favourites Add-On Product:

- a) You can only use a Favourites Add-On Product if you have purchased an initial Vodafone Recharge Product that connects you to our Network and you are on a current prepaid Vodafone Recharge Product that is within its Credit Expiry Period.
- b) The price for the Favourites Add On Product will be paid for from your Flexible Credit. There are different prices for Flexi Cap and Vodafone Cap customers.
- c) Data usage is charged in per kB increments. Data for use within Australia on Vodafone networks.
- d) If your Prepaid Recharge Product includes a data allowance, data will be deducted from your Favourites Add On Product first. In order to guarantee that data is taken from your Favourites Add-On first, you will need to restart your phone.
- e) If you exhaust the data allocation in your Favourites Add-On Product, additional data will be paid for from any remaining data allowance in your Prepaid Recharge Product and otherwise from your Flexible Credit (if any) at Pay As You Go Mobile Internet Rates.
- f) If you recharge your Favourites Add-On Product with another Favourites Add-On Product before the end of its Credit Expiry Period, unused data will be rolled over.

10(e) Vodafone Mini Caps

The following table specifies the credit provided if you purchase a Vodafone Mini Caps product:

Recharge Price	Vodafone Mini Cap	Standard National	Standard National TXT	Included data within	Credit Expiry Period
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	Credit	Calls		Australia	
\$2	\$20	No separate allowance – deducted from Mini Cap Credit.	No separate allowance – deducted from Mini Cap Credit	50MB	11:59pm on day of recharge, subject to paragraph (a) below.
\$3	-	Unlimited	Unlimited	50MB	11:59pm on day of recharge, subject to paragraph (a) below..
\$4	\$40	No separate allowance – deducted from Mini Cap Credit.	No separate allowance – deducted from Mini Cap Credit	100MB	3 days, subject to paragraph (a) below.

Vodafone Mini Caps are only available if you are an existing Vodafone Prepaid customer and your last recharge was a Vodafone Cap Product. The following terms and conditions apply to you if you purchase a Vodafone Mini Caps product:

- a) If you recharge on any Vodafone Prepaid Recharge Product (excluding a Vodafone Cap Product but including, but not limited to, another Vodafone Mini Cap Recharge Product) before the end of your Credit Expiry Period, all unused credits and allocations from your Vodafone Mini Cap Product will be forfeited, will not be refundable and will not carry over to your new Vodafone Prepaid Recharge Product.
- b) Data can only be used in Australia, on Vodafone Networks. Data usage is charged in per kB increments. If you exhaust your Data allowance, additional data will be paid for from your Mini Cap Credit at the applicable Pay As You Go Mobile Internet Rates. If there is no Mini Cap Credit remaining, additional data will be paid from your Vodafone Cap Recharge Product's remaining Data Allowance (if any). If there is no remaining Data Allowance on your Vodafone Cap Recharge Product, additional data will be deducted from your Vodafone Cap Recharge Product's remaining Flexible Credit allowance (if any) at the applicable Pay As You Go Mobile Internet Rates.
- c) If applicable for your Vodafone Mini Cap Recharge Product, unlimited standard national TXT can only be used when in Australia. Excludes premium and re-routed TXT.
- d) If applicable for your Vodafone Mini Cap Recharge Product, unlimited Standard National Voice Calls are to personal numbers only and can only be used when in Australia. Excludes 123-Ask Us Anything, 1223 Directory Assistance, '13', '15' and '18' numbers, voicemail retrieval via 121 and re-routed calls.
- e) If you use services payable from Vodafone Mini Cap Credit, use of those services will be deducted from your Vodafone Mini Cap Credit first, before being deducted from any remaining Vodafone Cap Flexible Credit that you may have.
- f) If you are within the expiry period of a current Vodafone Cap with unlimited Standard National TXT feature, you will still be able to take advantage of the unlimited standard

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national TXT until the expiry of your Vodafone Cap, following which, any TXT will be charged from your Vodafone Mini Cap Credit at the rate set out in Section 11.

- g) Vodafone Mini Caps can only be purchased by:
- I. using a credit/debit card online through www.vodafone.com.au (except via Vodafone Central);
 - II. calling 1511 using a registered credit/debit card; or
 - III. visiting a Vodafone store.
- h) The Vodafone Mini Cap Recharge Products are not to be used for commercial or resale purposes.

11. Vodafone Rates: What is payable from my Vodafone Prepaid Credit?

Payable from Vodafone Prepaid Credit

This table details all Products that can be paid from your prepaid credit (unless stated otherwise), and the charge rate for those Products. If a charge rate is stated to be "unlimited" you will not be charged any additional amount for use of that service.

Remember, some Vodafone Prepaid Products have different types of credit, including credit that may be expressed as a quantity (eg, a specified number of call minutes) or credit that can only be used for specified services. You must read this table in conjunction with the terms for your specific Vodafone Prepaid Product.

Unless another type of credit can be used, Products will be paid from your Flexible Credit (or, in the case of the \$2 and \$4 Vodafone Mini Caps, your Mini Cap credit).

Service Name	Rate
Standard National voice and video calls	Flexi Cap Recharge Products: <i>39c Connection fee + 89c per minute</i> TXT & Talk Recharge Products: <i>35c connection fee + 78c per minute</i> 365 Day Recharge Products: <i>35c Connection fee + 89c per minute.</i> Vodafone International Recharge Products: <i>10c Connection fee + 10c per minute</i> TXT & Data Recharge Products: <i>39c Connection fee + 78c per minute</i> Vodafone All-time \$35 Recharge Product: Monday to Friday between 7am – 7pm: <i>40c Connection fee + 80c per minute.</i> At all other times: <i>Unlimited</i> Vodafone All-time \$50 and \$90 Recharge Products: <i>Unlimited</i> Vodafone Cap Recharge Products and \$2 & \$4 Vodafone Mini Cap Recharge Products: <i>40c Connection fee + 90c per minute</i> \$3 Vodafone Mini Cap Recharge Product: <i>Unlimited</i>
Standard National TXT^ (up to 160 characters)	Flexi Cap and TXT & Data Recharge Products: <i>29c</i> TXT & Talk and 365 Day Recharge Products: <i>28c</i> Vodafone International Recharge Products: <i>15c</i> Vodafone \$10 Cap Product and \$2 & \$4 Vodafone Mini Cap Recharge Products: <i>30c</i> Vodafone All-time Recharge Products, \$30 Cap, \$40 Cap, \$50 Cap and \$70 Cap Recharge Products and \$3 Vodafone Mini Cap Recharge Product: <i>Unlimited</i>

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Standard International TXT [^] (up to 160 characters)	Flexi Cap, Vodafone Caps, Vodafone Mini Caps, Vodafone All-time and TXT & Data Recharge Products: <i>35c</i> TXT & Talk and 365 Day Recharge Products: <i>28c</i> Vodafone International Recharge Products: <i>15c</i>
International voice calls	<i>Varies - see vodafone.com.au for rates</i>
International video calls	<i>Varies - see vodafone.com.au for rates</i>
Pay As You Go Mobile Internet (3G/GPRS) within Australia	Flexi Cap, Caps, Vodafone Mini Caps, TXT & Talk, 365 Day and TXT & Data Recharge Products: <i>\$2 per MB, charged per kB (rounded up to the nearest cent).</i> Vodafone International and Vodafone All-time Recharge Products: <i>50c per MB, charged per kB (rounded up to the nearest cent).</i>
Standard national and International PXT [^]	All Vodafone Prepaid Products: <i>50c each</i>
Standard national and International video PXT [^]	All Vodafone Prepaid Products: <i>75c each</i>
Premium TXT	Flexi Cap, Vodafone Cap Recharge Products: <i>Excluded – Vodafone Extras must be purchased, see section 9.</i> Vodafone Mini Cap Recharge Products: <i>Excluded.</i> TXT & Talk, Vodafone All-time, 365 day, TXT & Data and Vodafone International Recharge Products: <i>Varies – Dependent on service</i>
Premium Voice Numbers	All Prepaid Recharge Products: <i>Excluded. Not available on Vodafone Prepaid.</i>
Standard voice calls while International Roaming*	Flexi Cap, Vodafone Cap Recharge Products: <i>44.5c per 30 seconds + 35c connection fee</i> TXT & Talk, TXT & Data, Vodafone International and 365 Day Recharge Products: <i>39c per 30 seconds + 35c connection fee</i> Vodafone All-time Recharge Products: <i>40c per 30 seconds + 40c connection fee.</i> Vodafone Mini Caps: <i>Excluded. Usage will be deducted from remaining Vodafone Cap Flexible Credit balance, if any.</i> Zone Charge also applies – see below
Other usage while International Roaming	All Prepaid products except Vodafone Mini Cap Recharge Products: <i>varies, see vodafone.com.au/roaming for rates.</i> Vodafone Mini Cap Recharge Products: <i>Excluded. Usage will be deducted from remaining Vodafone Cap Flexible Credit balance, if any.</i>
Voicemail – calls to 121	Flexi Cap Recharge Products: <i>39c Connection fee + 89c per minute</i> TXT & Talk and 365 day Recharge Products: <i>35c Connection fee + 39c per 30 seconds</i> Vodafone International Recharge Products: <i>10c Connection fee + 10c per minute</i> TXT & Data Recharge Products: <i>39c Connection fee + 78c per minute</i> Vodafone All-time Recharge Products: <i>40c Connection fee + 80c per minute</i> Vodafone Cap and Vodafone Mini Cap Recharge Products: <i>40c Connection fee + 90c per minute</i>
Voicemail – ring alert option	All Vodafone Prepaid Products: <i>Free</i>
Vodafone Central - Browsing	All Vodafone Prepaid Products: <i>Free</i>
Vodafone Central – Content download	All Vodafone Prepaid Products: <i>Price specified at time of purchase</i>
123 Ask Anything	Flexi Cap, Vodafone Cap and Vodafone Mini Cap Recharge Products: <i>\$3.50 Connection fee + \$3.50 per minute</i> TXT & Talk and 365 day Recharge Products: <i>\$1.60 Connection fee + 65c per 30 seconds</i> Vodafone International, Vodafone All-time and TXT & Data Recharge Products: <i>\$1.60 connection fee + \$1.30 per minute</i>
1223 Directory Assistance	Flexi Cap Recharge Products: <i>\$2.60 Connection fee + 89c per minute (+ 89c per minute if through connected)</i> TXT & Talk and 365 day Recharge Products:

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	<p><i>\$1.40 Connection fee + 39c per 30 seconds (+39c per 30 seconds if through connected)</i></p> <p>TXT & Data Recharge Products: <i>\$1.40 Connection fee + 78c per minute (+ 78c per minute if through connected)</i></p> <p>Vodafone All-time Recharge Products: <i>\$1.40 Connection fee + 80c per minute (+ 80c per minute if through connected)</i></p> <p>Vodafone International Recharge Products: <i>\$1.40 Connection fee + 10c per minute (+ 10c per minute if through connected)</i></p> <p>Vodafone Cap and Vodafone Mini Cap Recharge Products: <i>\$2.60 Connection fee + 90c per minute (+90c per minute if through connected)</i></p>
13 numbers	<p>Flexi Cap Recharge Products: <i>39c Connection fee + 89c per minute</i></p> <p>TXT & Talk and 365 day Recharge Products: <i>35c Connection fee + 39c per 30 second</i></p> <p>Vodafone International Recharge Products: <i>10c Connection fee + 10c per minute</i></p> <p>TXT & Data Recharge Products: <i>39c Connection fee + 78c per minute</i></p> <p>Vodafone All-time Recharge Products: <i>40c Connection fee + 80c per minute</i></p> <p>Vodafone Cap and Vodafone Mini Cap Recharge Products: <i>40c Connection fee + 90c per minute</i></p>
18 numbers	<p>Flexi Cap Recharge Products: <i>89c per minute</i></p> <p>TXT & Talk Recharge Products: <i>78c per minute</i></p> <p>365 day Recharge Products: <i>89c per minute</i></p> <p>Vodafone International Recharge Products: <i>10c per minute</i></p> <p>TXT & Data Recharge Products: <i>78c per minute</i></p> <p>Vodafone All-time Recharge Products: <i>80c per minute</i></p> <p>Vodafone Cap and Vodafone Mini Cap Recharge Products: <i>90c per minute</i></p>
15 numbers	<p>All Vodafone Prepaid Products: <i>Varies – depends on the service being called</i></p>

^ Offer applies to standard personal, TXT/PXT sent to individuals from within Australia. Excludes premium and re-routed TXT/PXT. Offer cannot be used for commercial purposes or for resale purposes. * Applicable call rate and connection fee for standard voice calls made when roaming overseas for customers on the Vodafone Traveller proposition (note - this is in addition to the Zone Charge per minute applicable to the country you are in at the time of making the call). **For full International Roaming rates and charges for all services (including Zone Charges), go to vodafone.com.au/roaming**

Payable from Extras Credit – Flexi Cap and Vodafone Caps only

This table details all Products that can be paid from your Extras Credit (unless stated otherwise), and the charge rate for those Products.

Service Name	Rate
Premium TXT	Flexi Cap, Vodafone Cap Recharge Products: <i>Varies – Dependent on service.</i>
Vodafone Central	Flexi Cap, Vodafone Cap Recharge Products: <i>Varies - see vodafone.com.au for rates.</i> Vodafone Central services deducted from Flexible Credit first then Extras Credit.