

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:
 - a. calling us on 1555 from your Vodafone mobile; or
 - b. 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) Vodafone's Fair Use Policy applies to any unreasonable use of Products. This includes use of any "unlimited" or "Infinite" offerings. See www.vodafone.com.au/aboutvodafone/legal/fairusepolicy
- (g) 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. +61426320000 from your Vodafone mobile while roaming or visit vodafone.com.au

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2. Important Things You Need to Know

(a) Availability

- i. 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.
- ii. The Products are available to eligible and approved customers.
- iii. Unless otherwise stated, only one Vodafone Prepaid Product can be used per connection to our network.
- iv. Mobile devices may be locked to our network. A fee may apply to unlock.
- v. Only services specified in Section 16 can be accessed using Vodafone Prepaid Products. Factors affecting availability and performance
- vi. Network coverage and many other factors may affect the availability and performance of certain Products, services and functions.
- vii. 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.
- viii. If from time to time we provide additional Services in Australia, where you may Roam on a network in a Non-Vodafone Coverage Area, we may also restrict the availability or the speeds of some Services, such as Data Services, in the Non-Vodafone Coverage Area. To see the Vodafone Coverage Areas covered by the Vodafone Network please go to <http://www.vodafone.com.au/network/coveragechecker>.
- ix. 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/coverage/>.
- x. Broadband service: Some Vodafone 4G, 3G+ and 3G services are mobile broadband, internet, email, apps, downloading, video streaming and video calling. You can use Vodafone 4G if you have an eligible phone plan and have been switched over to the 4G network. To use 4G and 3G+ you'll also need a compatible device and be in a selected major metropolitan area. Outside these areas, you can still get Broadband Speeds in our 3G areas with the right device. To check this, make sure your device is compatible to the network zone you are in (U2100MHz, U850MHz or U900MHz). Remember that actual speeds you reach will vary depending on things like device capabilities, location, network congestion, network coverage or if you are roaming. Broadband Speeds not available in any 2G area. See [vodafone.com.au/coverage](http://www.vodafone.com.au/coverage) for coverage. You agree to refer to [vodafone.com.au/coverage](http://www.vodafone.com.au/coverage) for coverage details and [vodafone.com.au/devicefrequency](http://www.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

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the device you wish to select is compatible with the Vodafone coverage area where your address/es are located.

xi. Our 4G coverage is available in all major metro locations and selected regional areas across Australia. Go to <http://www.vodafone.com.au/coverage/> to see if you are covered.

xii. You agree to refer to www.vodafone.com.au/coverage for coverage details and [vodafone.com.au/devicefrequency](http://www.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.

xiii. Where Vodafone 4G services are not available (eg. due to device compatibility, or limited 4G coverage) 4G devices may use the Vodafone 3G+/3G network.

xiv. Vodafone 4G services that do not support VoLTE (including 4G devices that do not support VoLTE or plans which do not include VoLTE) will use the Vodafone 3G+/3G network for voice services. While using voice services these devices will also temporarily use the Vodafone 3G+/3G network for data services.

xv. Where Vodafone 3G+/3G services are not available (eg. due to device compatibility) 4G, 3G+ or 3G devices may use the Vodafone 2G network.

(b) Data session

- i. Data services, including Pay As You Go Internet 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:
 1. You turn your mobile device off, turn your data connection off, switch to flight mode or when you lose network reception; or
 2. 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 whether updates.
 - ii. A minimum balance is required to start a data session
 - iii. When using data Products, some internet services, including web sites and email, may not be accessible.
 - iv. 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 software or data operates on your device or interacts with applications.

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- v. Unless otherwise stated, data usage is measured as the combination of both data you send (upload) and receive (download).

(c) Rates and types of credit

- i. Unless otherwise stated call usage is charged in blocks of 60 seconds. Usage is rounded up to the end of the current block.
- ii. 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.
- iii. Each call and data charge is rounded up to the nearest cent and includes GST (where GST applies)
- iv. Unless otherwise stated, data usage is billed in per kilobyte (kB) blocks.
- v. Details of the rates and charges which apply to the Products are contained in the Terms.
- vi. Some Vodafone Prepaid Products (excluding Vodafone Combo Plus, Vodafone Pay and Go, Vodafone Talk and Data Combo Recharge Products, Vodafone Prepaid MyMix, Vodafone Prepaid Caps and Vodafone Prepaid Add-ons) provide you with a type of credit called “Flexible Credit.” Flexible Credit can be used to purchase any of the Products listed in Section 13 “Vodafone Rates: What is payable from my Vodafone Prepaid Credit.”
- vii. Vodafone Prepaid Pay and Go comes with Pay and Go Credit. Details on what My Credit can be used to purchase can be found in the table titled “Payable from Vodafone Prepaid Credit” in Section 13 below.
- viii. 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 the sections below.
- ix. All rates and charges are subject to change. Vodafone will comply with relevant regulations and industry codes with respect to such changes.

(d) SIM, Voucher & Credit Expiry

- i. If you purchase a Starter Pack, you have 365 days after the date of purchase to activate your SIM, otherwise it will expire
- ii. If you purchase a \$2 SIM, you must recharge on this SIM to activate.
- iii. 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 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.

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- iv. Once activated, Vodafone Prepaid Products have a credit expiry period. Credit expiry periods are specified for each Vodafone Prepaid Product in the sections below.
- v. 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.

(e) Checking your usage

- i. 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).

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3. Vodafone Prepaid Combo Plus

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

Recharge price	Standard calls and texts (to Aus numbers)	Incl. data in Oz	Text to intl. mobile numbers	Expiry period	Standard intl. voice calls from Oz to Zone 1 countries *	Standard intl. voice calls from Oz to Zone 2 countries *
\$10	Unlimited	4GB	50	7 days (or next recharge whichever occurs first)	None	None
\$20		8GB		14 days (or next recharge whichever occurs first)		
\$30		10GB		28 days (or next recharge whichever occurs first)		
\$40		20GB		35 days (or next recharge whichever occurs first)	500	100
\$50		30GB		35 days (or next recharge whichever occurs first)	1000	150
\$60		45GB		35 days (or next recharge whichever occurs first)	2000	200

* Zone 1 and Zone 2 Countries are subject to change - for a list of all current Zone 1 and 2 Countries, go to vodafone.com.au/idd. Calls to all other countries outside of Zone 1 and Zone 2 are not included

Fair use policy applies. See [www.vodafone.com.au/fairuse](http://vodafone.com.au/fairuse).

The following terms apply to you if you purchase a Vodafone Prepaid Combo Plus Recharge Product:

- (a) 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 or resale purposes.
- (b) Unlimited voice and video calls to personal mobiles and landlines in Australia can only be used when in Australia. Excludes premium and re-routed calls and cannot be used for commercial or resale purposes.
- (c) Countries included in the Zone 1 and Zone 2 Selected Countries lists may change from time to time, see <http://vodafone.com.au/internationalcountries> for list of current countries. Calls to Zone 1 and Zone 2 Countries are charged in per minute blocks and deducted from the above Zone 1 and Zone 2 allowances. Vodafone will provide reasonable notice on that web site of any changes to Selected Countries. Calls charged in per minute increments. Fair Use Policy applies, see vodafone.com.au/fairuse. Excludes premium services, special and overseas freephone numbers and video calls. For all other country rates, see vodafone.com.au/idd.

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- (d) Standard voice calls from Australia to mobiles and land lines to Selected Countries are applicable to a selected list of countries only available at <http://vodafone.com.au/internationalcountries>. Excludes premium services, overseas freephone numbers and video calls. Countries may change from time to time, see <http://vodafone.com.au/internationalcountries> for list of current countries. Vodafone will provide reasonable notice on that web site of any changes to Selected Countries. Fair use policy applies, see www.vodafone.com.au/fairuse. You will not be able to make calls to countries not in the list of Selected Countries
- (e) Prepaid Combo Plus Plan excludes the following services: standard international video calls, voice calls (to non-selected countries and to selected countries after international voice minute allocation is exhausted), International TXT & PXT, 1223 Directory Assistance, 123 – Ask Us Anything, and International Roaming. These services can only be accessed with My Credit balance (See section 9 ‘Vodafone 365 Plus Recharge/My Credit’ below for more information about My Credit.)
- (f) You can recharge in any of the following channels:
 - i. Online via debit or credit card or with PayPal (via Express Recharge or the My Vodafone App.);
 - ii. Instant recharge in a Vodafone Retail store;
 - iii. Call to 1555 (credit card required)
 - iv. Recharge by TXT
- (g) Data can only be used in Australia, on Vodafone Networks.
- (h) Data usage is charged in per kB increments.
- (i) If you recharge on any Vodafone Prepaid Recharge Product before the end of your Expiry Period, all unused inclusions and allocations from your Vodafone Prepaid Combo Plus Recharge Product will be forfeited, will not be refundable and will not carry over to your new Vodafone Prepaid Recharge Product.
- (j) If you change from a Vodafone Pay As You Go Recharge Product (Original Recharge Product) to a Vodafone Prepaid Combo Plus, Recharge Product before the end of the Original Recharge Product’s Expiry Period, any Flexible Credit and allocations will not transfer over to your Vodafone Prepaid Combo Plus Recharge Product, however, if you change back to your Original Recharge Product before the end of your Original Recharge Product’s Expiry Period, any unused Flexible Credit and allocations from your Original Recharge Product will be available again and will have the same Expiry Period as your Original Recharge Product.
- (k) The Vodafone Prepaid Combo Plus Recharge Products are not to be used for commercial or resale purposes.
- (l) If you recharge on a Vodafone Combo Plus Recharge Product, you will not be able to use data from your My Credit balance on a pay as you go basis.

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4. Vodafone Pay and Go

This table specifies types of credit that are provided if you purchase a Vodafone Prepaid Pay and Go Recharge Product:

Recharge Product	Included Pay and Go Credit	Credit Expiry Period
\$10 Pay and Go Recharge	\$10	60 days
\$20 Pay and Go Recharge	\$20	60 days
\$30 Pay and Go Recharge	\$30	180 days
\$40 Pay and Go Recharge	\$40	365 days
\$50 Pay and Go Recharge	\$50	365 days

- (a) Vodafone Pay and Go Recharge Products do not include separate allowances for calls, text or data. All that is included as a set amount of Pay and Go credit.
- (b) Pay and Go Credit can be used on some, but not all, of Vodafone's services. Refer to Section 13, for full details on what you can use your Pay and Go Credit on, and what rates different services will be charged at.
- (c) Unused Pay and Go Credit will expire at the end of your Credit Expiry Period, unless you recharge on another Pay and Go Recharge Product before the end of your Credit Expiry Period. If you do this, unused credit will rollover (up to a maximum amount of \$250). You must maintain an active Pay and Go Recharge to retain rolled over credit. Expiry period does not rollover.
- (d) If your most recent recharge is a Vodafone Pay and Go Recharge Product, you will only be able to use My Credit (if any available on your account) to either purchase selected Vodafone Prepaid Recharge Products, purchase Vodafone Prepaid Add-Ons, or for calls text and data while international roaming, which will be charged at our roaming rates (go to vodafone.com.au/plans/international-roaming for these rates). My Credit will only be used for calls, text and data while international roaming if there is no remaining Pay and Go Credit on your account. You cannot use My Credit on any calls, text or data while within Australia.
- (e) While in Australia, data can only be used on Vodafone Networks. Data usage is charged in 256kB increments, with the first 512kB of usage in each data session zero rated.
- (f) If you change from Combo Plus Recharge Product to a Pay and Go Recharge Product, any unused My Credit will be rolled over or vice versa (subject to My Credit maximum balances) and retained in your My Credit and may be used in accordance with the My Credit terms and conditions (see Section 9 – My Credit.)
- (g) Prepaid Pay and Go Recharges exclude Re-Routed Calls and Premium Voice Numbers.
- (h) The Vodafone Pay and Go Recharge Products are not to be used for commercial or resale purposes.

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5. Vodafone Prepaid MyMix

- (a) Vodafone Prepaid MyMix Recharge Product will only be available to you if your last recharge before that date was on the MyMix Recharge Product. If this applies to you, you will be able to continue to recharge on the Text & Talk Recharge Product, provided:
 - i. Vodafone has not removed this Product; and
 - ii. You do not recharge on a different Vodafone Prepaid Product.
- (b) The Vodafone Prepaid MyMix Recharge Product allows you to set the amount of some of your inclusions and to choose your expiry. The final price will be based on your choice. Using My Vodafone or the online tool accessible from vodafone.com.au, you choose (from a number of set choices) how much of each of the following inclusions you would like in your plan:
 - i. Calls to standard Australia numbers
 - ii. Data to use in Australia
 - iii. Standard voice calls from Australia to mobiles and land lines in 50 selected countries[^]; and you will also be asked to set your expiry period from three set choices (together your Selectable Inclusions).
- (c) Once you have chosen your Selectable Inclusions and have purchased your recharge, you will not be able to make any further changes until your Vodafone Prepaid MyMix Recharge Product expires, and you purchase your next Vodafone Prepaid MyMix Recharge Product.
- (d) This table specifies the types of credit that are provided and sets out Selectable Inclusion options available if you purchase a Vodafone Prepaid MyMix Recharge Product:

Text to mobiles in Oz.	Text to Intl. mobiles	Calls to standard Oz. numbers	Incl. data in Oz	Credit Expiry Period	Std. voice calls from Oz to mobiles and landlines in Selected Countries [^]	Recharge Price
Unlimited	50	Choice of: (a) 150 mins, or (b) Infinite	Choice of: (a) 1GB (b) 4GB (c) 8GB (d) 11.5GB	Choice of: (a) 7 days (b) 28 days (c) 90 days	Choice of: (a) 0 mins (b) 90 mins (c) 150 mins	Determined by choice of previous 4 columns

[^] Excludes premium services, overseas freephone numbers and video calls. Standard voice calls to selected list of countries. Countries may change from time to time, see <http://vodafone.com.au/internationalcountries> for list of current countries. Fair use policy applies. See www.vodafone.com.au/fairuse.

- (e) The following terms and conditions apply to you if you purchase a Vodafone Prepaid MyMix Recharge Product:
 - i. 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 or resale purposes
 - ii. Calls to standard Australian numbers includes calls to personal mobiles and landlines in Australia can only be used when in Australia. Excludes premium services and video calls and cannot be used for commercial or resale purposes.
 - iii. Standard voice calls from Australia to mobiles and land lines to Selected Countries (if they make up part of your Selectable Inclusions) are applicable to a selected list of countries only. Countries may change from time to time, see

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<http://vodafone.com.au/internationalcountries> for list of current Selected Countries. Vodafone will provide reasonable notice on that web site of any changes to Selected Countries. Excludes premium services, overseas freephone numbers and video calls. Fair use policy applies, see www.vodafone.com.au/fairuse.

- iv. Data can only be used in Australia, on Vodafone Networks.
- v. Data usage is charged in per kB increments.
- vi. If you recharge on any Vodafone Prepaid Recharge Product before the end of your Credit Expiry Period, all unused credits and allocations from your Vodafone Prepaid MyMix Recharge Product will be forfeited, will not be refundable and will not carry over to your new Vodafone Prepaid Recharge Product.
- vii. If you recharge on any Vodafone Prepaid Recharge Product that is not a Vodafone My Mix Recharge Product before the end of your Expiry Period, all unused inclusions and allocations from your Vodafone My Mix Recharge Product will be forfeited, will not be refundable, will not carry over to your new Vodafone Prepaid Recharge Product and you will no longer be able to recharge on a Vodafone My Mix Recharge Product in the future.
- viii. If you recharge on a Vodafone MyMix Recharge Product, you will not be able to use data from your My Credit balance on a pay as you go basis.

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6. Vodafone Prepaid Combo

(a) From 10 May 2017 the Vodafone Prepaid Combo Recharge Product will only be available to you if your last recharge before that date was on the Vodafone Prepaid Combo Recharge Product. If this applies to you, you will be able to continue to recharge on the Prepaid Combo Recharge Product after 10 May 2017, provided Vodafone has not removed this Product; and you do not recharge on a different Vodafone Prepaid Product.

(b) This table specifies types of credit that are provided if you purchase a Vodafone Combo Recharge Product:

Recharge price	Calls to Std. Aus. numbers	Text to mobiles in Oz	Incl. data in Oz	Text to intl. mobile numbers	Expiry period	Std. Intl. voice calls from Oz.
\$10	Unlimited	Unlimited	1GB	50	7 days or next recharge whichever occurs first	None
\$20			2GB		14 days or next recharge whichever occurs first	
\$30			3GB		28 days or next recharge whichever occurs first	
\$40			6GB		28 days or next recharge whichever occurs first	90 mins to selected countries
\$50			8.5GB		28 days or next recharge whichever occurs first	1000 minutes to Super 1000 Countries and 90 minutes to Selected Countries
\$60			11GB		28 days or next recharge whichever occurs first	1000 minutes to Super 1000 Countries and 120 minutes to Selected Countries

(c) The following terms and conditions apply to you if you purchase a Vodafone Prepaid Combo Recharge Product:

- i. 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 or resale purposes
- ii. Unlimited voice and video calls to personal mobiles and landlines in Australia can only be used when in Australia. Excludes premium and re-routed calls and cannot be used for commercial or resale purposes.
- iii. Super 1000 Countries are Singapore, UK, USA, China, Hong Kong, Canada, Norway, New Zealand, South Africa, India and Malaysia. Countries may change from time to time, see <http://vodafone.com.au/internationalcountries> for list of current countries. Vodafone will provide reasonable notice on that web site of any changes to Super 1000 Countries. Calls charged in per minute increments. Customers will use 1000 minute allocation first when calling Super 1000 countries; once minute allowance depleted, customers will use remaining Standard International Voice Call minute allowance to Selected Countries. Fair Use Policy applies, see

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vodafone.com.au/fairuse. Excludes premium services, special and overseas freephone numbers and video calls. For all other country rates, see vodafone.com.au/idd.

- iv. Standard voice calls from Australia to mobiles and land lines to Selected Countries are applicable to a selected list of countries only available at <http://vodafone.com.au/internationalcountries> . Excludes premium services, overseas freephone numbers and video calls. Countries may change from time to time, see <http://vodafone.com.au/internationalcountries> for list of current countries. Vodafone will provide reasonable notice on that web site of any changes to Selected Countries. Fair use policy applies, see www.vodafone.com.au/fairuse. You will not be able to make calls to countries not in the list of Selected Countries
- v. Combo Recharges can be used for standard international video calls, voice calls (to non-selected countries and to selected countries after international voice minute allocation is exhausted), International TXT & PXT, 1223 Directory Assistance, 123 – Ask Us Anything, and International Roaming.
- vi. You can recharge in any of the following channels:
 - i. Online via debit or credit card or with PayPal (via Express Recharge or the My Vodafone App.);
 - ii. Instant recharge in a Vodafone Retail store;
 - iii. Call to 1555 (credit card required)
 - iv. Recharge by TXT
- vii. Data can only be used in Australia, on Vodafone Networks.
- viii. Data usage is charged in per kB increments.
- ix. If you recharge on any Vodafone Prepaid Recharge Product that is not a Vodafone Prepaid Combo Recharge Product you will not be able to recharge again on a Vodafone Prepaid Combo Recharge Product
- x. If you recharge on Vodafone Prepaid Combo Recharge Product before the end of your Expiry Period, all unused inclusions and allocations from your Vodafone Prepaid Combo Recharge Product will be forfeited, will not be refundable and will not carry over to your new Vodafone Prepaid Combo Recharge Product.
- xi. The Vodafone Prepaid Combo Recharge Products are not to be used for commercial or resale purposes.
- xii. If you recharge on a Vodafone Combo Recharge Product, you will not be able to use data from your My Credit balance on a pay as you go basis

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7. Vodafone Prepaid Talk Combo

(a) From 6 September 2018 the Vodafone Prepaid Talk Combo Recharge Product will only be available to you if your last recharge before that date was on the Vodafone Prepaid Talk Combo Recharge Product. If this applies to you, you will be able to continue to recharge on the Prepaid Talk Recharge Product after 6 September 2018, provided Vodafone has not removed this Product and you do not recharge on a different Vodafone Prepaid Product.

(b) This table specifies types of credit that are provided if you purchase a Vodafone Prepaid Talk Combo Recharge Product (previously the Vodafone Prepaid Combo Recharge Product):

Recharge price	Std. calls to Aus. numbers	Text to mobile in Oz.	Incl. data in Oz.	Text to intl. mobile numbers	Expiry period	Std. intl. voice calls from Oz
\$10	Unlimited	Unlimited	1 GB	50	7 days or next recharge (whichever occurs first)	None
\$20			2 GB		14 days or next recharge (whichever occurs first)	None
\$30			3 GB		28 days or next recharge (whichever occurs first)	None
\$40			6 GB		35 days or next recharge (whichever occurs first)	1000 mins to 15 Selected Countries* and 90 mins to 55 Selected Countries^
\$50			9 GB		35 days or next recharge (whichever occurs first)	1000 mins to 25 Selected Countries* and 90 mins to 55 Selected Countries^
\$60			12 GB		35 days or next recharge (whichever occurs first)	1000 mins to 25 Selected Countries* and 120 mins to 55 Selected Countries^

(c) The following terms and conditions apply to you if you purchase a Vodafone Prepaid Talk Combo 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 or resale purposes
- Unlimited voice and video calls to personal mobiles and landlines in Australia can only be used when in Australia. Excludes premium and re-routed calls and cannot be used for commercial or resale purposes
- Countries included in the 15, 25 and 55 Selected Countries lists may change from time to time, see <http://vodafone.com.au/internationalcountries> for list of current countries. Vodafone will provide reasonable notice on that web site of any changes to Selected Countries. Calls charged in per minute increments. Customers will use 1000 minute allocation first when calling 15 or 25 Selected Countries; once minute allowance depleted, customers will use remaining Standard International Voice Call minute allowance to 55 Selected Countries. Fair Use Policy applies, see vodafone.com.au/fairuse. Excludes premium services, special and overseas free-

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phone numbers and video calls. For all other country rates, see vodafone.com.au/idd.

- d. Standard voice calls from Australia to mobiles and land lines to Selected Countries are applicable to a selected list of countries only available at <http://vodafone.com.au/internationalcountries> . Excludes premium services, overseas freephone numbers and video calls. Countries may change from time to time, see <http://vodafone.com.au/internationalcountries> for list of current countries. Vodafone will provide reasonable notice on that web site of any changes to Selected Countries. Fair use policy applies, see www.vodafone.com.au/fairuse. You will not be able to make calls to countries not in the list of Selected Countries
- e. Prepaid Talk Combo Plan excludes the following services: standard international video calls, voice calls (to non-selected countries and to selected countries after international voice minute allocation is exhausted), International TXT & PXT, 1223 Directory Assistance, 123 – Ask Us Anything, and International Roaming. These services can only be accessed with My Credit balance (See Section 9 ‘My Credit’ below for more information about My Credit.)
- f. Recharges can be made in the following channels:
 - i. Online via debit or credit card or with PayPal (via Express Recharge or the My Vodafone App.)
 - ii. Instant recharge in a Vodafone Retail store
 - iii. Call to 1555 (credit card required)
 - iv. Recharge by TXT
- g. Data can only be used in Australia, on Vodafone Networks.
- h. Data usage is charged in per kB increments.
- i. If you recharge on any Vodafone Prepaid Recharge Product before the end of your Expiry Period, all unused inclusions and allocations from your Vodafone Prepaid Talk Combo Recharge Product will be forfeited, will not be refundable and will not carry over to your new Vodafone Prepaid Recharge Product.
- j. If you recharge on any Vodafone Prepaid Recharge Product that is not a Vodafone Prepaid Talk Combo Recharge Product you will not be able to recharge again on a Vodafone Prepaid Talk Combo Recharge Product.
- k. The Vodafone Prepaid Talk Combo Recharge Products are not to be used for commercial or resale purposes.
- l. If you recharge on a Vodafone Talk Combo Recharge Product, you will not be able to use data from your My Credit balance on a pay as you go basis

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8. Vodafone Prepaid Data Combo

(a) From 6 September 2018 the Vodafone Prepaid Data Combo Recharge Product will only be available to you if your last recharge before that date was on the Vodafone Prepaid Data Combo Recharge Product. If this applies to you, you will be able to continue to recharge on the Prepaid Data Combo Recharge Product after 6 September 2018, provided Vodafone has not removed this Product; and you do not recharge on a different Vodafone Prepaid Product.

(b) This table specifies types of credit that are provided if you purchase a Vodafone Prepaid Data Recharge Product:

Recharge Price	Calls to Std. Aus. numbers	Text to personal mobiles in Oz.	Incl. data in Oz	Text to intl. mobile numbers	Expiry Period
\$30	Unlimited	Unlimited	3GB	50	28 days or next recharge (whichever occurs first)
\$40			6GB		35 days or next recharge (whichever occurs first)
\$50			9GB		35 days or next recharge (whichever occurs first)
\$60			12GB		35 days or next recharge (whichever occurs first)

(c) The following terms and conditions apply to you if you purchase a Vodafone Prepaid Data Combo 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 resale purposes.
- Unlimited voice and video calls to personal mobiles and landlines in Australia can only be used when in Australia. Excludes premium and re-routed calls and cannot be used for commercial or resale purposes
- Prepaid Data Combo Plan excludes the following services: standard international video calls, voice calls (to non-selected countries and to selected countries after international voice minute allocation is exhausted), International TXT & PXT, 1223 Directory Assistance, 123 – Ask Us Anything, and International Roaming. These services can only be accessed with My Credit balance. (See Section 9 ‘My Credit’ below for more information about My Credit.)
- Recharges can be made in any of the following channels:
 - Online via debit or credit card or with PayPal (via Express Recharge or the My Vodafone App.)
 - Instant recharge in a Vodafone Retail store
 - Call to 1555 (credit card required)
 - Recharge by TXT
- Data can only be used in Australia, on Vodafone Networks.
- Data usage is charged in per kB increments.
- If you recharge on any Vodafone Prepaid Data Combo Recharge Product before the end of your Expiry Period, all unused inclusions and allocations from your Vodafone Prepaid Data Combo Recharge Product will be forfeited, will not be refundable and will not carry over to your new Vodafone Prepaid Recharge Product.

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- h. If you recharge on any Vodafone Recharge Product that is not a Vodafone Prepaid Data Combo Recharge Product you will not be able to recharge again on a Vodafone Prepaid Data Combo Recharge Product.
- i. The Vodafone Prepaid Data Combo Recharge Products are not to be used for commercial or resale purposes.
- j. If you recharge on a Vodafone Data Combo Recharge Product, you will not be able to use data from your My Credit balance on a pay as you go basis

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9. Vodafone My Credit

- (a) My Credit is purchased separately from Vodafone Prepaid Recharge Products
- (b) My Credit has a credit expiry period of 365 days. If you top up your My Credit before the end of the Expiry Period, unused My Credit will be rolled over, provided you do not exceed the maximum balance of \$1,000. It will appear in My Vodafone as if you have topped up your My Credit.
- (c) You can use your My Credit to purchase selected Vodafone Prepaid Recharge Products or selected Vodafone Prepaid Add-On Products. You can also use your My Credit for some pay as you go services once your Prepaid Credit has been exhausted or has expired, however which services you can use your My Credit on while in Australia will depend on your last recharge.
- (d) If your last recharge was a Vodafone 365 Plus Recharge Product, you can use your My Credit to make calls, send text and use data at the My Credit rates set out in "Section 16 "What is payable from my Vodafone Prepaid Credit". You can only use your My Credit in this way when your Prepaid Credit has been exhausted or has expired.
- (e) If your last recharge was a 365 Plus Recharge Product, MyMix Recharge Product, Talk Combo Recharge Product or Data Combo Recharge Product, you will be able to make calls and send text at the My Credit rates set out in "Section 16, "What is payable from my Vodafone Prepaid Credit", however you will not be able to use My Credit for data. You can only use your My Credit in this way when your Prepaid Credit has been exhausted or has expired
- (f) When you are in selected countries overseas, you can also use your My Credit on a pay as you go basis for calls, text and data which will be charged at our roaming rates (go to www.vodafone.com.au/plans/international-roaming for these rates)
- (g) My Credit is not refundable.
- (h) Data usage while using My Credit is charged in 512kB increments, with the first 512kB of usage in each data session zero rated. For example, if you use 700kB, you will be charged 1c (zero for the first 512kB, and 1c for the next 512kB block).
- (i) You can use My Credit to purchase selected Prepaid Add-ons (provided that Add-On is available with your current Vodafone Prepaid Recharge Product). Add-ons can be purchased via TXT, MyVodafone or Express Recharge. Please restart your device after purchase. Refer to Section 12 for details on Prepaid Add-ons.
- (j) Vodafone My Credit is not to be used for commercial or resale purposes.

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10. Vodafone Caps

(a) The Vodafone Cap Recharge Product will only be available to you if your last recharge was on the Vodafone Cap Recharge Product. If this applies to you, you will be able to continue to recharge on the Prepaid Cap Recharge Product, provided Vodafone has not removed this Product; and you do not recharge on a different Vodafone Prepaid Product.

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

Recharge Price	Cap Credit	Calls to Std. Aus. Numbers	Text to personal mobiles in Oz.	Incl. data in Oz	Expiry Period	Std. calls from Oz to mobiles and landlines in 10 selected countries [^]
\$10	\$100	No separate allowance – deducted from Cap Credit	No separate allowance – deducted from Cap Credit	100MB	7 days or next recharge (whichever occurs first)	No separate allowance – deducted from Cap Credit
\$30	\$450		1GB	28 days or next recharge (whichever occurs first)		
\$40	\$750					
\$50	\$50		3GB			Unlimited
\$70	\$1500	No separate allowance – deducted from Cap Credit	Unlimited	2GB	No separate allowance – deducted from Cap Credit	

[^] Excludes premium services and overseas freephone numbers. Countries are China, Hong Kong, India, Malaysia, NZ, Singapore, South Korea, Thailand, UK and USA. Fair use policy applies. See www.vodafone.com.au/fairuse.

(c) 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.
- ii. If applicable for your Vodafone Cap Recharge Product, unlimited voice and video Calls to personal mobiles and landlines in Australia can only be used when in Australia. Excludes premium and re-routed calls, calls to overseas freephone numbers and cannot be used for commercial purposes or for resale purposes.
- iii. You can recharge in any of the following channels:
 - i. Online via debit or credit card or with PayPal (via Express Recharge or the My Vodafone App.)
 - ii. Instant recharge in a Vodafone Retail store
 - iii. IVR with credit card.
- iv. Data can only be used in Australia, on Vodafone Networks.
- v. Data usage is charged in per kB increments.
- vi. If you recharge on any Vodafone Prepaid Recharge Product before the end of your Expiry Period, all unused inclusions and allocations from your Vodafone Cap Recharge Product will be forfeited, will not be refundable, will not carry over to your new Vodafone Prepaid Recharge Product and you will no longer be able to recharge on a Vodafone Cap Recharge Product in the future.

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- vii. The Vodafone Cap Recharge Products are not to be used for commercial or resale purposes.

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11. Vodafone 365 Day Recharge

(a) The 365 Day Recharge Product will only be available to you if your last recharge was on the 365 Day Recharge Product. If this applies to you, you will be able to continue to recharge on the Prepaid 365 Day Recharge Product, provided Vodafone has not removed this Product; and you do not recharge on a different Vodafone Prepaid Product.

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

Recharge Price	Flexible Credit	Vodafone to Vodafone Talk	Expiry Period
\$20	\$20	50 mins	365 Days
\$30	\$30	150 mins	
\$40	\$40	250 mins	
\$50	\$50	350 mins	
\$70	\$70	400 mins	
\$100	\$100	650 mins	
\$150	\$150	850 mins	

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

- i. 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.
- ii. If you exhaust your Vodafone to Vodafone Talk time, additional calls to Vodafone mobiles in Australia will be paid for from your Flexible Credit.
- iii. If you recharge your 365 Day Recharge Product with another 365 Day Recharge Product before the end of the 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.
- iv. The maximum Flexible Credit balance you may hold for the 365 Day Recharge Product is \$2,000.
- v. If you change from a 365 Day Recharge Product, or a TXT & Talk Recharge Product (Original Recharge Product) to a Vodafone Prepaid Combo Plus Recharge Product before the end of the Original Recharge Product's Expiry Period, any unused Flexible Credit from your Original Recharge Product will be rolled over to your Vodafone Prepaid Combo Plus Recharge Product and will have the same Expiry Period as your Original Recharge Product.
- vi. If you change from a 365 Day Recharge Product (Original Recharge Product) to a 365 Plus any unused Flexible Credit and entitlements will roll over and will have the same Credit Expiry Period, conditions and limitations as your Original Recharge Product's Flexible Credit however you will no longer be able to recharge on a 365 Day Recharge Product in the future.

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12. Vodafone Prepaid Add-ons

(a) Vodafone Prepaid Add-ons and inclusions are subject to change. Please see <https://www.vodafone.com.au/prepaid/add-ons> for Add-ons you can get with your plan. Please restart your phone after purchasing Add-ons for them to take effect.

(b) The following terms and conditions apply to you if you purchase any Prepaid Add-on product. Note that separate terms and conditions will apply for each Add-on:

- i. You can only use a Prepaid Add-on Product if you are an existing Vodafone Prepaid customer with an active account. New Vodafone Prepaid Customers who activated a \$2 SIM will need to recharge with Vodafone Prepaid Recharge Products before purchasing any add-ons.
- ii. If you have purchased a Prepaid Add-on product and add another Prepaid Add-on product of the same Type and with the same Expiry Period, before the end of the Expiry Period of the Initial Prepaid Add-on Product, the unused Add-on inclusions from the initial Add-on will be rolled over.
- iii. Unless stated otherwise, where you purchase two or more Add-ons of the same Type, the Expiry Periods begin on purchase and will run consecutively until the end of each Expiry Period. The Add-ons will be consumed in order of Expiry Period, beginning with the shortest and ending with the longest.
- iv. Unused inclusions will be forfeited at the end of the Add-on Expiry Period.
- v. Unless stated otherwise, Add-ons can only be purchased via Online/Mobile and Recharge by TXT selected Add-ons for specific vouchers
- vi. If you have an active Prepaid 365 plan, Add-ons can be purchased using money or your My Credit.
- vii. A customer can only purchase and hold up to 10 Add-ons at any given time.
- viii. Add-on inclusions will be used before the inclusions in your Prepaid Recharge Product.
- ix. All Add-on inclusions (excluding the Roaming Add-ons) are for use within Australia only.

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13. Vodafone Rates: What is payable from my 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 (e.g. 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.

Service Name	Rate
Standard National voice and video calls in Australia	Vodafone \$10, \$30, \$40, \$70 Cap Recharge Products: 40c Connection fee + 90c per minute Vodafone Prepaid MyMix Recharge products: either unlimited or minute allowance Vodafone \$50 Cap product: Infinite Vodafone Prepaid Talk Combo Recharge Products: Infinite Vodafone Prepaid Data Combo Recharge Products: Infinite Vodafone Prepaid Combo Plus Recharge Products: Infinite Vodafone Pay and Go Recharge Products: 20c When using My Credit: 20c
Standard National TXT[▲] (up to 160 characters) in Australia	Vodafone \$10 Cap Product: 30c \$30 Cap, \$40 Cap, \$50 Cap and \$70 Cap Recharge Products and Vodafone Prepaid MyMix Recharge Products - Infinite Vodafone Prepaid Talk Combo Recharge Products: Infinite Vodafone Prepaid Data Combo Recharge Products: Infinite Vodafone Prepaid Combo Plus Recharge Products: Infinite Vodafone Pay and Go Recharge Products: 20c When using My Credit: 20c
Standard International TXT[▲] (up to 160 characters)	Vodafone Prepaid Talk or Data Combo Recharge Products: 50 TXTs Vodafone Prepaid Combo Plus Recharge Products: 50 TXTs Vodafone Pay and Go Recharge Products: 20c When using My Credit: 20c
International voice calls From Australia	\$50 Cap Recharge Product: Infinite Standard calls to mobiles and landlines in 10 countries**rate to other counties varies. See vodafone.com.au for rates. \$40 Talk Combo Recharge Product: 1000 Minutes of standard international voice calls to the following 15 countries: Canada, China, USA, South Korea, Germany, Romania, U.K., Sweden, India, Ireland, Hong Kong, Bangladesh, New Zealand, South Africa, Singapore **rate to other counties varies. See vodafone.com.au for rates. Excludes premium services, overseas freephone numbers and video calls. \$50 and \$60 Talk Combo Recharge Product: 1000 Minutes of standard international voice calls to the following 25 countries: Canada, China, USA, South Korea, Germany, Romania, U.K., Sweden, Mexico, India, Ireland, Hong Kong, Puerto Rico, Bangladesh, Spain, New Zealand, Argentina, South Africa, Singapore, Norway, Japan, Pakistan, Malaysia, Peru, Indonesia **rate to other counties varies. See vodafone.com.au for rates. Excludes premium services, overseas freephone numbers and video calls. \$40, \$50, \$60 Vodafone Prepaid Talk Combo Recharge Product, Vodafone Prepaid MyMix Recharge Products: International Minute allowance for calls to 55 selected list of countries.## Call are charged in per minute increments. Excludes premium services, overseas freephone numbers and video calls. For a list of countries visit http://vodafone.com.au/internationalcountries . See Vodafone.com.au for details. \$40, \$50, \$60 Vodafone Prepaid Combo Plus Recharge Product: International Minute allowance for calls to Zone 1 and Zone 2 countries. Calls are charged in per minute increments. Excludes premium services, overseas freephone numbers and video calls. For a list of countries visit http://vodafone.com.au/internationalcountries . Countries may change See Vodafone.com.au for details.

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	All other Prepaid Recharge Products: Varies - https://www.vodafone.com.au/support/prepaid/international-call-rates
International video calls from Oz.	\$50 Cap: Infinite Standard calls to mobiles and landlines in 10 countries, [#] rate to other countries varies. See vodafone.com.au for rates.
	All other Prepaid Recharge Products: Varies - see https://www.vodafone.com.au/support/prepaid/internationalcall-rates
Pay As You Go Mobile Internet (3G/GPRS) within Australia	Vodafone Pay and Go Recharge Products: 4c per MB, charged per 512KB increments When using My Credit: 2c per MB in 512KB increments
Standard national PXT & video PXT[▲] in Australia	Vodafone Caps products (\$30, \$40, \$50, \$70) and Vodafone Prepaid MyMix Recharge Products – Infinite Standard national PXT: All other Vodafone Prepaid Products (including \$10 Cap and My Credit): 50c each Standard national video PXT: All other Vodafone Prepaid Products (including \$10 Cap and My Credit): 75c each Vodafone Prepaid Talk Combo Recharge Products: Infinite Vodafone Prepaid Data Combo Recharge Products: Infinite Vodafone Prepaid Combo Plus Recharge Products: Infinite
Standard International PXT and video PXT[▲] in Australia	Standard International PXT: All Vodafone Prepaid Products including My Credit: 50c each Standard International Video PXT: All Vodafone Prepaid Products including My Credit: 75c each
Premium TXT in Australia	Vodafone Cap Recharge Products, Vodafone Prepaid Combo Plus, Vodafone Prepaid Talk and Data Combo, Vodafone Prepaid MyMix: Excluded Pay and Go Recharge Products, TXT & Talk Recharge Products, 365 day Recharge Products and Vodafone Pay As You Go Recharge Products : Varies – Dependent on service
Premium Voice Numbers in Australia	All Prepaid Recharge Products: Excluded
International Roaming	See vodafone.com.au/roaming for rates
Voicemail in Australia – calls to 121	Vodafone \$10, \$30, \$40, \$70 Cap Recharge Products: 40c Connection fee + 90c per minute Vodafone \$50 Cap: Infinite Vodafone Prepaid Combo Plus Recharge Products: Infinite Vodafone Prepaid Talk Combo Recharge Products: Infinite Vodafone Prepaid Data Combo Recharge Products: Infinite Vodafone Prepaid MyMix Recharge Products – Infinite Vodafone Pay and Go Recharge Products: 20c per minute When using My Credit: 20c per minute
Voicemail in Australia – ring alert option	All Vodafone Prepaid Products: Free
Vodafone Central in Australia - Browsing	All Vodafone Prepaid Products: Free
Vodafone Central – Content download	All Vodafone Prepaid Products: Price specified at time of purchase
123 Ask Anything in Australia	All Vodafone Prepaid Products: \$3.10 connection fee + \$1.30 per minute
1223 Directory Assistance in Australia	All Vodafone Prepaid Products: \$1.50 connection fee + 90c per minute
13 numbers in Australia	Vodafone \$10, \$30, \$40, \$70 Cap Recharge Products: 40c Connection fee + 90c per minute Vodafone \$50 Cap: Infinite Vodafone Prepaid Combo Plus Recharge Products, Vodafone Prepaid MyMix Recharge Products, Vodafone Prepaid Talk and Data Combo Recharge Products: Infinite/ from minute allowance Vodafone Pay and Go Recharge Products including My Credit: 20c per minute
18 numbers in Australia	365-day Recharge Products: 89c per minute \$10, \$30, \$40, \$70 Cap Recharge Products: 90c per minute Vodafone \$50 Cap – Infinite Vodafone Prepaid MyMix Recharge Products, Vodafone Prepaid Talk and Data Combo Recharge Products, Vodafone Prepaid Combo Plus Recharge Products: Infinite/ from minute allowance Vodafone Pay and Go Recharge Products including My Credit: 20c per minute
1800 numbers in Australia	All Vodafone Prepaid Products: Infinite
15 numbers in Australia	Variable dependent on service that you call or TXT

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[^] Offer applies to standard personal, TXT/PXT sent to individuals from within Australia. Excludes premium and rerouted TXT/PXT. Offer cannot be used for commercial purposes or for resale purposes.