

Prepaid

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

(a) 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").

(b) When you agree to purchase a Product you accept the Terms.

(c) Your contract commences on your acceptance of the Terms, however, any credit expiry period does not start until you have recharged your Prepaid account.

(d) 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.

For more information, call Vodafone on 1300 650 410 or visit vodafone.com.au

2. Important things you need to know

Availability

(a) The Vodafone contracts and products referred to in the Terms (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 9, "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 Prepaid Products.

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 or other 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, 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, including (but not limited to) the "Vodafone" networks operated by, for or on behalf of Vodafone Network Pty Limited and Vodafone Australia Pty Limited and the "3" network operated by, for or on behalf of Vodafone Hutchison Australia Pty Limited. For more information about the "Vodafone" network, see <http://www.vodafone.com.au/personal/services/coverage/> For more information about the "3" network, see <http://www.three.com.au/coverage>.

(d) All Vodafone services are subject to device compatibility and network limitations and availability. Compatible 3G device required to access 3G services. Vodafone offers 2100Mhz devices and 900Mhz devices. Customers with devices that are 2100MHz compatible but not 900MHz compatible will experience 3G coverage in metro and some regional areas and GPRS (or Edge, where available) coverage in 900MHz areas. High bandwidth applications, such as video streaming, video calling, Mobile TV, MusicStation and full track downloads, only available in Vodafone's 3G Mobile Broadband Zone. Slower speeds can be expected outside Vodafone's 3G Mobile Broadband Zone.

Data services, including Pay As You Go Mobile Internet

(a) For data Products, a data session starts when you first connect to data services and ends when you disconnect from data services. A minimum balance is required to start a browsing session, however you will only be charged for your actual data usage.

(b) When using data Products, some internet services, including web sites and email, may not be accessible.

Rates and types of credit

- (a) Details of the rates and charges which apply to the Products are contained in the Terms.
- (b) All Vodafone Prepaid Products 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 9 below.
- (c) 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 and 8 below.
- (d) Credit may be expressed in any manner, including as a monetary value or as a quantity of a specified Product.
- (e) 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.
- (f) All rates and charges are subject to change. Vodafone will comply with relevant regulations and industry codes with respect to such changes.

Credit Expiry

- (a) 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 and 8 below.
- (b) Unless otherwise stated in the Terms, when the credit expiry period elapses, or when the Vodafone Prepaid Product is recharged, any unused credit for that Product is forfeited, is not refundable, and cannot be carried over to any other Product.
- (c) 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.
- (c) If you choose the Auto Recharge service, your credit card will be automatically charged when the nominated event in section (b) occurs.
- (d) Once your Auto Recharge recharges have commenced, if you have a specified date for Auto Recharge, and the credit expiry period for a Vodafone Prepaid Product will expire before your next scheduled Auto Recharge, the credit expiry period will automatically extend until the scheduled Auto Recharge date.

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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	Bonus Data	Credit Expiry Period
\$29	\$150	\$150	100MB	30 days
\$49	\$350	\$350	500MB	30 days
\$79	\$650	\$650	1GB	30 days
\$149	\$1250	\$1250	1GB	30 days

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 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) Bonus Data allows you to use the quantity of data included in your recharge. Data can only be used in Australia, on Vodafone Networks.
- (d) If you exhaust your Bonus Data allocation, additional data will be paid for from your Flexible Credit.
- (e) 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 Credit Expiry Period, 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.
- (f) If you change from a Simplify Recharge Product or a TXT & Data Recharge Product (Original Recharge Product) to a Flexi Cap Recharge Product, your Flexible Credit and allocations will not transfer over to your Flexi Cap Recharge Product. If you change back to your Original Recharge Product before the end of the Credit Expiry Period, 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.
- (g) If you change from a Flexi Cap Recharge Product to any other 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 new 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

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 30 seconds, with a minimum call length of 30 seconds.
- (b) Vodafone to Vodafone Talk minutes are usable after 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 30 seconds, with a minimum call length of 30 seconds.
- (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 TXT included in your recharge.
- (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 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 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 Simplify Recharge Product or a TXT & Data Recharge Product (Original Recharge Product) to a TXT & Talk Recharge Product, your credit and allocations will not transfer over to your new Recharge Product. If you change back to your Original Recharge Product before the end of the Credit Expiry Period, unused credits from your Original Recharge Product will be available until expiry.
- (l) If you change from a Flexi Cap Recharge Product to a TXT & Talk Recharge Product, your Flexible Credit and allocations will not be rolled over and will not be available if you change back to a Flexi Cap Recharge.

5. TXT & Data Recharge

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	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 national TXT included in your recharge. For the purpose of this section 5, standard national TXT means personal TXT sent to individuals and excludes premium and rerouted TXT and cannot be used for commercial purposes or for resale purposes.
- (d) If you exhaust your Included TXT allocation, additional standard national TXT will be paid for from your Flexible Credit.

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- (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.
- (f) If you exhaust your Included Data allocation, additional data will be paid for from your Flexible Credit.
- (g) If you recharge your 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.
- (h) If you change from a TXT & Talk Recharge Product, Simplify Recharge Product or 365 Day Recharge Product (Original Recharge Product) to a TXT & Data Recharge Product, your Flexible Credit and allocations will not be rolled over. If you change back to your Original Recharge Product before the Credit Expiry Period ends, unused credit and allocations from your Original Recharge Product will be available until expiry or recharge (whichever occurs first).
- (i) If you change from a Flexi Cap Recharge Product to a TXT & Data Recharge Product, your Flexible Credit and allocations will not be rolled over and will not be available if you change back to a Flexi Cap Recharge.

6. Simplify Recharge

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

Recharge Price	Flexible Credit	Vodafone to Vodafone Talk	Credit Expiry Period
\$30	\$30	50 minutes	30 days
\$50	\$50	100 minutes	30 days

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

- (a) 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 time is deducted in blocks of 60 seconds, with a minimum call length of 60 seconds.
- (b) If you exhaust your Vodafone to Vodafone Talk minutes, additional calls to Vodafone mobiles in Australia will be paid for from your Flexible Credit.
- (c) If you recharge your Simplify 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.
- (d) If you change from a TXT & Talk Recharge Product, TXT & Data Recharge Product or 365 Day Recharge Product (Original Recharge Product) to a Simplify Recharge Product, your Flexible Credit and allocations will not be rolled over. If you change back to your Original Recharge Product before the Credit Expiry period ends, your previous credits and allocations will be available until expiry or recharge (whichever occurs first).
- (e) If you change from a Flexi Cap Recharge Product to a Simplify Recharge Product, your Flexible Credit and allocations will not be rolled over and will not be available if you change back to a Flexi Cap Recharge

7. 365 Day Recharge

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	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 30 seconds, with a minimum call length of 30 seconds.
- (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) If you recharge your 365 Day Recharge Product before the end of the Credit Expiry Period, unused Flexible Credit and Vodafone to Vodafone Talk time can be rolled over, provided you do not exceed the maximum balances in section 7(d).
- (d) The maximum credit balances you may hold for the 365 Day Recharge Product are:
a) Flexible Credit of \$2,000; and b) Vodafone to Vodafone Talk time of 5,000 minutes.
- (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 Simplify Recharge Product or a TXT & Data Recharge Product (Original Recharge Product) to a 365 Day Recharge Product, your Flexible Credit and entitlements will not be rolled over. If you change back to your Original Recharge Product before the Credit Expiry period ends, your previous credits will be available until expiry.
- (g) If you change from a Flexi Cap 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 a Flexi Cap Recharge.

8. Vodafone Extras

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

Recharge Price	Extras Credit	Credit Expiry Period
\$5	\$5	Does not expire provided active recharge* maintained
\$12	\$12	Does not expire provided active recharge* maintained
\$25	\$25	Does not expire provided active recharge* maintained

* "active recharge" refers to recharge of the Vodafone Prepaid Product that connects you to our network.

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

- (a) You can only use a Vodafone Extras Product if you have purchased a Vodafone Flexi Cap Recharge Product that connects you to our network.
- (b) Extras Credit allows you to purchase any of the Products listed in the "Payable from Extras Credit" table in section 9.
- (c) If Products listed in the "Payable from Extras Credit" table in section 9 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.
- (d) Vodafone Extras Credit does not expire, provided an active recharge of the Vodafone Prepaid Product that connects you to our network is maintained. However, if you do not recharge your Vodafone Prepaid Product within 365 days of its Credit Expiry Period, or if you cancel your connection to our network, all Extras Credit is forfeited and is not refundable.

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9. 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. 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.

Service Name	Rate
Standard National Voice and Video calls	Flexi Cap Recharge Products: 39c Connection fee + 89c per minute. TXT & Talk Recharge Products and 365 Day Recharge Products: 35c Connection fee + 39c per 30sec Simplify Recharge Products: 15c Connection fee + 15c per minute. TXT & Data Recharge Products: 39c Connection fee + 78c per minute
Standard National TXT (up to 160 characters)	Flexi Cap Recharge and TXT & Data Recharge Product: 29c TXT & Talk Recharge Products and 365 Day Recharge Products: 28c Simplify Recharge Products: 15c
International TXT (up to 160 characters)	Flexi Cap Recharge Products and TXT & Data Recharge Product: 35c. TXT & Talk Recharge Products and 365 Day Recharge Products: 28c. Simplify Recharge Products: 15c
International voice calls	Varies - see vodafone.com.au for rates
International video calls	All Vodafone Prepaid Products: Varies - see vodafone.com.au for rates
Pay As You Go Mobile Internet (3G/GPRS)	Flexi Cap Recharge Products and TXT & Data Recharge Product: \$2 per MB, charged per 25KB. TXT & Talk Recharge Products and 365 Day Recharge Products: \$2 per MB, charged per KB. Simplify Recharge Products: 50c per MB charged per 25KB
Standard and International PXT	All Vodafone Prepaid Products: 50c each
Standard and International video PXT	All Vodafone Prepaid Products: 75c each
Premium TXT	Flexi Cap Recharge Products: Excluded – Vodafone Extras must be purchased, see section 8 TXT & Talk Products, 365 day Recharge Products, TXT & Data Recharge Products and Simplify Recharge Products: Varies – Dependent on service
International Roaming	All Vodafone Prepaid Products: Varies - see vodafone.com.au for rates
Voicemail – call to 121	Flexi Cap Recharge Products: 39c Connection fee + 89c per minute TXT & Talk Products and 365 day Recharge Products: 35c Connection fee + 39c per 30sec Simplify Recharge Products: 15c Connection fee + 15c per minute TXT & Data Recharge Products: 39c Connection fee + 78c per minute
Voicemail – ring alert option	All Vodafone Prepaid Products: Free
Vodafone live!/Central – browsing	All Vodafone Prepaid Products: Free
Vodafone live!/Central – content	All Vodafone Prepaid Products: Price specified at time of purchase

Service Name	Rate
123 Ask Anything	Flexi Cap Recharge Products: \$3.50 Connection fee + \$3.50 per minute TXT & Talk Products and 365 day Recharge Products: \$1.40 Connection fee + 39c per 30sec Simplify Recharge Products and TXT & Data Recharge Products: \$1.60 connection fee + \$1.30 per 60 secs
1223 Directory Assistance	Flexi Cap Recharge Products: \$2.60 Connection fee + \$89c per minute (+ 89c per minute if through connected) TXT & Talk Products, 365 day Recharge Products, TXT & Data Recharge Products and Simplify Recharge Products: \$1.40 Connection fee + 39c per minute (+ 39c per minute if through connected)
13 numbers	Flexi Cap Recharge Products: 39c Connection fee + 89c per minute TXT & Talk Products and 365 day Recharge Products: 35c Connection fee + 39c per 30sec Simplify Recharge Products: 15c Connection fee + 15c per minute TXT & Data Recharge Products: 39c Connection fee + 78c per minute
18 numbers	Flexi Cap Recharge Products: 89c per minute TXT & Talk Products and 365 day Recharge Products: 39c per 30sec Simplify Recharge Products: 15c per minute TXT & Data Recharge Product: 78c per minute
15 numbers	All Vodafone Prepaid Products: Varies – depends on the service being called

Payable from Extras Credit – Flexi Cap 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 Recharge Products: Varies – Dependent on service Premium TXT is sent to.
Vodafone live!	Flexi Cap Recharge Products: Varies - see vodafone.com.au for rates. Vodafone live! services deducted from Flexible Credit first then Extras Credit.