

# Critical Information Summary

## \$65 Mobile SIM Plan (12 Months)

### Information about service

| Minimum monthly spend | Each month you get |                           |   |  | Minimum term                             |
|-----------------------|--------------------|---------------------------|---|--|--|
|                       | Standard TXT       | Standard National minutes | Standard International Voice minutes                        | Included data for use in Australia   |  |
| \$65                  | Unlimited          | Unlimited                 | Zone 1 Countries – Unlimited<br>Zone 2 Countries – 300 mins | 125GB Your Max Speed data,<br>then access to data at speeds of up to 1.5Mbps | 12 months<br><br>Total min cost is \$780 |

Your unused allowances will expire each month at the end of your billing cycle, and all inclusions are for use in Australia.

### Information about pricing

\*What services you can and can't use your inclusions on

|   |             |
|---|-------------|
| Voicemail deposits and retrieval  | Unlimited   |
| Standard National voice and video minutes   | Unlimited   |
| Standard National voice and video minutes to other Vodafone numbers   | Unlimited   |
| Standard National and International TXT   | Unlimited   |
| Standard National and International PXT, video PXT, and PXT with TXT  | Unlimited   |
| Standard National calls to 13 and 18 numbers  | Unlimited   |
| Standard National calls to other 1800 numbers   | Unlimited   |
| Standard National re-routed calls. Exclusions apply. <b>See <a href="http://vodafone.com.au/terms">vodafone.com.au/terms</a></b>  | Unlimited   |
| Calls to Customer Care line (1555)  | Unlimited   |
| Standard International voice minutes to Zone 1 Countries (see next page for details)  | Unlimited   |
| Standard International voice minutes to Zone 2 Countries (see next page for details)  | 300 minutes |
| Calls to National and International directory assistance (1223 and 1225)  | X           |
| Calls to Ask Anything (123) and Call Screen   | X           |
| Premium TXT, numbers and services (e.g. TXT voting, TXT competitions, 1900 numbers, and competitions)   | X           |
| International Roaming involves an additional cost on top of your normal minimum monthly Plan charge. Before you travel you should check our roaming rates to see what you'll be charged. For more info on Roaming with Vodafone visit <b><a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a></b> | X           |
| Standard International video minutes  | X           |
| Any other service not listed above  | X           |

Personal use only, and Vodafone's Fair Use Policy applies to any unreasonable use of Plan inclusions. This includes use of any 'Unlimited' offerings. See **[vodafone.com.au/aboutvodafone/legal/fairusepolicy](http://vodafone.com.au/aboutvodafone/legal/fairusepolicy)**

## Information about pricing

|  | Amount  | What does this mean?  |
|--|---|---|
| <b>Minimum monthly charge</b>                                    | <b>\$65</b>   | The minimum amount you agree to pay each month of your contract, not including the monthly repayment for your chosen handset.   |
| <b>Early Exit Fees</b>   | <b>\$32.5 x months remaining on your contract, Max fee payable is \$390</b> | If you cancel your Plan before your minimum contract term is complete, these early exit fees will apply. If you have a Mobile Payment Plan, you will also need to pay any remaining monthly payments. A 30-day notice required for all cancellations.   |
| <b>Standard National TXT costs (160 characters incl. spaces)</b> | <b>Unlimited</b>  | No additional cost. These TXTs are included in the minimum monthly charge.  |
| <b>Additional Data usage rate in Australia</b>                   | <b>N/A</b>  | There are no additional data usage charges within Australia on this Plan. Once Your Max Speed data allowance is exhausted, then data is available at speeds of up to 1.5Mbps until your next billing month.   |
| <b>Standard National call charge increments</b>                  | <b>60 seconds</b>   | Call charges are calculated in 60 second increments.  |
| <b>Standard International Voice Calls</b>                        | <b>Zone 1 – Unlimited<br/>Zone 2 – 300 mins</b>                             | You get this many minutes each month to make standard voice calls from Australia to Zone 1 and 2 countries (excludes premium numbers and video calls). Zone 1 and Zone 2 Countries may change, see <a href="http://vodafone.com.au/idd">vodafone.com.au/idd</a> for list of current countries. Calls charged in per minute increments. If you exhaust your Zone 1 or Zone 2 allowance, or if you make a standard voice call to a country outside the included countries, you will be charged on top of your minimum monthly spend at our standard international Pay-As-You-Go Rates – these rates are subject to change, see <a href="http://vodafone.com.au/idd">vodafone.com.au/idd</a> for current rates |

Prices include GST. For details of all rates go to [vodafone.com.au](http://vodafone.com.au)

## Other information

|                                |  |
|--------------------------------|--|
| <b>My Vodafone</b>             | Head to <a href="http://myvodafone.com.au">myvodafone.com.au</a> to set up your username and password. Then you can keep track of your call and data usage and make changes to your account.   |
| <b>International Roaming</b>   | International Roaming is automatically active on this Plan. You will be charged as per our \$5 Roaming rates in Eligible Countries – this will allow you to use your Talk, Text and Your Max Speed data inclusions for an extra \$5 per day, per device. Once Your Max Speed data allowance is exhausted, additional data will be automatically added at a charge of \$10/GB (“Additional Data”). Additional Data expires at the end of your billing month, is not shareable and can only be used while in \$5 Roaming countries. If you use your service in a country which is not an Eligible Country, you will be charged our Pay-As-You-Go Rates. Full rates and a list of our Eligible Countries can be found at <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a> . You can deactivate \$5 Roaming (or Roaming altogether) at any time by calling <b>1555</b> . |
| <b>Tracking usage overseas</b> | You can check your Roaming usage via My Vodafone, or call Customer Care free from your Vodafone phone on <b>+61 426 320 000</b>  |
| <b>We’re here to help</b>      | For any problems, jump on to <a href="http://support.vodafone.com.au">support.vodafone.com.au</a> to find answers fast. Otherwise, call us on <b>1300 650 410</b> , or <b>1555</b> from your Vodafone phone, so we can assist you. If, after speaking with us, you are not happy with the outcome you may also contact the Telecommunications Industry Ombudsman on <b>1800 062 058</b> , or go to <a href="http://tio.com.au">tio.com.au</a>  |
| <b>Bill</b>                    | You will receive your bill free via email, If you’d like a paper bill posted, we can send you one for a fee of \$10.   |
| <b>Coverage and Speeds</b>     | The quality and availability of some services and the speeds you reach will continually vary depending on many factors such as your location, your device capabilities, network congestion, network coverage or if you are roaming. For more info, visit <a href="http://vodafone.com.au/coverage">vodafone.com.au/coverage</a> .  |
| <b>ABN/ACN</b>                 | Business Customers connecting on this Plan must be approved with an ABN/ACN.   |