

Critical Information Summary

\$38 Mobile SIM Plan (12 Months)

Information about the 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	
\$38	Unlimited	Unlimited	Zone 1 Countries – 1000 mins Zone 2 Countries – 150 mins	45GB	12 months Total min cost is \$456

Information about pricing

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

Voice mail 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.	Unlimited
Calls to Customer Care line (1555)	Unlimited
Standard International voice minutes to Zone 1 Countries (see next page for details)	1000 minutes
Standard International voice minutes to Zone 2 Countries (see next page for details)	150 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 vodafone.com.au/roaming	X
Standard International video minutes	X
Any other service not listed above	X

Information about Pricing

	Amount	What does this mean?
Minimum monthly charge	\$38	The minimum amount you agree to pay each month of your contract.
Early Exit Fees	\$38 x months remaining on your contract	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.
Standard National TXT costs (160 characters incl. spaces)	Unlimited	No additional cost. These TXTs are included in the minimum monthly charge.
Additional Data usage rate in Australia	\$10/1GB	If you use more than your Included Data allowance you will be charged automatically in increments of \$10 that provides you with 1GB extra data (Additional Data), which equals \$0.01/MB.
Standard National call charge increments	60 seconds	Call charges are calculated in 60 second increments.
Standard International Voice Calls	Zone 1 Countries – 1000 mins Zone 2 Countries – 150mins	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 vodafone.com.au/idd 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

Other information

My Vodafone	Head to myvodafone.com.au to set up your username and password. Then you can keep track of your call and data usage and make changes to your account.
International Roaming	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 normal Plan inclusions for an extra \$5 per day, per device. If you use your service in a country which is not an Eligible Country, you will be charged our Pay-As-You-Go Rates. All Roaming costs are in addition to your minimum monthly spend. Full rates and a list of our Eligible Countries can be found at vodafone.com.au/roaming . You can deactivate \$5 Roaming (or Roaming altogether) at any time by calling 1555 .
Tracking usage overseas	You can check your Roaming usage via My Vodafone, or call Customer Care free from your Vodafone phone on +61 426 320 000
We're here to help	For any problems, jump on to support.vodafone.com.au to find answers fast. Otherwise, call us on 1300 650 410 , or 1555 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 1800 062 058 , or go to tio.com.au
Bill	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.
Coverage and Speeds	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 vodafone.com.au/coverage .
ABN/ACN	Business Customers connecting on this Plan must be approved with an ABN/ACN.