

Critical Information Summary

This Critical Information Summary contains some important information for your plan, including how much you will pay and what is included. Business Flex Voice Plans (2023) are postpaid mobile services that are only available to approved new mobile customers with an ABN/ACN.

Vodafone Business Flex SIM Only (36 Months) (2023)

Information about pricing

Minimum monthly spend	\$27.50	\$37.50	\$52.50	\$77.50
Plan Name	Small Flex Plan 36M	Medium Flex Plan 36M	Large Flex Plan 36M	Extra Large Flex Plan 36M
Included Data Allowance	20GB	80GB	300GB	Unlimited data at the fastest speed the Vodafone network can deliver to your phone at the time and place you're using data
Additional Data	If you use more than your shared data allowance, you will automatically be charged \$5 per additional 1GB data (cost per 1MB = \$0.0049).			
Standard National calls	Unlimited			
Standard National SMS	Unlimited			
Standard International mins to Zone 1 countries (charged per min)	100 mins	Unlimited		
Standard International mins to Zone 2 countries (charged per min)	25 mins	50 mins	150 mins	300 mins
International Pay As You Go call rates	Check out our support page for international call rates at vodafone.com.au/support/plans/international-calls			
Minimum term	36 Months			
Minimum number of connections (on any combination of plans)	6			
Minimum Cost for each plan (Doesn't include any additional phone payments)	\$990	\$1,350	\$1,890	\$2,790
Early Exit (Cancellation) Fees	\$4.95 x months remaining on contract Max fee payable is \$178.20	\$6.75 x months remaining on contract Max fee payable is \$243	\$9.45 x months remaining on contract Max fee payable is \$340.20	\$13.95 x months remaining on contract Max fee payable is \$502.20
Voicemail	Unlimited			
Standard international video calls	1.5 x international call rates + 40c flag fall			
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 plan. While using \$5 Roaming, if you use more than your included data allowance you'll automatically receive extra data in 1GB increments, each charged at \$5 (\$0.005/MB). 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.			
123 (incl. 0414100123 & 0414123123) Ask Anything	\$1.30/minute and \$3.10 connection fee			
1223 & 1225 Directory assistance	\$0.95/minute and \$1.50 connection fee			
Your unused allowances will expire each month at the end of your billing cycle. All inclusions are for use in Australia. Prices include GST. For details of all rates go to vodafone.com.au/plandetails . Not for commercial or resale purposes. Vodafone's Fair Use Policy applies to any unreasonable use of plan inclusions. This includes use of any 'Unlimited' or 'infinite' offerings. See vodafone.com.au/aboutvodafone/legal/fairusepolicy				

Information about the service

Tethering

Tethering is permitted to your own devices only (such as your laptop), but must not be used in a modem or as a substitute for an internet service. For more information, check out our [speed guide](#).

Offers

Special promotional offers relating to your plan (if any) are not shown in this Critical Information Summary. To check your personalised plan details including any applicable offers, please call 1555 from your Vodafone mobile, or call 135 888 when in Australia.

Bundling and Discounts

You don't have to bundle this service.

Phone

Bring your own phone. You cannot purchase a handset on a mobile payment plan or outright on this plan.

Shared data and International Minutes

Data allowances (and any additional data) for Vodafone Business Flex Voice Plans (2023) on your billing account will automatically combine into one pool, which will be shared between eligible users. Unlimited data inclusions do not share.

International minute allowances (excluding unlimited allowances) for Vodafone Flex (2023) plans on your billing account will automatically combine into like-for-like pools (e.g. Zone 1 minutes will combine, Zone 2 minutes will combine, etc) and will be shared between eligible users. Unlimited IDD minute inclusions do not share.

IDD Call and Data Add-Ons and Boosters

You can purchase one-off or recurring data and IDD add-ons to add additional value to your plan which will share with other Business Flex Voice Plans (2023) on your account. The prices for these may change from time to time, so please check pricing at <https://www.vodafone.com.au/about/legal/plan-details> before adding to your plan.

Usage	You can keep track of your call and data usage by calling 1555 from your Vodafone phone.
Tracking usage	You can check your Roaming usage by calling Care for free from your Vodafone phone on +61 426 320 000
Premium Services	As a default, Premium Services are enabled on your account, and will incur an additional cost on top of your monthly plan charge. Before using a Premium Service, always check the costs associated with this service. To opt-out or make a complaint, please call 1555. There is no charge to opt-out. For more info visit vodafone.com.au/support/device/premium-services
We're here to help	For any problems, jump on to support.vodafone.com.au to find answers fast. Otherwise, call us on 135 888, 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 \$2.20. For customers on shared Plans, only the account holder will receive a bill. This bill will show the total for all the shared Plans, and the individual Plan summary.
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 plans are available to approved customers with an ABN/ACN.

For info on other Plans, visit [vodafone.com.au/cis](https://www.vodafone.com.au/cis).

To view the full Terms and Conditions for this Plan, visit [vodafone.com.au/terms](https://www.vodafone.com.au/terms)