

# Critical Information Summary

Welcome to Vodafone. Here you'll find some important info. It's a good idea to read it through, just so you're across everything. It'll help you understand things like how much you pay, and what that gets you.

## \$5 Business Flex Mobile Broadband SIM Only (Month-to-Month)

This service is a Business Postpaid Mobile Broadband Service

### Information about service

| Minimum monthly spend | Each month you get        | Minimum term                            |
|-----------------------|---------------------------|---|
| \$5                   | <b>0GB</b><br>= \$0.00/MB | <b>1 month</b><br>Total min cost is \$5 |

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

**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:** In order to purchase a \$5 Business Flex Mobile Broadband SIM Only Month To Month Plan you must have a Post-paid Vodafone Business Flex voice or data service.

**Tablet or Modem:** This plan is only available when you bring your own tablet or modem.

### Information about pricing

|  | Amount                        | What does this mean?   |
|--|-------------------------------|--|
| <b>Minimum monthly spend</b>                         | \$5                           | The minimum amount you agree to pay each month of your contract. Excludes repayments for devices including tablets.  |
| <b>Early Exit Fees</b>                               | Not applicable                | Early exit fees do not apply on month to month plans. However, you must connect for at least one month and if you cancel during that month you have to pay for all of that month. If you have a mobile payment plan, you will also need to pay any remaining monthly payments. |
| <b>Using 1MB of data in Australia (1MB = 1024KB)</b> | \$0.00/MB                     | This is the per megabyte rate of your Included Data.   |
| <b>Additional Data usage rate in Australia</b>       | \$0.0098/MB<br>Charged per kB | If you use more than your Included Data allowance, you will be charged automatically in kilobyte increments that equates to \$0.0098/MB  |

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

Not for commercial or resale purposes, and 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](http://vodafone.com.au/aboutvodafone/legal/fairusepolicy)

## Other information

|                              |  |
|------------------------------|--|
| <b>Usage</b>                 | You can keep track of your call and data usage by calling <b>1555</b> from your Vodafone phone.  |
| <b>Premium Service</b>       | As a default, Premium Services including Premium SMS (e.g. text voting) and Pay with Vodafone (e.g. purchasing third party content) are enabled on your account, and incur costs in addition to your monthly plan fee. From 10 November 2020, all new customers or customers upgrading to a new service will be capped for using Premium Services at \$20 per billing cycle. You are able to remove the \$20 spend cap entirely by calling 1555 but this means you'll continue to incur and be liable for Premium SMS services. Before using a Premium Service, always check the costs associated with this service. To block Premium SMS services or make a complaint, please call 1555. For more info visit <a href="http://vodafone.com.au/support/device/premium-services">vodafone.com.au/support/device/premium-services</a> |
| <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 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 <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>Track usage overseas</b>  | You can check your Roaming usage by calling Care for 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>135 888</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 \$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.  |
| <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 plans are available to approved customers with an ABN/ACN.  |

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

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