

Critical Information Summary – Business First Mobile Broadband Plans

This Critical Information Summary contains some important information for your plan, including how much you will pay and what is included. Business First Mobile Broadband Plans are a postpaid mobile broadband service available to approved mobile broadband customers with an Australian Company Number (ACN) or Australian Business Number (ABN) and Government Agency customers.

1GB SIM Business First Mobile Broadband Plan

Minimum Spend Amount (per month)	\$7.00		
Max Speed Data Allowance	1GB thereafter, data speeds are slowed to up to 2Mbps		
Minimum Total Cost	\$7	\$168	\$252
Early Termination Charge	N/A	\$3.50 x remaining months on contract Max fee payable is \$84	\$3.50 x remaining months on contract Max fee payable is \$126
Minimum Service Period	1 month	24 months	36 months

20GB SIM Business First Mobile Broadband Plan

Minimum Spend Amount (per month)	\$15.00		
Max Speed Data Allowance	20GB thereafter, data speeds are slowed to up to 2Mbps		
Minimum Total Cost	\$15	\$360	\$540
Early Termination Charge	N/A	\$7.50 x remaining months on contract Max fee payable is \$180	\$7.50 x remaining months on contract Max fee payable is \$270
Minimum Service Period	1 month	24 months	36 months

120GB SIM Business First Mobile Broadband Plan

Minimum Spend Amount (per month)	\$45.00		
Max Speed Data Allowance	120GB thereafter, data speeds are slowed to up to 2Mbps		
Minimum Total Cost	\$45	\$1,080	\$1,620
Early Termination Charge	N/A	\$22.50 x remaining months on contract Max fee payable is \$540	\$22.50 x remaining months on contract Max fee payable is \$810
Minimum Service Period	1 month	24 months	36 months

Information about pricing

If you use your Business First Mobile Broadband Plan for services other than accessing the Included Data Allowance you will be charged an additional amount for these services at the rates specified in the table below.

Usage Type	Rate
International Roaming (\$5 Roaming)* *GST does not apply	\$5/day to Eligible Destinations (otherwise PAYG Rates apply).
International Roaming (PAYG Rates)* *GST does not apply	\$1 per MB data.
Maritime Roaming (Maritime Roaming rates may apply on a cruise, even if it's only around Australia. On selected cruise ships, customers can make calls, send text messages, and use data)	\$1.00 per MB data
Excess Data	After your shared Max Speed Data Allowance is exhausted, you will have access to data at speeds of up to 2Mbps in Australia.
	\$5/1GB data applies after your shared Max Speed Data Allowance is exhausted when using \$5 Roaming in Eligible Destinations.
Unused allowances will expire each month at the end of your billing cycle. All inclusions are for use in Australia unless specified. Prices include GST unless otherwise specified. Our website contains further information about rates.	

Information about the service

Offers and promotions

Special promotional offers relating to your plan (if any) are not shown in this Critical Information Summary. To check your plan details including any applicable offers, please contact Customer Support or visit the Customer Portal.

Bundling

You don't have to bundle this service. However, 1GB SIM Business First Mobile Broadband Plans are only available if you have another plan with shareable data on the same billing account.

Device

Bring your own device or speak to us to find out which devices you purchase from us. Options to purchase a device outright or on a Mobile Payment Plan over 12, 24 or 36 months are only available when you connect to a SIM Only plan on a month-to-month term. If you bring your own device, please make sure it is not locked to another network and check compatibility here: www.vodafone.com.au/about/legal/devices

Data usage

Your data inclusions may only be used in Australia on our network or when roaming overseas in Eligible Destinations on the \$5 Roaming Service. If you exhaust your shared Max Speed Data Allowance, your data will be slowed to up to 2Mbps. You will not be charged additional fees when you exceed your Max Speed Data Allowance unless you are using \$5 Roaming in Eligible Destinations. For more information, check out 'What you can do with 2Mbps' on our [website](#).

Data sharing

Data inclusions in mobile broadband and mobile plans that are on the same billing account will be pooled and used by each user on a first-in-first-serve basis (with the exception of any plan that excludes data sharing). Data sharing is only available in Australia or when using \$5 Roaming in Eligible Destinations.

Data Add-ons and Data Boosters

You can add Business First Data Add-ons to your plan, which have a monthly charge and remain active until cancelled. The data will be added to the pool of data available on the billing account. You may also purchase one-off Data Boosters from time to time, which expire at the end of the relevant Data Booster period. You can purchase multiple Add-ons and Boosters. All unused data inclusions are forfeited at the end of each billing month. All Add-ons and Boosters: pricing may change from time to time.

Changes to your plan

From time to time we may make changes to your plan (including to the price or inclusions), or we may move you to a new plan (which may cost more and the inclusions may change). If we consider that the change or move has more than a minor detrimental impact on you, we'll give you notice. If you don't like the changes or the new plan, you can cancel. If you cancel, you may need to pay out the remaining cost of any device or accessory.

Other information

Usage	You can keep track of your call and data usage by contacting Customer Support. An account summary of usage is available in the Customer Portal.
Roaming	\$5 Roaming is pre-activated on Business First Mobile Broadband Plans. This will allow you to use your plan inclusions for an extra \$5 per day, per device in Eligible Destinations, as listed at www.vodafone.com.au/business/international-roaming . 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 (equivalent to \$0.005/MB). If you use your service in a destination which is not an Eligible Destination, or if you have opted out of \$5 Roaming, you will be charged our Pay-As-You-Go Rates. All roaming costs are in addition to your minimum monthly spend. You can deactivate \$5 Roaming (or Roaming altogether) at any time, or check your roaming usage, via the Customer Portal.
Bill	Bills will be sent for free via email. Please contact Customer Support if you require copies of your bills and can be accessed at any time through the Customer Portal. 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 details of the individual plans.
Coverage	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, environmental factors, if you are roaming or if you are a heavy data user. For more info, head to our coverage checker at www.vodafone.com.au/network/coverage-checker
We're here to help	Please contact Customer Support or your Account Manager. If, after speaking with us, you aren't happy with the outcome and you are a small business you may also contact the Telecommunications Industry Ombudsman on 1800 062 058, or head to tio.com.au .

This is a summary only. The full legal terms are set out in the Vodafone Business General Terms and the Business First Product Terms available at www.vodafone.com.au/business/legal, and the Business First Service Schedule attached to your Order. Vodafone's Fair Use Policy applies to any unreasonable use of your plan. Vodafone's Fair Use Policy applies to any unreasonable use of plan inclusions. This includes use of any 'Unlimited' or 'Infinite' offerings. Fair Use Policy is available at vodafone.com.au/business/legal.