

Critical Information Summary

This Critical Information Summary contains some important information for your plan. It's a good idea to read it through.

nbn™ month-to-month BYO Plan (Consumer)

Vodafone nbn™ is a fixed broadband data-only service ("NBN Service") that provides you with internet access via the National Broadband Network ("NBN Network") as supplied to us by NBN Co Limited ("NBN").

		Essential nbn™	Essential+ nbn™	nbn™ Home Fast	nbn™ Home Superfast	nbn™ Home Ultrafast
Existing Postpaid Mobile Customer (when added to you Postpaid account)	Price per month	\$60	\$65	\$80	\$115	\$135
	Total min cost	\$60	\$65	\$80	\$115	\$135
Standalone	Price per month	\$75	\$80	\$95	\$130	\$150
	Total min cost	\$75	\$80	\$95	\$130	\$150
Included monthly Vodafone nbn™ Data		Unlimited				
Minimum term		1 month				
Plan speed		nbn25 Maximum connection speed of 25Mbps (download) and 5Mbps (upload)	nbn50 Maximum connection speed of 50Mbps (download) and 20Mbps (upload)	nbn Home Fast Maximum connection speed of 100Mbps (download) and 20Mbps (upload)	nbn Home Superfast Maximum connection speed of 250Mbps (download) and 25Mbps (upload)	nbn Home Ultrafast Maximum connection speed of 500Mbps (download) and 50Mbps (upload)
Availability		The NBN Service is not available in all areas or to all premises. Availability is subject to a service qualification check which we will perform when you request to sign-up. To find out if nbn is available in your area visit vodafone.com.au/nbn			The nbn™ Home Superfast plan and the nbn™ Home Ultrafast plan are only available in NBN FTTP areas and selected NBN HFC areas.	
Early Exit Fees		There are no Early Exit Fees on this Plan.				

Information about the service

NBN charges

New Development fee - this \$300 will be charged to your bill if NBN has to activate a connection for the first time at a premises it classifies as a 'new development'. Other fees such as Missed appointment fee, Cancelled appointment fee, Subsequent installation fee and No Fault found fee may apply to you. We may also pass on any administrative costs that Vodafone incur in providing you with assistance or arranging an appointment with NBN. Please see your Plan Details for more information.

Bundling

You don't have to bundle this service. However, in order to receive the Existing Postpaid Customer Price for this plan, you will need to have an existing Postpaid Service on the same account and remain connected to both services, otherwise you will be charged the Stand-alone Price. To receive the Existing Postpaid Customer Price your postpaid plan and this NBN plan must have the same billing name and billing address. If you cancel your postpaid plan or this NBN plan the discount will be forfeited and you will pay the Stand-alone Price. This plan is not eligible for Bundle & Save discounts.

Equipment required

This Plan is only available with a Compatible Modem. You need to bring your own Compatible Modem in order to use this Plan. You can find the specifications of a Compatible Modem at vodafone.com.au. Please note that by signing up to this Plan your existing home phone line service will be terminated. When you connect to Vodafone nbn™ certain equipment or services at your premises may be impacted and no longer operate. These include medical devices, alarms, EFTPOS machines, lift emergency phones and some email or fax services. Please contact the equipment manufacturer or service provider if you are unsure. Vodafone does not offer Priority Assistance.

Service availability

Availability is subject to a service qualification check which we will perform when you request to sign-up. The technology used to deliver the NBN Service will depend on the connection between your premises and the NBN Network which includes: (1) Fibre to the Premises ('FTTP'); (2) Fibre to the Node ('FTTN'); (3) Fibre to the Building ('FTTB'); (4) Hybrid Fibre Coaxial ('HFC'); (5) Fibre to the Curb (FTTC). Your technology type will be explained when you sign-up.

Installation & Setup

There is no charge for standard Vodafone nbn™ installations. Vodafone do not offer nonstandard or professional installations. If advised by NBN that additional works such as trenching is required, you will need to arrange for and pay for any associated works directly via a third party. The new development charge of \$300 will apply to you if NBN has to activate a connection for the first time at a premises that is in a newly developed area or building. If applicable, we will apply that charge to your first bill following activation of the NBN Service at your premises. You must be over the age of 18 to have Vodafone nbn™ installed. If you are the owner of the property you must provide consent for NBN to install the NBN Service. If you are not the owner of the property or if you live in a strata property you must obtain owner consent or strata approval for installation.

Plan speed

Speeds on these plans are variable and you will experience slower speeds than the maximum connection speed available, particularly during peak times (7-11pm). For FTTB/FTTN/FTTC technology, actual speeds will vary and can be confirmed once your NBN Service is activated. The performance and speed of your service depends on a number of factors such as: Plan choice, location, the number of devices connected to your network, modem type quality and positioning, Wi-Fi performance, in-building wiring, content accessed, the NBN technology used to deliver your NBN Service, how much capacity Vodafone has purchased from NBN, our network and internet traffic demand. Find out more information on speed and whether this plan is suitable for your usage needs, please refer to our Speed Guide at <http://vfau.co/speedguide>

Other information

My Vodafone	You can keep track of your call and data usage and make changes to your account through My Vodafone. You can access My Vodafone by downloading the app or head to www.vodafone.com.au/myvodafone to set up your username and password to access My Vodafone through a web browser.
We're here to help	Check out our online support section at www.vodafone.com.au/support . Otherwise, call us on 1300 650 410 , or 1555 from your Vodafone phone. If, after speaking with us, you aren't happy with the outcome you may also contact the Telecommunications Industry Ombudsman on 1800 062 058 , or head to www.tio.com.au
Bill	You will receive your bill free via email, and you can access it at any time through My Vodafone. 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	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, head to www.vodafone.com.au/coverage .

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