

## Critical Information Summary

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

### Vodafone Team Plans (Postpaid)

This service is a month to month postpaid mobile service for small business customers only (1-9 connections) and allows a customer to add on up to 9 Team Plans on the business account and share the Max Speed data inclusion of the Primary Service. The Primary Service is a consumer postpaid plan (either voice or tablet) or mobile broadband (tablet) plan that is attached to the business account. To be eligible for this plan, you must have a valid ABN or ACN registered on your Vodafone account.

Plan name	\$25 Team Plan	\$25 Team SIM Only Plan
Min monthly spend/Minimum cost	\$25 + phone cost	\$25
Minimum term	1 month	
Included data	50MB Max Speed data Then access to data at speeds of up to 2Mbps.	
Speed experience at 2Mbps.	At 2Mbps, you can check your socials, browse the web and stream music but is not suitable HD video.	
Standard national calls	Unlimited	
Standard SMS	Unlimited	
Standard international mins to Zone 1 countries	-	
Standard International mins to Zone 2 countries	-	
International PAYG call rates	Check out our support page for international call rates at <a href="http://vodafone.com.au/support/plans/international-calls">vodafone.com.au/support/plans/international-calls</a>	
Phone	You must purchase a handset from Vodafone to use with this Plan and pay it off over 12, 24 or 36 interest-free monthly instalments. If you cancel this plan, your MPP will also automatically cancel and 100% of remaining MPP instalments will be applied to your next bill. Speak to us or check out our website to find out which phones you can get on Vodafone.	This plan is only available when you bring your own compatible phone.
Early Exit Fees	<b>There are no Early Exit Fees on this Plan</b> However, if you choose to cancel, 100% of any remaining phone instalments will be applied to your next bill	<b>There are no Early Exit Fees on this Plan</b>
Voice mail	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 on account. While roaming on our \$5 Roaming rates, once Max Speed data is exhausted, you'll be automatically charged \$5 for each additional 1GB data (Additional Data), which equals \$0.005/MB. Any unused Additional Data will rollover for one billing month, while Max Speed data doesn't rollover. If you use your service in a country which is not an Eligible Country, you will be charged our Pay As You Go Rates. Roaming costs are in addition to your min 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) by calling <b>1555</b> .	
Premium SMS	Rates dependant on service	
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.		

## Information about the service

### No Additional Data charges in Australia

Once you exceed your Max Speed data allowance, you will receive infinite data at speeds of up to 2Mbps. Heavy data users may experience slower speeds than other users during busy periods. Actual speeds you reach will continually vary depending on many factors such as device capabilities, location, network congestion, network coverage, if you are roaming, and if you are a heavy data user.

### Tethering

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

### 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 incl. any applicable offers, please call 1555 from your Vodafone mobile, or call 1300 650 410 from any phone.

### Sharing

If you have more than one Vodafone Infinite or Plus Plan on your business account, the Max Speed data allowances on those services will automatically combine into one pool which will be shared between up to 9 eligible users on a Team Plan or Team SIM Only Plan (Max 10 services). The data included in any plan on your account which is not a Vodafone Infinite Plan or Plus Plan is not shareable with this plan and vice versa. Infinite data at 2Mbps (or any other speed tier) is not shareable. You can opt-out of sharing altogether at any time by calling 1555.

### Bundling

To be eligible for this service, there needs to be one in-market consumer postpaid plan on the business account (Primary Service). A maximum of 9 Team Plans can be added to one business customer's account (10 Services Maximum for Soho Customers). For business customers wanting more than 10 Business connections they will need to buy Business Flex Plans.

## Other information

<b>My Vodafone</b>	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 <a href="https://vodafone.com.au/myvodafone">vodafone.com.au/myvodafone</a> to set up your username and password to access My Vodafone through a web browser.
<b>Tracking usage overseas</b>	You can check your Roaming usage via My Vodafone, or call customer care free from your Vodafone phone on <b>+61 426 320 000</b> .
<b>Premium Services</b>	As a default, Premium Services including Premium TXT (e.g. text voting) and Pay with Vodafone (e.g. purchasing third party content) 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 <b>1555</b> . There is no charge to opt-out. For more info visit <a href="https://vodafone.com.au/support/device/premium-services">vodafone.com.au/support/device/premium-services</a> .
<b>We're here to help</b>	Check out our online support section at <a href="https://vodafone.com.au/support">vodafone.com.au/support</a> . Otherwise, call us on <b>1300 650 410</b> , or <b>1555</b> 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 <b>1800 062 058</b> , or head to <a href="https://tio.com.au">tio.com.au</a>
<b>Bill</b>	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.
<b>Coverage</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, if you are roaming or if you are a heavy data user. For more info, head to <a href="https://vodafone.com.au/coverage">vodafone.com.au/coverage</a>

For information on other plans, head to [vodafone.com.au/cis](https://vodafone.com.au/cis). To view the full terms and conditions for this plan, head to [vodafone.com.au/terms](https://vodafone.com.au/terms). Personal use only. Vodafone's Fair Use Policy applies to any unreasonable use of plan inclusions. This includes use of any 'Unlimited' or 'Infinite' offerings. Head to [vodafone.com.au/sfoa](https://vodafone.com.au/sfoa).