

## Critical Information Summary

This Critical Information Summary contains some important information about the Vodafone Device Care program. This is a limited summary only and not a full description of the program or its terms and conditions. It's a good idea to read it through.

### Vodafone Device Care

Vodafone Device Care is a device protection service for your mobile phone, tablet or wearable, provided by Vodafone through its agent Likewise Device Protection (Au) Pty Ltd ABN 81 653 447 833 ('Likewise'). Vodafone Device Care is not insurance and is optional. Consider whether Vodafone Device Care is a suitable product for you in light of the Terms & Conditions (available at [vodafone.com.au/about/legal](http://vodafone.com.au/about/legal)), and any other arrangements you may have in place.

### Information about pricing

#### Your minimum monthly charge

You will be charged a monthly fee, as shown in the table below, of \$14.99 (incl GST) for a mobile phone or tablet, or \$4.99 (incl GST) for a wearable, to enrol your device in Vodafone Device Care. You will be automatically charged the monthly fee as an inclusion on the bill for your postpaid plan, until your enrolment in Vodafone Device Care is cancelled or otherwise ends in accordance with its terms.

#### Service request fees

In addition to the monthly fee, you will be charged a service request fee each time you perform a screen replacement, device exchange or device exchange (without return) service request, as shown in the table below.

All fees include GST	MOBILE	TABLET	WEARABLES
Monthly Fee	\$14.99	\$14.99	\$4.99
Screen Replacement	Fee \$45	X	X
	Unlimited service requests (Come-to-you (subject to availability), walk-in or mail-in)		
Device Exchange	Fee \$149	Fee \$65	Fee \$99
	Unlimited service requests and any device condition Additional Fees may also apply if the device is not returned		
Device Exchange (Without Return)	Fee \$299	X	X
	Limited to 1 service request in a 12-month period		
<b>AppleCare Services</b>	Customers with Apple devices may be eligible to fulfil Screen Replacement (iPhone only) and Device Exchange Service requests at an Apple Store or Authorised Apple Service Provider.		

### Other charges

Each time we provide you with a replacement device under a device exchange service request, you must return your previous registered device unlocked within 14 days. If you do not return your registered mobile phone unlocked in 14 days, we will notify you (where you are eligible) that you can switch your device exchange service request to a device exchange (without return) service request. If you decline this switch or do not respond to our communication, and still do not return your registered device unlocked, a non-return fee may apply. You can find the applicable non-return fee in the following link =<https://protect.likewise.com/vodafone/non-return-fees>. If the device you return is not the device you have registered under Vodafone Device Care, or if the device is locked, we may charge you a non-return fee.

### Information about the service

#### Eligibility

To be eligible for enrolment in Vodafone Device Care you:

- must live in Australia;
- be over 18 years of age;
- be an approved Vodafone postpaid customer and intend to engage in registered activity on the Vodafone Network;
- have a mobile phone, tablet or wearable that is:
  - registered in your name on a Vodafone postpaid plan; and no more than 60 days old from the date you receive it from Vodafone at the time of enrolment; and

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- not covered by the AppleCare+ product offered by Apple; and

must meet any other specific eligibility criteria that we advise you of at the time of enrolment. Vodafone Device Care is primarily designed for personal or small business customers.

### Minimum Term

There is no fixed or minimum term. You may cancel your enrolment in Vodafone Device Care at any time, by contacting us on 1555 from your Vodafone mobile or 1300 650 410 from any other phone.

### Service Requests

For detailed instructions on how to make a service request, see <https://www.vodafone.com.au/device-care/vodafone>. Service requests cannot be made in a Vodafone store. Once we have verified your eligibility to make a device exchange or device exchange (without return) service request, we will send you a replacement; or (for iPhone, iPad or an Apple Watch device exchanges service requests only) let you know if you're eligible to go into an Apple store or an Apple authorised service provider (as applicable) to fulfil your service request. You are not eligible to go into an Apple store or Apple authorised service provider to collect your replacement device under a device exchange (without return) service request. Your replacement device may be a refurbished version of the same device or closest equivalent model available in Australia and may be a different colour. Other than the front screen replacement service for mobile phones, we do not provide any device repair services under Vodafone Device Care. There is no screen replacement or device exchange (without return) service for a tablet or wearable. Once you have made a valid device exchange or device exchange (without return) service request, ownership of your device transfers immediately to Likewize or Apple (as applicable).

### AppleCare Services

AppleCare Services are included in Vodafone Device Care for Apple devices. AppleCare Services will include unlimited technical support in addition to unlimited screen replacements or device exchanges where a covered Mobile Phone which is an iPhone, a covered Tablet PC which is an iPad or a covered Wearable which is an Apple Watch is subject to mechanical or electrical breakdown or malfunction including where the capacity of an integrated rechargeable battery to hold an electrical charge is less than 80% of its original specification. AppleCare Services are subject to Apple's terms, conditions, exclusions and limitations.

### Your responsibilities

- Remove any SIM cards and back up any data, software, games or applications before returning your original device.
- Keep any accessories that you want to retain. If you send them with your device they will not be returned and you will not receive a benefit for them. unless You agree to bear the reasonable costs of our doing so or such other conditions as we may reasonably require. You will not receive any accessories with a replacement device.
- We will not provide any benefit in relation to a service request which is fraudulent, false or misleading in any respect.

### Warranty and Australian Consumer Law

Vodafone Device Care operates alongside, and in addition to, your rights under the Australian Consumer Law (ACL) and/or the warranty for your device. If your device suffers a failure or fault covered by your warranty and/or ACL rights, you can choose whether to enforce those rights or make a service request with Vodafone Device Care. If you intend to enforce your warranty and/or ACL rights, bring your device to a Vodafone store before making any service request under Vodafone Device Care. Any replacement device or screen swap you receive under Vodafone Device Care will be covered by an additional Vodafone Device Care limited warranty. See the Vodafone Device Care Terms & Conditions for details.

### Bundling

You must have purchased your device new from Vodafone and have a Vodafone postpaid plan for your device to enrol it in Vodafone Device Care. If you cancel your Vodafone postpaid plan, your enrolment in Vodafone Device Care will end.

### Other information

<b>My Vodafone</b>	You can keep track of your plan through My Vodafone. You can access My Vodafone by downloading the app or head to <a href="https://www.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>We're here to help</b>	You can reach us on <b>1300 650 410</b> for assistance or with any complaint about the service. If you aren't happy with the outcome of our internal dispute resolution process, you may also contact the Telecommunications Industry Ombudsman on <b>1800 062 058</b> , or head to <a href="https://www.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 information on Vodafone postpaid plans, head to [vodafone.com.au/cis](https://www.vodafone.com.au/cis). To view the full terms and conditions for Vodafone Device Care, head to [www.vodafone.com.au/about/legal](https://www.vodafone.com.au/about/legal).

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