

# Terms & Conditions: Vodafone Business Advance Plans

## 1. What Terms and Conditions Apply to my Vodafone Business Advance BYO Plan and Vodafone Business Advance Plan Products?

- a. This document sets out terms and conditions that apply to specific Vodafone contracts and products (collectively, “the **Products**”).
- b. The terms and conditions that will apply to your Product or Products are:
  - i. all the terms and conditions provided to you when you agree to purchase a Product, including the terms and conditions contained in this document, terms and conditions which are available online and which are identified as applying specifically to any element of your Plan, and any terms and conditions contained in any application form you complete when purchasing a Product; and
  - ii. all the terms and conditions contained in the Vodafone Standard Form of Agreement (**SFOA**), which is available at [vodafone.com.au](http://vodafone.com.au), (collectively, the “**Terms**”).
- c. When you agree to purchase a Product, you accept the Terms. Your contract with Vodafone commences on your acceptance of the Terms.
- d. Some Products have a minimum contract term. If your contract is terminated before the end of this term, you may be required to pay fees, such as an Early Exit Fee or a Handset Recovery Fee. Depending on the Product, this may be in addition to any applicable handset payments and additional or excluded call, data or service costs. Early Exit Fees are set out in the pricing table for your Product.
- e. Activation of your Product may occur after your contract has commenced. Any minimum contract term that applies commences when your Product is activated.
- f. You may suspend your contract for between 1 and 3 consecutive calendar months once during the minimum contract term. You will be charged a fee for each month if your contract is suspended. Your minimum contract term will be extended by the period of any suspension.
- g. Vodafone’s Fair Use Policy applies to any unreasonable use of Products. This includes use of any “unlimited” or “infinite” offerings. See [www.vodafone.com.au/aboutvodafone/legal/fairusepolicy](http://www.vodafone.com.au/aboutvodafone/legal/fairusepolicy)
- h. The Terms may be changed by Vodafone from time to time. Vodafone will comply with relevant laws, regulations and industry codes if it makes any such changes.
- i. For more information, call Vodafone on 135 888 or visit [vodafone.com.au/business](http://vodafone.com.au/business).

## 2. Important Things You Need to Know

### Availability

- a. The Products are for small to medium business use only. They are also available to large business/corporate and commercial customers (including Enterprise Choice customers) on prior invitation and approval.
- b. The Products are only available to credit approved customers with an ABN or ACN.
- c. Unless otherwise stated, only one Vodafone Product can be used per connection to the Vodafone network.
- d. “Unlimited” or “Infinite” voice and text offerings in the Products are only for standard person-to-person national calls and standard TXT (excludes premium and special numbers) all when made within Australia. So to use these offerings all you have to do is make sure you’ll be talking to another person, or using your fingers to TXT them. These offerings are not for you if you plan to do any of the following: multiple simultaneous calling, re-supply, call centre usage, telemarketing, bulk messaging, application-to-person communication, continuously call forwarding, auto-dialing, machine to machine communication (including by using your SIM in any other device), Cellular Trunking Units (CTUs), or any other activity which does not involve standard person-to person national calls and standard TXT (Non-Standard Usage).
- e. Data offerings for the Products are only for standard access in Australia to data directly from your mobile device and only for your individual use. The offering is not for you if you plan to do any of the following: using encryption for the purposes of bypassing tethering detection; using any Application that is designed to avoid tethering detection for the objective of bypassing speed controls; or any other activity which does not involve standard individual data usage (Non-Standard Data Usage).
- f. Vodafone reserves the right to determine other activities to be Non-Standard Usage or Non Standard Data Usage, where such activities are of a commercial nature and/or do not involve standard person-to-person national calls, standard TXT and standard individual data usage that Vodafone considers to be non-standard usage.

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## Factors affecting availability and performance

- a. Network coverage and many other factors may affect the availability and performance of certain Products.
- b. Certain Products services and functions are only available if used in conjunction with a compatible mobile or other device and if in a compatible coverage area. Not all devices are compatible with Vodafone networks.
- c. Broadband service: Some Vodafone 4G, 3G+ and 3G services are mobile broadband, internet, email, apps, downloading, video streaming and video calling. You can use Vodafone 4G if you have an eligible phone plan and have been switched over to the 4G network. To use 4G and 3G+ you'll also need a compatible device and be in a selected major metropolitan area. Outside these areas, you can still get Broadband Speeds in our 3G areas with the right device. To check this, make sure your device is compatible to the network zone you are in (U2100MHz, U850MHz or U900MHz). Remember that actual speeds you reach will vary depending on things like device capabilities, location, network congestion, network coverage and if you are roaming. Broadband Speeds not available in any 2G area. See [vodafone.com.au/coverage](http://vodafone.com.au/coverage) for coverage. You agree to refer to [vodafone.com.au/coverage](http://vodafone.com.au/coverage) for coverage details and [vodafone.com.au/devicefrequency](http://vodafone.com.au/devicefrequency) for details of devices and their frequencies before purchase, so that you can confirm that for your intended use of the services, your address/es are located in the appropriate Vodafone coverage areas and that the device you wish to select is compatible with the Vodafone coverage area where your address/es are located.
- d. If from time to time we provide additional Services in Australia, where you may Roam on a network in a Non-Vodafone Coverage Area, we may also restrict the availability or the speeds of some Services, such as Data Services, in the Non-Vodafone Coverage Area. To see the Vodafone Coverage Areas covered by the Vodafone Network please go to <http://www.vodafone.com.au/network/coverage-checker>.
- e. The Terms contain details regarding device compatibility, network capability and availability when using our Service.

## PIN Security

- a. You will be issued a Primary Account PIN. You must keep this Primary Account PIN confidential and must not disclose the Primary Account PIN to any other person, including those who are entitled to be connected to your Product(s). Doing so will compromise privacy across the entire range of connections to your account (for example, the call records, usage information of each connection to your Product(s) may become visible and accessible by all other users in the group if the Primary Account PIN is shared). Disclosure of your Primary Account PIN may also compromise the security of sensitive information such as credit card details, and will allow those with access to the PIN to, amongst other things, add or change services connected to your account and/or purchase additional hardware.

## Sharing

- a. All Business Advance BYO Plan Products and Business Advance Plan Products (**Advance Products**) are not eligible for sharing, meaning they do not allow you to share your Plan inclusions with any other Plan.
- b. Similarly, if you already have a Vodafone Postpaid Voice Plan released on or after 2 September 2016 or a Vodafone Business Flex (Voice) Plan or a Vodafone Business Flex Mobile Broadband Plan (**Eligible Sharing Products**) and you purchase an Advance Product, you will not be able to share your Eligible Sharing Products inclusions with your Advance Product inclusions or vice versa.
- c. If you do have both an Eligible Sharing Product and an Advance Product these will operate as separate accounts and you will receive a separate bill for each account. There is more information under Section 2 - 'Billing'.

## Data Services

- a. For Products that provide data access capabilities, a data session:
  - i. **starts** when you begin internet activity, either directly or indirectly\* on your mobile device; and
  - ii. **ends** when your data connection is lost. This will happen when:
    - a) you turn your mobile device off;
    - b) turn your data connection off;
    - c) switch to flight mode;
    - d) when you lose network reception; or
    - e) your mobile device has not sent or received data for a period of time.

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\*Direct internet activity is when you prompt your mobile device to send or receive data from the internet. For example; when you send an email. Indirect internet activity is when your mobile device or mobile applications are set up to send or receive data from the internet on your behalf. Examples include (but are not limited to): Email notifications via Gmail, notification of Tweets or Facebook posts which mention you and software or weather updates.

- b. When using data services, some internet services, including web sites and email, may not be accessible.
- c. Subject to your rights under the Competition and Consumer Act 2010 or other relevant legislation (including the Australian Consumer Law), Vodafone does not make any warranty regarding any software or data provided or available to you in connection with data services, including with respect to how that software or data operates on your device or interacts with applications.
- d. Unless otherwise stated, data usage is measured as the combination of both data you send (upload) and receive (download).

## Rates and charges

- a. Details of the rates and charges, including any minimum spends which apply to the Products are contained in the Terms. The minimum total cost over contract term is calculated by multiplying the minimum monthly spend by the contract term.
- b. The Products feature a Plan Allowance which is made up of:
  - i. An Included Data allowance;
  - ii. A Your Max Speed data allowance;
  - iii. An "Included International Minutes" allowance (on selected Plans only); and
  - iv. An "Infinite" allowance (which provides you with infinite access to many (but not all) service available from Vodafone – see Section 3 below and the section of the Terms titled "Vodafone Rates: What is included in my Product's Plan Allowance" for full details).
- c. If usage of a Product exceeds any part of your Plan Allowance, or you use a service that is not payable from your Plan Allowance, you will be charged an amount additional to your minimum monthly spend.
- d. Unless otherwise stated, if you do not use all your included Plan Allowance in the relevant month, any remaining Plan Allowance is forfeited, is not refundable, and will not carry over into any other month.
- e. There are no Additional Data charges for these Products while using data within Australia (however, if you exceed the Your Max Speed data allowance while using \$5 Roaming, Additional Data charges will apply – see "Section 2 – "International Roaming" below for more details. Once the Your Max Speed data allowance included in your plan (see the section of the Terms titled "Vodafone Rates: What is included in my Product's Plan Allowance" for full details) has been exhausted, any additional data usage within the Vodafone Coverage Area in Australia in that billing month on your account will be restricted to up to a maximum speed of 1.5Mbps. The actual speeds you experience will vary - see "Section 2 - Factors Affecting Availability and Performance" above for more details.
- f. Most Vodafone Business Plan Products (see Section 4 for full details) include allowances for international calls which can be used to make standard international voice calls to Zone 1 and Zone 2 Countries (as listed at [www.vodafone.com.au/internationalcountries](http://www.vodafone.com.au/internationalcountries)). The following terms apply to international calling:
  - i. If your Product **does not** include an allowance for standard international voice calls to Zone 1 and Zone 2 Countries, all standard international voice calls will be charged on top of your minimum monthly spend at our standard international Pay-As-You-Go rates - these rates vary per country and are subject to change, see [www.vodafone.com.au/idd](http://www.vodafone.com.au/idd) for current rates.
  - ii. If your Product **does** include an allowance for standard international voice calls to Zone 1 and Zone 2 Countries:
    - a) All standard international voice calls to Zone 1 and Zone 2 Countries will be deducted from your Zone 1 or Zone 2 allowance (as the cases may be) in per minute increments;
    - b) Any un-used Standard International Voice Minutes to Zone 1 and/or Zone 2 Countries are forfeited at the end of the billing month and are unable to be rolled over, transferred, exchanged or redeemed for cash.
    - c) Once your Standard International Voice Minutes to Zone 1 and/or Zone 2 Countries allowances have been exhausted, any additional standard international voice calls in that billing month to Zone 1 and/or Zone 2 Countries (as the case may be), will be charged on top of your minimum monthly spend at our standard international Pay-As-You-Go rates – these rates vary per country and are subject to change, see [Vodafone.com.au/idd](http://Vodafone.com.au/idd) for current rates.

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- d) If you at any time make a standard international voice call to a country which is not a Zone 1 or Zone 2 Country, you will be charged on top of your minimum monthly spend at our standard international Pay-As-You-Go rates – these rates vary per country and are subject to change, see [Vodafone.com.au/idd](http://Vodafone.com.au/idd) for current rates.
- e) The Zone 1 and Zone 2 Countries may change from time to time. The current full list of countries can be found at [www.vodafone.com.au/internationalcountries](http://www.vodafone.com.au/internationalcountries). Vodafone will provide reasonable notice on this website of any changes to the Zone 1 and Zone 2 Countries.
- g. Unless otherwise stated, Section 4 below titled “Vodafone Rates: What is Included in my Product’s Plan Allowance?” Specifies which services are or are not included with your included Plan Allowance and the rate at which additional and excluded services will be charged. Each charge is rounded up to the nearest cent before GST is included.
- h. Unless otherwise stated, rates specified for services are GST inclusive.
- i. Unless otherwise stated, call usage is billed in blocks of 60 second increments. Usage is rounded up to the end of the current increment.
- j. Unless otherwise stated, data usage is charged in per kilobyte blocks.
- k. All rates and charges are subject to change. Vodafone will comply with relevant regulations and industry codes with respect to such changes.

## Moving Plans

- a. You may change from one Business Advance BYO Plan Product to another Business Advance BYO Plan Product; or from one Business Advance Plan Product to another Business Advance Plan Product once per monthly billing period by calling Vodafone Customer Care, and agreeing to the terms and conditions of the new Product.
- b. Any credit or other benefits from your existing Product will be forfeited, unless otherwise advised. If you are changing to a less expensive Business BYO Plan Product or a Business Advance Plan Product or from any Product to a prepay Product, fees, including an Early Exit Fee or Plan Change Fee may apply.
- c. If you move to another Product in the middle of your billing period then your inclusions will be applied in full for the pro-rated period.
- d. Any Product change will take effect from the start of your next monthly billing period. Contact Vodafone Customer Care for more information.

## International Roaming

- a. By purchasing a Product, you accept the Vodafone International Mobile Roaming terms and conditions, which are available at [vodafone.com.au/roaming](http://vodafone.com.au/roaming).
- b. Your Plan Allowance and any International Minutes included with any IDD Packs you have purchased can be used in Australia, within Vodafone Coverage Areas. You can also use your included standard calls, TXT and Your Max Speed data allowance and any International Minutes included with any IDD Packs you have purchased while ever you:
  - i. remain opted-in to Vodafone \$5 Roaming (you are automatically opted-in to \$5 Roaming upon activation however, you can opt-out at any time by calling 1555 or visiting a Vodafone store); and
  - ii. are roaming in an Eligible Country.
- c. In return for this service, when you perform a Trigger Event (which includes, but is not limited to, making or receiving a call, sending a text or using any amount of data) in an Eligible Country on any given day, we will apply the **Daily Charge** to your account. For the avoidance of doubt, the \$5 Daily Charge is payable per day per service.
- d. For the avoidance of doubt, you can only use you’re your Max Speed data allowance while \$5 Roaming, not the remaining data which continues at 1.5Mbps while in Australia. Once Your Max Speed data allowance has been exhausted, any additional data usage in that billing month on your account while \$5 Roaming will be charged in blocks of 1GB for a cost of \$10 per block (**Additional \$5 Roaming Data**). There is no limit to how many Additional \$5 Roaming Data blocks you can trigger. Additional \$5 Roaming Data can only be used while roaming in an Eligible Country, will expire at the end of the billing month in which it is triggered and cannot be transferred, exchanged or redeemed for cash. Additional \$5 Roaming Data cannot be used in Australia or any other country which is not an Eligible Country. Charges for Additional \$5 Roaming Data cannot be paid from your Product’s Plan Allowance and will be charged on top of your minimum monthly spend.
- e. The \$5 Roaming Daily Charge is charged in addition to your plan fees.
- f. \$5 Roaming is limited to a maximum usage of 90 days per calendar year. We may remove Vodafone \$5

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- Roaming from your service if you do not comply with this condition.
- g. If you opt-out of Vodafone \$5 Roaming, or if you are opted-in but are roaming in a country which is not an Eligible Country, you will be charged according to Vodafone Pay-As-You-Go rates which can be found at [Vodafone.com.au/roaming](http://Vodafone.com.au/roaming).
  - h. Eligible Countries are subject to change. For a list of current countries, go to [vodafone.com.au/roaming](http://vodafone.com.au/roaming).
  - i. For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Eligible Countries, Trigger Event(s) and Vodafone Pay-As-You-Go rates, please go to [vodafone.com.au/roaming](http://vodafone.com.au/roaming).

## Billing

- a. In your first bill, you will be charged your minimum monthly spend for the following month. Your first bill may also include a prorated amount from the date you connected to your first bill.
- b. For customers with several Plans on the same billing account, only the account holder will receive a bill. This bill will show the total for all the Plans and the individual Plan summary.
- c. Paperless billing is the default bill method for Vodafone customers.
- d. Vodafone will provide paper bills without charge to disabled or disadvantaged customers. Otherwise, Vodafone will not provide paper bills except in special circumstances, in which case, at its discretion, Vodafone may charge \$2.20 per paper bill.

## Checking your usage

- a. Check your call, TXT and data use here and overseas by calling us for free from your Vodafone Mobile on 1555 (when in Australia) or +61 414 141 414 (when overseas). Only the primary account holder may access this information.

## 3. Terms for Vodafone Business Advance BYO Plan Products and Vodafone Business Advance Plan Products

### Devices

- a. Charges for your Products are in addition to any handset or device repayments (respectively) which you agree to.
- b. The table below identifies which Products are eligible for a Technology Fund. If you sign up to a Vodafone Business Advance Plan with Tech Fund Plan Product, the following additional terms and conditions apply:
  - i. The Technology Fund will be established at the date your Product is first connected.
  - ii. The Technology Fund can be used towards the purchase of hardware (at the non-discounted, outright price as set by Vodafone at the time of redemption) chosen from a select range as determined by Vodafone from time to time and communicated to you.
  - iii. Contact Vodafone Customer Care or your account manager to discuss the specific Technology Fund allowance available with your particular Plan.
  - iv. The devices you purchase must remain connected to "our Network" for at least the Minimum Term.
  - v. The Technology Fund is not transferable, exchangeable or redeemable for cash nor can it be used as a credit against call, data, service or any other charges you incur with Vodafone.
  - vi. Upon the termination or renewal of your contract, or upon expiry of your Minimum Term, or if you at any time change your Product to another Product which is not also a Vodafone Business Advance with Tech Fund Plan Product, any unredeemed amount remaining in the Technology Fund will immediately be forfeited and will not be refundable, exchangeable, transferable or capable of being rolled over to any new contract. Your Technology Fund will not be increased if you are moving to a Vodafone Business Advance with Tech Fund Plan Product that would normally offer a higher Technology Fund than your original Product.

### General Terms

- a. Vodafone Business Advance BYO Plan Products and Vodafone Business Advance Plan Products include an allowance of Your Max Speed Data. Your Max Speed means the maximum speed the Vodafone network can deliver to your handset or device at the time and place you are using data. The actual speeds you experience will vary – see "Section 2 – Factors Affecting Availability and Performance" above for more details.

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- b. Any data allowance which is part of your Product (including a Vodafone Add-On Product, if applicable) is only available for use via your compatible handset.
- c. Once the Your Max Speed Data allowance included in your Plan (see Section 4 for details) has been exhausted, any additional data usage within the Vodafone Coverage Area in Australia in that billing month on your account will be restricted to up to a maximum speed of 1.5Mbps. The actual speeds you experience will vary - see "Section 2 – Factors Affecting Availability and Performance" above for more details.

The below table specifies minimum monthly spend, minimum contract terms, and Early Exit Fees for the Vodafone Business Advance BYO Plan Products:

| Plan name  | Minimum Monthly Spend | Total Minimum Cost | One Off Tech Fund Included?   | Early Exit Fee (EEF)                |
|--|-----------------------|--------------------|---|-------------------------------------|
| <b>Vodafone Business Advance BYO (i.e. SIM Only) Plans</b> |                       |                    |   |                                     |
| \$30 Business Advance BYO 12 Month Plan                    | \$30                  | \$360              | No - Must BYO device or purchase a device from Vodafone for an additional amount. | \$15 x remaining months on contract |
| \$30 Business Advance BYO 24 Month Plan                    | \$30                  | \$720              | No - Must BYO device or purchase a device from Vodafone for an additional amount. | \$15 x remaining months on contract |
| \$40 Business Advance BYO 12 Month Plan                    | \$40                  | \$480              | No - Must BYO device or purchase a device from Vodafone for an additional amount. | \$20 x remaining months on contract |
| \$40 Business Advance BYO 24 Month Plan                    | \$40                  | \$960              | No - Must BYO device or purchase a device from Vodafone for an additional amount. | \$20 x remaining months on contract |

The below table specifies minimum monthly spend, minimum contract terms, and Early Exit Fees for the Vodafone Business Advance Plan Products:

| Plan name   | Minimum Monthly Spend | Total Minimum Cost | One Off Tech Fund Included? | Early Exit Fee (EEF)  |
|---|-----------------------|--------------------|-----------------------------|---|
| <b>Vodafone Business Advance Plans – with Technology Fund</b> |                       |                    |                             |   |
| \$80 Business Advance 24 Month Plan                           | \$80                  | \$1,920            | Yes                         | \$40 x remaining months on contract plus any applicable phone repayments. |
| \$100 Business Advance 24 Month Plan                          | \$100                 | \$2,400            | Yes                         | \$50 x remaining months on contract plus any applicable phone repayments. |
| \$150 Business Advance 24 Month Plan                          | \$150                 | \$3,600            | Yes                         | \$75 x remaining months on contract plus any applicable phone repayments. |

## Vodafone International Calling Add-On and Booster Products

### Vodafone \$10 International Value Pack Add On

The following terms and conditions apply to you if you purchase a \$10 International Value Pack (**\$10 Pack**)

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| Product                       | Minimum Monthly Spend | Contract Term  | Included allowance for Standard International Voice Calls  | Access to Discounted PAYG rates? |
|-------------------------------|-----------------------|----------------|--|----------------------------------|
| \$10 International Value Pack | \$10                  | Month to Month | \$10 at the Discounted PAYG rates – see <a href="http://Vodafone.com.au/idd">Vodafone.com.au/idd</a> | Yes                              |

- a. \$10 Packs are available to customers who are connected, and remain connected to any Vodafone Business Advance BYO Plan Product or Vodafone Business Advance Plan Product. To find out if your plan is an eligible plan, please contact us on 1555 or in-store.
- b. The \$10 of included call value in the \$10 Pack can be used to make standard international voice calls from Australia at the current Discounted PAYG rates listed at [www.vodafone.com.au/internationalcountries](http://www.vodafone.com.au/internationalcountries) (excludes Premium, video, special and overseas free phone numbers).
- c. Once the \$10 included call value in the \$10 Pack is exhausted, additional standard international voice calls will either be deducted from your plan's Standard International Minutes to Zone 1 Countries and Zone 2 Countries allowances (if applicable for your plan), or continue to be charged at the Discounted PAYG rates on top of your minimum monthly spend. All calls charged in per minute increments.
- d. If you do not use all your included \$10 call value in the relevant month, any remaining allowance is forfeited, is not refundable and will not carry over into any other month.
- e. \$10 call value is only accessible to the connection who has added the Pack – it is not shareable.
- f. Discounted PAYG rates vary per country and are subject to change – the full current list of Discounted PAYG rates can be found at [Vodafone.com.au/idd](http://Vodafone.com.au/idd).
- g. Max one pack per connection per month.
- h. Discounted PAYG rates are only accessible to the connection who has added the Pack – it is not shareable.
- i. If your eligible voice plan is cancelled, these Packs will also automatically cancel.
- j. If you are currently signed up to an existing \$10 Pack or \$15 Talk International IDD Add-on, and purchase a \$10 Pack, the existing Talk International Add-on will automatically cancel any remaining entitlements will be forfeited and you will be unable to resign.
- k. If you are signed up to any other IDD Add-on (excluding \$5, \$10 or \$15 Talk International IDD Add-on) and purchase a \$10 Pack the IDD Add-on will remain active until it is cancelled by you.
- l. The Minimum Monthly Spend is payable for each full monthly billing cycle in arrears. Cancellation will take effect from the end of the month in which you tell us you wish to stop receiving the \$10 Pack (as applicable). You will be billed until the end of that month.
- m. The Minimum Monthly Spend of the \$10 Pack will not be pro-rated when purchased or cancelled part way through a billing month.

## Vodafone International Talk Booster Products

The following terms and conditions apply to you if you purchase a Vodafone International Talk Booster Product

| Product                                | Minimum Monthly Spend | Contract Term   | Included allowance for Standard International Voice Calls |
|--|-----------------------|---|---|
| \$5 International Talk Booster Zone 1  | \$5                   | Until the end of the billing month in which your purchase | 240 minutes of standard voice calls to Zone 1 Countries.  |
| \$10 International Talk Booster Zone 2 | \$10                  | Until the end of the billing month in which your purchase | 60 minutes of standard voice calls to Zone 2 Countries    |

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- a. International Talk Booster Products are available to customers who are connected to and remain connected to any Vodafone Business Advance BYO Plan Product or Vodafone Business Advance Plan Product.
- b. International Talk Booster minutes are for standard international voice calls from Australia and exclude Premium services and video calls.
- c. Talk Boosters are not recurring – they are purchased on a one-off basis and all inclusions will expire at the end of the billing month in which they are purchased.
- d. All calls are charged in 1 minute increments.
- e. Once International Talk Booster minutes are exhausted, further standard international calls will either be deducted from your eligible plan's Standard International Minutes to Zone 1 and Zone 2 Countries allowance (if applicable for your plan), or as per PAYG Rates on top of your minimum monthly spend.
- f. PAYG rates vary per country and are subject to change – the full list of rates can be found See rates at <http://vodafone.com.au/idd> .
- g. If you do not use all your included standard international call minutes in the billing month in which you purchase your International Talk Booster, any remaining allowance is forfeited, is not refundable and cannot be carried over to any future Talk Booster that may be purchased.
- h. The Minimum Monthly Spend of a Talk Booster will not be pro-rated when purchased part way through a billing month.
- i. Included Standard International minutes are only accessible to the connection who has added the International Talk Booster – they are not shareable.
- j. You may purchase more than one International Talk Booster within the same billing cycle and minutes will accumulate into respective balances for country groups.
- k. If you are currently signed up to an existing \$10 International Value Pack Add On or \$15 Talk International IDD Add-on, and purchase an International Talk Booster Product, the existing \$10 International Value Pack Add On or Talk International Add-on will remain active until it is cancelled by you. Once cancelled, entitlements will remain until the end of the next billing cycle. Included call value of the International Talk Booster Product will be used first before any applicable included call value/minute entitlement of the \$10 International Value Pack Add On or \$15 Talk International IDD Add-on.
- l. If eligible voice plan is cancelled, any active International Talk Booster will also be cancelled.

## Vodafone Your Max Speed Data Booster Product

The following terms and conditions apply to you if you purchase a Vodafone Your Max Speed Data Booster Product

| Product                          | Minimum Monthly Spend | Contract Term   | Included Your Max Speed data allowance |
|----------------------------------|-----------------------|---|--|
| \$10 Your Max Speed Data Booster | \$10                  | Until the end of the billing month following the one in which your purchase | 5GB                                    |

- a. The Your Max Speed Data Booster Product is available to customers who are connected to and remain connected to any Vodafone Red Plus Month to Month Plan, Vodafone 12 Month SIM Only Plus Plan or Vodafone Business Advance Plan.
- b. The Your Max Speed Data Booster Product includes an additional allowance of Your Max Speed data which is the maximum speed the Vodafone network can deliver to your device at the time and place you are using data. Once the included allowance of Your Max Speed data with the Your Max Speed Data Booster Product is exhausted, further data use will be available within Australia at no charge at speeds of up to 1.5Mbps, unless you purchase another Your Max Speed Data Booster Product. For charges that will apply while \$5 Roaming or if roaming in PAYG Rates once Your Max Speed data is exhausted, refer to the Vodafone Rates Tables below.
- c. The Your Max Speed Data Booster Product is not recurring – it is purchased on a one-off basis and all inclusions will expire at the end of the billing month following the one in which it is purchased.



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- d. If you do not use all your included Your Max Speed data in the billing month following the one in which you purchase your Your Max Speed Data Booster Product, any remaining allowance is forfeited, is not refundable and cannot be carried over to any future Your Max Speed Data Booster Product that may be purchased.
- e. You can use the Your Max Speed data allowance included with the Your Max Speed Data Booster Product in Australia and while using \$5 Roaming in \$5 Roaming countries. It cannot be used in any country which is not a \$5 Roaming country.
- f. The Your Max Speed Data Booster Product will share between two or more Vodafone Red Plus Month to Month Plans or Vodafone 12 Month SIM Only Plus Plans on your account, but is not shareable with or between Vodafone Business Advance Plans.
- g. The Minimum Monthly Spend of a Your Max Speed Data Booster Product will not be pro-rated when purchased or cancelled part way through a billing month.
- h. You may purchase more than one Your Max Speed Data Booster Product within the same billing cycle and data will accumulate.
- i. If eligible voice plan is cancelled, any active Your Max Speed Data Booster Product will also be cancelled.

## 4. Vodafone Rates: What is Payable from my Vodafone Business Advance BYO Plan and Vodafone Business Advance Plan Allowance?

### a. What is included in your Plan Allowance

These tables detail all services that are included in your Product's Plan Product Allowance (unless stated otherwise), and the charge rate for those services. If the service rate is stated to be "Infinite" or "Unlimited", you will not be charged any additional amount for use of that service. If you ever exhaust any element of your Plan Allowance (i.e. your Included Data or your Included Standard International Minutes to Zone 1 Countries allowance and/or your Included Standard International Minutes to Zone 2 Countries allowance, if applicable), or if you use services not listed in this table, you will be charged an additional amount on top of your minimum monthly spend for the services used at the rates specified in the table titled "Not Included in your Plan Allowance".

| <b>VODAFONE BUSINESS ADVANCE BYO (i.e. SIMO) PLANS</b>                    |  |   |
|---|--|---|
| <b>Business Advance BYO Plan</b>  | <b>\$30</b>  | <b>\$40</b>   |
| <b>Plan Type</b>  | <b>12 Month &amp; 24 Month</b>   | <b>12 Month &amp; 24 Month</b>  |
| <b>Included Data</b>  | 1GB at Your Max Speed, then data available at speeds of up to 1.5Mbps                      | 10GB at Your Max Speed then data available at speeds of up to 1.5Mbps   |
| <b>Standard International Voice minutes to Zone 1 Countries</b>           | N/A  | 500   |
| <b>Standard International Voice Minutes to Zone 2 Countries</b>           | N/A  | 100   |
| <b>Standard International voice calls</b>                                 | Not included – see table "Vodafone Rates – Not included in your Plan Allowance for rates." | Calls to Zone 1 and Zone 2 Countries are charged in per minute blocks and deducted from the above Zone 1 and Zone 2 allowances. Zone 1 and Zone 2 Countries are subject to change - for a list of all current Zone 1 and 2 Countries, go to <a href="http://vodafone.com.au/idd">vodafone.com.au/idd</a> . Calls to all other countries outside of Zone 1 and Zone 2 are not included – see table "Vodafone Rates – Not included in your Plan Allowance" for rates. |
| <b>Standard National Voice calls (to Vodafone mobiles)</b>                | Unlimited  |   |
| <b>Standard National Voice calls (to other mobile and fixed networks)</b> | Unlimited  |   |
| <b>Standard National Video calls</b>                                      | Unlimited  |   |

# Terms & Conditions: Vodafone Business Advance Plans

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|--|--|
| Standard National Voice calls to 13, 15 and 18 numbers   | Unlimited  |
| Standard National and International TXT (for standard TXT of up to 160 characters)   | Unlimited  |
| Standard National and International PXT@ (text, pic, video and audio)  | Unlimited  |
| Standard National re-routed voice calls (excluded calls that are re-routed by a third party and/or re-routed to an international destination or to a premium number or service)      | Unlimited  |
| Standard National Re-routed TXT or PXT (excludes TXTs or PXTs that are re-routed by a third party and/or re-route to an international destination or to a premium number or service) | Unlimited  |
| Calls to Vodafone Customer Care within Australia   | Free from your Vodafone mobile   |
| Voicemail – deposits within Australia  | Free from your Vodafone mobile   |
| Voicemail – Retrievals within Australia  | Unlimited  |
| Calls to National Directory Assist (1223)  | 70c connection fee + 70c per 60 seconds.   |
| Calls to International Directory Assist (1225)   | 70c connection fee + 70c per 60 seconds.   |
| <b>International Roaming</b>   | <p><b>While roaming in a \$5 Roaming Eligible Country (full list, go to <a href="http://Vodafone.com.au/roaming">Vodafone.com.au/roaming</a>):</b></p> <p>You are automatically opted-in to \$5 Roaming upon activation, however you can opt-out at any time by contacting Customer Care. While ever you remain opted-in, you will be able to access your Included Standard Calls, TXT, Zone 1 and Zone 2 International Calling allowance and Your Max Speed data (but not any data at 1.5Mbps which is only available in Australia) like you would at home. For the avoidance of doubt, you can only use your Your Max Speed data allowance while \$5 Roaming, not the remaining data which continues at 1.5Mbps while in Australia. Once Your Max Speed data allowance has been exhausted, any additional data usage in that billing month on your account while \$5 Roaming will be charged in blocks of 1GB for a cost of \$10 per block (<b>Additional \$5 Roaming Data</b>). There is no limit to how many Additional \$5 Roaming Data blocks you can trigger. Additional \$5 Roaming Data can only be used while roaming in an Eligible Country, will expire at the end of the billing month in which it is triggered and cannot be transferred, exchanged or redeemed for cash. Additional \$5 Roaming Data cannot be used in Australia or any other country which is not an Eligible Country. You will be charged the \$5 Roaming Daily Charge for this service. The \$5 Roaming Daily Charge will be applied to your account if you perform a Trigger Event on any given day in a \$5 Roaming Eligible Country. The \$5 Roaming Daily Charge is charged in addition to your plan fees. Eligible Countries are subject to change. For a list of current countries, go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>. For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Trigger Events and Eligible Countries, please go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p> <p><b>Rest of the world:</b></p> <p>You will be charged Vodafone Pay-As-You-Go rates which are charged outside of your Plan Allowance.</p> <p>Vodafone Pay-As-You-Go: If you opt-out of Vodafone \$5 Roaming or if you are roaming in a country which is not an Eligible Country, Vodafone Pay-As-You-Go rates will apply. All usage is charged in addition to your normal monthly allowance and is not deducted from your Plan Allowance.</p> |

| <b>VODAFONE BUSINESS ADVANCE PLANS – with Tech Fund</b> |             |              |              |
|---|-------------|--------------|--------------|
| <b>Business Advance Plan</b>                            | <b>\$80</b> | <b>\$100</b> | <b>\$150</b> |

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| Plan Type  | 24 Month   | 24 Month  | 24 Month  |
|--|--|---|---|
| Included Data  | 20GB at Your Max Speed, then data available at speeds of up to 1.5Mbps   | 30GB at Your Max Speed then data available at speeds of up to 1.5Mbps | 80GB at Your Max Speed then data available at speeds of up to 1.5Mbps |
| Standard International Voice minutes to Zone 1 Countries   | 1000   | 2000  | 3000  |
| Standard International Voice Minutes to Zone 2 Countries   | 150  | 200   | 300   |
| Standard International voice calls   | Calls to Zone 1 and Zone 2 Countries are charged in per minute blocks and deducted from the above Zone 1 and Zone 2 allowances. Zone 1 and Zone 2 Countries are subject to change - for a list of all current Zone 1 and 2 Countries, go to <a href="http://vodafone.com.au/idd">vodafone.com.au/idd</a> . Calls to all other countries outside of Zone 1 and Zone 2 are not included – see table "Vodafone Rates – Not included in your Plan Allowance" for rates.  |   |   |
| Standard National Voice calls (to Vodafone mobiles)  | Unlimited  |   |   |
| Standard National Voice calls (to other mobile and fixed networks)   | Unlimited  |   |   |
| Standard National Video calls  | Unlimited  |   |   |
| Standard National Voice calls to 13, 15 and 18 numbers   | Unlimited  |   |   |
| Standard National and International TXT (for standard TXT of up to 160 characters)   | Unlimited  |   |   |
| Standard National and International PXT® (text, pic, video and audio)  | Unlimited  |   |   |
| Standard National re-routed voice calls (excluded calls that are re-routed by a third party and/or re-routed to an international destination or to a premium number or service)      | Unlimited  |   |   |
| Standard National Re-routed TXT or PXT (excludes TXTs or PXTs that are re-routed by a third party and/or re-route to an international destination or to a premium number or service) | Unlimited  |   |   |
| Calls to Vodafone Customer Care within Australia   | Free from your Vodafone mobile   |   |   |
| Voicemail – deposits within Australia  | Free from your Vodafone mobile   |   |   |
| Voicemail – Retrievals within Australia  | Unlimited  |   |   |
| Calls to National Directory Assist (1223)  | 70c connection fee + 70c per 60 seconds.   |   |   |
| Calls to International Directory Assist (1225)   | 70c connection fee + 70c per 60 seconds.   |   |   |
| International Roaming  | <p><b>While roaming in a \$5 Roaming Eligible Country (full list, go to <a href="http://Vodafone.com.au/roaming">Vodafone.com.au/roaming</a>):</b></p> <p>You are automatically opted-in to \$5 Roaming upon activation, however you can opt-out at any time by contacting Customer Care. While ever you remain opted-in, you will be able to access your Included Standard Calls, TXT, Zone 1 and Zone 2 International Calling allowance and Your Max Speed data (but not any data at 1.5Mbps which is only available in Australia) like you would at home. . For the avoidance of doubt, you can only use your Your Max Speed data</p> |   |   |

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|  | <p>allowance while \$5 Roaming, not the remaining data which continues at 1.5Mbps while in Australia. Once Your Max Speed data allowance has been exhausted, any additional data usage in that billing month on your account while \$5 Roaming will be charged in blocks of 1GB for a cost of \$10 per block (<b>Additional \$5 Roaming Data</b>). There is no limit to how many Additional \$5 Roaming Data blocks you can trigger. Additional \$5 Roaming Data can only be used while roaming in an Eligible Country, will expire at the end of the billing month in which it is triggered and cannot be transferred, exchanged or redeemed for cash. Additional \$5 Roaming Data cannot be used in Australia or any other country which is not an Eligible Country. You will be charged the \$5 Roaming Daily Charge for this service. The \$5 Roaming Daily Charge will be applied to your account if you perform a Trigger Event on any given day in a \$5 Roaming Eligible Country. The \$5 Roaming Daily Charge is charged in addition to your plan fees. Eligible Countries are subject to change. For a list of current countries, go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>. For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Trigger Events and Eligible Countries, please go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p> <p style="text-align: center;"><b>Rest of the world:</b></p> <p>You will be charged Vodafone Pay-As-You-Go rates which are charged outside of your Plan Allowance.</p> <p>Vodafone Pay-As-You-Go: If you opt-out of Vodafone \$5 Roaming or if you are roaming in a country which is not an Eligible Country, Vodafone Pay-As-You-Go rates will apply. All usage is charged in addition to your normal monthly allowance and is not deducted from your Plan Allowance.</p> |
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## b. What is not included in your Plan Allowance

These tables detail other services that you can purchase from or via Vodafone but which are not included in your Product's Plan Allowance (unless stated otherwise).

| <b>VODAFONE BUSINESS ADVANCE BYO (i.e. SIMO) PLANS</b>          |  |  |
|---|--|--|
| <b>Business Advance BYO Plan</b>                                | <b>\$30</b>  | <b>\$40</b>  |
| <b>Plan Type</b>  | <b>12 Month &amp; 24 Month</b>   | <b>12 Month &amp; 24 Month</b>   |
| <b>Standard International Voice minutes to Zone 1 Countries</b> | <b>N/A</b>   | <b>500</b>   |
| <b>Standard International Voice Minutes to Zone 2 Countries</b> | <b>N/A</b>   | <b>100</b>   |
| <b>Standard International voice calls</b>                       | This plan does not include any international calls. All international calls will be charged in addition to your minimum monthly spend. International calling rates vary per country and are subject to change – see <a href="http://Vodafone.com.au/internationalcountries">Vodafone.com.au/internationalcountries</a> for a full list of rates. A connection fee of 28 cents plus the applicable country rate will apply. | Calls to Zone 1 and Zone 2 Countries are charged in per minute blocks and deducted from the above Zone 1 and Zone 2 allowances. Calls to Zone 1 or 2 Countries once your allowance is exhausted, and all calls to all other countries outside of Zone 1 and Zone 2 are not included - International calling rates vary per country and are subject to change - see <a href="http://Vodafone.com.au/internationalcountries">Vodafone.com.au/internationalcountries</a> for a full list of current rates. Zone 1 and Zone 2 Countries are subject to change - for a list of all current Zone 1 and 2 Countries, go to <a href="http://vodafone.com.au/idd">vodafone.com.au/idd</a> . |
| <b>Standard International Video Calls</b>                       | 28c connection fee +1.5 x applicable country voice call rate – see <a href="http://Vodafone.com.au/internationalcountries">Vodafone.com.au/internationalcountries</a> for a full list of rates   |  |
| <b>Calls to Ask Anything (123)</b>                              | \$1.30 connection fee + \$1.30 per 60 seconds  |  |
| <b>TXT Delivery Report within Australia</b>                     | 5c per message   |  |
| <b>Premium TXT and PXT</b>                                      | Varies, depending on service   |  |
| <b>Premium voice and video calls</b>                            | Varies, depending on service   |  |
| <b>Vodafone Central and STK Content purchases and downloads</b> | Price specified at time of purchase  |  |
| <b>Call Screen</b>  | 5.5c for the first 10 seconds or 99c per message   |  |
| <b>International Roaming</b>                                    | <b>While roaming in a \$5 Roaming Eligible Country (full list, go to <a href="http://Vodafone.com.au/roaming">Vodafone.com.au/roaming</a>):</b>  |  |

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|  | <p>You are automatically opted-in to \$5 Roaming upon activation, however you can opt-out at any time by contacting Customer Care.</p> <p>While ever you remain opted-in, you will be able to access your Included Standard Calls, TXT, Zone 1 and Zone 2 International Calling allowance and Your Max Speed data data (but not any data at 1.5Mbps which is only available in Australia) like you would at home. . For the avoidance of doubt, you can only use your Your Max Speed data allowance while \$5 Roaming, not the remaining data which continues at 1.5Mbps while in Australia. Once Your Max Speed data allowance has been exhausted, any additional data usage in that billing month on your account while \$5 Roaming will be charged in blocks of 1GB for a cost of \$10 per block (<b>Additional \$5 Roaming Data</b>). There is no limit to how many Additional \$5 Roaming Data blocks you can trigger. Additional \$5 Roaming Data can only be used while roaming in an Eligible Country, will expire at the end of the billing month in which it is triggered and cannot be transferred, exchanged or redeemed for cash. Additional \$5 Roaming Data cannot be used in Australia or any other country which is not an Eligible Country. You will be charged the \$5 Roaming Daily Charge for this service. The \$5 Roaming Daily Charge will be applied to your account if you perform a Trigger Event on any given day in a \$5 Roaming Eligible Country. The \$5 Roaming Daily Charge is charged in addition to your plan fees. Eligible Countries are subject to change. For a list of current countries, go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>. For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Trigger Events and Eligible Countries, please go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p> <p style="text-align: center;"><b>Rest of the world:</b></p> <p>You will be charged Vodafone Pay-As-You-Go rates which are charged outside of your Plan Allowance.</p> <p>Vodafone Pay-As-You-Go: If you opt-out of Vodafone \$5 Roaming or if you are roaming in a country which is not an Eligible Country, Vodafone Pay-As-You- Go rates will apply. All usage is charged in addition to your normal monthly allowance and is not deducted from your Plan Allowance.</p> |
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| <b>VODAFONE BUSINESS ADVANCE PLANS – with Tech Fund</b>         |  |                 |                 |
|---|--|-----------------|-----------------|
| <b>Business Advance Plan</b>                                    | <b>\$80</b>  | <b>\$100</b>    | <b>\$150</b>    |
| <b>Plan Type</b>  | <b>24 Month</b>  | <b>24 Month</b> | <b>24 Month</b> |
| <b>Standard International Voice minutes to Zone 1 Countries</b> | 1000   | 2000            | 3000            |
| <b>Standard International Voice Minutes to Zone 2 Countries</b> | 150  | 200             | 300             |
| <b>Standard International voice calls</b>                       | Calls to Zone 1 and Zone 2 Countries are charged in per minute blocks and deducted from the above Zone 1 and Zone 2 allowances. Calls to Zone 1 or 2 Countries once your allowance is exhausted, and all calls to all other countries outside of Zone 1 and Zone 2 are not included - International calling rates vary per country and are subject to change - see <a href="http://Vodafone.com.au/internationalcountries">Vodafone.com.au/internationalcountries</a> for a full list of current rates. Zone 1 and Zone 2 Countries are subject to change - for a list of all current Zone 1 and 2 Countries, go to <a href="http://vodafone.com.au/idd">vodafone.com.au/idd</a> . |                 |                 |
| <b>Standard International Video Calls</b>                       | 28c connection fee +1.5 x applicable country voice call rate– see <a href="http://Vodafone.com.au/internationalcountries">Vodafone.com.au/internationalcountries</a> for a full list of rates  |                 |                 |
| <b>Calls to Ask Anything (123)</b>                              | \$1.30 connection fee + \$1.30 per 60 seconds  |                 |                 |
| <b>TXT Delivery Report within Australia</b>                     | 5c per message   |                 |                 |
| <b>Premium TXT and PXT</b>                                      | Varies, depending on service   |                 |                 |

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|--|---|
| Premium voice and video calls                            | Varies, depending on service  |
| Vodafone Central and STK Content purchases and downloads | Price specified at time of purchase   |
| Call Screen  | 5.5c for the first 10 seconds or 99c per message  |
| International Roaming                                    | <p><b>While roaming in a \$5 Roaming Eligible Country (full list, go to <a href="http://Vodafone.com.au/roaming">Vodafone.com.au/roaming</a>):</b></p> <p>You are automatically opted-in to \$5 Roaming upon activation, however you can opt-out at any time by contacting Customer Care. While ever you remain opted-in, you will be able to access your Included Standard Calls, TXT, Zone 1 and Zone 2 International Calling allowance and Your Max Speed data data (but not any data at 1.5Mbps which is only available in Australia) like you would at home. . For the avoidance of doubt, you can only use your Your Max Speed data allowance while \$5 Roaming, not the remaining data which continues at 1.5Mbps while in Australia. Once Your Max Speed data allowance has been exhausted, any additional data usage in that billing month on your account while \$5 Roaming will be charged in blocks of 1GB for a cost of \$10 per block (<b>Additional \$5 Roaming Data</b>). There is no limit to how many Additional \$5 Roaming Data blocks you can trigger. Additional \$5 Roaming Data can only be used while roaming in an Eligible Country, will expire at the end of the billing month in which it is triggered and cannot be transferred, exchanged or redeemed for cash. Additional \$5 Roaming Data cannot be used in Australia or any other country which is not an Eligible Country. You will be charged the \$5 Roaming Daily Charge for this service. The \$5 Roaming Daily Charge will be applied to your account if you perform a Trigger Event on any given day in a \$5 Roaming Eligible Country. The \$5 Roaming Daily Charge is charged in addition to your plan fees. Eligible Countries are subject to change. For a list of current countries, go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>. For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Trigger Events and Eligible Countries, please go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p> <p><b>Rest of the world:</b></p> <p>You will be charged Vodafone Pay-As-You-Go rates which are charged outside of your Plan Allowance. Vodafone Pay-As-You-Go: If you opt-out of Vodafone \$5 Roaming or if you are roaming in a country which is not an Eligible Country, Vodafone Pay-As-You- Go rates will apply. All usage is charged in addition to your normal monthly allowance and is not deducted from your Plan Allowance.</p> |