

1. What Terms and Conditions Apply to my Vodafone Business Flex Product?

- 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 (including in any Critical Information Summary (CIS)), 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, (collectively, the “**Terms**”).
 - iii. 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.
 - iv. The SFOA describes when the contract starts, and how it can be brought to an end. It confirms that you can terminate the contract at any time, however there might be consequences such as the requirement to pay an Early Termination Payment (also called an “Early Exit Fee” or an “Early Termination Charge”) if termination occurs during the minimum Commitment Period for your Product.
 - v. Please note that if you choose to cancel a Month-to-Month Product, cancellation takes effect at the end of the billing month in which you tell us you wish to cancel.
 - vi. If you can’t find information you’re looking for in this document, try checking the documents listed above. You can also contact Vodafone Customer Care for more information by calling 135 888 or 1300 667 526 (from your Vodafone mobile) or +61 426 320 000 (if you are overseas), and you can find more information at vodafone.com.au.
- 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. 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) 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.
- h) For more information, call Vodafone on 135 888 or 1300 667 526, or visit vodafone.com.au/business.

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2. Important Things You Need to Know Fair use of inclusions

- a) “Unlimited” voice and text offerings in the Products are only for standard person-to-person national calls and standard SMS (excludes special numbers) all when made within Australia, or “unlimited” International Direct Dialling (IDD) offerings in the Products are only for standard person-to-person international voice calls, all when made from Australia. So, to use these offerings, you should be talking to another person, or using your fingers (or a voice-operated application) to SMS them.
- b) 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-dialling, 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 or international calls and standard SMS (Non-Standard Usage).
- c) Data allowances in the Business Flex plans are only for standard access in Australia to data directly from your mobile device and only for your individual use. This offering is not for you if you plan to do any of the following: use encryption for the purposes of bypassing tethering detection; use 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).
- d) 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 or international calls, standard SMS and standard individual data usage.
- e) For further details, see the Fair Use Policy at <https://www.vodafone.com.au/about/legal/standard-form-of-agreement>.

2.2. 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 customers) on prior invitation and approval.
- b) The Products are only available to credit approved customers with an ABN or ACN.
- c) You must add a minimum of 6 services to your account.
- d) The Vodafone Business Flex Mobile Broadband Plan Products, the Vodafone Business Flex Data Add-on Products, the Vodafone Business Flex International Add-On Products, and the Business Flex International Pack Products are only available to customers who are connected, and remain connected to, a valid Vodafone Business Flex (Voice) Plan Product

2.3. 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) Vodafone Products are for use on 5G/4G/3G networks in Australia. Since mid-2020, our 5G Network is progressively being rolled out to selected areas in Sydney, Melbourne, Brisbane, Adelaide, Canberra and Perth. A 5G approved device is required to access our 5G network. In non-5G coverage areas, you'll use our 4G or 3G networks. See vodafone.com.au/5G for more details. Actual speeds achieved will vary depending on things like device capabilities, location & network congestion. You agree to refer to vodafone.com.au/coverage for coverage details and vodafone.com.au/about/legal/devices 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) The factors that affect the availability and performance of certain Products and the data speeds your service may reach depend on many factors, including:

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- i. network coverage;
 - ii. location;
 - iii. congestion;
 - iv. device capabilities;
 - v. if you are roaming; and
 - vi. if you are a heavy user.
- e) The Terms contain details regarding device compatibility, network compatibility and availability relating to the “Vodafone” network. However, notwithstanding anything else in our contract with you, we may provide services to you using any telecommunications network we consider appropriate and that network will constitute “our network” for the purposes of the Terms.
- f) Tethering is permitted to personal devices only (e.g., your personal laptop or tablet). However tethering is not permitted as a substitute for a home internet service or in a modem. Further tethering is not permitted to non-personal devices (e.g., tethering to the devices of members of your household or friends or colleagues). For more information, see vodafone.com.au/speedguide and [Vodafone Fair Use Policy](#).

2.4. 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.

*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, but not limited to, 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).

2.5. Rates and charges

- a) Details of the rates and charges, including any minimum spends which apply to the Products, are contained in these Terms. The minimum total cost over the contract term is calculated by multiplying the minimum monthly spend by the contract term.
- b) Vodafone Business Flex (Voice) Plan Products feature a “Plan Allowance” which is made up of:
- i. an “Included Data” allowance;
 - ii. an “Included International Calls” allowance; and
 - iii. an “unlimited” allowance (which provides you with access to many (but not all) services available from Vodafone).

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- c) Full details of charges and Plan Allowances for Vodafone Business Flex (Voice) Plan Products can be found below in:
 - i. Section 3 “General Terms”; and
 - ii. Section 4 of these Terms: “Vodafone Rates: Plan Inclusions, other usage charges and excess usage charges”
- d) If your usage of a Product or service exceeds any part of your Plan Allowance, or you use a service that is not included in your Plan Allowance, you will be charged an amount additional to your minimum monthly spend.
- e) Unless otherwise stated, if you do not use all your included Plan Allowance in the relevant month, any remaining Plan Allowance is forfeited, and cannot be not refunded, transferred, exchanged or redeemed for cash, and will not carry over into any other month.

2.6. Data Sharing – Please see Section 4.1 of the “General Terms” below for more detail regarding Vodafone Business Flex data sharing.

- a) For Vodafone Business Flex Mobile Broadband Plan Products, **all** non-data use (e.g. voice calls, SMS/MMS and content) is excluded and will be charged in addition to your Minimum Monthly Spend. Refer to the table titled “Vodafone Business Flex Mobile Broadband - Not Included in your Plan Allowance” at the end of this document for the rate at which these services will be charged.
- b) **Calculating rates and charges:** Unless stated otherwise:
 - i. each charge is rounded up to the nearest cent before GST is included;
 - ii. rates specified for services are GST inclusive.
 - iii. call usage is billed in blocks of 60 second increments. Usage is rounded up to the end of the current increment.
 - iv. included data usage is charged in 1 kilobyte (KB) blocks.
- c) All rates and charges are subject to change. Vodafone will comply with relevant regulations and industry codes with respect to such changes.

2.7. Going over your Included Data allowance:

- a) Once your Included Data allowance (and any Included Data offered with a Data Add-on or Booster, if applicable) has been exhausted, any additional data usage in that billing month will be charged in increments of 1GB for a cost of \$5 per block (which equates to \$0.005/MB) (Additional Data).
- b) Additional Data blocks will be triggered both in Australia and in Eligible Countries (if you are opted-in to \$5 Roaming – see section **Error! Reference source not found.** “**Error! Reference source not found.**”). There is no limit to how many Additional Data blocks you can trigger. For example, if your plan has 20GB of monthly Included Data but you use a total of 32GB of data in that month, you will be charged \$15 in Additional Data charges (as you have triggered 3 x 1GB Additional Data increments).
- c) As data shares amongst Business Flex (2023) plans on your account, any of these Services on your account can trigger the Additional Data charge; Additional Data allowances will then be shared amongst the Business Flex services as normal.

2.8. Moving Plans

- a) Clause 3 of Section 2 of the SFOA talks about how you can change between different Postpaid Plans. In summary:
 - i. you can only change between plans once per month;
 - ii. changing to a more expensive Postpaid Plan with the same Commitment Period will not incur an Early Exit Fee or Plan Change Fee and your minimum Commitment Period will stay the same;
 - iii. you may have to pay a Plan Change Fee to change to a cheaper Postpaid plan with a Commitment Period;
 - iv. you may have to pay an Early Exit Fee if you change from a Postpaid Plan with a Commitment Period to a Month to Month plan;
 - v. you may need to pay outstanding mobile phone or device payments when changing plans;

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- vi. any unused credit from your existing Product (including any discounts applied to your existing Product) will expire and be forfeited;
 - vii. you can find out more about your options, and request a Plan Change, by calling Customer Care – see details at the bottom of this page; and
 - viii. the Plan Change will either take effect at the beginning of your next billing period or immediately, depending on your preference as advised to us at the time of switching.
- b) You cannot change between the Business Flex (2023) plans and earlier versions of this plan (e.g. Business Flex (2019)).
- c) Any credit or other benefits from your existing Product (including any discounts applied to your existing Product) will be forfeited, unless otherwise advised.

2.9. Billing

- a) In your first bill, you will be charged your minimum monthly spend for the following month. You will not be charged a pro-rated minimum monthly spend if you are connected for part of a billing month, however if you cancel your plan before the end of your billing cycle, you will pay the full minimum month's charge.
- b) You may choose to purchase additional Products from time to time. Charges for these Products will be applied to your bill.
- c) Paperless billing is the default bill delivery 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.
- e) If you have multiple services on one billing account, only one bill will be issued to the Account Holder which will detail charges for all services on the account. The Account Holder may access individual usage of each Service on the account, and may also see overall usage on the account. One customer may have multiple billing accounts.

2.10. Checking your usage

Check your call, SMS and data use in Australia and overseas by calling us for free from your Vodafone Mobile on 135 888 (when in Australia) or +61 414 141 414 (when overseas). Only the primary account holder or users the account holder has previously authorised may access this information.

2.11. International Roaming

- a) By purchasing a Vodafone Business Flex Plan Product, you accept the Vodafone International Mobile Roaming terms and conditions, which are available at [vodafone.com.au/roaming](https://www.vodafone.com.au/roaming).
- b) All Vodafone Business Flex (Voice) Plan (2023) Products, and all Vodafone Business Flex Mobile Broadband Plan Products and all Vodafone \$5 Business Flex Mobile Broadband SIM Only Month to Month Plan Products and Vodafone \$5 Business Flex Mobile Broadband SIM Only 24 Month Plan Products **purchased on or after 19 March 2018**, are pre-activated for \$5 Roaming. This means that unless you opt-out of \$5 Roaming, individual connections on your Vodafone Business Flex Plan account can access your Plan Allowance while overseas if they are roaming in selected Eligible Countries (although note that Vodafone Business Flex Mobile Broadband Plan Products can only access the Included Data component of your Plan Allowance – other inclusions are not shareable for these connections). For every Service on your account that performs a Trigger Event in an Eligible Country on any given day, we will apply the Daily Charge to your account (for details on the Daily Charge and Eligible Countries – go to [vodafone.com.au/roaming](https://www.vodafone.com.au/roaming)). All Vodafone Business Flex Mobile Broadband Plan Products **purchased prior to 17 May 2017**, and all Vodafone \$5 Business Flex Mobile Broadband SIM Only Month to Month Plan Products and Vodafone \$5 Business Flex Mobile Broadband SIM Only 24 Month Plan Products **purchased prior to 19 March 2018**, are also eligible for \$5 Roaming, however \$5 Roaming is not pre-activated and customers will need to opt-in by calling Customer Care on 135 888.
- c) Vodafone \$5 Roaming is limited to a maximum usage of 90 days per calendar year, per connection. We may remove Vodafone \$5 Roaming from your Service if you do not comply with this condition.
- d) Eligible Countries are subject to change. For a list of current countries, go to [vodafone.com.au/roaming](https://www.vodafone.com.au/roaming).

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- e) For full terms and conditions in relation to \$5 Roaming, and for details on the Daily Charge, Eligible Countries, Trigger Event(s) and PAYG rates, please go to [vodafone.com.au/roaming](https://www.vodafone.com.au/roaming).
- f) If you wish to opt-out of Vodafone \$5 Roaming, you may do so by calling 135 888 from your Vodafone Mobile (when in Australia) or +61 414 141 414 (when overseas).
- g) If you wish to opt-into Vodafone \$5 Roaming, you may do so by calling from Vodafone Mobile on 135 888 (when in Australia) or +61 414 141 414 (when overseas).
- h) If you have opted-out of Vodafone \$5 Roaming, or if you are still opted-in but are roaming in a country which is not eligible for Vodafone \$5 Roaming, you will be charged according to Vodafone Pay-As-You-Go rates.

2.12. International calls

- a) Business Flex Products 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 <https://www.vodafone.com.au/plans/international-calls>).
- b) The following terms apply to international calling:
 - i. All standard international voice calls to Zone 1 and Zone 2 Countries will be deducted from your Zone 1 or Zone 2 call allowance (as the case may be) in one minute increments;
 - ii. Where Business Flex plans have a Zone 1 or 2 inclusion which is not unlimited, these inclusions are shared amongst other Business Flex (2023) plans on your account.
 - iii. If your plan includes an Unlimited Standard International call allowance, other services on your account can not share this allowance.
 - iv. If your plan includes an Unlimited Standard International call allowance, an international call may disconnect after a two hour call time. You may reconnect by calling this number again. The Fair Use Policy applies.
 - v. Any unused Standard International Voice call allowances to Zone 1 and/or Zone 2 Countries expire and are forfeited at the end of the billing month (and cannot be transferred, refunded, exchanged, redeemed for cash or carried over into another month).
 - vi. Once your Standard International Voice call allowance to Zone 1 and/or Zone 2 Countries has 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 PAYG rates – these rates vary per country and are subject to change, see [vodafone.com.au/idd](https://www.vodafone.com.au/idd) for current rates.
 - vii. 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 PAYG rates – these rates vary per country and are subject to change, see [vodafone.com.au/idd](https://www.vodafone.com.au/idd) for current rates.
 - viii. The Zone 1 and Zone 2 Countries may change from time to time. The current full list of countries can be found at <https://www.vodafone.com.au/plans/international-calls>. Vodafone will provide reasonable notice on its website of any changes to the Zone 1 and Zone 2 Countries.
- c) **Rates and charges may be updated:** All rates and charges are subject to change. Vodafone will comply with relevant regulations and industry codes with respect to such changes.

2.13. PIN Security

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. Please refer to clause 6.8 of Section 2 of the [SFOA](#) for further details.

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3. Terms for specific Products

3.1. Devices

- a) Some Plans are only available if you bring your own compatible mobile device or purchase one outright from us. Some are only available if you purchase a device under a 12, 24 or 36 month Mobile Payment Plan (MPP). Others are only available when you purchase devices from us using the credit we apply to a hardware account linked to your account.
- b) Section 5 of the SFOA (“Terms and Conditions for Mobile Payment Plan and Accessories Payment Plan”) sets out the applicable terms and conditions for your MPP. The following additional terms apply for Vodafone Business Flex Plans, (note: to the extent of any inconsistency between the two, the below terms shall prevail):
 - i. the MPP is available to approved customers who connect and remain connected to an active and eligible Vodafone Business Flex Plan;
 - ii. The outright price of your chosen device (as set by Vodafone at the time of purchase) will be spread in equal instalments over your chosen Commitment Period (12, 24 or 36 months). Once selected, this Commitment Period is fixed (unless you elect to pay your total remaining balance in full in one instalment).
 - iii. If, during your MPP Commitment Period, you cancel your Vodafone Business Flex Plan, either:
 - A. you can continue your existing MPP over its original remaining term if you continue to hold an active and eligible Vodafone plan; or
 - B. your existing MPP will be cancelled and the remainder of your MPP instalments will be added to your next bill.
- c) Your MPP instalments are in addition to the rates and charges for your Product.

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4. Terms for Vodafone Business Flex (Voice) Plan (2023) Products and Vodafone Business Flex Mobile Broadband Plan Products

4.1. General Terms

a) Data sharing across Vodafone Business Flex (Voice) and Vodafone Business Flex Mobile Broadband Plan Products

- i) If you have more than one Vodafone Business Flex (Voice) Plan (2023) Product or Vodafone Business Flex Mobile Broadband Plan Product on the same billing account, the included data combines into one data pool (**Included Data**) which can be shared by all devices connected on Vodafone Business Flex (Voice) (2023) or Vodafone Business Flex Mobile Broadband Plans on that account. If you don't want to share data between your services, they need to be on separate billing accounts. If you choose to purchase any Vodafone Business Flex Data Add-On Products, the data included with those Add-Ons will also be added to the Included Data pool.
- ii) **Note:** Vodafone Business Flex Plans do not share data allowances with services connected on older Vodafone Business Flex Plans (such as 2019 or 2016 plans).
- iii) Data sharing is only available within Australia and, for all Vodafone Business Flex (Voice) Plan services and Vodafone Business Flex Mobile Broadband Plans, in \$5 Roaming Eligible Countries (provided you have not opted-out of \$5 Roaming).
- iv) Additional Data is shared on the same basis as Included Data.

b) International minutes sharing across Vodafone Business Flex (Voice) Plan (2023) Products

- i) If you have more than one Vodafone Business Flex (Voice) Plan (2023) on the same billing account, any included International Minutes Allowance and/or any standard international voice minutes included, as well as any Vodafone Business Flex IDD Add-On Products connected to your account, will combine into like-for-like International Minutes Allowance pools. For example, the Zone 1 International Minutes Allowance included in your Vodafone Business Flex (Voice) Plan Product will combine with the Zone 1 international voice minutes in any Vodafone Business Flex IDD Add-On Products). These can be shared between all devices connected to Vodafone Business Flex (Voice) Plans (2023) on that account. Note – any Vodafone Business Flex Mobile Broadband Plan Products which are connected to the same account are NOT eligible to share the International Minutes Allowances. For the avoidance of doubt, the \$10 of call value which is included with the \$10 International Value Pack is NOT shareable.
- ii) **Note:** Vodafone Business Flex Plans do not share International Minutes Allowances with services connected on older Vodafone Business Flex Plans (such as 2019 or 2016 plans).
- iii) If you don't want to share International Minutes Allowances between your services, they need to be on separate billing accounts.
- iv) International Minutes Allowance sharing is only available within Australia and in \$5 Roaming Eligible Countries (provided you have not opted-out of \$5 Roaming).

c) Tiered Discounts

When you connect multiple Vodafone Business Flex (Voice) Plan (2023) on the same billing account, you will receive the discounts set out in the table below, based on the number of connected plans. The discount will be applied to each plan's minimum monthly plan charge. Only Vodafone Business Flex (Voice) Plan (2023) products are eligible for this discount.

Discount Threshold (No. of plans)	Discount
6 to 9 plans	0%
10 to 99 plans	15%
100+ plans	20%

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d) Changing To Other Business Plans

You may change from one Vodafone Business Flex (Voice) Plan (2023) Product to another Vodafone Business Flex (Voice) Plan (2023) Product once per monthly billing period by calling Vodafone Customer Care, and agreeing to the terms and conditions of the new Vodafone Business Flex (Voice) Plan Product. Any credit or other benefits from your existing Product will be forfeited, unless otherwise advised. You cannot change between Business Flex plan families (e.g., from a Business Flex 2019 to a Business Flex (2023)) unless your minimum commitment has expired and you recontract to the new plan. If you are changing to a less expensive Vodafone Business Flex (Voice) (2023) Plan Product or to a month to month Product or to a prepay Product, an Early Exit Fee will apply. If you change to a prepay Product, any remaining Mobile Payment Plan (MPP) payments become immediately due, or if you have a Tech Fund plan, any remaining Tech Fund amount will be forfeited. Any Product change will take effect from the start of your next monthly billing period. Contact Vodafone Customer Care for more information.

e) Handsets

- i) Charges for your Vodafone Business Flex (Voice) Plan (2023) Product and your Vodafone Business Flex Mobile Broadband Plan Product are in addition to any handset or mobile broadband device repayments (respectively) which you agree to.
- ii) The table in clause 4.1(f) below identifies which Vodafone Business Flex (Voice) Plans (2023) and which Vodafone Business Flex Mobile Broadband Plans are eligible for a Technology Fund. If you sign up to Vodafone Business Flex (Voice) with Tech Fund Plan (2023) Product, the following additional terms and conditions apply:
 - A. The Technology Fund will be established at the date your Product is first connected.
 - B. You cannot combine any Technology Funds available with Vodafone Business Flex with Tech Fund (2023) Plans with any other Vodafone Business Flex with Tech Fund plans (e.g. Vodafone Business Flex with Tech Fund (2019) plan). Any previously offered Business Flex Tech Fund plans will remain on a separate billing account with separate pools of Tech Funds.
 - C. 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.
 - D. Contact Vodafone Customer Care or your account manager to discuss the specific Technology Fund allowance available with your particular Plan.
 - E. The devices you purchase must remain connected to Our Network for at least the Minimum Term.
 - F. The Technology Fund is not transferable (including to other Business Flex plan families (e.g. Business Flex 2019 or 2016), 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.
 - G. 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 Flex (Voice) with Tech Fund Plan Product (2023) or Vodafone Business Flex Mobile Broadband with Tech Fund Plan Product (as applicable), 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 Flex with Tech Fund Plan Product or Vodafone Business Flex Mobile Broadband with Tech Fund Plan Product (as applicable) that would normally offer a higher Technology Fund than your original Product.

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f) Vodafone Business Flex Mobile Broadband Plan Products:

- i) The following additional terms also apply to Vodafone Business Flex Mobile Broadband Plan Products:
 - A. The Vodafone Business Flex Mobile Broadband Plan Products are only available to customers who are connected, and remain connected to, a valid Vodafone Business Flex (Voice) Plan Product.
 - a. The Vodafone \$5 Business Flex Mobile Broadband SIM Only Month to Month Plan Product and the Vodafone \$5 Business Flex Mobile Broadband SIM Only 24 Month Plan Product do not include any data allowance or any other call or service allowances of any type. They simply enable a user to access, via a compatible mobile broadband device, the Included Data (but not any other call or service inclusions) available on the Vodafone Business Flex (Voice) Plans, and Vodafone Business Flex Data Add On Products (if any) connected to the same account. Should you choose to use your Vodafone \$5 Business Flex Mobile Broadband SIM Only Month to Month Plan Product or Vodafone \$5 Business Flex Mobile Broadband SIM Only 24 Month Plan Product (as applicable) for services other than accessing the shared pool of Included Data, or if you continue to use data once the Included Data amount on the account is exhausted, you will be charged an additional amount for these services at the rates specified in the table in Section 4, titled "Vodafone Business Flex Mobile Broadband - Not Included in your Plan Allowance".
 - b. Cancellation of your Vodafone \$5 Business Flex Mobile Broadband SIM Only Month to Month Plan Product(s) will take effect from the end of the month on which you tell us that you want to stop receiving the Vodafone \$5 Business Flex Mobile Broadband SIM Only Month to Month Plan Product(s). You will be billed until the end of that month.

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g) The below table specifies minimum monthly spend, minimum contract terms, and Early Exit Fees for the Vodafone Business Flex (Voice) Plan (2023) Products.

Vodafone Business Flex SIM Only (month to month) (Voice) Plans (2023)					
Plan name	Minimum Monthly Spend	Minimum total cost	Data allowance	IDD inclusions	Early Exit Fee
Small Flex SIMO Plan	\$35	\$35	20GB	Zone 1: 100 Mins Zone 2: 25 Mins	There are no early exit fees on this plan, however you can only cancel the plan at the end of your monthly billing cycle.
Medium Flex SIMO Plan	\$45	\$45	80GB	Zone 1: Unlimited Zone 2: 50 Mins	
Large Flex SIMO Plan	\$60	\$60	300GB	Zone 1: Unlimited Zone 2: 150 Mins	
Extra Large Flex SIMO Plan	\$85	\$85	Unlimited data (at the fastest speed the Vodafone network can deliver to your phone at the time and place you're using data)	Zone 1: Unlimited Zone 2: 300 Mins	

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Vodafone Business Flex SIM Only (12 months) (Voice) Plans (2023)					
Plan name	Minimum Monthly Spend	Minimum Spend over 12 month contract term	Data allowance	IDD inclusions	Early Exit Fee
Small Flex Plan 12M	\$32.50	\$390	20GB	Zone 1: 100 Mins Zone 2: 25 Mins	\$16.25 x remaining months on contract
Medium Flex Plan 12M	\$42.50	\$510	80GB	Zone 1: Unlimited Zone 2: 50 Mins	\$21.25 x remaining months on contract
Large Flex Plan 12M	\$57.50	\$690	300GB	Zone 1: Unlimited Zone 2: 150 Mins	\$28.75 x remaining months on contract
Extra Large Flex Plan 12M	\$82.50	\$990	Unlimited data (at the fastest speed the Vodafone network can deliver to your phone at the time and place you're using data)	Zone 1: Unlimited Zone 2: 300 Mins	\$41.25 x remaining months on contract

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Vodafone Business Flex SIM Only (24 months) (Voice) Plans (2023)						
Vodafone Business Flex with Tech Fund (24 months) (Voice) Plans (2023)						
Plan name	Minimum Monthly Spend	Minimum Spend over 24 month contract term	Tech Fund	Data allowance	IDD inclusions	Early Exit Fee
Small Flex Plan 24M	\$30	\$720	N/A	20GB	Zone 1: 100 Mins Zone 2: 25 Mins	\$15 x remaining months on contract
Medium Flex Plan 24M	\$40	\$960	N/A	80GB	Zone 1: Unlimited Zone 2: 50 Mins	\$20 x remaining months on contract
Large Flex Plan 24M	\$55	\$1,320	N/A	300GB	Zone 1: Unlimited Zone 2: 150 Mins	\$27.50 x remaining months on contract
Extra Large Flex Plan 24M	\$80	\$1,920	N/A	Unlimited data (at the fastest speed the Vodafone network can deliver to your phone at the time and place you're using data)	Zone 1: Unlimited Zone 2: 300 Mins	\$40 x remaining months on contract
Small Flex TF 24M Plan	\$50	\$1,200	\$360	20GB	Zone 1: 100 Mins Zone 2: 25 Mins	\$25 x remaining months on contract
Medium Flex TF 24M Plan	\$75	\$1,800	\$720	80GB	Zone 1: Unlimited Zone 2: 50 Mins	\$37.50 x remaining months on contract

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Large Flex TF 24M Plan	\$100	\$2,400	\$960	300GB	Zone 1: Unlimited Zone 2: 150 Mins	\$50 x remaining months on contract
Extra Large Flex TF 24M Plan	\$150	\$3,600	\$1,560	Unlimited data (at the fastest speed the Vodafone network can deliver to your phone at the time and place you're using data)	Zone 1: Unlimited Zone 2: 300 Mins	\$75 x remaining months on contract

Vodafone Business Flex SIM Only (36 months) (Voice) Plans (2023) Vodafone Business Flex with Tech Fund (36 months) (Voice) Plans (2023)						
Plan name	Minimum Monthly Spend	Minimum Spend over 36 month contract term	Tech Fund	Data allowance	IDD inclusions	Early Exit Fee
Small Flex Plan 36M	\$27.50	\$990	N/A	20GB	Zone 1: 100 Mins Zone 2: 25 Mins	\$13.75 x remaining months on contract
Medium Flex Plan 36M	\$37.50	\$1,350	N/A	80GB	Zone 1: Unlimited Zone 2: 50 Mins	\$18.75 x remaining months on contract
Large Flex Plan 36M	\$52.50	\$1,890	N/A	300GB	Zone 1: Unlimited Zone 2: 150 Mins	\$26.25 x remaining months on contract
Extra Large Flex Plan 36M	\$77.50	\$2,790	N/A	Unlimited data (at the fastest speed the Vodafone network can deliver to your	Zone 1: Unlimited Zone 2: 300 Mins	\$38.75 x remaining months on contract

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				phone at the time and place you're using data)		
Small Flex TF 36M Plan	\$50	\$1,800	\$540	20GB	Zone 1: 100 Mins Zone 2: 25 Mins	\$25 x remaining months on contract
Medium Flex TF 36M Plan	\$75	\$2,700	\$1,080	80GB	Zone 1: Unlimited Zone 2: 50 Mins	\$37.50 x remaining months on contract
Large Flex TF 36M Plan	\$100	\$3,600	\$1,440	300GB	Zone 1: Unlimited Zone 2: 150 Mins	\$50 x remaining months on contract
Extra Large Flex TF 36M Plan	\$150	\$5,400	\$2,340	Unlimited data (at the fastest speed the Vodafone network can deliver to your phone at the time and place you're using data)	Zone 1: Unlimited Zone 2: 300 Mins	\$75 x remaining months on contract

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Vodafone Business Flex (Voice) Plans (24 months) (November 2020)						
Plan name	Minimum Monthly Spend	Minimum Spend over 24 month contract term	Tech Fund	Data Allowance	IDD Inclusions	Early Exit Fee
\$35 Business Flex 24 Month Plan with Tech Fund	\$35	\$840	\$200	1GB	N/A	\$17.50 x remaining months on contract
\$50 Business Flex 24 Month Plan with Tech Fund	\$50	\$1,200	\$350	2GB	N/A	\$25 x remaining months on contract
\$80 Business Flex 24 Month Plan with Tech Fund	\$80	\$1,920	\$700	15GB	Zone 1: 500 Mins Zone 2: 50 Mins	\$40 x remaining months on contract
\$100 Business Flex 24 Month Plan with Tech Fund	\$100	\$2,400	\$1000	30GB	Zone 1: 1000 Mins Zone 2: 100 Mins	\$50 x remaining months on contract
\$130 Business Flex 24 Month Plan with Tech Fund	\$130	\$3,120	\$1400	50GB	Zone 1: Unlimited Zone 2: 50 Mins	\$65 x remaining months on contract
\$30 Business Flex SIM Only 24 Month Plan	\$30	\$720	No	1.5GB	N/A	\$15 x remaining months on contract
\$40 Business Flex SIM Only 24 Month Plan	\$40	\$960	No	15GB	Zone 1: 500 Mins Zone 2: 50 Mins	\$20 x remaining months on contract
\$60 Business Flex SIM Only 24 Month Plan	\$60	\$1,440	No	30GB	Zone 1: 1000 Mins Zone 2: 100 Mins	\$30 x remaining months on contract

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Vodafone Business Flex (Voice) Plans (36 months) (November 2020)						
Plan name	Minimum Monthly Spend	Minimum Spend over 36 month contract term	Tech Fund	Data Allowance	IDD Inclusions	Early Exit Fee
\$50 Business Flex 36 Month Plan with Tech Fund	\$50	\$1,800	\$525	2GB	N/A	\$25 x remaining months on contract
\$80 Business Flex 36 Month Plan with Tech Fund	\$80	\$2,880	\$1050	15GB	Zone 1: 500 Mins Zone 2: 50 Mins	\$40 x remaining months on contract
\$100 Business Flex 36 Month Plan with Tech Fund	\$100	\$3,600	\$1500	30GB	Zone 1: 1000 Mins Zone 2: 100 Mins	\$50 x remaining months on contract
\$130 Business Flex 36 Month Plan with Tech Fund	\$130	\$4,680	\$2100	50GB	Zone 1: Unlimited Zone 2: 50 Mins	\$65 x remaining months on contract

h) The below table specifies minimum monthly spend, minimum contract terms, and Early Exit Fees for the Vodafone Business Flex Mobile Broadband Plan Products.

Plan name	Minimum Monthly Spend	Commitment Period	Minimum Spend	Early Exit Fee	Included Data to use in Australia
\$5 Business Flex Mobile Broadband Month to Month Plan	\$5	1 month	\$5	N/A	NONE
\$5 Business Flex Mobile Broadband SIM Only Month to Month Plan	\$5	1 month	\$5	N/A	NONE

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Vodafone Business Flex Mobile Broadband Plans (24 months)						
Plan name	Minimum Monthly Spend	Commitment Period	Minimum Spend over 24 month contract term	Included Tech Fund	Early Exit Fee	Included Data to use in Australia
\$5 Business Flex Mobile Broadband SIM Only 24 Month Plan	\$5	24 Months	\$120	N/A	\$2.50 x remaining months on contract	NONE
\$5 Business Flex Mobile Broadband 24 Month Plan	\$5	24 Months	\$120	N/A	\$2.50 x remaining months on contract	NONE
\$15 Business Flex Mobile Broadband 24 Month Plan	\$15	24 Months	\$360	N/A	\$7.50 x remaining months on contract	3GB
\$35 Business Flex Mobile Broadband 24 Month Plan	\$35	24 Months	\$840	N/A	\$17.50 x remaining months on contract	20GB
\$80 Business Flex Mobile Broadband 24 Month Plan	\$80	24 months	\$1,920	N/A	\$40 x remaining months on contract	80GB

Plan name	Minimum Monthly Spend	Commitment Period	Minimum Spend over 36 month contract term	Early Exit Fee	Included Data to use in Australia
\$5 Business Flex Mobile Broadband 36 Month Plan	\$5	36 months	\$180	\$2.50 x remaining months on contract	NONE
\$15 Business Flex Mobile Broadband 36 Month Plan	\$15	36 months	\$540	\$7.50 x remaining months on contract	3GB
\$35 Business Flex Mobile Broadband 36 Month Plan	\$35	36 months	\$1,260	\$17.50 x remaining months on contract	20GB
\$80 Business Flex Mobile Broadband 36 Month Plan	\$80	36 months	\$2,880	\$40 x remaining months on contract	80GB

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i) Vodafone Business Flex Data Add-on Products

The following terms and conditions apply to you if you purchase a Vodafone Business Flex Data Add-on Product:

- i) The following Vodafone Business Flex Data Add-on Products are available to customers who are connected, and remain connected to, a valid Vodafone Business Flex (Voice) Plan (2023) Product.

Product	Minimum Monthly Spend	Contract Term	Included Data Allowance
\$15 Business Flex Data Add-on Month to Month	\$15	Month to Month	3GB
\$30 Business Flex Data Add-on Month to Month	\$30	Month to Month	15GB
\$45 Business Flex Data Add-on Month to Month	\$45	Month to Month	50GB

- ii) You must request for a Vodafone Business Flex Data Add-on to be added to your account by contacting Vodafone Customer Care or your account manager.
- iii) The Vodafone Business Flex Data Add-on Products offer an Included Data allowance. The Included Data allowance can be shared among all of the connections to your Vodafone Business Flex Plan (2023) Product(s) on a first-in-first-served basis. Included data can be used to upload and download data to or from the internet via a compatible mobile handset only. Connections to your Vodafone Business Flex Mobile Broadband Plan Product(s) can use Included Data from a compatible Mobile Broadband device or Tablet.
- iv) The Included Data allowance with the Vodafone Business Flex Data Add-on Product can only be used in Australia, on Vodafone networks. Connections to your Vodafone Business Flex (Voice) Plan (2023) Product and your Vodafone Business Flex Mobile Broadband Plan Product (except connections to your \$5 Vodafone Business Flex Mobile Broadband SIM Only Month to Month Plan Product and \$5 Vodafone Business Flex Mobile Broadband SIM Only 24 Month Plan Product) can also use any available Vodafone Business Flex Data Add-on Included Data overseas if they are roaming in selected Eligible Countries. In return for this service, for every connection to your account who performs a Trigger Event in an Eligible Country on any given day, we will apply the Daily Charge to your account. For full terms and conditions in relation to International Roaming and Vodafone \$5 Roaming, including details on the Daily Charge, Eligible Countries and Trigger Events, please go to vodafone.com.au/roaming.
- v) If you elect to purchase one or more Vodafone Business Flex Data Add-on Products, usage of data by anyone connected to your Vodafone Business Flex Plan (2023) Product will be deducted from your Vodafone Business Flex Data Add-on Product's Included Data allowance on a first-in-first-served basis. Once exhausted, additional usage will be deducted from your Vodafone Business Flex (Voice) Plan (2023) Product's pool of Included Data allowance, also on a first-in-first-served basis.
- vi) If you do not use all your Included Data in the relevant month, any remaining Included Data is forfeited, is not refundable, and will not carry over into any other month.
- vii) Included Data is deducted in 1 KB increments.
- viii) Cancellation of your Vodafone Business Flex Data Add-on Product(s) will take effect from the end of the billing month in which you tell us that you want to stop receiving the Vodafone Business Flex Data Add-on Product(s). You will be billed until the end of that month.

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j) Business Flex Data Booster Products

- i) The following Vodafone Business Flex Data Booster Product is available to customers who are connected, and remain connected to, a valid Vodafone Business Flex (Voice) Plan (2023) or Vodafone Business Flex Mobile Broadband Product.

Product	Minimum Monthly Spend	Contract Term	Included Data Allowance
\$15 Business Flex Data Booster	\$15	One-off purchase	3GB
\$30 Business Flex Data Booster	\$30	One-off purchase	15GB
\$45 Business Flex Data Booster	\$45	One-off purchase	50GB

- ii) Business Flex Data Boosters are once-off purchases that expire at the end of the bill cycle.
- iii) The included data allowance for Business Flex Data Boosters:
- will be added to the Included Data Allowance for your Business Flex Voice Plan or Business Flex Mobile Broadband Plan products on the same billing account, and may be used by all services on the account on business Flex (2023) Plans on a first-in-first-served basis;
 - can only be used in Australia, and overseas if you are roaming in \$5 Roaming Eligible Countries (provided you have not opted-out of \$5 Roaming); and
 - will not carry-forward into any subsequent month, and any unused data in a relevant month will be forfeited and is not refundable.
- iv) Once the included data allowance for your Business Flex Data Booster product is exhausted, any additional data usage will be deducted from your Business Flex (Voice) (2023) Plan and Business Flex Mobile Broadband Plan products' Included Data.

k) Vodafone Business Flex IDD Add-On Products

The following terms and conditions apply to you if you purchase a Vodafone Business Flex IDD Add-on Product:

- i) The following Vodafone Business Flex IDD Add-on Products are available to customers who are connected, and remain connected to, a valid Vodafone Business Flex (2023) Plan.

Product	Minimum Monthly Spend	Contract Term	Included International Minute Allowance to Selected Countries
\$5 Business Flex IDD Add-on Month to Month Zone 1	\$5	Month to Month	240 standard voice mins
\$10 Business Flex IDD Add-on Month to Month Zone 2	\$10	Month to Month	60 standard voice mins

- ii) You must request for a Vodafone Business Flex International Add-on to be added to your account by contacting Vodafone Customer Care or your account manager.
- iii) If you purchase any Vodafone Business Flex International Add-on Products, any included International Minutes Allowance combines into one International Minutes Allowance pool, which can be shared between all devices connected to Vodafone Business Flex (Voice) (2023) plans on that same billing account (note – any Vodafone

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Business Flex Mobile Broadband Plan Products which are connected to the same account are NOT eligible to share the International Minutes Allowance). If you don't want to share the included International Minute Allowance between your services, those services will need to be on separate billing accounts.

- iv) International Minutes Allowance sharing is only available within Australia and in \$5 Roaming Eligible Countries (provided you have not opted out of \$5 Roaming).
- v) The Included International Minute Allowance can be used to make standard international voice calls to the countries listed at www.vodafone.com.au/internationalcountries (**Selected Countries**). All calls are deducted in one minute increments.
- vi) The Selected Countries may change from time to time. The current full list of countries can be found at www.vodafone.com.au/internationalcountries. Vodafone will provide reasonable notice on this website of any changes to the Selected Countries.
- vii) For any voice calls made to a country which is not a Selected Country, standard international charges apply – see section of the Terms titled “Vodafone Rates: What is included in my Product’s Plan Allowance?” which 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.
- viii) The Included International Minute Allowance can be shared among all of the connections to your Vodafone Business Flex (Voice) Plan (2023) Product(s) on a first-in-first-served basis. Once exhausted, additional standard international voice calls will be deducted from your Vodafone Business Flex (Voice) Plan (2023) Product’s pool of Included International Minute Allowance (if any available), also on a first-in-first-served basis. For the avoidance of doubt, any Vodafone Business Flex Mobile Broadband Plan Products connected to your account are not eligible to use the Included International Minute Allowance.
- ix) If you do not use all your included International Minute Allowance in the relevant month, any remaining International Minute Allowance is forfeited, is not refundable, and will not carry over into any other month.
- x) Cancellation of your Vodafone Business Flex International Add-on Product(s) will take effect from the end of the month on which you tell us that you want to stop receiving the Vodafone Business Flex International Add-On Product(s). You will be billed until the end of that month.

I) Vodafone \$10 International Value Pack Product

- i) The following terms and conditions apply to you if you purchase a Vodafone \$10 International Value Pack (\$10 Pack):

Product	Minimum Monthly Spend	Contract Term	Included International Minute Allowance for Standard International Voice Calls	Access to Discounted Pay-As-You-Go Rates?
\$10 International Value Pack	\$10	Month to Month	\$10 at the Discounted PAYG rates see Vodafone.com.au/idd	Yes

- ii) \$10 International Value Pack is available to customers who are connected and remain connected to an eligible Vodafone Business Flex (Voice) Plan. To find out if your plan is an eligible plan, contact Vodafone Customer Care on 1555 or speak to your account manager.
- iii) The \$10 of included call value in the \$10 International Value Pack can be used to make standard international voice calls from Australia at the current Discounted Pay-As-You-Go Rates listed at www.vodafone.com.au/internationalcountries (excludes Premium, video, special and overseas free phone numbers).
- iv) Once the \$10 included call value in the \$10 International Value Pack is exhausted, additional standard international voice calls will either be deducted from your plan’s Standard International Minutes to Selected Countries allowance (if

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applicable for your plan), or continue to be charged at the Discounted Pay-As-You-Go Rates on top of your minimum monthly spend. All calls charged in per minute increments;

- v) 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;
- vi) \$10 call value is only accessible to the connection who has added the International Value Pack – it is not shareable.
- vii) Discounted Pay-As-You-Go Rates vary per country and are subject to change – the full current list of Discounted Pay-As-You-Go Rates can be found at vodafone.com.au/idd;
- viii) Max one pack per connection per month;
- ix) Discounted Pay-As-You-Go Rates are only accessible to the connection who has added the Pack – it is not shareable;
- x) If your eligible voice plan is cancelled, these Packs will also automatically cancel;
- xi) If you are signed up to any other Business Flex International Add-on and purchase a \$10 International Value Pack, the Business Flex International Add-on will remain active until it is cancelled by you. Included call value of the \$10 Pack will be used first before any applicable included call value/minute entitlement of the Business Flex International Add-on;
- xii) 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 International Value Pack (as applicable). You will be billed until the end of that month;
- xiii) The Minimum Monthly Spend of the Pack will not be pro-rated when purchased or cancelled part way through a billing month.

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5. Vodafone Rates: Plan Inclusions, other usage charges and excess usage charges

a) Vodafone Business Flex (Voice) (2023)- Included in your Plan Allowance

This table details all services that are included in your Business Flex (Voice) (2023) Product's Plan Allowance (unless stated otherwise), and the charge rates for other services. If the rate is stated to be "unlimited", you will not be charged any additional amount for use of that service. If you ever exhaust any element of your Plan Allowance (e.g. your Included Data), or if you use services not listed in this table, you will be charged an additional amount for the services you use at the rates specified below.

Included Data Allowance	See plan tables in 4.1(f) above
Additional Data	If you use more than your shared data allowance, you will be charged \$5 automatically per additional 1GB data.
Voicemail deposits and retrieval	Unlimited
Standard National voice and video calls	Unlimited
Standard National and International SMS	Unlimited
Standard National and International MMS, video SMS, and SMS with MMS	Unlimited
Standard National calls to 13 and 18 numbers	Unlimited
Standard National calls to other 1800 numbers	Unlimited
Standard National re-routed calls. Exclusions apply. (excludes calls 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 Customer Care line (1555)	Unlimited
Included Standard International Minutes to Zone 1 Countries	See plan tables in 4.1(f) above for included minutes on your plan
Included Standard International Minutes to Zone 2 Countries	See plan tables in 4.1(f) above for included minutes on your plan
International video calling	International call rates are available at vodafone.com.au/support/plans/international-calls
Calls to National and International directory assistance (1223 and 1225)	\$1.50 connection fee + \$0.95/min
Calls to Ask Anything (123)	\$3.10 connection fee + \$1.30/min
Premium numbers and services (e.g. 1900 numbers, and competitions)	This will vary based on service used
International Roaming (\$5 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. While using \$5 Roaming, if you use more than your included data allowance you'll automatically receive extra data in 1GB increments, each

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	charged at \$5 (\$0.005/MB). If you use your service in a country which is not an Eligible Country, you will be charged our Pay-As-You-Go Rates. All Roaming costs are in addition to your minimum monthly spend. Full rates and a list of our Eligible Countries can be found at vodafone.com.au/roaming . You can deactivate \$5 Roaming (or Roaming altogether) at any time by calling 1555.
International Roaming (PAYG for countries not included in \$5 Roaming)*	\$1 per 60 seconds to make and receive calls.
	\$0.75 per standard SMS sent, per recipient. No charge to receive SMS.
	\$0.75 per MMS message sent, per recipient. No charge to receive MMS
	\$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)	\$5 per 60 seconds to make and receive calls.
	\$0.75 per standard SMS sent, per recipient. No charge to receive SMS.
	\$1.00 per MB data
	\$5 per 60 seconds to make and receive calls.
Standard International Voice Calls	International call rates are available at vodafone.com.au/support/plans/international-calls
SMS Delivery Report within Australia	5c per message

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b) - Included in your Plan Allowance (Business Flex plans available between October 2019-22 Jan 2023)

This table details all services that are included in your Business Flex (Voice) Product's Plan Allowance (unless stated otherwise), and the charge rate for those services. If the service rate is stated to be "Infinite", you will not be charged any additional amount for use of that service. If you ever exhaust any element of your Plan Allowance (e.g. your Included Data), or if you use services not listed in this table, you will be charged an additional amount for the services you use at the rates specified in the table titled "Vodafone Business Flex (Voice) – Not Included in your Plan Allowance". **Note:** Any inclusions that are shareable do not share with Vodafone Business Flex (Voice) (2023) plans.

Post October 2019

Business Flex 24 Month SIM Only Plans (November 2020)	\$30	\$40	\$60
Plan Type	24 Month Plan	24 Month Plan	24 Month Plan
Included data (including tethering)	2GB	15GB	40GB
Standard National Voice and Video calls	Infinite		
Standard National Calls to 13 and 18 numbers	Infinite		
Standard National and International TXT (for standard TXT of up to 160 characters)	Infinite		
Standard National and International PXT® (text, pic, video and audio)	Infinite		
Calls to Customer Care within Australia	Free from your Vodafone Mobile		
Voicemail – Deposits within Australia	Free from your Vodafone Mobile		
Voicemail – Retrievals within Australia	Infinite		
Standard National Re-routed voice calls (excludes calls that are re-routed by a third party and/or re-route to an international destination or to a premium number or service)	Infinite		
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)	Infinite		
Calls to National Directory Assist (1223)	\$1.50 connection fee + \$0.95/min		

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Calls to International Directory Assist (1225)	\$1.50 connection fee + \$0.95/min
International Roaming	<p data-bbox="850 394 1057 422" style="text-align: center;">Vodafone \$5 Roaming</p> <p data-bbox="505 453 1406 480" style="text-align: center;"><u>While roaming in a \$5 Roaming Eligible Country (for the full list, go to Vodafone.com.au/roaming):</u></p> <p data-bbox="420 512 1495 783">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 make Infinite standard voice calls and standard text like at home to both the country you are in and back to Australia. Standard calls to any third country will be charged at applicable international calling rates. You will also be able to use your Included Data allowance in these countries if you have \$5 Roaming. If you use up your Included Data while overseas in an Eligible Country, you will be charged for any further data use as per your normal Additional Data rate. 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. <i>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 vodafone.com.au/roaming.</i></p> <p data-bbox="873 814 1037 842" style="text-align: center;"><u>Rest of the world:</u></p> <p data-bbox="488 846 1419 873" style="text-align: center;">You will be charged Vodafone Pay-As-You-Go rates which are charged outside of your Plan Allowance.</p> <p data-bbox="808 905 1101 932" style="text-align: center;">Vodafone Pay-As-You-Go Rates</p> <p data-bbox="415 963 1495 1050">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> <p data-bbox="399 1081 1495 1136">For full International Roaming rates and charges for all services, and for full Vodafone \$5 Roaming and Vodafone Pay-As-You-Go Terms and Conditions go to vodafone.com.au/roaming.</p>

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Business Flex 24 Month Plans with Tech Fund (November 2020)	\$50	\$80	\$100	\$130
Plan Type	24 Month Plan	24 Month Plan	24 Month Plan	24 Month Plan
Included data (including tethering)	2GB	15GB	30GB	60GB
Standard National Voice and Video calls	Infinite			
Standard National Calls to 13 and 18 numbers	Infinite			
Standard National and International TXT (for standard TXT of up to 160 characters)	Infinite			
Standard National and International PXT® (text, pic, video and audio)	Infinite			
Calls to Customer Care within Australia	Free from your Vodafone Mobile			
Voicemail – Deposits within Australia	Free from your Vodafone Mobile			
Voicemail – Retrievals within Australia	Infinite			
Standard National Re-routed voice calls (excludes calls that are re-routed by a third party and/or re-route to an international destination or to a premium number or service)	Infinite			
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)	Infinite			
Calls to National Directory Assist (1223)	\$1.50 connection fee + \$0.95/min			
Calls to International Directory Assist (1225)	\$1.50 connection fee + \$0.95/min			
International Roaming	<p>Vodafone \$5 Roaming</p> <p><u>While roaming in a \$5 Roaming Eligible Country (for the full list, go to Vodafone.com.au/roaming):</u></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 make Infinite standard voice calls and standard text like at home to both the country you are in and back to Australia. Standard calls to any third country will be charged at applicable international calling rates. You will also be able to use your</p>			

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Included Data allowance in these countries if you have \$5 Roaming. If you use up your Included Data while overseas in an Eligible Country, you will be charged for any further data use as per your normal Additional Data rate. 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. *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 vodafone.com.au/roaming.*

Rest of the world:

You will be charged Vodafone Pay-As-You-Go rates which are charged outside of your Plan Allowance.

Vodafone Pay-As-You-Go Rates

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.

For full International Roaming rates and charges for all services, and for full Vodafone \$5 Roaming and Vodafone Pay-As-You-Go Terms and Conditions go to vodafone.com.au/roaming.

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Business Flex 36 Month Plans with Tech Fund (November 2020)	\$50	\$80	\$100	\$130
Plan Type	36 Month Plan	36 Month Plan	36 Month Plan	36 Month Plan
Included data (including tethering)	2GB	15GB	30GB	60GB
Standard National Voice and Video calls	Infinite			
Standard National Calls to 13 and 18 numbers	Infinite			
Standard National and International TXT (for standard TXT of up to 160 characters)	Infinite			
Standard National and International PXT® (text, pic, video and audio)	Infinite			
Calls to Customer Care within Australia	Free from your Vodafone Mobile			
Voicemail – Deposits within Australia	Free from your Vodafone Mobile			
Voicemail – Retrievals within Australia	Infinite			
Standard National Re-routed voice calls (excludes calls that are re-routed by a third party and/or re-route to an international destination or to a premium number or service)	Infinite			
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)	Infinite			
Calls to National Directory Assist (1223)	\$1.50 connection fee + \$0.95/min			
Calls to International Directory Assist (1225)	\$1.50 connection fee + \$0.95/min			
International Roaming	<p>Vodafone \$5 Roaming</p> <p><u>While roaming in a \$5 Roaming Eligible Country (for the full list, go to Vodafone.com.au/roaming):</u></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 make Infinite standard voice calls and standard text like at home to both the country you are in and back to Australia. Standard calls to any third country will be charged at applicable international calling rates. You will also be able to use your</p>			

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	<p>Included Data allowance in these countries if you have \$5 Roaming. If you use up your Included Data while overseas in an Eligible Country, you will be charged for any further data use as per your normal Additional Data rate. 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. <i>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 vodafone.com.au/roaming.</i></p> <p style="text-align: center;"><u>Rest of the world:</u></p> <p>You will be charged Vodafone Pay-As-You-Go rates which are charged outside of your Plan Allowance.</p> <p style="text-align: center;">Vodafone Pay-As-You-Go Rates</p> <p>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> <p>For full International Roaming rates and charges for all services, and for full Vodafone \$5 Roaming and Vodafone Pay-As-You-Go Terms and Conditions go to vodafone.com.au/roaming.</p>
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a) Vodafone Business Flex (Voice) - Not Included in your Plan Allowance

This table details other services that you can purchase from or via Vodafone, but which **are not included** in your Vodafone Business Flex (Voice) Product's Plan Allowance (unless stated otherwise).

Business Flex SIM Only 24 months Plan (November 2020)	\$30	\$40	\$60
Additional Data within Australia (including Tethering) This rate will apply once the Included Data allowance has been exhausted.	Additional Data will be charged at a rate of \$0.0098/MB in per kilobyte increments.		
Standard International Voice Calls	28c connection fee + applicable country rate (vodafone.com.au for rates)		
Standard International Video Calls	28c connection fee + 1.5 x applicable country voice call rate (vodafone.com.au for rates)		
Calls to Ask Anything (123)	\$3.10 connection fee + \$1.30 per 60 seconds		
TXT Delivery Report within Australia	5c per message		
Premium voice and video calls	Varies, depending on service		
International Roaming	<p style="text-align: center;">Vodafone \$5 Roaming</p> <p><u>While roaming in a \$5 Roaming Eligible Country (for the full list, go to Vodafone.com.au/roaming):</u></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 make Infinite standard voice calls and standard text like at home to both the country you are in and back to Australia. Standard calls to any third country will be charged at applicable international calling rates. You will also be able to use your Included Data allowance in these countries if you have \$5 Roaming. If you use up your Included Data while overseas in an Eligible Country, you will be charged for any further data use as per your normal Additional Data rate. You will be charged the \$5 Roaming Daily</p>		

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	<p>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. <i>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 vodafone.com.au/roaming.</i></p> <p style="text-align: center;"><u>Rest of the world:</u></p> <p>You will be charged Vodafone Pay-As-You-Go rates which are charged outside of your Plan Allowance.</p> <p style="text-align: center;">Vodafone Pay-As-You-Go Rates</p> <p>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> <p>For full International Roaming rates and charges for all services, and for full Vodafone \$5 Roaming and Vodafone Pay-As-You-Go Terms and Conditions go to vodafone.com.au/roaming</p>
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

Business Flex Tech Fund Plans – 24 Months (November 2020)	\$50	\$80	\$100	\$130
Business Flex Tech Fund Plans – 36 Months (November 2020)	\$50	\$80	\$100	\$130
Additional Data within Australia (including Tethering)	Additional Data will be charged at a rate of \$0.0098/MB in per kilobyte increments.			
This rate will apply once the Included Data allowance has been exhausted.				
Standard International Voice Calls	28c connection fee + applicable country rate (vodafone.com.au for rates)			
Standard International Video Calls	28c connection fee + 1.5 x applicable country voice call rate (vodafone.com.au for rates)			
Calls to Ask Anything (123)	\$3.10 connection fee + \$1.30 per 60 seconds			
TXT Delivery Report within Australia	5c per message			
Premium voice and video calls	Varies, depending on service			
International Roaming	Vodafone \$5 Roaming			
	<u>While roaming in a \$5 Roaming Eligible Country (for the full list, go to Vodafone.com.au/roaming):</u>			
	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 make Infinite standard voice calls and standard text like at home to both the country you are in and back to Australia. Standard calls to any third country will be charged at applicable international calling rates. You will also be able to use your Included Data allowance in these countries if you have \$5 Roaming. If			

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	<p>you use up your Included Data while overseas in an Eligible Country, you will be charged for any further data use as per your normal Additional Data rate. 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. <i>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 vodafone.com.au/roaming.</i></p> <p style="text-align: center;"><u>Rest of the world:</u></p> <p>You will be charged Vodafone Pay-As-You-Go rates which are charged outside of your Plan Allowance.</p> <p style="text-align: center;">Vodafone Pay-As-You-Go Rates</p> <p>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> <p>For full International Roaming rates and charges for all services, and for full Vodafone \$5 Roaming and Vodafone Pay-As-You-Go Terms and Conditions go to vodafone.com.au/roaming</p>
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

b) Vodafone Business Flex Mobile Broadband - Included in your Plan Allowance

This table details the Data Allowances that are included in your Business Flex Mobile Broadband Plan Product's Plan Allowance. If you ever exhaust your Included Data, or if you use services not listed in this table, you will be charged an additional amount for the services you use at the rates specified in the table titled "Vodafone Business Flex Mobile Broadband – Not Included in your Plan Allowance".

Business Flex Mobile Broadband 24 Month Plans (November 2020)		\$5	\$15		\$35	\$80
Business Flex Mobile Broadband SIM Only Plans (November 2020)	\$5	\$5				
Business Flex Mobile Broadband Month to Month Plan (November 2020)	\$5					
Plan Type	Month to Month	24 Month Plan	24 Month Plan	24 Month Plan	24 Month Plan	24 Month Plan
Included data (including tethering)	Does not include any data allowance. Enables a user to access Included Data only.	Does not include any data allowance. Enables a user to access Included Data only.	3GB	10GB	20 GB	80GB

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Business Flex Mobile Broadband 36 Month Plans (November 2020)	\$5	\$15	\$35	\$80
Plan Type	36 Month Plan	36 Month Plan	36 Month Plan	36 Month Plan
Included data (including tethering)	Does not include any data allowance. Enables a user to access Included Data only.	3GB	20GB	80GB

c) Vodafone Business Flex Mobile Broadband - Not Included in your Plan Allowance

The Vodafone Business Flex Mobile Broadband Plan Product enables a user to access, via a compatible mobile broadband device, the Included Data (but not any other call or service inclusions) available on the Vodafone Business Flex Plans and Vodafone Business Flex Data Add-On Products (if any) connected to the same account. Should you choose to use your Vodafone Business Flex Mobile Broadband Plan for services other than accessing the shared pool of Included Data, or if you continue to use data once the Included Data amount on the account is exhausted, you will be charged an additional amount for these services at the rates specified in the table below.

Business Flex Mobile Broadband SIM Only 24 Month Plans (November 2020)	\$5					
Business Flex Mobile Broadband SIM Only Month to Month Plans (November 2020)		\$5				
Business Flex Mobile Broadband 24 Month Plans (November 2020)		\$5	\$15		\$35	
Business Flex Mobile Broadband Month to Month Plan (November 2020)	\$5					
Additional Data within Australia (including Tethering)	Additional Data will be charged at a rate of \$0.0098/MB in per kilobyte increments.					
This rate will apply once the Included Data allowance of the shared data pool has been exhausted.						
Standard National Voice calls (to Vodafone mobiles)	40c connection fee + 98c per 60 seconds					
Standard National Voice calls (to other mobile and fixed networks)	40c connection fee + 98c per 60 seconds					
Standard National Video calls	40c connection fee + \$1.47 per 60 seconds					
Standard National Calls to 13 and 1300 numbers	40c connection fee + \$1.47 per 60 seconds					
Standard National 1800 Numbers	Infinite					
Standard National other 18 Numbers	40c connection fee + \$1.47 per 60 seconds					
Standard National and International TXT (for standard TXT of up to 160 characters)	30c per message					
Standard National and International PXT® (text, pic, video and audio)	55c per message					

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Calls to Customer Care within Australia	Free from your Vodafone Mobile
Voicemail – Deposits within Australia	Free from your Vodafone Mobile
Voicemail – Retrievals within Australia	40c connection fee + 98c per 60 seconds
Standard National Re-routed voice calls	40c connection fee + \$1.20 per 60 seconds
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)	30c per message
Calls to National Directory Assist (1223)	\$1.50 Call Connection fee + \$0.95 per minute
Calls to International Directory Assist (1225)	\$1.50 Call Connection fee + \$0.95 per minute
Standard International voice calls	32c connection fee + applicable country rate (vodafone.com.au for rates)
Standard International video calls	35c connection fee + 1.5 x applicable country voice call rate (vodafone.com.au for rates)
International Roaming	<p><u>While roaming in a \$5 Roaming Eligible Country (for the full list, go to Vodafone.com.au/roaming):</u></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 use your Included Data allowance like you were at home while ever you are in an Eligible Country. If you use up your Included Data while overseas in an Eligible Country, you will be charged for any further data use as per your normal Additional Data rate. 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. <i>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 vodafone.com.au/roaming.</i></p> <p><u>Rest of the world OR if you Opt-Out of \$5 Roaming: Pay-As-You-Go Rates</u></p> <p>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> <p>For full International Roaming rates and charges for all services, and for full Vodafone \$5 Roaming and Vodafone Pay-As-You-Go Terms and Conditions go to vodafone.com.au/roaming</p>

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d) Vodafone Business Flex Mobile Broadband - Included in your Plan Allowance

This table details the Data Allowances that are included in your Business Flex Mobile Broadband Plan Product's Plan Allowance. If you ever exhaust your Included Data, or if you use services not listed in this table, you will be charged an additional amount for the services you use at the rates specified in the table titled "Vodafone Business Flex Mobile Broadband – Not Included in your Plan Allowance".

\$5, \$15, \$35, \$80 Business Flex Mobile Broadband 24 Month Plans (November 2020)						
\$5 Business Flex Mobile Broadband SIM Only Plans (November 2020)						
\$5 Business Flex Mobile Broadband Month to Month Plan (November 2020)						
Plan Type	Month to Month	24 Month Plan	24 Month Plan	24 Month Plan	24 Month Plan	24 Month Plan
Included data (including tethering)	Does not include any data allowance. Enables a user to access Included Data only.	Does not include any data allowance. Enables a user to access Included Data only.	3GB	10GB	20 GB	80GB

Business Flex Mobile Broadband 36 Month Plans (November 2020)	\$5	\$15	\$35	\$80
Plan Type	36 Month Plan	36 Month Plan	36 Month Plan	36 Month Plan
Included data (including tethering)	Does not include any data allowance. Enables a user to access Included Data only.	3GB	20GB	80GB

e) Vodafone Business Flex Mobile Broadband - Not Included in your Plan Allowance

The Vodafone Business Flex Mobile Broadband Plan Product enables a user to access, via a compatible mobile broadband device, the Included Data (but not any other call or service inclusions) available on the Vodafone Business Flex Plans and Vodafone Business Flex Data Add-On Products (if any) connected to the same account. Should you choose to use your Vodafone Business Flex Mobile Broadband Plan for services other than accessing the shared pool of Included Data, or if you continue to use data once the Included Data amount on the account is exhausted, you will be charged an additional amount for these services at the rates specified in the table below.

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\$5 Business Flex Mobile Broadband SIM Only 24 Month Plans (November 2020)	
\$5 Business Flex Mobile Broadband SIM Only Month to Month Plans (November 2020)	
\$5, \$15, \$35 Business Flex Mobile Broadband 24 Month Plans (November 2020)	
\$5 Business Flex Mobile Broadband Month to Month Plan (November 2020)	
Additional Data within Australia (including Tethering) This rate will apply once the Included Data allowance of the shared data pool has been exhausted.	Additional Data will be charged at a rate of \$0.0098/MB in per kilobyte increments.
Standard National Voice calls (to Vodafone mobiles)	40c connection fee + 98c per 60 seconds
Standard National Voice calls (to other mobile and fixed networks)	40c connection fee + 98c per 60 seconds
Standard National Video calls	40c connection fee + \$1.47 per 60 seconds
Standard National Calls to 13 and 1300 numbers	40c connection fee + \$1.47 per 60 seconds
Standard National 1800 Numbers	Infinite
Standard National other 18 Numbers	40c connection fee + \$1.47 per 60 seconds
Standard National and International TXT (for standard TXT of up to 160 characters)	30c per message
Standard National and International PXT® (text, pic, video and audio)	55c per message
Calls to Customer Care within Australia	Free from your Vodafone Mobile
Voicemail – Deposits within Australia	Free from your Vodafone Mobile
Voicemail – Retrievals within Australia	40c connection fee + 98c per 60 seconds
Standard National Re-routed voice calls	40c connection fee + \$1.20 per 60 seconds
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)	30c per message
Calls to National Directory Assist (1223)	\$1.50 Call Connection fee + \$0.95 per minute
Calls to International Directory Assist (1225)	\$1.50 Call Connection fee + \$0.95 per minute
Standard International voice calls	32c connection fee + applicable country rate (vodafone.com.au for rates)
Standard International video calls	35c connection fee + 1.5 x applicable country voice call rate (vodafone.com.au for rates)
International Roaming	<u>While roaming in a \$5 Roaming Eligible Country (for the full list, go to Vodafone.com.au/roaming):</u> 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 use your Included Data allowance like you were at home while ever you are in an Eligible Country. If you use up your Included Data while overseas in an Eligible Country, you will be charged for any further data use as per your normal Additional Data rate. 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

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addition to your plan fees. *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 vodafone.com.au/roaming.*

Rest of the world OR if you Opt-Out of \$5 Roaming: Pay-As-You-Go Rates

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.

For full International Roaming rates and charges for all services, and for full Vodafone \$5 Roaming and Vodafone Pay-As-You-Go Terms and Conditions go to vodafone.com.au/roaming