

# Terms & Conditions

## Vodafone Business Flex Plans

### 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, 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).

# Terms & Conditions

## Vodafone Business Flex Plans

### 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) 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.

#### 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. Broadband Speeds not available in any 2G area. Actual speed achieved varies depending on factors such as device capabilities, location & network congestion. 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) 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. For more information about the Vodafone network, see [vodafone.com.au/personal/services/coverage](http://vodafone.com.au/personal/services/coverage).

#### 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.

# Terms & Conditions

## Vodafone Business Flex Plans

- 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) Vodafone Business Flex (Voice) Plan Products feature a "Plan Allowance" which is made up of an "Included Data" allowance and an "Infinite" allowance (which provides you with infinite access to many (but not all) services available from Vodafone). For full detail on how allowances work for Vodafone Business Flex (Voice) Plan Products, please see:
  - iii. Section 3.1 "General Terms" and
  - iv. the section of the Terms titled "Vodafone Rates: What is included in my Product's Plan Allowance?" for full details).
- c) If your 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) Once your Included Data allowance has been exhausted, any additional data usage is charged at a rate of \$0.0098/MB, (charged in kilobyte increments).
- f) **Data Sharing** – Please see Section 3.1 "General Terms" for more detail regarding Vodafone Business Flex data sharing.
- g) Unless otherwise stated, the section of the Terms titled "Vodafone Rates: What is included in my Product's Plan Allowance" specifies which services are or are not included with your Plan Allowance and the rate at which additional and excluded services will be charged.
- h) 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.
- i) Each charge is rounded up to the nearest cent before GST is included.
- j) Unless otherwise stated, rates specified for services are GST inclusive.
- k) Unless otherwise stated, call usage is billed in blocks of 60 seconds for the Products. Usage is rounded up to the end of the current block.
- l) Unless otherwise stated, included data usage is charged in per kilobyte blocks.
- m) All rates and charges are subject to change. Vodafone will comply with relevant regulations and industry codes with respect to such changes.

# Terms & Conditions

## Vodafone Business Flex Plans

### 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) 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.

### 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](http://vodafone.com.au/roaming).
- b) All Vodafone Business Flex (Voice) Plan Products, and all Vodafone Business Flex Mobile Broadband Plan Products (except the Vodafone \$5 Business Flex Mobile Broadband SIM Only Month to Month Plan Product and Vodafone \$5 Business Flex Mobile Broadband SIM Only 24 Month Plan Product) **purchased on or after 17 May 2017**, are pre-activated for \$5 Roaming. 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). In return for this service, for every connection to 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](http://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 1555.
- 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) If you wish to opt-out of Vodafone \$5 Roaming, you may do so by calling 1555 from your Vodafone Mobile (when in Australia) or +61 414 141 414 (when overseas).
- e) If you wish to opt-into Vodafone \$5 Roaming, you may do so by calling from Vodafone Mobile on 1555 (when in Australia) or +61 414 141 414 (when overseas).
- f) 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 Traveller rates.

### Checking your usage

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.

# Terms & Conditions

## Vodafone Business Flex Plans

### **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.

# Terms & Conditions

## Vodafone Business Flex Plans

### 3. Terms for Vodafone Business Flex (Voice) Plan Products and Vodafone Business Flex Mobile Broadband Plan Products

#### 3.1 – 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 Product or Vodafone Business Flex Mobile Broadband Plan Products 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 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) 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).
- iii) Additional Data is shared on the same basis as Included Data.

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

- i) If you have more than one Vodafone Business Flex (Voice) Plan Products on the same billing account, any included International Minutes Allowance (if applicable to your Vodafone Business Flex (Voice) Plan Product) and/or any standard international voice minutes included with any Vodafone Business Flex International Add-On Products connected to your account will combine into one International Minutes Allowance pool, which can be shared between all devices connected to Vodafone Business Flex (Voice) plans 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 Allowance pool). For the avoidance of doubt, the \$10 of call value which is included with the \$10 International Value Pack is NOT shareable.
- ii) If you don't want to share international minutes between your services, they need to be on separate billing accounts.
- iii) 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) Changing To Other Business Plans

You may change from one Vodafone Business Flex (Voice) Plan Product to another Vodafone Business Flex (Voice) Plan 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. If you are changing to a less expensive Vodafone Business Flex (Voice) Plan Product or to a month to month Product or to a prepay Product, fees, including a Plan Change Fee may apply. Any Product change will take effect from the start of your next monthly billing period. Contact Vodafone Customer Care for more information.

##### d) Handsets

- i) Charges for your Vodafone Business Flex (Voice) Plan 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 below identifies which Vodafone Business Flex (Voice) Plans 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 Product and/or a Vodafone Business Flex Mobile Broadband with Tech Fund Plan Product, the following additional terms and conditions apply:

# Terms & Conditions

## Vodafone Business Flex Plans

- a. The Technology Fund will be established at the date your Product is first connected.
- b. 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.
- c. Contact Vodafone Customer Care or your account manager to discuss the specific Technology Fund allowance available with your particular Plan.
- d. The devices you purchase must remain connected to "our Network" for at least the Minimum Term.
- e. 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.
- f. 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 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.

### e) 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.
  - b. 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".
  - c. 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.

# Terms & Conditions

## Vodafone Business Flex Plans

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

| Vodafone Business Flex (Voice) Plans             |                       |   |                              |  |
|--|-----------------------|---|------------------------------|--|
| Plan name  | Minimum Monthly Spend | Minimum Spend over 24 month contract term | Once Off Tech Fund included? | Early Exit Fee                         |
| \$35 Business Flex 24 Month Plan                 | \$35                  | \$840                                     | No                           | \$17.50 x remaining months on contract |
| \$60 Business Flex 24 Month Plan                 | \$60                  | \$1,440                                   | No                           | \$30 x remaining months on contract    |
| \$80 Business Flex 24 Month Plan                 | \$80                  | \$1,920                                   | No                           | \$40 x remaining months on contract    |
| \$100 Business Flex 24 Month Plan                | \$100                 | \$2,400                                   | No                           | \$50 x remaining months on contract    |
| \$130 Business Flex 24 Month Plan                | \$130                 | \$3,120                                   | No                           | \$65 x remaining months on contract    |
| \$35 Business Flex 24 Month Plan with Tech Fund  | \$35                  | \$840                                     | Yes                          | \$17.50 x remaining months on contract |
| \$60 Business Flex 24 Month Plan with Tech Fund  | \$60                  | \$1,440                                   | Yes                          | \$30 x remaining months on contract    |
| \$80 Business Flex 24 Month Plan with Tech Fund  | \$80                  | \$1,920                                   | Yes                          | \$40 x remaining months on contract    |
| \$100 Business Flex 24 Month Plan with Tech Fund | \$100                 | \$2,400                                   | Yes                          | \$50 x remaining months on contract    |
| \$130 Business Flex 24 Month Plan with Tech Fund | \$130                 | \$3,120                                   | Yes                          | \$65 x remaining months on contract    |
| \$30 Business Flex SIM Only 24 Month Plan        | \$30                  | \$720                                     | No                           | \$15 x remaining months on contract    |
| \$40 Business Flex SIM Only 24 Month Plan        | \$40                  | \$960                                     | No                           | \$20 x remaining months on contract    |
| \$60 Business Flex SIM Only 24 Month Plan        | \$60                  | \$1,440                                   | No                           | \$30 x remaining months on contract    |
| \$75 Business Flex SIM Only 24 Month Plan        | \$75                  | \$1,800                                   | No                           | \$37.50 x remaining months on contract |



# Terms & Conditions

## Vodafone Business Flex Plans

|   |      |         |    |                                     |
|---|------|---------|----|-------------------------------------|
| \$90 Business Flex SIM Only 24 Month Plan | \$90 | \$2,160 | No | \$45 x remaining months on contract |
|---|------|---------|----|-------------------------------------|

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

| Vodafone Business Flex Mobile Broadband Plans                    |                       |                   |   |                              |                                       |                                   |
|--|-----------------------|-------------------|---|------------------------------|---------------------------------------|-----------------------------------|
| Plan name  | Minimum Monthly Spend | Commitment Period | Minimum Spend over 24 month contract term | Once off Tech Fund Included? | Early Exit Fee                        | Included Data to use in Australia |
| \$5 Business Flex Mobile Broadband SIM Only Month to Month Plan  | \$5                   | Month to Month    | N/A                                       | No                           | N/A                                   | NONE                              |
| \$5 Business Flex Mobile Broadband SIM Only 24 Month Plan        | \$5                   | 24 Months         | \$120                                     | No                           | \$2.50 x remaining months on contract | NONE                              |
| \$15 Business Flex Mobile Broadband 24 Month Plan                | \$15                  | 24 Months         | \$360                                     | No                           | \$7.50 x remaining months on contract | 3GB                               |
| \$30 Business Flex Mobile Broadband 24 Month Plan                | \$30                  | 24 Months         | \$720                                     | No                           | \$15 x remaining months on contract   | 10GB                              |
| \$15 Business Flex Mobile Broadband 24 Month Plan with Tech Fund | \$15                  | 24 Months         | \$360                                     | Yes                          | \$7.50 x remaining months on contract | 3GB                               |
| \$30 Business Flex Mobile Broadband 24 Month Plan with Tech Fund | \$30                  | 24 Months         | \$720                                     | Yes                          | \$15 x remaining months on contract   | 10GB                              |

### h) Unlimited BlackBerry® Email and Internet Browsing Add-On Products

The following terms and conditions apply to you if you purchase a Vodafone Product with an Unlimited BlackBerry® Email (BlackBerry® Internet Service (BIS version)) allowance or if you purchase a Vodafone Unlimited BlackBerry® Email and Internet Browsing Add-On Product (BlackBerry® Internet Service (BIS version)).

- i) You will receive either a data allowance or an Unlimited BlackBerry® Email (BlackBerry® Internet Service (BIS version)) allowance on all Vodafone Business Flex (Voice) Plan Products.
- ii) Unlimited BlackBerry® Email and Internet Browsing allowance or Add-On (as applicable) gives you unlimited BlackBerry data. (BlackBerry® Internet Service (BIS) version only – excludes Blackberry® Enterprise Solution (BES) version) which

# Terms & Conditions

## Vodafone Business Flex Plans

includes BlackBerry® Email and Internet browsing, Facebook® and other applications, when accessed via the BlackBerry Access Point (APN) within Australia. Vodafone's Fair Use Policy applies. Additional charges apply for some services such as video streaming (e.g. YouTube) and single file downloads over 3 MB. Included voice value cannot be used for data. 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. Broadband Speeds not available in any 2G area. Actual speed achieved varies depending on factors such as device capabilities, location & network congestion. 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.

- iii) In addition to these terms and conditions, BlackBerry's standard terms and conditions associated with the use of BlackBerry® from Vodafone, the BlackBerry® Internet Service, the BlackBerry® Built-In handheld and other associated products will also apply to your use of these products and services. BlackBerry®, RIM®, Research In Motion®, SureType®, SurePress™ and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. Used under license from Research In Motion Limited.
- iv) Unlimited BlackBerry® Email and Internet Browsing (BlackBerry® Internet Service (BIS)) can only be activated on BlackBerry® Built-In handhelds as authorised by Vodafone and Research in Motion. The BlackBerry® browser icon or any specific application loaded on your BlackBerry® at the time of purchase (excluding Compass) must be used to access the internet to ensure data usage is taken out of your Unlimited BlackBerry® Email and Internet Browsing Add-On Product's included data allowance.
- v) Download of applications from BlackBerry® World™ is included in your Unlimited BlackBerry® Email and Internet Browsing Add-On Product's included data allowance, but the price for any application purchased is not included, and will be charged to you as an additional amount.
- vi) Data usage by some services available on Vodafone networks, including some internet services, cannot be paid from your Unlimited BlackBerry® Email and Internet Browsing Add-On Allowance or Add-on Product's (as applicable) Included Data allowance. Use of these services may incur an additional charge, at the rates specified in the "Not payable from Plan Allowance" table below.

### 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 Product.

| Product                                       | Minimum Monthly Spend | Contract Term  | Included Data Allowance |
|---|-----------------------|----------------|-------------------------|
| \$35 Business Flex Data Add-on Month to Month | \$35                  | Month to Month | 5GB                     |
| \$85 Business Flex Data Add-on Month to Month | \$85                  | Month to Month | 25GB                    |

- 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.

# Terms & Conditions

## Vodafone Business Flex Plans

- 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 Product(s) on a first-in-first-served basis. For connections to the Vodafone Business Flex (Voice) Plan Product(s), 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. Included data is credited to you for payment of the Minimum Monthly Spend.
- 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 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](http://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 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 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 per KB increments.
- viii) Cancellation of your Vodafone Business Flex Data 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 Data Add-on Product(s). You will be billed until the end of that month.

### j) Vodafone Business Flex International Add-On Products

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

- i) The following Vodafone Business Flex International Add-on Products are available to customers who are connected, and remain connected to, a valid Vodafone Post-paid Business Flex Plan Product.

| Product   | Minimum Monthly Spend | Contract Term  | Included International Minute Allowance to Selected Countries |
|---|-----------------------|----------------|---|
| \$10 Business Flex International Add-on Month to Month  | \$10                  | Month to Month | 120 standard voice mins                                       |
| \$50 Business Flex International Add-on Month to Month  | \$50                  | Month to Month | 600 standard voice mins                                       |
| \$100 Business Flex International Add-on Month to Month | \$100                 | Month to Month | 1200 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.

# Terms & Conditions

## Vodafone Business Flex Plans

- 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) plans on that same billing 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 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](http://www.vodafone.com.au/internationalcountries) (Selected Countries). All calls are deducted in per 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](http://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 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 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.

### k) Vodafone \$10 International Value Pack Product

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 <a href="http://Vodafone.com.au/idd">Vodafone.com.au/idd</a> | Yes                                       |

- i) \$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.

# Terms & Conditions

## Vodafone Business Flex Plans

- ii) 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](http://www.vodafone.com.au/internationalcountries) (excludes Premium, video, special and overseas free phone numbers).
- iii) 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 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;
- iv) 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;
- v) \$10 call value is only accessible to the connection who has added the International Value Pack – it is not shareable.
- vi) 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](http://vodafone.com.au/idd);
- vii) Max one pack per connection per month;
- viii) Discounted Pay-As-You-Go Rates are only accessible to the connection who has added the Pack – it is not shareable;
- ix) If your eligible voice plan is cancelled, these Packs will also automatically cancel;
- x) 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;
- xi) 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;
- xii) The Minimum Monthly Spend of the Pack will not be pro-rated when purchased or cancelled part way through a billing month.

# Terms & Conditions

## Vodafone Business Flex Plans

### 4. Vodafone Rates: What is Payable from my Vodafone Business Flex (Voice) Plan Allowance?

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

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 (i.e. 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".

| Business Flex 24 Month Plans   | \$35  | \$60                                  | \$80                                  | \$100                                   | \$130                                   |
|--|---|---------------------------------------|---------------------------------------|---|---|
| Business Flex 24 Month Plans with Tech Fund  | \$35  | \$60                                  | \$80                                  | \$100                                   | \$130                                   |
| Business Flex SIM Only 24 month Plans  | \$30  | \$40                                  | \$60                                  | \$75                                    | \$90                                    |
| Plan Type  | 24 Month Plan   | 24 Month Plan                         | 24 Month Plan                         | 24 Month Plan                           | 24 Month Plan                           |
| Included data (including tethering)  | 1GB or 1GB + Unlimited Blackberry BIS   | 5GB or 5GB + Unlimited Blackberry BIS | 8GB or 8GB + Unlimited Blackberry BIS | 15GB or 15GB + Unlimited Blackberry BIS | 22GB or 22GB + Unlimited Blackberry BIS |
| 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)  | Infinite  |                                       |                                       |   |   |
| Calls to International Directory Assist (1225)   | Infinite  |                                       |                                       |   |   |
| International Roaming  | <p>Vodafone \$5 Roaming</p> <p><u>While roaming in a \$5 Roaming Eligible Country (for the full list, go to <a href="http://Vodafone.com.au/roaming">Vodafone.com.au/roaming</a>):</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</p> |                                       |                                       |   |   |

# Terms & Conditions

## Vodafone Business Flex Plans

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. 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](http://vodafone.com.au/roaming).

Rest of the world:

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

**Vodafone Pay-As-You-Go Traveller**

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 Traveller 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 Traveller Terms and Conditions go to [vodafone.com.au/roaming](http://vodafone.com.au/roaming).

# Terms & Conditions

## Vodafone Business Flex Plans

### b) 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 Plans – 24 Month  | \$35  | \$60 | \$80 | \$100 | \$130 |
|---|---|------|------|-------|-------|
| Business Flex Tech Fund Plans- 24 Month   | \$35  | \$60 | \$80 | \$100 | \$130 |
| Business Flex SIM Only 24 months Plan   | \$30  | \$40 | \$60 | \$75  | \$90  |
| Additional Data within Australia (including Tethering)<br><br>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 TXT and PXT   | Varies, depending on service  |      |      |       |       |
| Premium voice and video calls   | Varies, depending on service  |      |      |       |       |
| International Roaming   | <p>Vodafone \$5 Roaming</p> <p><u>While roaming in a \$5 Roaming Eligible Country (for the full list, go to <a href="http://Vodafone.com.au/roaming">Vodafone.com.au/roaming</a>):</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 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 <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p> <p><u>Rest of the world:</u></p> <p>You will be charged Vodafone Pay-As-You-Go Traveller rates which are charged outside of your Plan Allowance.</p> <p><b>Vodafone Pay-As-You-Go Traveller</b></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 Traveller 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 Traveller Terms and Conditions go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a></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  |      |      |       |       |
| Excluded* internet and data services when using Vodafone Unlimited BlackBerry® Email and Internet Browsing * Excluded services include: Pocket Life, Vodafone Central purchases and downloads, You Tube and other video streaming, content purchases or downloads from any application not loaded by Vodafone or Research In Motion, Premium TXT and Chat, single downloads of 3MB or larger or any data usage by any application that does not use the BlackBerry® Access Point (APN). | All excluded services are deducted from your data allowance, and then charged at your additional data rate  |      |      |       |       |



# Terms & Conditions

## Vodafone Business Flex Plans

### c) 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                |   |   | \$15          | \$30          |
| Business Flex Mobile Broadband 24 Month Plans with Tech Fund |   |   | \$15          | \$30          |
| Business Flex Mobile Broadband SIM Only Plans                | \$5   | \$5   |               |               |
| Plan Type  | Month to Month  | 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          |

### d) 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  | \$5  |     |      |      |
| Business Flex Mobile Broadband SIM Only Month to Month Plans                                      |  | \$5 |      |      |
| Business Flex Mobile Broadband 24 Month Plans   |  |     | \$15 | \$30 |
| Business Flex Mobile Broadband 24 Month Plans with Tech Fund                                      |  |     | \$15 | \$30 |
| 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  |     |      |      |
| 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  |     |      |      |

# Terms & Conditions

## Vodafone Business Flex Plans

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|--|--|
| 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 style="text-align: center;"><u>While roaming in a \$5 Roaming Eligible Country (for the full list, go to <a href="http://Vodafone.com.au/roaming">Vodafone.com.au/roaming</a>):</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. 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;"><u>Rest of the world OR if you Opt-Out of \$5 Roaming: Pay-As-You-Go Traveller</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 Traveller 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 Traveller Terms and Conditions go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a></p> |