

Business Caps

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

- (a) The terms and conditions that will apply to your Product or Products are:
- (i) all the terms and conditions contained in this document;
 - (ii) all the terms and conditions contained in the Vodafone Standard Form of Agreement (**SFOA**), which is available at vodafone.com.au; and
 - (iii) all the terms and conditions contained in any application form you complete when you agree to purchase a Product, (collectively, the "**Terms**").
- (b) When you agree to purchase a Product you accept the Terms.
- (c) Your contract commences on your acceptance of the Terms, however, any minimum contract term which applies does not commence until your service is activated.
- (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) 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.
- (f) 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.

For more information, call Vodafone on 1300 650 410 or visit vodafone.com.au.

2. Important Things You Need to Know

Availability

- (a) The Vodafone contracts and products referred to in the Terms (**Products**) are for small business use only, and are not available to medium to large business/corporate and commercial customers. Medium to large business/corporate and commercial customers should contact Vodafone for information about Vodafone's business products.
- (b) The Products are available to credit approved customers only.
- (c) Unless otherwise stated, up to 3 Vodafone Business Cap Products can be used per connection to the Vodafone network.
- (d) Mobile devices may be locked to the Vodafone network. A fee may apply to unlock.
- (e) Vodafone's Fair Use policy applies to all Vodafone Cap Products.

Factors affecting availability and performance

- (a) Network coverage and many other factors may affect the availability and performance of certain Products. For the latest information on Vodafone's network in Australia or overseas, visit vodafone.com.au/coverage.
- (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 mobile devices are compatible with Vodafone networks.
- (c) All Vodafone services subject to device capabilities and network limitations and availability. Compatible 3G device required to access 3G services. Vodafone offers 2100Mhz devices and 900Mhz devices. Customers with devices that are 2100MHz compatible but not 900MHz compatible will experience 3G coverage in metro and some regional areas and GPRS (or Edge, where available) coverage in 900MHz areas. High bandwidth applications, such as video streaming, video calling, Mobile TV, MusicStation and full track downloads, only available in Vodafone's 3G Mobile Broadband Zone. Slower speeds can be expected outside Vodafone's 3G Mobile Broadband Zone.

(d) Notwithstanding anything else in our contract with you, we may provide services to you using any telecommunications network we consider appropriate, including (but not limited to) the "Vodafone" networks operated by, for or on behalf of Vodafone Network Pty Limited and Vodafone Australia Pty Limited and the "3" network operated by, for or on behalf of Vodafone Hutchison Australia Pty Limited. For more information about these networks, see the coverage maps available at www.vodafone.com.au/coverage and www.three.com.au/coverage.

Data services

- (a) For data Products, a data session starts when you first connect to data services and ends when you disconnect from data services.
- (b) When using data Products, some internet services, including web sites and email, may not be accessible.

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) If your usage of a Product exceeds your included value, or you use a Product that is not payable from your included value, you will be charged an amount additional to your minimum monthly spend.
- (c) Unless otherwise stated, if you do not use all your included value in the relevant month, that included value is forfeited, is not refundable, and will not carry over into any other month.
- (d) Unless otherwise stated, the section of the Terms titled "Vodafone Rates: What is payable from my Vodafone Cap Product's included value?" specifies which Products are or are not available to be used from your included value and the rate at which additional services will be charged.
- (e) Each call charge is rounded up to the nearest cent before GST is included.
- (f) All rates and charges are subject to change. We will comply with relevant regulations and industry codes with respect to such changes.

(g) To activate international roaming, contact Vodafone at least 72 hours before you leave Australia. Vodafone may require you to pay a security deposit before activating international roaming. Some Vodafone services may not be available outside Australia.

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. These charges will be applied to your bill.
- (c) Paperless billing is the default bill delivery method for Vodafone customers. 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.

3. Vodafone Business Cap Contracts, Vodafone Unlimited Business Cap Contracts and Vodafone Month to Month Cap Contracts (excluding SIM Only Business Caps)

The table on page 12 specifies minimum monthly spend pricing and minimum contract terms for Vodafone Business Cap Contract, Vodafone Unlimited Business Cap Contract Products and Vodafone Month to Month Cap Contract Products.

The following terms and conditions apply to you if you purchase a Vodafone Business Cap Contract or Vodafone Unlimited Business Cap Contract Product (but not a Vodafone Month to Month Cap Contract Product):

- (a) You will receive a data allowance or Unlimited BlackBerry® Email and Internet browsing (BlackBerry® Internet Service (BIS version))(unless your Product is the \$29 Business Cap).
- (b) If you have chosen to include Unlimited BlackBerry® email with your

Vodafone Business Cap Contract or Vodafone Unlimited Business Cap Contract Product, sections 6(d) – 6(i) below also apply to you.

(c) You may change from one Vodafone Business Cap Contract Product to another Vodafone Business Cap Product once per monthly billing period by calling Vodafone Customer Care, and agreeing to the terms of the new Vodafone Business Cap Product. Any credit or other benefits from your existing Cap will be forfeited, unless otherwise advised. If you are changing to a less expensive Vodafone Business Cap Contract 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) Any \$0 upfront or discounted mobile device offers are only available from Vodafone's selected mobile device range at the time that you agree to a contract and cannot be redeemed for cash or as a credit against your service costs with Vodafone. These mobile device offers are not available if you switch between contracts during the minimum contract term.

The following terms and conditions only apply to you if you purchase a Vodafone Month to Month Cap Contract Product:

(e) Sections 3(a) – (c) above.

(f) Charges for your Month to Month Cap Contract Product are in addition to any handset repayments (if applicable).

(g) The Minimum Monthly Spend is payable for each full monthly billing cycle in advance.

(h) If you add or remove the Month to Month Cap Contract Product mid billing cycle, the Minimum Monthly spend will be pro-rated.

4. Vodafone SIM Only Business Caps

The table on page 9 specifies minimum monthly spend pricing for Vodafone SIM Only Business Cap Products. The following terms and conditions apply to you if you purchase a SIM Only Business Cap Product.

(a) All customers will receive a data allowance or Unlimited BlackBerry®

Email and Internet browsing (BlackBerry® Internet Service (BIS version) (excluding customers on the \$20 SIM Only Business Cap).

(b) If you have chosen to include Unlimited BlackBerry® Email and Internet browsing with your SIM Only Business Cap Product, sections 6(d) – 6(i) below also apply to you.

(c) Charges for your Sim Only Cap Product are in addition to any handset repayments (if applicable).

(d) The Minimum Monthly Spend is payable for each full monthly billing cycle in advance.

(e) If you add or remove the Sim Only Cap Product mid billing cycle, the Minimum Monthly spend will be pro-rated.

5. Vodafone Mobile Data

The table on page 13 specifies minimum monthly spend pricing, minimum contract terms and monthly data allowances for Vodafone Mobile Data Products.

The following terms and conditions apply to you if you purchase a Vodafone Mobile Data Product:

(a) Vodafone Mobile Data is available to customers who are connected and remain connected to a valid Vodafone Business Cap Product.

(b) Minimum monthly spend for Vodafone Mobile Data excludes any additional mobile device payments (if applicable).

(c) Standard rates apply once your monthly data allowance has been exhausted. Additional data charges cannot be paid from your Vodafone Business Cap Product's included non data allowance.

(d) Data allowances can only be used in Australia, on Vodafone networks.

(e) Cancellation will take effect from the end of the month on which you tell us that you want to stop receiving the Vodafone Mobile Data Product. You will be billed until the end of that month.

6. Unlimited BlackBerry® Email and Internet Browsing Packs Products

The table on page 12 specifies minimum monthly spend pricing, minimum contract terms and monthly data allowances for Vodafone Unlimited BlackBerry® Email and Internet Browsing Packs Products for the BlackBerry® Internet Service (BIS). The following terms and conditions apply to you if you purchase an Unlimited BlackBerry® Email and Internet Browsing Pack Product.

(a) Vodafone Unlimited BlackBerry® Email and Internet Browsing Pack Products are available to you if you are connected and remain connected to a valid Vodafone Cap Product. If your Vodafone Cap Product is cancelled, your Unlimited BlackBerry® Email and Internet Browsing Pack will also automatically be cancelled.

(b) Minimum monthly spend for Unlimited BlackBerry® Email and Internet Browsing Pack Products excludes any additional mobile device payments (if applicable).

(c) Cancellation will take effect from the end of the month on which you tell us that you want to stop receiving the Vodafone Unlimited BlackBerry® Email and Internet Browsing Pack Product. You will be billed until the end of that month.

(d) Unlimited BlackBerry® Email and Internet browsing pack gives you unlimited BlackBerry data (BlackBerry® Internet Service (BIS) version only – excludes BlackBerry® Enterprise Solution (BES) version) which 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. BlackBerry® handsets are 2100Mhz devices, except for BlackBerry® Bold 9700 which is a 900Mhz device. In 3G 900Mhz areas, all devices except the Bold 9700 will experience GPRS coverage (slower speed).

(e) In addition to these terms and conditions, Research In Motion'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.

(f) 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 must be used to access the internet to ensure data usage is taken out of your Unlimited BlackBerry® Email and Internet Browsing Product's included data allowance.

(g) Download of applications from BlackBerry® App World™ is included in your Unlimited BlackBerry® Email and Internet Browsing 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.

(h) Data usage by some services available on Vodafone networks, including some internet services, cannot be paid from your Unlimited BlackBerry® Email and Internet Browsing Product's included data allowance. Use of these services may incur an additional charge, at the rates specified in the "Not payable from cap included value" table in section 10.

(i) Data allowances can only be used in Australia, on Vodafone networks.

7. Vodafone Rates: What is payable from my Vodafone Cap Product's included value?

Payable from cap included value

This table details all Products that can be paid from your included value (unless stated otherwise), and the charge rate for those Products. If a Product's price is "unlimited", you will not be charged for that Product.

If you ever exhaust your included value, you will be charged an additional amount for all additional Products you use at the rates specified in this table.

Included Services in your cap	Rate
Standard National Calls per minute	Vodafone Business Cap Contracts, SIM Only Business Caps: 35¢ Connection fee + 90¢ per minute Unlimited Business Cap Contracts & Month to Month (M2M) Business Cap Contracts: <i>Unlimited</i>
Vodafone to Vodafone or 3 network standard calls 24/7 within Australia	<i>Unlimited</i>
Standard International Voice Calls	Vodafone Business Cap Contracts, & SIM Only Caps: <i>see Vodafone.com.au for rates</i> Unlimited Business Caps & M2M Business Cap Contracts: <i>excluded - see "Not payable from cap included value" table</i>
Standard National Video Calls	Vodafone Business Cap Contracts, SIM Only Business Caps: 35¢ call connection fee + 1.5 x standard call rate (\$1.35 per minute) Unlimited Business Cap Contracts & M2M Business Cap Contracts: <i>Unlimited</i>
Standard International Video Calls	Vodafone Business Cap Contracts, SIM Only Business Caps: 35¢ call connection fee + 1.5 x International voice call rate) Unlimited Business Caps & M2M Business Cap Contracts: <i>excluded - see "Not payable from cap included value" table</i>
Standard National & International TXT up to 160 characters	\$69 & \$79 Vodafone Business Cap Contract and \$55 SIM Only Business Caps: <i>Unlimited*</i> Unlimited Business Cap Contracts & M2M Business Cap Contracts: <i>Unlimited*</i> All other Vodafone Business Cap Contracts and SIM Only Business Caps: 28¢ * Offer applies to standard personal TXT sent to individuals. Excludes premium and re-routed TXT. Offer cannot be used for commercial purposes (except in the ordinary course of your business of trade) or for resale purposes.



<p>Standard National & International PXT®</p>	<p>Vodafone Business Cap Contracts and SIM Only Business Caps : 50¢</p> <p>\$69 & \$79 Business Cap Contracts, \$55 SIM Only, Unlimited Business Cap Contracts & M2M Business Cap Contracts: <i>Unlimited</i></p> <p>* Offer applies to standard personal PXT sent to individuals. Excludes premium and re-routed PXT. Offer cannot be used for commercial purposes (except in the ordinary course of your business of trade) or for resale purposes.</p>	<p>15 Numbers</p> <hr/> <p>Customer Care Calls</p>	<p>Vodafone Business Cap Contracts and SIM Only Business Caps: <i>Varies, depending on service being called</i></p> <p>Unlimited Business Cap Contracts & M2M Business Cap Contracts: <i>excluded – see “Not payable from cap included value” table</i></p> <hr/> <p>Vodafone Business Cap Contracts, Unlimited Business Cap Contracts, SIM Only Business Caps & M2M Business Cap Contracts: <i>Unlimited</i></p>
<p>Standard National & International Video PXT®</p>	<p>Vodafone Business Cap Contracts and SIM Only Business Caps: 75¢</p> <p>\$69 & \$79 Business Cap Contracts, \$55 SIM Only, Unlimited Business Cap Contracts & M2M Business Cap Contracts: <i>Unlimited*</i></p> <p>* Offer applies to standard personal PXT sent to individuals. Excludes premium and re-routed PXT. Offer cannot be used for commercial purposes (except in the ordinary course of your business of trade) or for resale purposes.</p>		
<p>1223 Directory Assistance</p>	<p>Vodafone Business Cap Contracts and SIM Only Business Caps:</p> <p><i>\$2.60 a call (+ standard call rate if you are through-connected.)</i></p> <p>Unlimited Business Cap Contracts & M2M Business Cap Contracts: <i>excluded – see “Not payable from cap included value” table</i></p>		
<p>13 and 18 Numbers</p>	<p>Vodafone Business Cap Contracts and SIM Only Business Caps: 35¢ connection fee + 90¢ per minute.</p> <p>\$99 Unlimited Business Cap Contract & \$99 M2M Business Cap Contracts: <i>Unlimited</i></p> <p>\$79 Unlimited Business Cap Contract & \$79 M2M Business Cap Contracts: <i>excluded – see “Not payable from cap included value” table</i></p>		



Voicemail	<p>Vodafone Business Cap Contracts and SIM Only Business Caps: <i>Retrieval: Standard call rate.</i> <i>Free if you choose ring alert option</i> <i>Deposit: Free</i></p> <p>\$79 Unlimited Business Cap Contract & \$79 M2M Business Cap Contracts: <i>excluded – see “Not payable from cap included value” table</i></p> <p>\$99 Unlimited Business Cap Contract & \$99 M2M Business Cap Contracts: <i>Unlimited</i></p>
Mobile Data	<p>Vodafone Business Cap Contracts, Unlimited Business Cap Contracts, SIM Only Business Caps & M2M Business Cap Contracts: <i>excluded – see “Not payable from cap included value” table</i></p>
BlackBerry Email	<p>\$49, \$69, \$79 Vodafone Business Cap Contracts, Unlimited Business Cap Contracts, SIM Only Business Caps & M2M Business Cap Contracts: <i>Unlimited BlackBerry Email plus included MB allowance</i></p> <p>\$29 Cap: <i>excluded – see “Not payable from cap included value” table</i></p>
Re-routed Calls	<p>Vodafone Business Cap Contracts and SIM Only Business Caps: <i>35¢ connection fee + \$1.20 per minute</i></p> <p>Unlimited Business Cap Contracts & M2M Business Cap Contracts: <i>excluded – see “Not payable from cap included value” table</i></p>



Not payable from cap included value

This table details other Products that you can purchase from Vodafone, but which cannot be paid for from your included value (unless stated otherwise).

You will be charged an additional amount for these Products at the rates specified in this table.

Service you can purchase for additional charge	Rate
BlackBerry Email	\$29 Vodafone Business Cap Contract – see vodafone.com.au for rates
National Roaming	Vodafone Business Cap Contracts, SIM Only Business Caps, Unlimited Business Cap Contracts & M2M Business Cap Contracts: <i>Varies - see vodafone.com.au for rates</i>
International Roaming	Vodafone Business Cap Contracts, SIM Only Business Caps and Unlimited Business Cap Contracts & M2M Business Cap Contracts: <i>Varies - see vodafone.com.au for rates</i>
Voicemail Retrieval	\$79 Unlimited Business Cap Contract & \$79 M2M Business Cap Contracts: <i>35¢ connection fee + 30¢ per 30 seconds</i>
13 and 18 Numbers	\$79 Unlimited Business Cap Contract & \$79 M2M Business Cap Contracts: <i>35¢ connection fee + 90c per minute</i>
15 Numbers	Unlimited Business Cap Contracts & M2M Business Cap Contracts: <i>Varies, depending on service being called</i>
Mobile Data	Vodafone Business Cap Contracts and SIM Only Caps: <i>After monthly data allowance is exhausted, 50c per MB is payable (in per KB increments, minimum session of 12KB)</i> Unlimited Business Cap Contracts & M2M Business Cap Contracts: <i>After monthly data allowance is exhausted, 12 c per MB is payable (in per KB increments, minimum session of 50KB)</i>

International Voice Calls	Unlimited Business Cap Contracts & M2M Business Cap Contracts, <i>Varies – see vodafone.com.au for rates</i>
International Video Calls	Unlimited Business Cap Contracts & M2M Business Cap Contracts: <i>35¢ call connection fee + 1.5 x international voice call rate</i>
Vodafone live! content purchase	Vodafone Business Cap Contracts, SIM Only Business Caps, Unlimited Business Cap Contracts & M2M Business Cap Contracts: <i>Price specified at time of purchase</i>
123- Ask Us Anything	Vodafone Business Cap Contracts, SIM Only Business Caps and: <i>\$1.30 connection fee + \$1.30 per 60 seconds</i> Unlimited Business Cap Contracts & M2M Business Cap Contracts: <i>\$1.30 connection fee + 65c per 30secs</i>
1223 Directory Assistance	Unlimited Business Cap Contracts & M2M Business Cap Contracts: <i>\$2.60 a call (+ standard call rate if you are through-connected.)</i>
Re-routed Calls	Unlimited Business Cap Contracts & M2M Business Cap Contracts: <i>35¢ connection fee + 60c per 30 seconds</i>
Excluded internet and data services when using Vodafone Unlimited BlackBerry® Email and Internet Browsing	All Vodafone Unlimited BlackBerry® Email and Internet Browsing Packs Products and Vodafone Business Cap Products with Unlimited BlackBerry® Email: <i>For all excluded services*, charged at the Mobile Data rate for your Vodafone Cap Product.</i> * Excluded services include: Pocket Life, Vodafone live! 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).