

# Terms & Conditions

## Vodafone Business Plans and Vodafone Red Business

### 1. What Terms and Conditions Apply to my Vodafone Red Business Plan, Vodafone Qantas Business Red Plan, Vodafone Red SIM Only Business Plan and Vodafone Red Business Shared Plan Products?

- a) This document sets out terms and conditions that apply to specific Vodafone contracts and products (collectively, the **"Products"**).
- b) The terms and conditions that will apply to your Product or Products are:
  - i. all the terms and conditions provided to you when you agree to purchase a Product, including the terms and conditions contained in this document, terms and conditions which are available online and which are identified as applying specifically to any element of your Plan (for example, if your Product is a Vodafone Qantas Business Red Plan Product, Vodafone Aquire Points Terms and Conditions also apply and can be found at <http://www.vodafone.com.au/doc/qantas-terms-and-conditions.pdf>) 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) On a Vodafone Red SIM Only Business Plan Product or a Vodafone Red Business 12 or 24 Month Plan Product or a Vodafone Qantas Business Red Product 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. Vodafone Business Shared Plan Products may not be suspended (See Section 5 below). 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 visit [vodafone.com.au/business](http://vodafone.com.au/business).

### 2. Important Things You Need to Know

#### Availability

- a) The Products are for small to medium business use only, and are not available to large business/corporate and commercial customers. Large business/corporate and commercial customers should contact Vodafone for



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information about Vodafone's corporate business products.

- b) "Unlimited" or "Infinite" offerings in the Products are only for standard person-to-person national calls and standard TXT (excludes premium and special numbers) all when made within Australia. So to use these offerings all you have to do is make sure you'll be talking to another person, or using your fingers to TXT them. These offerings are not for you if you plan to do any of the following: multiple simultaneous calling, re-supply, call centre usage, telemarketing, bulk messaging, application-to-person communication, continuously call forwarding, auto-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 calls and standard TXT (Non-Standard Usage).
- c) Vodafone reserves the right to determine other activities to be Non-Standard Usage, where such activities are of a commercial nature and/or do not involve standard person-to person national calls and standard TXT that Vodafone considers to be non standard usage.
- d) The Products are available to credit approved customers only.
- e) Vodafone's Fair Use policy applies to all Vodafone Products.

### 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 purpose of the Terms. For more information about the "Vodafone" network, see [vodafone.com.au/coverage](http://vodafone.com.au/coverage).

### Data services

- a) For Products that provide data access capabilities, a data session:



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- 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).

### 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 Red Business Plan Products, Vodafone Qantas Business Red Products and Vodafone Red Business SIM Only Plan Products feature a "Plan Allowance" which is made up of an "Included Data" allowance, an "Included International Minutes" allowance (on selected plans only) and an "Infinite" allowance (which provides you with infinite access to many (but not all) services available from Vodafone - see the Section 4 below). For Vodafone Business Red Shared Plan Product allowances see "Vodafone Business Red Shared Plans" Rates and Inclusions tables in Section 5 below.
- 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 in that billing month will be charged in blocks of 1GB for a cost of \$10 per block (Additional Data). Additional Data blocks will be triggered both in Australia and in Eligible Countries (if you have opted-in to \$5 Roaming). There is no limit to how many Additional Data blocks you can trigger. For example, if your plan has 1GB of monthly Included Data but you use a total of 3.5GB of data in that month, you will be charged \$30 in Additional Data charges (as you have triggered 3 x 1GB Additional Data blocks). Any unused Additional Data is forfeited at the end of the billing month and is unable to be rolled over,



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transferred, exchanged or redeemed for cash. Charges for Additional Data cannot be paid from your Vodafone Red Business Product, Vodafone Qantas Business Red Product or Vodafone Red Business SIM Only Plan Product or Vodafone Shared Business Plan Product's Plan Allowance and will be charged on top of your minimum monthly spend. If you have a Vodafone Data Add On Product that you purchased prior to 2 July 2014 but you sign up to a Vodafone Red Business Product, a Vodafone Qantas Business Red Product, a Vodafone Red Business SIM Only Plan Product or a Vodafone Shared Business Plan Product on or after 2 July 2014, you agree that the Additional Data rate will apply to your usage, and not any other rate for excess data that has previously applied on your existing Vodafone Data Add On Product until that point.

- f) Some Vodafone Red Business Plan Products, some Vodafone Qantas Business Red Products, some Vodafone Red Business SIM Only Plan Products and some Vodafone Business Red Shared Plans Products include an International Minutes Allowance which 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**) (see the Section 4 below for details on which plans include an International Minutes Allowance). The following terms apply:
- (i) If your Vodafone Red Business Plan Product, Vodafone Qantas Business Red Product, Vodafone Red Business SIM Only Plan Product or Vodafone Business Red Shared Plan Product **does not** have an International Minutes Allowance, and you make a standard voice call to one of the Selected Countries, then you will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to the Selected Countries (**Auto International Minute Blocks**). The Auto International Minute Blocks will recur automatically whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments.
  - (ii) If your Vodafone Red Business Plan Product, Vodafone Qantas Business Red Product, Vodafone Red Business SIM Only Plan Product or Vodafone Business Red Shared Plan Product **does** have an International Minutes Allowance, then the Auto International Minute Blocks will automatically apply on a recurring basis as described in clause f(i) above.
  - (iii) 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.
  - (iv) Auto International Minute Blocks will be triggered in Australia and in Eligible Countries (if you have opted into \$5 Roaming).
  - (v) There is no limit to how many Auto International Minute Blocks you can trigger. For example, if your plan has 120 minutes of monthly included standard international voice calls to Selected Countries but you use a total of 300 minutes of international calling to one or more of the Selected Countries in that month, you will be charged \$18 in additional international calling charges (as you have triggered 4 x \$6 Auto International Minute Blocks).
  - (vi) Any unused International Minute Allowances and/or Auto International Minute Blocks are forfeited at the end of the billing month and are unable to be rolled over, transferred, exchanged or redeemed for cash.
  - (vii) Charges for Auto International Minute Blocks cannot be paid from your Vodafone Red Business Plan Product, Vodafone Qantas Business Red Product, Vodafone Red Business SIM Only Plan Product or Vodafone Business Red Shared Plan Product Plan Allowance and will be charged on top of your minimum monthly spend.
  - (viii) 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.
- g) Some Vodafone Red Business Plan Products, some Vodafone Qantas Business Red Products and some Vodafone Red



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Business SIM Only Plan Products and some Vodafone Business Red Shared Plan Products include infinite standard voice calls to 10 selected countries (Infinite 10) (see the Section 4 below for details on which plans include Infinite 10 and which countries are included). For customers with a Vodafone Red Business Shared Plan or Vodafone Qantas Business Red Shared Product on their account, Infinite 10 is only shareable across all users on an account if it is offered as an inclusion on the Primary Plan. If the Primary Plan does not include Infinite 10 as part of its standard inclusion, only those users connected to a Vodafone Business Red Shared Plans Plan or Vodafone Qantas Business Red Product which includes Infinite 10 as a standard inclusion will be eligible to make infinite standard international voice calls to the eligible 10 countries. By way of example, if the Primary Plan (Person A) is connected to a Vodafone Business Red Plan Product which does NOT include Infinite 10, but has a Vodafone Business Red Shared Plan Product also connected to the account (Person B) which DOES include Infinite 10, then only Person B will be eligible to access Infinite 10 – it will not be accessible by Person A.

- h) Unless otherwise stated, Section 4 below specifies which services are or are not included with your Plan Allowance and the rate at which additional and excluded services will be charged. For Vodafone Business Red Shared Plan Product or Vodafone Qantas Business Red Product allowances see Section 5 below titled “Vodafone Business Red Shared Plans – What’s Included in my Product Plan Allowance”.
- 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, 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.

### Billing

- a) In your first bill, you will be charged your minimum monthly spend for the following month. Your first bill may also include a prorated amount from the date you connected to your first bill.
- b) For Vodafone Shared Plans, one bill will be issued to the Primary Plan Account Holder.
- c) You may choose to purchase additional Products from time to time. Charges for these Products will be applied to your bill.
- d) Paperless billing is the default bill delivery method for Vodafone customers.
- e) Vodafone will provide paper bills without charge to disabled or disadvantaged customers. Otherwise, Vodafone will not provide paper bills except in special circumstances, in which case, at its discretion, Vodafone may charge \$2.20 per paper bill.

### Checking your usage

Check your call, TXT and data use here and overseas at [myvodafone.com.au](http://myvodafone.com.au) or call us for free from your Vodafone Mobile on 1555 (when in Australia) or +61 414 141 414 (when overseas). *The Primary Account Holder of a Business*



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Red Shared Plans account may access individual data usage of Business Red Shared Plans account holders, and may also see overall usage on the account. Business Red Shared Plan account holder usage check entitlements are set out in Section 5.



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### 3. Terms for Vodafone Red Business Products, Vodafone Qantas Business Red Products, Vodafone Red Business SIM Only Products, Vodafone Business Red Shared Plan Products

#### General Terms

- a) Any Included Data allowance which is part of your Vodafone Red Business Plan Product, Vodafone Qantas Business Red Products, Vodafone Red Business SIM Only Product or Vodafone Business Red Shared Plan Product is only available for use via your compatible handset. It is not available for use on a mobile broadband device.
- b) Your Plan Allowance, any Additional Data allowance and/or any Auto International Minute Blocks you have triggered can be used in Australia, on Vodafone networks. You can also use your Plan Allowance, any applicable Additional Data allowance and/or any applicable Auto International Minute Blocks overseas while ever you:
  - i. remain opted-in to Vodafone \$5 Roaming (you are automatically opted-in to \$5 Roaming upon activation); and
  - ii. are roaming in an Eligible Country.

In return for this service, when you perform a Trigger Event in an Eligible Country on any given day, we will apply the **Daily Charge** to your account. 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. If you opt-out of Vodafone \$5 Roaming, or if you are opted-in but are roaming in a country which is not an eligible country, you will be charged according to Vodafone Pay-As-You-Go Traveller rates. For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Eligible Countries, Trigger Event/s and Vodafone Pay-As-You-Go Traveller rates, please go to [vodafone.com.au/roaming](http://vodafone.com.au/roaming).

- c) You may change from one Vodafone Business Plan Product to another Vodafone Business Plan Product, one Vodafone Qantas Business Red Product to another Vodafone Qantas Business Red Product or one Vodafone Red Business Product to another Vodafone Red Business Product once per monthly billing period by calling Vodafone Business Customer Care, and agreeing to the terms and conditions of the new Vodafone Business Plan Product or Vodafone Red Business Product or Vodafone Qantas Business Red Product (however, you if your Plan is Qantas Business Red SIM Only or a Qantas Business Red SIM Only Shared Plan, you are not eligible to transfer or upgrade to a Qantas Business Red Plan or Qantas Business Red Shared Plan – you may only change to another Qantas Business Red SIM Only or Qantas Business Red SIM Only Shared Plan (as applicable) and additional terms and conditions will apply – refer to <http://www.vodafone.com.au/doc/qantas-terms-and-conditions.pdf> for details). Any credit or other benefits from your existing Product will be forfeited, unless otherwise advised. If you are changing to a less expensive Business Plan or Red Business Product or Vodafone Qantas Business Red 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) If applicable for your Product, any \$0 upfront or discounted mobile device offers will only be 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.
- e) If you purchase a Vodafone Product which is offered on a Month to Month contract term, then:



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- a. The Minimum Monthly Spend is payable for each full monthly billing cycle in advance; and
  - b. Cancellation will take effect at the end of the month in which you tell us you want to cancel. You will be billed until the end of that month.
- f) Charges for your Product(s) are in addition to any handset repayments you agree to.
- g) The below table specifies minimum monthly spend and minimum contract terms for the Vodafone Red Business Plan Products, Vodafone Qantas Business Red Products and the Vodafone Red Business SIM Only Plan Products:

Plan name	Minimum Monthly Spend	Minimum Spend over 12 month contract term	Minimum Spend over 24 month contract term	Early Exit Fee
<b>Vodafone Red Business SIM Only - Month to Month Plans</b>				
\$30 SIM Only Plan	\$30	n/a	n/a	n/a
\$40 SIM Only Plan	\$40	n/a	n/a	n/a
\$50 SIM Only Plan	\$50	n/a	n/a	n/a
\$60 SIM Only Plan	\$60	n/a	n/a	n/a
\$80 SIM Only Plan	\$80	n/a	n/a	n/a
<b>Vodafone Red Business SIM Only - 12 Month Plans</b>				
\$30 SIM Only Plan	\$30	\$360	n/a	\$30 x remaining months on contract
\$40 SIM Only Plan	\$40	\$480	n/a	\$40 x remaining months on contract
\$50 SIM Only Plan	\$50	\$600	n/a	\$50 x remaining months on contract
\$60 SIM Only Plan	\$60	\$720	n/a	\$60 x remaining months on contract
\$80 SIM Only Plan	\$80	\$960	n/a	\$80 x remaining months on contract
<b>Vodafone Red Business SIM Only - 24 Month Plans</b>				
\$25 SIM Only Plan	\$25	n/a	\$600	\$25 x remaining months on contract
\$38 SIM Only Plan	\$38	n/a	\$912	\$38 x remaining months on contract
\$45 SIM Only Plan	\$45	n/a	\$1080	\$45 x remaining months on contract





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\$60 SIM Only Plan	\$60	n/a	\$1440	\$605 x remaining months on contract
\$85 SIM Only Plan	\$85	n/a	\$2040	\$85 x remaining months on contract
<b>Vodafone Red Business Plans – 12 and 24 Month</b>				
Vodafone \$40 Red	\$40	n/a	\$960	\$40 x remaining months on contract
Vodafone \$60 Red	\$60	n/a	\$1440	\$60 x remaining months on contract
Vodafone \$70 Red	\$70	\$840	\$1680	\$70 x remaining months on contract
Vodafone \$80 Red	\$80	\$960	\$1920	\$80 x remaining months on contract
Vodafone \$100 Red	\$100	\$1200	\$2400	\$100 x remaining months on contract
Vodafone \$130 Red	\$130	n/a	\$3120	\$130 x remaining months on contract
Vodafone \$45 Qantas Business Red SIMO Qantas	\$45	n/a	\$1080	\$45 x remaining months on contract
Vodafone \$60 Qantas Business Red SIMO	\$60	n/a	\$1440	\$60 x remaining months on contract
Vodafone \$85 Qantas Business Red SIMO	\$85	n/a	\$2040	\$85 x remaining months on contract
Vodafone \$80 Qantas Business Red	\$80	n/a	\$1920	\$80 x remaining months on contract
Vodafone \$100 Qantas Business Red	\$100	n/a	\$2400	\$100 x remaining months on contract
Vodafone \$130 Qantas Business Red	\$130	n/a	\$3120	\$130 x remaining months on contract

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

- a) 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)).
- b) You will receive either a data allowance or an Unlimited BlackBerry® Email (BlackBerry® Internet Service (BIS version)) allowance on all Vodafone Business Plan Products, Vodafone Qantas Business Red Products and Vodafone Red Business Products except the \$30 and \$40 Vodafone Business Plan Products and the \$30 Business SIM Plan Product. If



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you sign up to a \$30 or \$40 Vodafone Business Plan Products or the \$30 Business SIM Plan Product Products and have a compatible BlackBerry device, you may purchase a Vodafone Unlimited BlackBerry® Email and Internet Browsing Add-On Product (BlackBerry® Internet Service (BIS version)).

- c) This table specifies minimum monthly spend pricing, minimum contract terms and monthly data allowances for Vodafone Unlimited BlackBerry® Email and Internet Browsing Add-On Products (BlackBerry® Internet Service (BIS version)):

Contract Term	Minimum Monthly Spend	Monthly data allowance	Contract Minimum Spend	Early Exit Fee
Monthly	\$20	Unlimited BlackBerry® Email and Internet Browsing (BIS)	\$20	None
12 Months	\$10	Unlimited BlackBerry® Email and Internet Browsing (BIS)	\$120	\$5 x remaining months on contract
24 Months	\$10	Unlimited BlackBerry® Email and Internet Browsing (BIS)	\$240	\$5 x remaining months on contract

- d) Unlimited BlackBerry® Email and Internet Browsing Add-On Products are available to you if you are connected and remain connected to an eligible Vodafone Product. If your Vodafone Product is cancelled, your Unlimited BlackBerry® Email and Internet Browsing allowance or Add-On (as applicable) will also automatically be cancelled.
- e) Minimum monthly spend for Unlimited BlackBerry® Email and Internet Browsing Add-On Products excludes any additional mobile device payments (if applicable).
- f) Cancellation will take effect from the end of the month on which you tell us that you want to stop receiving the Unlimited BlackBerry® Email and Internet Browsing Add-On Product. You will be billed until the end of that month. Early Exit Fees (see above table) will apply where you cancel a 12 month and 24 month Unlimited BlackBerry® Email and Internet Browsing Add-On Product before the end of the contract term.
- g) 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 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.



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- h) 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.
- i) 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.
- j) 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.
- k) 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.

### 4. Vodafone Rates: What is Payable from my Vodafone Red Business Plan, Vodafone Qantas Business Red Plan and Vodafone Red SIM Only Business Plan Allowance?

#### Vodafone Red Business Plan Products, Vodafone Qantas Business Red Products and Vodafone Red SIM Only Plan Products - Included in your Plan Allowance

This table details all services that are included in your Red Business Plan Product, Vodafone Qantas Business Red Product or your Vodafone Red SIM Only Business Plan 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 your Included International Minutes Allowance), 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 Red Business Plans, Vodafone Qantas Business Red Plans and Vodafone Red SIM Only Business Plans – Not Included in your Plan Allowance".

Red Business 24 Month Plan	\$40		\$60		\$70	\$80	\$100	\$130
Red Business 12 Month Plan					\$70	\$80	\$100	
Vodafone Qantas Business Red 24 Month Plan						\$80	\$100	\$130
Red Business SIM Only Month to Month Plan	\$30	\$40		\$50		\$60	\$80	\$110



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Red Business SIM Only 12 Month Plan	\$30	\$40	\$50	\$60	\$80	\$110		
Red Business SIM Only 24 Month Plan	\$25	\$38		45	\$60	\$85		
Vodafone Qantas Business Red SIM Only 24 Month Plan				\$45	\$60	\$85		
Included Data (including tethering)	500MB or 500MB + Unlimited Blackberry BIS	3GB or 3GB + Unlimited Blackberry BIS	3GB or 3GB + Unlimited Blackberry BIS	4GB or 4GB + Unlimited Blackberry BIS	4GB or 4GB + Unlimited Blackberry BIS	6GB or 6GB + Unlimited Blackberry BIS	10GB or 10GB + Unlimited Blackberry BIS	15GB or 15GB + Unlimited Blackberry BIS
Standard International Voice Calls  ("Selected Countries" are listed at <a href="http://Vodafone.com.au/internationalcountries">Vodafone.com.au/internationalcountries</a> )	<b>Not Included</b> – see table titled "Vodafone Business Red – Not included in your Plan Allowance" for rates.	International Minutes Allowance of 90 minutes to the Selected Countries, charged in per minute blocks. Calls to all other countries are excluded – see table titled "Vodafone Business Red – Not Included in your Plan Allowance" for rates.	International Minutes Allowance of 120 minutes to the Selected Countries, charged in per minute blocks. Calls to all other countries are excluded – see table titled "Vodafone Business Red – Not Included in your Plan Allowance" for rates.	International Minutes Allowance of 90 minutes to the Selected Countries, charged in per minute blocks. PLUS Infinite Standard Voice Calls to China, India, UK, NZ, USA, Singapore, Thailand, Malaysia, Hong Kong and South Korea ("Infinite 10"). Calls to all other countries are not included – see table titled "Vodafone Business Red – Not Included in your Plan Allowance" for rates.	International Minutes Allowance of 120 minutes to the Selected Countries, charged in per minute blocks. PLUS Infinite Standard Voice Calls to China, India, UK, NZ, USA, Singapore, Thailand, Malaysia, Hong Kong and South Korea ("Infinite 10"). Calls to all other countries are not included – see table titled "Vodafone Business Red – Not Included in your Plan Allowance" for rates.	International Minutes Allowance of 120 minutes to the Selected Countries listed at <a href="http://www.vodafone.com.au/international">www.vodafone.com.au/international</a> , charged in per minute blocks. PLUS Infinite Standard Voice Calls to China, India, UK, NZ, USA, Singapore, Thailand, Malaysia, Hong Kong and South Korea ("Infinite 10"). Calls to all other countries are not included – see table titled "Vodafone Red – Not Included in your Plan Allowance" for rates.	International Minutes Allowance of 120 minutes to the Selected Countries, charged in per minute blocks PLUS Infinite Standard Voice Calls to China, India, UK, NZ, USA, Singapore, Thailand, Malaysia, Hong Kong and South Korea ("Infinite 10"). Calls to all other countries excluded – see table titled "Vodafone Business Red – Not Included in your Plan Allowance" for rates.	International Minutes Allowance of 120 minutes to the Selected Countries, charged in per minute blocks PLUS Infinite Standard Voice Calls to China, India, UK, NZ, USA, Singapore, Thailand, Malaysia, Hong Kong and South Korea ("Infinite 10"). Calls to all other countries are excluded – see table titled "Vodafone Business Red – Not Included in your Plan Allowance" for rates.
Standard National Voice calls (to Vodafone mobiles)	Infinite							
Standard National Voice calls (to other mobile and fixed networks)	Infinite							
Standard National Video calls	Infinite							
Standard National Calls to 13, 15 and 18 numbers	Infinite							



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## Vodafone Business Plans and Vodafone Red Business

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
Standard National re-routed voice calls (excludes calls that are re-routed by a third party and/or re-routed 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
Voicemail – Deposits within Australia	Free from your Vodafone Mobile
Voicemail – Retrievals within Australia	Infinite
Calls to National Directory Assist (1223)	Infinite
Calls to International Directory Assist (1225)	Infinite
	<p><b>Vodafone \$5 Roaming</b></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>



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## Vodafone Business Plans and Vodafone Red Business

You are automatically opted-in to \$5 Roaming upon activation, however you can opt-out at any time by contacting Customer Care. While you are 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 deducted from your Standard International Voice and Video Call Allowance, if any remaining (excludes Premium Numbers and Services) and thereafter charged at applicable rates. You will also be able to use your Included Data allowance (and any current Additional Data allowance that you have triggered before going overseas) 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 and you will be able to continue to use the Additional Data allowance granted to you in Eligible Countries while \$5 Roaming is active. 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 rates which are charged outside of your Plan Allowance.

### **Vodafone Pay-As-You-Go**

International  
Roaming

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



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## Vodafone Business Plans and Vodafone Red Business

### Vodafone Business Red or Vodafone Qantas Business Red - 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 Red Plan Product, Vodafone Qantas Business Red Product or Vodafone Red Business SIM Only Plan Product Plan Allowance (unless stated otherwise).

Red Business 24 Month Plan	\$40		\$60		\$70	\$80	\$100	\$130
Red Business 12 Month Plan					\$70	\$80	\$100	
Vodafone Qantas Business Red 24 Month Plan						\$80	\$100	\$130
Red Business SIM Only Month to Month Plan	\$30	\$40		\$50		\$60	\$80	\$110
Red Business SIM Only 12 Month Plan	\$30	\$40		\$50		\$60	\$80	\$110
Red Business SIM Only 24 Month Plan	\$25		\$38			\$45	\$60	\$85
Vodafone Qantas Business Red SIM Only 24 Month Plan						\$45	\$60	\$85
Additional Data within Australia (including Tethering)	Charged in 1GB increments for a cost of \$10 per Increment.							
This rate will apply once the Included Data allowance has been exhausted.								
Standard International Voice Calls  ("Selected Countries" are listed at <a href="http://Vodafone.com.au/internationalcountries">Vodafone.com.au/internationalcountries</a> )	<u>To one of the Selected Countries:</u>  If you make a call to one of these countries, you will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries to use until the end of your billing cycle. This \$6 charge will recur and apply automatically	<u>To one of the Selected Countries once your 90 Minute International Calls Allowance has been exhausted:</u>  You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries to use until the end of your billing cycle. This \$6 charge will recur and	<u>To one of the Selected Countries once your 120 Minute International Calls Allowance has been exhausted:</u>  You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries to use until the end of your billing cycle.	<u>To an "Infinite 10" country</u>  Infinite – see table above.  <u>To one of the Selected Countries once your 120 Minute International Calls Allowance has been exhausted:</u>  You will be automatically charged \$6, which provides you with an allowance of 60 minutes	<u>To an "Infinite 10" country</u>  Infinite – see table above.  <u>To one of the Selected Countries once your 120 Minute International Calls Allowance has been exhausted:</u>  You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries to use until the	<u>To an "Infinite 10" country:</u>  Infinite – see table above.  <u>To one of the Selected Countries once your 120 Minute International Calls Allowance has been exhausted:</u>  You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those	<u>To an "Infinite 10" country:</u>  Infinite – see table above.  <u>To one of the Selected Countries once your 120 Minute International Calls Allowance has been exhausted:</u>  You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries to use until the end of your billing cycle. This \$6 charge will recur and apply	<u>To an "Infinite 10" country:</u>  Infinite – see table above.  <u>To one of the Selected Countries once your 120 Minute International Calls Allowance has been exhausted:</u>  You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries to use until the end of your



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## Vodafone Business Plans and Vodafone Red Business

	<p>whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments</p> <p><b>Calls to any other country:</b></p> <p>25c connection fee + applicable country rate (vodafone.com.au/internationalcountries for rates).</p>	<p>apply automatically whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments</p> <p><b>Calls to any other country:</b></p> <p>25c connection fee + applicable country rate (vodafone.com.au/internationalcountries for rates).</p>	<p>This \$6 charge will recur and apply automatically whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments.</p> <p><b>Calls to any other country:</b></p> <p>25c connection fee + applicable country rate (vodafone.com.au/internationalcountries for rates).</p>	<p>of standard voice calls to any of those countries to use until the end of your billing cycle. This \$6 charge will recur and apply automatically whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments.</p> <p><b>Calls to any other country:</b></p> <p>25c connection fee + applicable country rate (vodafone.com.au/internationalcountries for rates).</p>	<p>end of your billing cycle. This \$6 charge will recur and apply automatically whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments.</p> <p><b>Calls to any other country:</b></p> <p>25c connection fee + applicable country rate (vodafone.com.au/internationalcountries for rates).</p>	<p>countries to use until the end of your billing cycle. This \$6 charge will recur and apply automatically whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments.</p> <p><b>Calls to any other country:</b></p> <p>25c connection fee + applicable country rate (vodafone.com.au/internationalcountries for rates).</p>	<p>automatically whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments.</p> <p><b>Calls to any other country:</b></p> <p>25c connection fee + applicable country rate (vodafone.com.au/internationalcountries for rates).</p>	<p>billing cycle. This \$6 charge will recur and apply automatically whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments.</p> <p><b>Calls to any other country:</b></p> <p>25c connection fee + applicable country rate (vodafone.com.au/internationalcountries for rates).</p>
A	28c connection fee + 1.5 x applicable country voice call rate (vodafone.com.au/internationalcountries for rates)							
-								
† Standard International Video Calls								
Calls to Ask Anything (123)	\$1.30 connection fee + \$1.30 per 60 seconds							
Premium TXT and PXT	Varies, depending on service							
Premium voice and video calls	Varies, depending on service							
TXT Delivery Report within Australia	5c per message							
International Roaming	<p style="text-align: center;"><b>Vodafone \$5 Roaming</b></p> <p style="text-align: center;">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>):</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 you are 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.</p>							





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## Vodafone Business Plans and Vodafone Red Business

	<p>Standard calls to any third country will be deducted from your Standard International Voice and Video Call Allowance, if any remaining (excludes Premium Numbers and Services) and thereafter charged at applicable rates. You will also be able to use your Included Data allowance (and any current Additional Data allowance that you have triggered before going overseas) 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 and you will be able to continue to use the Additional Data allowance granted to you in Eligible Countries while \$5 Roaming is active. 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:</u> You will be charged Vodafone Pay-As-You-Go rates which are charged outside of your Plan Allowance.</p> <p style="text-align: center;"><b>Vodafone Pay-As-You-Go</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 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 <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
<p>Excluded* internet and data services when using Vodafone Unlimited BlackBerry® Email and Internet Browsing</p> <p>* 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).</p>	All excluded services are deducted from your data allowance, and then charged at your Additional Data rate



# Terms & Conditions

## Vodafone Business Plans and Vodafone Red Business



### 5. Vodafone Business Red Shared Plans and Vodafone Qantas

#### Business Red Shared Plans

##### Further General Terms

In addition to the General Terms contained in Section 3 of these Terms, the following terms also apply to Vodafone Business Red Shared Plan or Vodafone Qantas Business Red Shared Plan Products.

1. When you have an eligible Vodafone Red Business Plan Product, Vodafone Qantas Business Red Product or Vodafone Red Business SIM Only Plan Product (referred to as a "Primary Plan" in this document) you can add up to a total of 9 other eligible Vodafone Red Business Plan Products, Vodafone Qantas Business Red Products or, Vodafone Red Business SIM Only Plan Products (referred to as **Business Red Shared Plans** in this document) and share the combined inclusions across all plans on the same account on a first in, first served basis (some sharing exclusions apply depending on your plan, which are set out in this document). Customers who do not have an eligible Vodafone Red Business Plan Product, Vodafone Qantas Business Red Product or Vodafone Red Business SIM Only Plan Product cannot add Business Red Shared Plans to their account – please ask in store or via 1300 111 111 to see if you are eligible.
2. A Business Red Shared Plan may be a Voice/TXT and Data Plan or a Data Only Plan. Data Only Plans not share the Primary Plans's Voice/TXT inclusions.
3. For full details of Business Red Shared Plan features and inclusions see the tables below.
4. Business Red Shared Plans may:
  - a. View their personal account usage details;
  - b. View the account usage details of the entire Business Red Shared Plan pool; and
  - c. Activate \$5 Roaming for their own device;
5. Business Red Shared Plans may not:
  - a. Access account details or personal information of the Primary Plan Account holder;
  - b. Access individual data usage details of other Business Red Shared Plan members on the account;
  - c. Add Data Add-Ons to their account;
  - d. Share \$5 Roaming add-ons; or
  - e. Purchase Talk International Add-on Minutes or share Talk International Add-on Minutes purchased by the Primary Plan Account Holder.
6. Suspension  
If the Primary Plan is suspended, all Business Red Shared Plans will also automatically be suspended. Business Red Shared Plans are not able to suspend their plan independently.
7. Disconnection  
If the Primary Plan:
  - (a) is disconnected; or
  - (b) ports out to another telecommunications provider,then all Business Red Shared Plans on that account will automatically have a bar imposed on their plan numbers.

At the point of disconnection of the Primary Plan, all of the Business Red Shared Plans will be automatically barred for a period of up to 28 days. During this time there will be no access to make calls (with the exception of calls to 000) or use data.



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## Vodafone Business Plans and Vodafone Red Business

Within the 28 day period, it is the responsibility of the Primary Plan Account Holder to either change the Business Red Shared Plan to an in market plan, or cancel the plan entirely.



### 8. Early Exit Fees

Exit Fees for early cancellation are set out in the table below. Early exit fees do not include any additional handset repayments owing on a Business Red Shared Plan.



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## Vodafone Business Plans and Vodafone Red Business

### Vodafone Business Red Shared Plan, Vodafone Qantas Business Red Shared Plan and Vodafone Red Business SIM Only Shared Plan Products

The below table specifies minimum monthly spend and minimum contract terms for the Vodafone Business Red Shared Plan, Vodafone Qantas Business Shared Red Plan and Vodafone Red Business SIM Only Shared Plan Products:

Plan name	Minimum Monthly Spend	Minimum Spend over 12 month contract	Minimum Spend over 24 month contract term	Early Exit Fee
<b>Vodafone Red Business SIM Only Shared Plans – Month to Month</b>				
\$30 SIM Only Plan	\$30	n/a	n/a	n/a
\$40 SIM Only Plan	\$40	n/a	n/a	n/a
\$50 SIM Only Plan	\$50	n/a	n/a	n/a
\$60 SIM Only Plan	\$60	n/a	n/a	n/a
\$80 SIM Only Plan	\$80	n/a	n/a	n/a
<b>Vodafone Red Business SIM Only Shared Plans - 12 Month</b>				
\$30 SIM Only Plan	\$30	\$360	n/a	\$30 x remaining months on contract
\$40 SIM Only Plan	\$40	\$480	n/a	\$40 x remaining months on contract
\$50 SIM Only Plan	\$50	\$600	n/a	\$50 x remaining months on contract
\$60 SIM Only Plan	\$60	\$720	n/a	\$60 x remaining months on contract
\$80 SIM Only Plan	\$80	\$960	n/a	\$80 x remaining months on contract
<b>Vodafone Red Business SIM Only Shared Plans - 24 Month</b>				
\$25 SIM Only Plan	\$25	n/a	\$600	\$25 x remaining months on contract
\$38 SIM Only Plan	\$38	n/a	\$912	\$40 x remaining months on contract
\$45 SIM Only Plan	\$45	n/a	\$1080	\$50 x remaining months on contract
\$60 SIM Only Plan	\$60	n/a	\$1440	\$65 x remaining months on contract
\$85 SIM Only Plan	\$85	n/a	\$2040	\$85 x remaining months on contract
<b>Vodafone Red Business Shared Plans – 12 and 24 Month</b>				



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## Vodafone Business Plans and Vodafone Red Business

Vodafone \$40 Red	\$40	n/a	\$960	\$40 x remaining months on contract
Vodafone \$60 Red	\$60	n/a	\$1440	\$60 x remaining months on contract
Vodafone \$70 Red	\$70	<del>\$840</del>	\$1680	\$70 x remaining months on contract
Vodafone \$80 Red	\$80	\$960	\$1920	\$80 x remaining months on contract
Vodafone \$100 Red	\$100	\$1200	\$2400	\$100 x remaining months on contract
Vodafone \$130 Red	\$130	n/a	\$3120	\$130 x remaining months on contract
Vodafone Qantas \$45 Red Business SIMO	\$45	n/a	\$1080	\$45 x remaining months on contract
Vodafone Qantas \$65 Red Business SIMO	\$60	n/a	\$1440	\$60 x remaining months on contract
Vodafone Qantas \$85 Red Business SIMO	\$85	n/a	\$2040	\$85 x remaining months on contract
Vodafone Qantas \$80 Red Business	\$80	n/a	\$1920	\$80 x remaining months on contract
Vodafone Qantas \$100 Red Business	\$100	n/a	\$2400	\$100 x remaining months on contract
Vodafone Qantas \$130 Red Business	\$130	n/a	\$3120	\$130 x remaining months on contract



# Terms & Conditions

## Vodafone Business Plans and Vodafone Red Business

### Vodafone Rates: What is payable from my Vodafone Business Red Shared Plan Product, Vodafone Qantas Business Red Shared Product or Vodafone Red Business SIM Only Shared Plan Product's Plan Allowance?

#### Vodafone Business Red Shared Plan Products, Vodafone Qantas Business Red Shared Products and Vodafone Red Business SIM Only Shared Plan Products - Included in your Plan Allowance

This table details all services that are included in your Vodafone Business Red Shared Plan Product, Vodafone Qantas Business Red Shared Product or your Vodafone Red Business SIM Only Shared Plan 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 total pooled Plan Allowance (i.e. your Included Data or your Included International Minutes Allowance, if applicable) 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 Red Shared Plan Products, Vodafone Qantas Business Red Shared Products and Vodafone Red Business SIM Only Shared Plan Products – Not Included in your Plan Allowance".

Red Business 24 Month Shared Plan	\$40		\$60		\$70	\$80	\$100	\$130
Red Business 12 Month Shared Plan					\$70	\$80	\$100	
Vodafone Qantas Business Red 24 Month Shared Plan						\$80	\$100	\$130
Red Business SIM Only Month to Month Shared Plan	\$30	\$40		\$50		\$60	\$80	\$110
Red Business SIM Only 12 Month Shared Plan	\$30	\$40		\$50		\$60	\$80	\$110
Red Business SIM Only 24 Month Shared Plan	\$25		\$38			\$45	\$60	\$85
Vodafone Qantas Business Red SIM Only 24 Month Shared Plan						\$45	\$60	\$85
Included Data (including tethering)	500MB or 500MB + Unlimited Blackberry BIS	3GB or 3GB + Unlimited Blackberry BIS	3GB or 3GB + Unlimited Blackberry BIS	4GB or 4GB + Unlimited Blackberry BIS	4GB or 4GB + Unlimited Blackberry BIS	6GB or 6GB + Unlimited Blackberry BIS	10GB or 10GB + Unlimited Blackberry BIS	15GB or 15GB + Unlimited Blackberry BIS
Standard International Voice Calls  ("Selected Countries" are listed at <a href="http://Vodafone.com.au/internationalcountries">Vodafone.com.au/internationalcountries</a> )	<b>Not Included</b> – see table titled "Vodafone Business Red – Not included in your Plan Allowance" for rates.	International Minutes Allowance of 90 minutes to the Selected Countries, charged in per minute blocks. Calls to all other countries are excluded – see table titled "Vodafone Business Red – Not Included in your Plan Allowance" for rates.	International Minutes Allowance of 120 minutes to the Selected Countries, charged in per minute blocks. Calls to all other countries are excluded – see table titled "Vodafone Business Red – Not Included in your Plan Allowance" for rates.	International Minutes Allowance of 90 minutes to the Selected Countries, charged in per minute blocks. <b>PLUS</b> Infinite Standard Voice Calls to China, India, UK, NZ, USA, Singapore, Thailand, Malaysia, Hong Kong and South Korea ("Infinite 10").	International Minutes Allowance of 120 minutes to the Selected Countries, charged in per minute blocks. <b>PLUS</b> Infinite Standard Voice Calls to China, India, UK, NZ, USA, Singapore, Thailand, Malaysia, Hong Kong and South Korea ("Infinite 10").	International Minutes Allowance of 120 minutes to the Selected Countries, charged in per minute blocks. <b>PLUS</b> Infinite Standard Voice Calls to China, India, UK, NZ, USA, Singapore, Thailand, Malaysia, Hong Kong and South Korea ("Infinite 10").	International Minutes Allowance of 120 minutes to the Selected Countries, charged in per minute blocks. <b>PLUS</b> Infinite Standard Voice Calls to China, India, UK, NZ, USA, Singapore, Thailand, Malaysia, Hong Kong and South Korea ("Infinite 10").	International Minutes Allowance of 120 minutes to the Selected Countries, charged in per minute blocks. <b>PLUS</b> Infinite Standard Voice Calls to China, India, UK, NZ, USA, Singapore, Thailand, Malaysia, Hong Kong and South Korea ("Infinite 10").





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## Vodafone Business Plans and Vodafone Red Business

				Calls to all other countries are not included – see table titled "Vodafone Business Red – Not Included in your Plan Allowance" for rates.	Calls to all other countries are not included – see table titled "Vodafone Business Red – Not Included in your Plan Allowance" for rates.	Calls to all other countries are not included – see table titled "Vodafone Business Red – Not Included in your Plan Allowance" for rates.	Calls to all other countries excluded – see table titled "Vodafone Business Red – Not Included in your Plan Allowance" for rates.	Calls to all other countries are excluded – see table titled "Vodafone Business Red – Not Included in your Plan Allowance" for rates.
Standard National Voice calls (to Vodafone mobiles)								
								Infinite
Standard National Voice calls (to other mobile and fixed networks)								Infinite
Standard National Video calls								Infinite
Standard National Calls to 13, 15 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
Standard National re-routed voice calls (excludes calls that are re-routed by a third party and/or re-routed 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
Voicemail – Deposits within Australia								Free from your Vodafone Mobile
Voicemail – Retrievals within Australia								Infinite
Calls to National Directory Assist (1223)								Infinite



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## Vodafone Business Plans and Vodafone Red Business

Calls to International Directory Assist (1225)	Infinite
International Roaming	<p style="text-align: center;"><b>Vodafone \$5 Roaming</b></p> <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 you are 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 deducted from your Standard International Voice and Video Call Allowance, if any remaining (excludes Premium Numbers and Services) and thereafter charged at applicable rates. You will also be able to use your Included Data allowance (and any current Additional Data allowance that you have triggered before going overseas) 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 and you will be able to continue to use the Additional Data allowance granted to you in Eligible Countries while \$5 Roaming is active. 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:</u></p> <p style="text-align: center;">You will be charged Vodafone Pay-As-You-Go rates which are charged outside of your Plan Allowance.</p> <p style="text-align: center;"><b>Vodafone Pay-As-You-Go</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 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 <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p>



# Terms & Conditions

## Vodafone Business Plans and Vodafone Red Business

### Vodafone Business Red Shared Plan Products, Vodafone Qantas Business Red Shared Products and Vodafone Business Red SIM Only Shared Plan Products – 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 Business Red Shared Plan Product, Vodafone Qantas Business Red Shared Product or Vodafone Business Red SIM Only Shared Plan Product Allowance (unless stated otherwise).

Red Business 24 Month Shared Plan	\$40		\$60		\$70	\$80	\$100	\$130
Red Business 12 Month Shared Plan					\$70	\$80	\$100	
Vodafone Qantas Business Red 24 month Shared Plan						\$80	\$100	\$130
Red Business SIM Only Month to Month Shared Plan	\$30	\$40		\$50		\$60	\$80	\$110
Red Business SIM Only 12 Month Shared Plan	\$30	\$40		\$50		\$60	\$80	\$110
Red Business SIM Only 24 Month Shared Plan	\$25		\$38			\$45	\$60	\$85
Vodafone Qantas Business Red 24 month SIM Only Shared Plan						\$45	\$60	\$85
Additional Data within Australia (including Tethering)	Charged in 1GB increments for a cost of \$10 per Increment.							
This rate will apply once the Included Data allowance has been exhausted.								
<p>A Standard International Voice Calls</p> <p>("Selected Countries" are listed at <a href="http://Vodafone.com.au/internationalcountries">Vodafone.com.au/internationalcountries</a>)</p>	<p><u>To one of the Selected Countries:</u></p> <p>If you make a call to one of these countries, you will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries to use until the end of your billing cycle. This \$6 charge will recur and apply automatically whenever the 60 minute allowance is</p>	<p><u>To one of the Selected Countries once your 90 Minute International Calls Allowance has been exhausted:</u></p> <p>You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries to use until the end of your billing cycle. This \$6 charge will recur and apply automatically whenever the</p>	<p><u>To one of the Selected Countries once your 120 Minute International Calls Allowance has been exhausted:</u></p> <p>You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries to use until the end of your billing cycle. This \$6 charge will</p>	<p><u>To an "Infinite 10" country:</u></p> <p>Infinite – see table above.</p> <p><u>To one of the Selected Countries once your 120 Minute International Calls Allowance has been exhausted:</u></p> <p>You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those</p>	<p><u>To an "Infinite 10" country:</u></p> <p>Infinite – see table above.</p> <p><u>To one of the Selected Countries once your 120 Minute International Calls Allowance has been exhausted:</u></p> <p>You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries to use until the</p>	<p><u>To an "Infinite 10" country:</u></p> <p>Infinite – see table above.</p> <p><u>To one of the Selected Countries once your 120 Minute International Calls Allowance has been exhausted:</u></p> <p>You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries to use until the end of your</p>	<p><u>To an "Infinite 10" country:</u></p> <p>Infinite – see table above.</p> <p><u>To one of the Selected Countries once your 120 Minute International Calls Allowance has been exhausted:</u></p> <p>You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries to use until the end of your billing cycle. This \$6 charge will recur and apply</p>	<p><u>To an "Infinite 10" country:</u></p> <p>Infinite – see table above.</p> <p><u>To one of the Selected Countries once your 120 Minute International Calls Allowance has been exhausted:</u></p> <p>You will be automatically charged \$6, which provides you with an allowance of 60 minutes of standard voice calls to any of those countries to use until the end of your billing cycle. This \$6 charge will recur and apply</p>



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	<p>exhausted. All calls are charged in per minute increments.</p> <p><b>Calls to any other country:</b> 25c connection fee + applicable country rate (<a href="http://vodafone.com.au/internationalcountries">vodafone.com.au/internationalcountries</a> for rates).</p>	<p>60 minute allowance is exhausted. All calls are charged in per minute increments.</p> <p><b>Calls to any other country:</b> 25c connection fee + applicable country rate (<a href="http://vodafone.com.au/internationalcountries">vodafone.com.au/internationalcountries</a> for rates).</p>	<p>recur and apply automatically whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments.</p> <p><b>Calls to any other country:</b> 25c connection fee + applicable country rate (<a href="http://vodafone.com.au/internationalcountries">vodafone.com.au/internationalcountries</a> for rates).</p>	<p>countries to use until the end of your billing cycle. This \$6 charge will recur and apply automatically whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments.</p> <p><b>Calls to any other country:</b> 25c connection fee + applicable country rate (<a href="http://vodafone.com.au/internationalcountries">vodafone.com.au/internationalcountries</a> for rates).</p>	<p>end of your billing cycle. This \$6 charge will recur and apply automatically whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments.</p> <p><b>Calls to any other country:</b> 25c connection fee + applicable country rate (<a href="http://vodafone.com.au/internationalcountries">vodafone.com.au/internationalcountries</a> for rates).</p>	<p>billing cycle. This \$6 charge will recur and apply automatically whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments.</p> <p><b>Calls to any other country:</b> 25c connection fee + applicable country rate (<a href="http://vodafone.com.au/internationalcountries">vodafone.com.au/internationalcountries</a> for rates).</p>	<p>automatically whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments.</p> <p><b>Calls to any other country:</b> 25c connection fee + applicable country rate (<a href="http://vodafone.com.au/internationalcountries">vodafone.com.au/internationalcountries</a> for rates).</p>	<p>automatically whenever the 60 minute allowance is exhausted. All calls are charged in per minute increments.</p> <p><b>Calls to any other country:</b> 25c connection fee + applicable country rate (<a href="http://vodafone.com.au/internationalcountries">vodafone.com.au/internationalcountries</a> for rates).</p>
A - ±	28c connection fee + 1.5 x applicable country voice call rate ( <a href="http://vodafone.com.au/internationalcountries">vodafone.com.au/internationalcountries</a> for rates)							
Calls to Ask Anything (123)	\$1.30 connection fee + \$1.30 per 60 seconds							
Premium TXT and PXT	Varies, depending on service							
Premium voice and video calls	Varies, depending on service							
TXT Delivery Report within Australia	5c per message							
	<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 you are 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 deducted from your Standard International Voice and Video Call Allowance, if any remaining (excludes Premium Numbers and Services) and thereafter charged at applicable rates. You will also be able to use your Included Data allowance (and any current Additional Data allowance that you have triggered before going overseas) 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 and you will be able to continue to use the Additional Data allowance granted to you in Eligible Countries while \$5 Roaming is active.. 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 rates which are charged outside of your Plan Allowance.</p>							



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<b>Vodafone Pay-As-You-Go</b>	
International Roaming	<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 <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
<p>Excluded* internet and data services when using Vodafone Unlimited BlackBerry® Email and Internet Browsing</p> <p>* 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).</p>	All excluded services are deducted from your data allowance, and then charged at your Additional Data rate

