

TalkBusiness Plans

1. What Terms and Conditions Apply to my Vodafone TalkBusiness Plan 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 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 information about Vodafone's corporate business products.
- (b) The Products are available to credit approved customers only.
- (c) Mobile devices may be locked to the Vodafone network. A fee may apply to unlock.
- (d) 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. 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 are subject to device capabilities & network limitations & availability. A compatible 3G+ device is required to access Vodafone 3G+ services. Vodafone 3G+ only available in selected metropolitan areas. Outside of Vodafone 3G+ coverage areas, Broadband Speeds can be achieved in Vodafone 3G coverage areas. Vodafone 3G+ and 3G services include but are not limited to mobile broadband, internet, email, apps, downloading, video streaming and video calling. A compatible 3G device is required to access 3G services. Vodafone 3G works on three different 3G network zones: U2100MHz, U850MHz and U900MHz. You can reach Broadband Speeds within these areas when you have a handset which is compatible to that particular zone/s. 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 for coverage.

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 TalkBusiness Plan 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, or users of other TalkBusiness Products connected to your account, 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 TalkBusiness 24 Month Standard Plan Contracts and Vodafone TalkBusiness 24 Month SIM Only Plan Contracts

These tables specify minimum monthly spend pricing and minimum contract terms for Vodafone TalkBusiness 24 Month Standard Plan Contract Products and Vodafone TalkBusiness 24 Month SIM Only Plan Contract Products (both of them, "**TalkBusiness Products**"):

Vodafone TalkBusiness 24 Month Standard Plan Contracts

| Product - Minimum Monthly Spend | 24 month contract term minimum spend | Bonus One Off Bill Credit | Early Exit Fee |
|---------------------------------|--------------------------------------|---------------------------|--------------------------------------|
| \$40 | \$960 | N/A | \$40 x remaining months on contract |
| \$60 | \$1440 | N/A | \$60 x remaining months on contract |
| \$80 | \$1920 | N/A | \$80 x remaining months on contract |
| \$100 | \$2400 | N/A | \$100 x remaining months on contract |

Vodafone TalkBusiness 24 Month SIM Only Plan Contracts

| Product - Minimum Monthly Spend | 24 month contract term minimum spend | Bonus One Off Bill Credit | Early Exit Fee |
|---------------------------------|--------------------------------------|---------------------------|--------------------------------------|
| \$40 | \$960 | \$200 | \$40 x remaining months on contract |
| \$60 | \$1440 | \$300 | \$60 x remaining months on contract |
| \$80 | \$1920 | \$400 | \$80 x remaining months on contract |
| \$100 | \$2400 | \$500 | \$100 x remaining months on contract |

The following terms and conditions apply to you if you purchase a TalkBusiness Product:

- (a) If you purchase a Vodafone TalkBusiness 24 Month Standard Plan Contract Product, 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 your 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.
- (b) Vodafone TalkBusiness 24 Month SIM Only Plan Contract Products do not include any mobile device. You must supply or buy an appropriate compatible mobile device separately.
- (c) Your TalkBusiness Plan Product will include a specified number of minutes per month for standard national voice calls to mobiles on the Vodafone or 3 networks. These included minutes are deducted in blocks of 30 seconds, with a minimum call length of 30 seconds. If you exhaust your included minutes, further standard national voice calls to mobiles on the Vodafone or 3 networks will be charged at the rate for standard national voice calls, as specified in the section of the Terms titled "Vodafone Rates: What is payable from my Vodafone Cap or Plan Product's included value?".
- (d) If your TalkBusiness Product includes Bonus Bill Credit, this credit will be used to pay for any charges that are payable on the applicable TalkBusiness Product. Bonus Bill Credit will be applied once, on the first bill for each eligible TalkBusiness Product, and Bonus Bill

Credit will continue to be applied to each subsequent bill until the credit is exhausted. Bonus Bill Credit cannot be transferred to any other Product and cannot be redeemed for cash.

- (e) You can choose to include multiple TalkBusiness Products on your account. If you do so, all included TalkBusiness Products will appear on your bill, and you will be responsible for paying the usage fees and all other charges which are incurred for each of the TalkBusiness Products (including, but not limited to, excess usage charges and charges for excluded services such as content purchases).
- (f) If more than one TalkBusiness Product is included on your account, each TalkBusiness Product's included value will be added together to form one total included value for billing purposes. The included value will be then accessible by each TalkBusiness Product user on a first-in-first-served basis. This excludes the allowance of Vodafone to Vodafone or 3 standard national voice call minutes which are not capable of being shared amongst users.
- (g) You will be issued a Primary Account PIN. You must keep this Primary Account PIN confidential and must not disclose the Primary Account PIN to any other person, including those who are entitled to access other TalkBusiness Products connected to your account (if any). Doing so will compromise privacy across the entire range of TalkBusiness Products connected to your account (for example, the call records / usage information of each TalkBusiness Product may become visible and accessible by all other users of TalkBusiness Products in the group if the Primary Account PIN is shared). Disclosure of your Primary Account PIN may also compromise the security of sensitive information such as credit card details, and will allow those with access to the PIN to, amongst other things, add or change services connected to your account and/or purchase additional hardware.

4. Mobile Office

This table specifies the minimum monthly spend pricing and minimum contract term for the Vodafone Mobile Office Product:

| Contract Term | Minimum Monthly Spend | Contract Minimum Spend | Early Exit Fee |
|----------------------|------------------------------|-------------------------------|-----------------------|
| Monthly | \$5 per TalkBusiness Product | \$5 per TalkBusiness Product | None |

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

- (a) Vodafone Mobile Office is available to customers who are connected and remain connected to a valid Vodafone TalkBusiness 24 Month Standard Plan Contract Product or Vodafone TalkBusiness SIM Only Plan Contract Product.
- (b) If you chose to add the Mobile Office Product to your account, it must be provisioned on every TalkBusiness Product connected to your account.
- (c) You and the users of other Vodafone mobile telephones included on your account may make unlimited standard national voice calls to each other, and you will not be charged

any additional usage fees for these calls. You will also receive unlimited voicemail retrievals and deposits within Australia.

- (d) You must remain connected to your Mobile Office Product for at least one month. Cancellation will take effect from the end of the month on which you tell us that you want to stop receiving your Vodafone Mobile Office Product. You will be billed until the end of that month.

5. Vodafone Rates: What is payable from my Vodafone TalkBusiness Plan Product's included value?

Payable from plan 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 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 Voice Calls | If 1-14 TalkBusiness connections on your account: <i>9c per 30 seconds, 0c connection fee</i> If 15+ TalkBusiness connections on your account: <i>8c per 30 seconds, 0c connection fee</i> |
| Vodafone to Vodafone or 3 network standard voice calls 24/7 within Australia | <i>After monthly included minutes exhausted, additional calls charged at Standard National Voice Call rate</i> |
| Standard International Voice Calls | See vodafone.com.au for rates |
| Standard National Video Calls | <i>30c per 30 seconds plus 15c connection fee</i> |
| Standard International Video Calls | See Vodafone.com.au for rates |
| Standard National & International TXT up to 160 characters | 22c per message |
| Standard National & International PXT@ | 50c per message |
| Standard National & International Video PXT@ | 75c per message |
| Voicemail within Australia | <u>With \$5 Mobile Office Add On:</u> Retrievals and Deposits: <i>0c</i> <u>Without \$5 Mobile Office Add On:</u> Retrievals: <i>Standard national voice call rate</i> Deposits: <i>0c</i> |
| 1223 Directory Assistance | <i>\$ 1.10 per call, plus standard call rate if thru-connected</i> |
| 13 and 18 Numbers | <i>Standard national voice call rate</i> |
| 15 Numbers | <i>Standard national voice call rate</i> |

| | |
|-------------------------------|---|
| Calls to 1555 (Customer Care) | <i>Free</i> |
| 123- Ask Us Anything | 65c per 30 seconds plus \$1.30 connection fee |

Not payable from plan 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 |
|---|---|
| National Roaming | <i>Varies – see vodafone.com.au for rates</i> |
| International Roaming (including International Voice and Video calls) | <i>Varies - see vodafone.com.au for rates</i> |
| Content purchases (including Vodafone live! content purchases) | <i>Price specified at time of purchase.</i> |
| Premium numbers e.g. 1900 numbers & competitions | <i>Rates dependent on service</i> |
| STK Alerts and My Vodafone Purchases | Prices range from \$3.30 to \$6.60 for ringtones, wallpapers, logos and games. TXT alerts are charged at 50c for one-off requests and 25cs for subscriptions |
| CALLscreen | Less than 10 seconds = \$0.055, Greater than 10 seconds = \$0.99 |
| Vodafone live! Chat | <i>See vodafone.com.au for rates</i> |
| Premium TXT | <i>Rates dependent on service</i> |
| Mobile Internet Data (including use of email services) | Rate per MB \$2.00 (min Session 3KB) |