

# Terms & Conditions

## Vodafone Business Plans and Vodafone Red Business

### 1. What Terms and Conditions Apply to my Vodafone Business Plan and Vodafone Red Business 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 and any terms and conditions contained in any application form you complete when purchasing a Product; and
  - ii. all the terms and conditions contained in the Vodafone Standard Form of Agreement (**SFOA**), which is available at [vodafone.com.au](http://vodafone.com.au), (collectively, the **"Terms"**).
- c) When you agree to purchase a Product, you accept the Terms. Your contract with Vodafone commences on your acceptance of the Terms.
- d) Some Products have a minimum contract term. If your contract is terminated before the end of this term, you may be required to pay fees, such as an Early Exit Fee or a Handset Recovery Fee. Depending on the Product this may be in addition to any applicable handset payments and additional or excluded call, data or service costs. Early Exit Fees are set out in the pricing table for your Product.
- e) Activation of your Product may occur after your contract has commenced. Any minimum contract term that applies commences when your Product is activated.
- f) You may suspend your contract for between 1 and 3 consecutive calendar months once during the minimum contract term. You will be charged a fee for each month if your contract is suspended. Your minimum contract term will be extended by the period of any suspension.
- g) 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).



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### 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 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-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).



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### Data services

- a) For Products that provide data access capabilities, a data session:
  - i. **starts** when you begin internet activity, either directly or indirectly\* on your mobile device; and
  - ii. **ends** when your data connection is lost. This will happen when:
    - a. you turn your mobile device off;
    - b. turn your data connection off;
    - c. switch to flight mode;
    - d. when you lose network reception; or
    - e. your mobile device has not sent or received data for a period of time .

\*Direct internet activity is when you prompt your mobile device to send or receive data from the internet. For example; when you send an email. Indirect internet activity is when your mobile device or mobile applications are set up to send or receive data from the internet on your behalf. Examples include (but are not limited to): Email notifications via Gmail, notification of Tweets or Facebook posts which mention you and software or weather updates.

- b) When using data services, some internet services, including web sites and email, may not be accessible.
- c) Subject to your rights under the *Competition and Consumer Act 2010* or other relevant legislation (including 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) The Vodafone Business Plan Products feature a “**Plan Allowance**” which is made up of an “Included Value” allowance (which can be used to pay for many (but not all) services available from Vodafone at the rates set out in the section of the terms titled “Vodafone Rates: What is included in my Product’s Plan Allowance”) and an “Included Data” allowance. Vodafone Red Business Products also feature a “Plan Allowance” which is made up of an “Included Data” allowance, an “Included International Minutes” allowance and an “Infinite” allowance (which provides you with infinite access to many (but not all) services available from Vodafone - see the section of the Terms titled “Vodafone Rates: What is included in my Product’s Plan Allowance?” for full details).
- c) If your usage of a Product exceeds any part of your Plan Allowance, or you use a service that is not payable from your Plan Allowance, you will be charged an amount additional to your minimum monthly spend.
- d) Unless otherwise stated, if you do not use all your included Plan Allowance in the relevant month, any remaining Plan Allowance is forfeited, is not refundable, and will not carry over into any other month.
- e) Once your Included Data allowance (including any Included Data offered with a Data Add-on, if applicable) 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 are 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



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charged an \$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, transferred, exchanged or redeemed for cash. Charges for Additional Data cannot be paid from your Vodafone Business Plan Product or Vodafone Red Business 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 Business Plan Product or a Vodafone Red Business 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) Unless otherwise stated, the section of the Terms titled "Vodafone Rates: What is included in my Product's Plan Allowance" specifies which services are or are not included with your Plan Allowance and the rate at which additional and excluded services will be charged.
- g) Each charge is rounded up to the nearest cent before GST is included.
- h) Unless otherwise stated, rates specified for services are GST inclusive.
- i) 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.
- j) Unless otherwise stated, data usage is charged in per kilobyte blocks.
- k) 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) You may choose to purchase additional Products from time to time. Charges for these Products will be applied to your bill.
- c) Paperless billing is the default bill delivery method for Vodafone customers.
- d) Vodafone will provide paper bills without charge to disabled or disadvantaged customers. Otherwise, Vodafone will not provide paper bills except in special circumstances, in which case, at its discretion, Vodafone may charge \$2.20 per paper bill.

### 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).



### 3. Terms for Vodafone Business Plan Products, Vodafone Red Business Products and Vodafone Add-on Products

#### General Terms

- a) Any Included Data allowance which is part of your Vodafone Business Plan Product, Vodafone Red Business Product or Vodafone Add On 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 and any Additional Data allowance you have triggered (as well as the Included Data offered with your Vodafone Add On Product, if applicable) can be used in Australia, on Vodafone networks. You can also use your Plan Allowance, Additional Data allowance (plus the Included Data offered with your Vodafone Add On Product, if applicable) 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. For full terms and conditions in relation to Vodafone \$5Roaming, and for details on the Daily Charge and Eligible Countries, please go to [vodafone.com.au/roaming](http://vodafone.com.au/roaming). 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.

- c) You may change from one Vodafone Business Plan Product or Vodafone Red Business Product to another Vodafone Business Plan or Vodafone Red Business Product once per monthly billing period by calling Vodafone Customer Care, and agreeing to the terms and conditions of the new Vodafone Business Plan Product or Vodafone Red Business Product. 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 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 you purchase a 12 or 24 month Vodafone Business Plan Product or Vodafone Red Business Product (but not a Vodafone Business SIM Plan Product or a Vodafone Red Business SIM 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) Charges for your Vodafone Business Plan Product, Vodafone Business SIM Plan Product, Vodafone Red Business Product or Vodafone Red SIM Business Product are in addition to any handset repayments you agree to.



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f) The below table specifies minimum monthly spend and minimum contract terms for the 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 Business Plans</b>     |                       |                                           |                                           |                                      |
| \$30 Business Plan                 | \$30                  | n/a                                       | \$720                                     | \$30 x remaining months on contract  |
| \$40 Business Plan                 | \$40                  | n/a                                       | \$960                                     | \$40 x remaining months on contract  |
| \$50 Business Plan                 | \$50                  | n/a                                       | \$1,200                                   | \$50 x remaining months on contract  |
| \$60 Business Plan                 | \$60                  | n/a                                       | \$1,440                                   | \$60 x remaining months on contract  |
| <b>Vodafone Business SIM Plans</b> |                       |                                           |                                           |                                      |
| \$30 Business SIM Plan             | \$30                  | \$360                                     | n/a                                       | \$30 x remaining months on contract  |
| \$35 Business SIM Plan             | \$35                  | \$420                                     | n/a                                       | \$35 x remaining months on contract  |
| \$45 Business SIM Plan             | \$45                  | \$540                                     | n/a                                       | \$45 x remaining months on contract  |
| <b>Vodafone Red Business</b>       |                       |                                           |                                           |                                      |
| Vodafone \$70 Red Business         | \$70                  | \$840                                     | \$1680                                    | \$70 x remaining months on contract  |
| Vodafone \$80 Red Business         | \$80                  | \$960                                     | \$1,920                                   | \$80 x remaining months on contract  |
| Vodafone \$100 Red Business        | \$100                 | \$1,200                                   | \$2,400                                   | \$100 x remaining months on contract |
| Vodafone \$130 Red Business        | \$130                 | n/a                                       | \$3120                                    | \$130 x remaining months on contract |
| <b>Vodafone Red SIM Business</b>   |                       |                                           |                                           |                                      |
| Vodafone \$50 Red SIM Business     | \$50                  | \$600                                     | n/a                                       | \$50 x remaining months on contract  |
| Vodafone \$60 Red SIM Business     | \$60                  | \$720                                     | n/a                                       | \$60 x remaining months on contract  |
| Vodafone \$80 Red SIM Business     | \$80                  | \$960                                     | n/a                                       | \$80 x remaining months on contract  |



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### Data Add On Products

- a) This table specifies minimum monthly spend pricing, minimum contract terms and monthly data allowances for Vodafone Month to Month Data Add-On Products and Vodafone 12 Month Data Add On Products. Vodafone Month to Month Data Add On Products are available to approved customers who are connected, and remain connected to, a Vodafone Business Plan Product or a Vodafone Red Business Product. Vodafone Month to Month Data Add On Products are also available to customers who are connected, and remain connected to, selected Vodafone Products that are no longer offered to new customers – to find out if you are on one of these plans, please contact Vodafone. Vodafone 12 Month Data Add On Products are available to select customers by invitation only from Vodafone.

| Data Pack Name                  | Minimum Monthly Spend | Contract Term  | Included Data Allowance within Australia | Early Exit Fees                         | Minimum Total Cost over 12 Month Contract Term |
|---------------------------------|-----------------------|----------------|------------------------------------------|-----------------------------------------|------------------------------------------------|
| \$5 Data Add On Month to Month  | \$5                   | Month to Month | 400MB                                    | N/A                                     | N/A                                            |
| \$10 Data Add On Month to Month | \$10                  | Month to Month | 1GB                                      | N/A                                     | N/A                                            |
| \$20 Data Add On Month to Month | \$20                  | Month to Month | 2.5GB                                    | N/A                                     | N/A                                            |
| \$30 Data Add On Month to Month | \$30                  | Month to Month | 4GB                                      | N/A                                     | N/A                                            |
| \$45 Data Add On Month to Month | \$45                  | Month to Month | 8GB                                      | N/A                                     | N/A                                            |
| \$65 Data Add On Month to Month | \$65                  | Month to Month | 12GB                                     | N/A                                     | N/A                                            |
| \$5 Data Add On 12 Months       | \$5                   | 12 Months      | 300MB                                    | \$5 x remaining months left on contract | \$60                                           |
| \$10 Data Add On 12 Months      | \$10                  | 12 Months      | 1GB                                      | \$10 x remaining months on contract     | \$120                                          |
| \$20 Data Add On 12 Months      | \$20                  | 12 Months      | 2.5GB                                    | \$20 x remaining months on contract     | \$240                                          |
| \$30 Data Add On 12 Months      | \$30                  | 12 Months      | 4GB                                      | \$30 x remaining months on contract     | \$360                                          |
| \$55 Data Add On 12 Months      | \$55                  | 12 Months      | 8GB                                      | \$55 x remaining months on contract     | \$660                                          |

- (a) The Data Add On Products offer an Included Data allowance. Included Data can be used to upload and download data to or from the internet via a compatible mobile handset. Included data is credited to you for payment of the Minimum Monthly Spend.
- (b) Data is deducted in per KB increments. Once you exhaust your Included Data allowance, any further data usage will be deducted from your voice plan product's Included Data allowance (if any). Thereafter, any additional data use will be charged as per the applicable additional data rate for your voice plan product – refer to your specific plan's additional data charge rate for details.
- (c) For Vodafone Month to Month Data Add On Products, the Minimum Monthly Spend is payable for each full monthly billing cycle in arrears. Cancellation will take effect from the end of the month in which you tell us you wish to stop receiving the Vodafone Month to Month Data Add On Product. You will be billed until the end of that month.
- (d) Early Exit Fees (see table) will apply where you cancel a Vodafone 12 Month Data Add On Product before the end of the contract term.
- (e) There is a maximum of one Data Add On Product per service at any one time. However, you may change from one





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Vodafone Month to Month Data Add On Product to another Vodafone Month to Month Data Add On Product or from one Vodafone 12 Month Data Add On Product to another Vodafone 12 Month Data Add On Product by calling Vodafone Customer Care, and agreeing to the terms and conditions of the new Data Add On Product. The following rules apply:

- a. For Vodafone Month to Month Data Add On Products, no change fee will apply. If you move from one Vodafone Month to Month Data Add On Product to another part way through your billing cycle, you will be charged the full Minimum Monthly Spend for both the old Vodafone Month to Month Data Add On Product and the new one – no pro-rata discounts/refunds will apply. You will continue to be able to access any remaining data on your original Vodafone Month to Month Data Add On Product, as well as the full monthly entitlement of your new Vodafone Month to Month Data Add On Product in that given billing month.
- b. For Vodafone 12 Month Data Add On Products, if you are changing to another Vodafone 12 Month Data Add On Product with a higher Minimum Monthly Spend, no change fee applies.
- c. For Vodafone 12 Month Data Add On Products, if you are changing to another Vodafone 12 Month Data Add On Product with a lower Minimum Monthly Spend, a change fee equivalent to 50% of the monthly spend on your original Data Add On x the months remaining on the contract will apply.

### 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 and Vodafone Red Business Products except the \$30 and \$40 Vodafone Business Plan Products and the \$30 Business SIM Plan Product. If 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 |





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- 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.
- 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.



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### 4. Vodafone Rates: What is Payable from my Vodafone Business Plan or Vodafone Red Business Plan Allowance?

#### Vodafone Business Plans - Payable from Plan Allowance

This table details all services that can be paid from your Business Plan Product's Plan Allowance (unless stated otherwise Where a service has a rate next to it that is not listed as "Infinite", this is the charge which will be deducted from your Included Value allowance each time you use that service.. 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 your Included Value, you will be charged an additional amount for all additional services you use at the rates specified in this table. If you ever exhaust your Included Data, or if you use any services not listed in this table, you will be charged an additional amount for data and excluded services at the rates specified in the table titled "Vodafone Business Plans – Not Payable from Plan Allowance". At some price points you can choose either an "Infinite Standard TXT Option" (TXT Option) or an "Infinite Standard National Vodafone to Vodafone Calls Option" (VF to VF Option). These specific options are set out separately below. On these price points you will need to choose one option when you sign up. Sorry, this can't be changed later.

|                                                                                                                          |                                            |                    |                         |                                                    |                         |                                                        |
|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|--------------------|-------------------------|----------------------------------------------------|-------------------------|--------------------------------------------------------|
| Business Plan                                                                                                            | \$30                                       | \$40<br>TXT Option | \$40<br>VF to VF Option | \$50<br>TXT Option                                 | \$50<br>VF to VF Option | \$60                                                   |
| Business SIM Plan                                                                                                        | N/A                                        | \$30<br>TXT Option | \$30<br>VF to VF Option | \$35<br>TXT Option                                 | \$35<br>VF to VF Option | \$45                                                   |
| Included Value                                                                                                           | \$300                                      | \$400              |                         | \$500                                              |                         | \$700                                                  |
| Included Data within Australia (including tethering)<br><br>If data allowance is exhausted, Additional Data rate applies | 300MB                                      | 500MB              |                         | 1GB<br><i>or</i><br>1GB + Unlimited Blackberry BIS |                         | 1.5GB<br><i>or</i><br>1.5GB + Unlimited Blackberry BIS |
| Standard National Voice calls (to Vodafone and 3 mobiles)                                                                | 40c connection fee + 98c per 60 seconds    |                    | Infinite                | 40c connection fee + 98c per 60 seconds            | Infinite                |                                                        |
| Standard National Voice calls (to other mobile and fixed networks)                                                       | 40c connection fee + 98c per 60 seconds    |                    |                         |                                                    |                         |                                                        |
| Standard National Video calls                                                                                            | 40c connection fee + \$1.47 per 60 seconds |                    |                         |                                                    |                         |                                                        |
| Standard National Calls to 13 and 18 numbers                                                                             | 40c connection fee + 98c per 60 seconds    |                    |                         |                                                    |                         |                                                        |
| Standard National and International TXT (for standard TXT of up to 160 characters)                                       | 30c per message                            | Infinite           | 30c per message         | Infinite                                           | 30c per message         | Infinite                                               |



# Terms & Conditions

## Vodafone Business Plans and Vodafone Red Business

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|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------------|----------|-----------------|----------|
| Standard National and International PXT®<br>(text, pic, video and audio)                                                                                                                | 55c per message                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |          |                 |          |                 |          |
| Calls to Customer Care within Australia                                                                                                                                                 | Free from your Vodafone Mobile                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |          |                 |          |                 |          |
| Voicemail – Deposits within Australia                                                                                                                                                   | Free from your Vodafone Mobile                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |          |                 |          |                 |          |
| Voicemail – Retrievals within Australia                                                                                                                                                 | 40c connection fee + 98c per 60 seconds                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |                 | Infinite |                 |          |
| Standard National Re-routed voice calls                                                                                                                                                 | 40c connection fee + \$1.20 per 60 seconds                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |          |                 |          |                 |          |
| Standard National Re-routed TXT or PXT<br>(excludes TXTs or PXTs that are re-routed by a third party and/or re-route to an international destination or to a premium number or service) | 30c per message                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Infinite | 30c per message | Infinite | 30c per message | Infinite |
| Calls to National Directory Assist (1223)                                                                                                                                               | \$2.60 connection fee + applicable standard national voice call rate if you are through-connected                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          |                 |          |                 |          |
| Calls to International Directory Assist (1225)                                                                                                                                          | \$2.60 connection fee + international voice call rate if you are through-connected                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |          |                 |          |                 |          |
| Standard International voice calls                                                                                                                                                      | 32c connection fee + applicable country rate (vodafone.com.au for rates)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |          |                 |          |                 |          |
| Standard International video calls                                                                                                                                                      | 35c connection fee + 1.5 x applicable country voice call rate (vodafone.com.au for rates)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |          |                 |          |                 |          |
| International Roaming                                                                                                                                                                   | <b>Vodafone \$5 Roaming</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |          |                 |          |                 |          |
|                                                                                                                                                                                         | <u>While roaming in a \$5 Roaming Eligible Country (for the full list, go to Vodafone.com.au/roaming):</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |          |                 |          |                 |          |
|                                                                                                                                                                                         | You are automatically opted-in to \$5 Roaming upon activation, however you can opt-out at any time by contacting Customer Care. While ever you remain opted-in, you will be able to access your Included Value and Included Data (plus any current Additional Data allowances you have triggered before going overseas) like you would at home. If your Included Value is ever used up, you will be charged for the use of any services listed in this table at the rates listed in this table. If you use up your Included Data, 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 ever \$5 Roaming is active. If your plan includes the "Infinite TXT" option you will also be able to make infinite standard TXT like you would at home. If your plan includes the "VF to VF" option, please note that this is not available to you while roaming and therefore any calls to a Vodafone number will be treated like a standard call and deducted from your Included Value (if any remaining) while \$5 Roaming is in use. <b>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.</b> |          |                 |          |                 |          |
|                                                                                                                                                                                         | <u>Rest of the world:</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |          |                 |          |                 |          |
|                                                                                                                                                                                         | You will be charged Vodafone Pay-As-You-Go Traveller rates which are charged outside of your Plan Allowance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          |                 |          |                 |          |
| International Roaming                                                                                                                                                                   | <b>Vodafone Pay-As-You-Go Traveller</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |                 |          |                 |          |
|                                                                                                                                                                                         | If you opt-out of Vodafone \$5 Roaming or if you are roaming in a country which is not an Eligible Country, Vodafone Pay-As-You-Go Traveller rates will apply. All usage is charged in addition to your normal monthly allowance and is not deducted from your Plan Allowance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |          |                 |          |                 |          |
|                                                                                                                                                                                         | For full International Roaming rates and charges for all services, and for full Vodafone \$5 Roaming and Vodafone Pay-As-You-Go Traveller Terms and Conditions go to vodafone.com.au/roaming.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |          |                 |          |                 |          |

### Vodafone Business Plans - Not payable from Plan Allowance

This table details other services that you can purchase from or via Vodafone, but which **cannot be paid for** from your Business Plan's Plan Allowance (unless stated otherwise).

| Business Plan                                                             | \$30                                                        | \$40<br>TXT Option | \$40<br>VF to VF Option | \$50<br>TXT Option | \$50<br>VF to VF Option | \$60 |
|---------------------------------------------------------------------------|-------------------------------------------------------------|--------------------|-------------------------|--------------------|-------------------------|------|
| Business SIM Plan                                                         | N/A                                                         | \$30<br>TXT Option | \$30<br>VF to VF Option | \$35<br>TXT Option | \$35<br>VF to VF Option | \$45 |
| Additional Data (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. |                                                             |                    |                         |                    |                         |      |



# Terms & Conditions

## Vodafone Business Plans and Vodafone Red Business

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|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Calls to Ask Anything (123)                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | \$1.30 connection fee + \$1.30 per 60 seconds                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| TXT Delivery Reports within Australia                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 5c per message                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Premium TXT and PXT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Varies, depending on service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Premium voice and video calls                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Varies, depending on service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| International Roaming                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <p><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> <p>You are automatically opted-in to \$5 Roaming upon activation, however you can opt-out at any time by contacting Customer Care. While ever you remain opted-in, you will be able to access your Included Value and Included Data (plus any current Additional Data allowances you have triggered before going overseas) like you would at home. If your Included Value is ever used up, you will be charged for the use of any services listed in the table titled "Vodafone Business Plans - Payable from Plan Allowance" at the rates listed in that table. If you use up your Included Data, 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 ever \$5 Roaming is active. If your plan includes the "Infinite TXT" option you will also be able to make infinite standard TXT like you would at home. If your plan includes the "VF to VF" option, please note that this is not available to you while roaming and therefore any calls to a Vodafone number will be treated like a standard call and deducted from your Included Value (if any remaining) while \$5 Roaming is in use. <b>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.</b> <i>For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Trigger Events and Eligible Countries, please go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</i></p> <p><u>Rest of the world:</u></p> <p>You will be charged Vodafone Pay-As-You-Go Traveller rates which are charged outside of your Plan Allowance.</p> <p><b>Vodafone Pay-As-You-Go Traveller</b></p> <p>If you opt-out of Vodafone \$5 Roaming or if you are roaming in a country which is not an Eligible Country, Vodafone Pay-As-You-Go Traveller rates will apply. All usage is charged in addition to your normal monthly allowance and is not deducted from your Plan Allowance.</p> <p>For full International Roaming rates and charges for all services, and for full Vodafone \$5 Roaming and Vodafone Pay-As-You-Go Traveller Terms and Conditions go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p> |
| Vodafone Central and STK Content purchases and downloads                                                                                                                                                                                                                                                                                                                                                                                                                                              | Price specified at time of purchase                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Call Screen                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 5.5c for the first 10 seconds or 99c per message                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

### Vodafone Red Business - Included in your Plan Allowance

This table details all services that are included in your Red Business 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), 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 – Not Included in your Plan Allowance".

|                  |      |      |       |       |
|------------------|------|------|-------|-------|
| Red Business     | \$70 | \$80 | \$100 | \$130 |
| Red SIM Business | \$50 | \$60 | \$80  | N/A   |



# Terms & Conditions

## Vodafone Business Plans and Vodafone Red Business

| Included data (including tethering)<br>If data allowance is exhausted,<br>additional data rate applies                                                                               | 3GB<br>or<br>3GB + Unlimited Blackberry BIS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 4GB<br>or<br>4GB + Unlimited Blackberry BIS | 6GB<br>or<br>6GB + Unlimited Blackberry BIS | 10GB<br>or<br>10GB + Unlimited Blackberry BIS |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|---------------------------------------------|-----------------------------------------------|
| Standard International Voice and Video Calls                                                                                                                                         | 300 minutes, charged in per minute blocks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 300 minutes, charged in per minute blocks   | 300 minutes, charged in per minute blocks   | 600 minutes, charged in per minute blocks     |
| Standard National Voice calls (to Vodafone and 3 mobiles)                                                                                                                            | Infinite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                             |                                             |                                               |
| Standard National Voice calls (to other mobile and fixed networks)                                                                                                                   | Infinite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                             |                                             |                                               |
| Standard National Video calls                                                                                                                                                        | Infinite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                             |                                             |                                               |
| Standard National Calls to 13 and 18 numbers                                                                                                                                         | Infinite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                             |                                             |                                               |
| Standard National and International TXT (for standard TXT of up to 160 characters)                                                                                                   | Infinite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                             |                                             |                                               |
| Standard National and International PXT@ (text, pic, video and audio)                                                                                                                | Infinite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                             |                                             |                                               |
| Calls to Customer Care within Australia                                                                                                                                              | Free from your Vodafone Mobile                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                             |                                             |                                               |
| Voicemail – Deposits within Australia                                                                                                                                                | Free from your Vodafone Mobile                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                             |                                             |                                               |
| Voicemail – Retrievals within Australia                                                                                                                                              | Infinite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                             |                                             |                                               |
| Standard National Re-routed voice calls (excludes calls that are re-routed by a third party and/or re-route to an international destination or to a premium number or service)       | Infinite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                             |                                             |                                               |
| Standard National Re-routed TXT or PXT (excludes TXTs or PXTs that are re-routed by a third party and/or re-route to an international destination or to a premium number or service) | Infinite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                             |                                             |                                               |
| Calls to National Directory Assist (1223)                                                                                                                                            | Infinite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                             |                                             |                                               |
| Calls to International Directory Assist (1225)                                                                                                                                       | Infinite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                             |                                             |                                               |
| International Roaming                                                                                                                                                                | <p><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> <p>You are automatically opted-in to \$5 Roaming upon activation, however you can opt-out at any time by contacting Customer Care. While ever you remain opted-in, you will be able to make Infinite standard voice calls and standard text like at home to both the country you are in and back to Australia. Standard calls to any third country will be 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 ever \$5 Roaming is active. <b>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.</b> For full terms and conditions in relation to Vodafone \$5 Roaming, and for details on the Daily Charge, Trigger Events and Eligible Countries, please go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p> <p><u>Rest of the world:</u></p> <p>You will be charged Vodafone Pay-As-You-Go Traveller rates which are charged outside of your Plan Allowance.</p> <p><b>Vodafone Pay-As-You-Go Traveller</b></p> <p>If you opt-out of Vodafone \$5 Roaming or if you are roaming in a country which is not an Eligible Country, Vodafone Pay-As-You-Go Traveller rates will apply. All usage is charged in addition to your normal monthly allowance and is not deducted from your Plan Allowance.</p> <p>For full International Roaming rates and charges for all services, and for full Vodafone \$5 Roaming and Vodafone Pay-As-You-Go Traveller Terms and Conditions go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a>.</p> |                                             |                                             |                                               |



# Terms & Conditions

## Vodafone Business Plans and Vodafone Red Business

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### Vodafone Red Business - 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 Red Business Product's Plan Allowance (unless stated otherwise).

| Red Business                                                                                                                                           | \$70                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | \$80 | \$100 | \$130 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-------|-------|
| Red SIM Business                                                                                                                                       | \$50                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | \$60 | \$80  | N/A   |
| Additional Data within Australia (including Tethering)<br><br>This rate will apply once the Included Data allowance has been exhausted.                | Charged in 1GB increments for a cost of \$10 per increment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |      |       |       |
| Additional Standard International Voice Calls<br><br>This rate will apply once the Standard International Voice and Video allowance has been exhausted | 25c connection fee + applicable country rate (vodafone.com.au for rates)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |      |       |       |
| Additional Standard International Video Calls<br><br>This rate will apply once the Standard International Voice and Video allowance has been exhausted | 28c connection fee + 1.5 x applicable country voice call rate (vodafone.com.au for rates)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |      |       |       |
| Calls to Ask Anything (123)                                                                                                                            | \$1.30 connection fee + \$1.30 per 60 seconds                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |      |       |       |
| TXT Delivery Report within Australia                                                                                                                   | 5c per message                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |      |       |       |
| Premium TXT and PXT                                                                                                                                    | Varies, depending on service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |      |       |       |
| Premium voice and video calls                                                                                                                          | Varies, depending on service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |      |       |       |
| International Roaming                                                                                                                                  | <p><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> <p>You are automatically opted-in to \$5 Roaming upon activation, however you can opt-out at any time by contacting Customer Care. While ever you remain opted-in, you will be able to make Infinite standard voice calls and standard text like at home to both the country you are in and back to Australia. Standard calls to any third country will be 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 ever \$5 Roaming is active. <b>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>.</b></p> <p><u>Rest of the world:</u></p> <p>You will be charged Vodafone Pay-As-You-Go Traveller rates which are charged outside of your Plan Allowance.</p> <p><b>Vodafone Pay-As-You-Go Traveller</b></p> <p>If you opt-out of Vodafone \$5 Roaming or if you are roaming in a country which is not an Eligible Country, Vodafone Pay-As-You-Go</p> |      |       |       |



# Terms & Conditions

## Vodafone Business Plans and Vodafone Red Business

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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>Traveller rates will apply. All usage is charged in addition to your normal monthly allowance and is not deducted from your Plan Allowance.</p> <p>For full International Roaming rates and charges for all services, and for full Vodafone \$5 Roaming and Vodafone Pay-As-You-Go Traveller Terms and Conditions go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a></p> |
| Vodafone Central and STK Content purchases and downloads                                                                                                                                                                                                                                                                                                                                                                                                                                              | Price specified at time of purchase                                                                                                                                                                                                                                                                                                                                                                 |
| Call Screen                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 5.5c for the first 10 seconds or 99c per message                                                                                                                                                                                                                                                                                                                                                    |
| <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> | <p>All excluded services are deducted from your data allowance, and then charged at your additional data rate</p>                                                                                                                                                                                                                                                                                   |

