

# Terms & Conditions

## Vodafone Shared Infinite Business Plans

### 1. What Terms and Conditions Apply to my Vodafone Shared Infinite Business Plan Products?

- a) This document sets out terms and conditions that apply to specific Vodafone contracts and products (collectively, the **"Products"**).
- b) The terms and conditions that will apply to your Product or Products are:
  - i. all the terms and conditions provided to you when you agree to purchase a Product, including the terms and conditions contained in this document 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).

# Terms & Conditions

## Vodafone Shared Infinite Business Plans

### 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) The Products are available to credit approved customers only.
- c) 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 purposes of the Terms. For more information about the Vodafone network, see [Vodafone.com.au/personal/services/coverage](http://Vodafone.com.au/personal/services/coverage).

#### Data services

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

# Terms & Conditions

## Vodafone Shared Infinite Business Plans

\*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 Products feature “**included value**”. Included value can be used to pay for many (but not all) services available from Vodafone.
- c) If your usage of a Product exceeds your included value and/or your included data (as appropriate), or you use a service that is not payable from your included value or included data (as appropriate), you will be charged an amount additional to your minimum monthly spend.
- d) Unless otherwise stated, if you do not use all your included value and/or your included data (as appropriate) in the relevant month, that included value and/or included data (as appropriate) is forfeited, is not refundable, and will not carry over into any other month.
- e) Unless otherwise stated, the section of the Terms titled “Vodafone Rates: What is payable from my Vodafone Shared Infinite Business Plan’s included value?” specifies which services are or are not available to be paid from your included value and the rate at which additional services will be charged.
- f) Each charge is rounded up to the nearest cent before GST is included.
- g) Unless otherwise stated, rates specified for services are GST inclusive.
- h) 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.
- i) Unless otherwise stated, data usage is charged in per Kilobyte blocks.
- j) All rates and charges are subject to change. Vodafone will comply with relevant regulations and industry codes with respect to such changes.

# Terms & Conditions

## Vodafone Shared Infinite Business Plans

### Billing

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

## 3. General Terms for Vodafone Shared Infinite Business Plan Products

### General Terms for Shared Infinite Business Plan Products

The following terms and conditions apply to you if you purchase a Shared Infinite Business Plan Product

- (a) Any data allowance which is part of your plan is only available for use via your compatible handset. It is not available for use on a mobile broadband device.
- (b) You may change from one Shared Infinite Business Plan Product to another Shared Infinite Business Plan Product once per monthly billing period by calling Vodafone Customer Care, and agreeing to the terms and conditions of the new Shared Infinite Business Plan Product. Any credit or other benefits from your existing Product will be forfeited, unless otherwise advised. If you are changing to a less expensive Shared Infinite Business Plan Product or to a month to month Product or to a prepay Product, fees, including a Plan Change Fee may apply. Any Product change will take effect from the start of your next monthly billing period. Contact Vodafone Customer Care for more information.
- (c) Standard rates apply once your monthly data allowance has been exhausted. Additional data charges cannot be paid from your Product's included value.
- (d) Your data allowance can only be used in Australia, on Vodafone networks.
- (e) You may allow any person to have a connection to your Shared Infinite Business Plan Business Product. If you do so, you will be responsible for paying any usage fees and any other charges which are incurred by a person connected to your Shared Infinite Business Plan Product (including but not limited to, excess usage charges and charges for excluded services such as content purchases).
- (f) Your Shared Infinite Business Plan Product's included value will be used by each connection to your Shared Infinite Business Plan Product on a first-in-first-served basis.
- (g) You may change the number of connections to your Shared Infinite Business Plan Product during the minimum contract term, provided you never have less than two connections. The Early Exit Fee will be payable if less than two connections to your Shared Infinite Business Plan Product are maintained during the minimum contract term.
- (h) You may add connections in excess of the specified "Maximum Connections included for Minimum Monthly Spend" for your

# Terms & Conditions

## Vodafone Shared Infinite Business Plans

Shared Infinite Business Plan Product, by paying the specified additional connection fee. However, doing so will not increase your Product's included value or included data. You may upgrade to a higher value Shared Infinite Business Plan Product at any time. Contact Vodafone Customer Care for more information.

- (i) If your Shared Infinite Business Plan Product monthly data allowance is exhausted, any amounts payable for additional data usage will be shown on your bill separately for each connection.
- (j) Your mobile phone may be used as a tethered modem with your Shared Infinite Business Plan Product. Data used by a tethered mobile phone will be deducted from your included monthly data allowance.
- (k) You will be issued a Primary Account PIN. You must keep this Primary Account PIN confidential and must not disclose the Primary Account PIN to any other person, including those who are entitled to be connected to your Shared Infinite Business Plan Product. Doing so will compromise privacy across the entire range of connections to your account (for example, the call records, usage information of each connection to your Shared Infinite Business Plan Product may become visible and accessible by all other users in the group if the Primary Account PIN is shared). Disclosure of your Primary Account PIN may also compromise the security of sensitive information such as credit card details, and will allow those with access to the PIN to, amongst other things, add or change services connected to your account and/or purchase additional hardware.
- (l) Technology Fund:
  - (i) A Technology Fund will be established at the date your Product is first connected. The Technology Fund can be used towards the purchase of hardware (at the non-discounted, outright price as set by Vodafone at the time of redemption) chosen from a select range as determined by Vodafone from time to time and communicated to you. The applicable Technology Fund amount for each Shared Infinite Business Plan is detailed in the table below,
  - (ii) The devices you purchase must remain connected to "our Network" for at least the Minimum Term.
  - (iii) The Technology Fund is not transferable, exchangeable or redeemable for cash nor can it be used as a credit against call, data, service or any other charges you incur with Vodafone.
  - (iv) Upon the termination or renewal of your contract, or upon expiry of your Minimum Term, or if you at any time change your Product to another Product, any unredeemed amount remaining in the Technology Fund will immediately be forfeited and will not be refundable, exchangeable, transferable or capable of being rolled over to any new contract.

# Terms & Conditions

## Vodafone Shared Infinite Business Plans

(m) The below table specifies minimum monthly spend, maximum connections included for minimum monthly spend, minimum contract terms, Tech Fund and Early Exit Fees for the Product.

Product	Minimum Term	Minimum Monthly Spend	Maximum Connections included for Minimum Monthly Spend	Minimum Spend over 24 month contract term	Technology Fund	Early Exit Fee
\$135 Shared Infinite	24 months	\$135	3*	\$3,240	\$700	\$135 x remaining months on contract
\$269 Shared Infinite	24 months	\$269	6*	\$6,456	\$1,400	\$269 x remaining months on contract
\$449 Shared Infinite	24 months	\$449	10*	\$10,776	\$2,300	\$449 x remaining months on contract
\$719 Shared Infinite	24 months	\$719	16*	\$17,256	\$3,700	\$719 x remaining months on contract
\$899 Shared Infinite	24 months	\$899	20*	\$21,576	\$4,600	\$899 x remaining months on contract
\$1,349 Shared Infinite	24 months	\$1,349	30*	\$32,376	\$7,000	\$1,349 x remaining months on contract
\$1,799 Shared Infinite	24 months	\$1,799	40*	\$43,176	\$9,200	\$1,799 x remaining months on contract
\$2,249 Shared Infinite	24 months	\$2,249	50*	\$53,976	\$11,500	\$2,249 x remaining months on contract
\$2,899 Shared Infinite	24 months	\$2,899	65*	\$69,576	\$15,000	\$2,899 x remaining months on contract
\$3,599 Shared Infinite	24 months	\$3,599	80*	\$86,376	\$18,500	\$3,599 x remaining months on contract

# Terms & Conditions

## Vodafone Shared Infinite Business Plans

\$4,499 Shared Infinite	24 months	\$4,499	100*	\$107,976	\$23,000	\$4,499 x remaining months on contract
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\*For each connection additional to the number of "Maximum connections included for minimum monthly spend", you will incur an extra charge of \$45 per month (eg 3 additional connections will incur an additional charge of \$135 per month)

### Vodafone Business Shared Data Add-On Products

The following terms and conditions apply to you if you purchase a Business Shared Data Add-On (also known as Business Shares Data Add On) Product:

- (a) The following Vodafone Business Shared Data Add-On Products are available to customers who are connected, and remain connected to, a valid Vodafone Shared Infinite Business Plan Product. If your Vodafone Shared Infinite Business Plan Product is cancelled, your Vodafone Business Shared Data Add-On Product(s) will also automatically be cancelled.

Product	Minimum Monthly Spend	Contract Term	Included Data Allowance
Vodafone Business Shared Data \$20	\$20	Month to Month	2GB*
Vodafone Business Shared Data \$50	\$50	Month to Month	5GB*
Vodafone Business Shared Data \$100	\$100	Month to Month	10GB*
Vodafone Business Shared Data \$180	\$180	Month to Month	20GB*
Vodafone Business Shared Data \$300	\$300	Month to Month	50GB*
Vodafone Business Shared Data \$500	\$500	Month to Month	100GB*

\*Included data can be used to upload and download data to or from the internet via a compatible mobile handset only.

- (a) You must request for a Vodafone Business Shared Data Add-On to be added to your account by contacting Vodafone Business Care or your account manager.
- (b) The Vodafone Business Shared Data Add-On Products offer an Included Data allowance. The Included Data allowance can be shared among all of the connections to your Vodafone Shared Infinite Business Plan Product(s) on your account on a first-in first served basis. Included data can be used to upload and download data to or from the internet via a compatible mobile handset only. Included data is credited to you for payment of the Minimum Monthly Spend.
- (c) The Included Data allowance with the Vodafone Business Shared Data Add-On Product can only be used in Australia, on Vodafone networks.
- (d) If you elect to purchase one or more Vodafone Business Shared Data Add-On Products, usage of data within Australia by anyone connected to your Vodafone Shared Infinite Business Plan Product will be deducted from your Vodafone Business Shared Data Add-On Product's Included Data allowance on a first-in-first served basis. Once exhausted, additional usage will be deducted from your Vodafone Shared Infinite Business Plan Product's Included Data

# Terms & Conditions

## Vodafone Shared Infinite Business Plans

allowance, also on a first-in-first-served basis.

- (e) Data is deducted in per KB increments.
- (f) Cancellation of your Vodafone Business Shared Data Add-On(s) will take effect from the end of the month on which you tell us that you want to stop receiving the Vodafone Business Shared Data Add-On Product(s). You will be billed until the end of that month.

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

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 for the BlackBerry® Internet Service (BIS):

Contract Term	Minimum Monthly Spend	Monthly data Allowance within Australia	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 left on contract
24 Months	\$10	Unlimited BlackBerry® Email and Internet Browsing (BIS)	\$240	\$5 x remaining months left on contract

- (a) The following terms and conditions apply to you if you purchase an Unlimited BlackBerry® Email and Internet Browsing Add-On Product:
- (b) Vodafone Unlimited BlackBerry® Email and Internet Browsing Add-On Products are available to you if you are connected and remain connected to a valid Vodafone Shared Infinite Business Plan Product. If your eligible Shared Infinite Business Product is cancelled, your Unlimited BlackBerry® Email and Internet Browsing Add-On will also automatically be cancelled.
- (c) Minimum monthly spend for Unlimited BlackBerry® Email and Internet Browsing Add-On Products excludes any additional mobile device payments (if applicable) and the charges associated with your Vodafone Shared Infinite Business Product.
- (d) Cancellation will take effect from the end of the month on which you tell us that you want to stop receiving the Vodafone Unlimited BlackBerry® Email and Internet Browsing 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 months or 24 month Vodafone Unlimited BlackBerry® Email and Internet Browsing Add-On Product before the end of the Contract Term.
- (e) Unlimited BlackBerry® Email and Internet Browsing Add-On 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.



# Terms & Conditions

## Vodafone Shared Infinite Business Plans

- (f) In addition to these terms and conditions, Research In Motion's standard terms and conditions associated with the use of BlackBerry® from Vodafone, the BlackBerry® Internet Service, the BlackBerry® Built-In handheld and other associated products will also apply to your use of these products and services. BlackBerry®, RIM®, Research In Motion®, SureType®, SurePress™ and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. Used under license from Research In Motion Limited.
- (g) 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.
- (h) Download of applications from BlackBerry® App World™ is included in your Unlimited BlackBerry® Email and Internet Browsing Product's included data allowance, but the price for any application purchased is not included, and will be charged to you as an additional amount.
- (i) 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 Product's included data allowance. Use of these services may incur an additional charge, at the rates specified in the "Not payable from included value" table below.
- (j) Data allowances can only be used in Australia, on Vodafone networks.

# Terms & Conditions

## Vodafone Shared Infinite Business Plans

### 4. Vodafone Rates: What is Payable from my Shared Infinite Business Plan Product's included Value?

#### Payable from Included Value

This table details all services that can be paid from your Shared Infinite Business Plan Product's included value (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 your included value, you will be charged an additional amount for all additional services you use at the rates specified in this table.

Shared Infinite Business Plan	\$135	\$269	\$449	\$719	\$899	\$1,349	\$1,799	\$2,249	\$2,899	\$3,599	\$4,499
Included Value	\$135	\$269	\$449	\$719	\$899	\$1,349	\$1,799	\$2,249	\$2,899	\$3,599	\$4,499
Included data (including tethering)	1.5GB	3GB	5GB	8GB	10GB	15GB	20GB	25GB	32.5GB	40GB	50GB
If data allowance is exhausted, additional data rate applies											
Standard National Voice calls (to Vodafone mobiles)	Infinite										
Standard National Voice calls (to other mobile and fixed networks)	Infinite										
National Video calls	Infinite										
Calls to 13 and 18 numbers	35c connection fee + 25c per 30 seconds										
National and International TXT (for standard TXT of up to 160 characters)	Infinite for standard personal TXT sent from within Australia to individuals Excludes premium and re-routed TXT. Offer cannot be used for commercial purposes or for resale purposes. TXT/PXT to Pivotal network not available.										
National and International PXT® (text, pic, and audio)	55c per message										
National and International PXT® (video)	75c per message										
Calls to customer care	Free from your Vodafone mobile										
Voicemail – Deposits	Free from your Vodafone mobile										
Voicemail – Retrieval	Infinite										
Re-routed calls	40c connection fee + 60c per 30 seconds										
Re-routed TXT or PXT	28c per message										
TXT Delivery Report within Australia	5c per message										
Calls to National Directory Assist (1223)	\$1.10 connection fee + applicable standard national voice call rate if you are through-connected										
Calls to International Directory Assist (1225)	\$1.10 connection fee + applicable standard national voice call rate if you are through-connected										
International Roaming	<b>Vodafone World (default)</b> All Services used while roaming internationally on Vodafone World are <b>not</b> payable from included value.										
	<b>Vodafone Traveller</b> Applicable call rate + flagfall for standard national voice calls exclusive of GST (payable from included value): 40c connection fee + 45c per 30 seconds (GST is not applicable for international roaming. Rate is represented ex GST)										
	<b>Note: this call rate is in addition to the Zone Charge per minute</b> applicable to the country you are in at the time of making the call which is <b>not included</b> in any Plan.										

# Terms & Conditions

## Vodafone Shared Infinite Business Plans

	For full International Roaming rates and charges for all services (including Zone Charges and Vodafone World), go to <a href="http://vodafone.com.au/roaming">vodafone.com.au/roaming</a> .
International voice calls	30c connection fee + applicable country rate ( <a href="http://Vodafone.com.au">Vodafone.com.au</a> for rates)

### Not payable from included value

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

Shared Infinite Business Plan	\$135	\$269	\$449	\$719	\$899	\$1,349	\$1,799	\$2,249	\$2,899	\$3,599	\$4,499
Additional Data (including Tethering) This rate will apply once the data allowance has been exhausted.	25c per MB (charged by kb)										
Calls to Ask Anything (123)	\$1.30 connection fee + \$1.30 per 60 seconds										
Premium TXT and PXT	Varies, depending on service										
Premium voice and video calls	Varies, depending on service										
International Roaming	<p><b>Vodafone World (default)</b> All Services used while roaming internationally on Vodafone World are <b>not</b> payable from included value.</p> <p><b>Vodafone Traveller</b> Applicable call rate + flagfall for standard national voice calls exclusive of GST (payable from included value): 40c connection fee + 45c per 30 seconds (GST is not applicable for international roaming. Rate is represented ex GST) <b>Note: this call rate is in addition to the Zone Charge per minute</b> applicable to the country you are in at the time of making the call which is <b>not included</b> in any Plan.</p> <p>For full International Roaming rates and charges for all services (including Zone Charges and Vodafone World), 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><b>For customers who purchase a Vodafone Unlimited BlackBerry Email and Internet Browsing Add-On Product:</b></p> <p>Services excluded from this Add-On are: 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.										