

Single Business Cap

Ideal for small and home offices requiring 1-4 mobiles

Vodafone's single Business Caps make it easy to stay in touch and in control by combining standard calls, TXT, mobile email and internet in one plan to use within Australia.

Business Caps calculated in minutes - it's about time

Only Vodafone's single Business Caps are calculated in minutes so you know exactly how long you have to spend on calls. This helps you understand and track costs, giving you greater control, less wastage, and peace of mind. And now with additional Vodafone-to-Vodafone minutes to call colleagues on your account within Australia, or any Vodafone mobile within Australia, there is more value than ever.

Single Business Caps						
You spend	Included Minutes	Included standard TXT & PXT®	Included email & internet	Free voicemail	Per second billing	
\$69	550*	200	Unlimited^ BlackBerry email and internet + 50MB of data for video streaming or 1GB for other smartphones	✓	✓	
\$79	700*	300	Unlimited^ BlackBerry email and internet + 50MB of data for video streaming or 1GB for other smartphones	✓	✓	
\$99	1300*	400	Unlimited^ BlackBerry email and internet + 1GB of data or 2GB for other smartphones	✓	✓	

Single Business Caps Terms and Conditions

(a) The Vodafone Single Business Caps are available to eligible credit approved customers who agree to a minimum commitment period of 24 months. The Vodafone Single Business Caps are not available to medium to large business/corporate customers.

Minimum Monthly Spend	Minimum spend over 24 month period	Monthly Included Standard Minutes	Monthly Included TXT	Monthly Vodafone to Vodafone Minutes	Monthly included data based on device selected	Early Exit Fee
\$69	\$1656	250 mins	200	300	Unlimited BlackBerry® (BIS) & 50 MB or 1GB	\$69 x remaining months left on contract

\$79	\$1896	300 mins	300	400	Unlimited BlackBerry® (BIS) & 50 MB or 1GB	\$79 x remaining months left on contract
\$99	\$2376	600 mins	400	700	Unlimited BlackBerry® (BIS) & 1GB or 2GB	\$99 x remaining months left on contract

(b) Minimum Monthly Spend and minimum cost over contract term excludes handset payments and additional or excluded call, data or service costs, as applicable.

(c) Minimum total cost over contract term is calculated by multiplying the Minimum Monthly Spend by the contract period.

(d) Early Exit Fee, which is payable if a customer does not remain connected to their selected Cap for the contract period, is in addition to any handset payments (including any handset recovery fees or handset early exit fees) and additional or excluded call, data or service costs, as applicable.

(e) Standard Minutes, Vodafone to Vodafone Minutes and TXT awarded with the Single Business Caps can only be used on included call and TXT types and services and are subject to a 1 month expiry period.

(f) The following call types are eligible for deduction from the Standard Minutes entitlement awarded with the Single Business Caps: Standard Calls, national roaming (excluding international calls while national roaming), Customer Care calls, call diversions to mobiles and landlines, call return via 121 and 13, 15 and 1800 numbers. Voicemail retrieval is free and is not deducted from the Standard Minutes entitlement. If usage of these call types exceeds the monthly entitlement awarded, customers will be charged the Minimum Monthly Spend of their selected Single Business Cap and for any calls made above the entitlement awarded (plus for any excluded services). See rates table for charges which apply to calls used above the included monthly entitlement.

(g) The following call types are eligible for deduction from the Vodafone to Vodafone Minutes entitlement awarded with the Single Business Caps: Standard Calls to other Vodafone mobile numbers within Australia, including while national roaming (excluding international calls while national and international roaming). If usage of these call types exceeds the monthly entitlement awarded, these call types will then be deducted from the Standard Minutes entitlement awarded. Once the Standard Minutes entitlement has been used up, customers will be charged the Minimum Monthly Spend of their selected Single Business Cap and for any calls made above the entitlement awarded (plus for any excluded services). See rates table for charges which apply to Vodafone to Vodafone calls used above the included monthly entitlement.

(h) Standard Minutes and Vodafone to Vodafone Minutes are deducted from the Standard Minutes and Vodafone to Vodafone Minutes entitlements, respectively, per second, with a minimum duration of 22 seconds.

(i) Calls and services for which customers will be charged in addition to the Minimum Monthly Spend of the Single Business Caps and which are not eligible for entitlement deduction include, but are not limited to, international calls (including when national roaming), Standard and international video calls, 123-Ask us

anything, 1223 Directory Assistance, international roaming, Vodafone live! content and chat purchases (Vodafone live! Surfing attracts no charges), My Vodafone content purchases, premium numbers and services, CALLScreen and STK (SIM Toolkit), IVR & Web Services Content Purchases. See rates table for charges for these services.

(j) The following SMS types are eligible for deduction from the TXT entitlement awarded with the Single Business Caps: Standard & international TXT and Standard PXT® sent from within Australia. If usage of these services exceeds the monthly entitlement awarded, customers will be charged the Minimum Monthly Spend of their selected Single Business Cap and for any TXT sent above the entitlement awarded (plus for any excluded services). See rates table for charges which apply to TXT used above the included monthly entitlement.

(k) TXTs will be deducted from TXT allocation per TXT message sent for all included SMS types (up to 160 characters per TXT message).

(l) TXT for which customers will be charged in addition to the Minimum Monthly Spend of the Single Business Caps and which are not eligible for entitlement deduction include, but are not limited to: Premium TXT and services (eg. TXT voting, TXT competitions, 1900 numbers and competitions), International PXT® and video PXT® and TXT delivery receipts. See rates table for charges for these services.

(m) The Unlimited BlackBerry® email (BlackBerry® Internet Service (BIS) version) is subject to Vodafone's Fair Use Policy. Unlimited BlackBerry® email provides access to Data Services which enables customers to send and receive emails. A session starts when a customer first connects to the Data Services and ends when a customer disconnects from the Data Services. The BlackBerry® browser icon or any specific application browser icon loaded on the customer's BlackBerry® at the time of purchase (excluding Compass and Pocket Life) must be used to access the internet to ensure data usage is taken out of the included data awarded with Unlimited BlackBerry® email. Accessing the internet through any other icon such as Vodafone live! will attract additional charges of \$0.12 per MB (with a minimum charge per session of 50KB), once the included 50MB of data (1GB for \$99 Single Business Cap) has been used up. Included data awarded can be used to browse Vodafone live! (but not downloads) and access any webmail account supported by BIS (including Yahoo!, Hotmail, Gmail and Pop3/IMAP). Included data awarded does not include access to Compass; Pocket Life; Vodafone live! Downloads, You Tube and other video streaming or downloads from any application not loaded by Vodafone or Research In Motion (RIM); Premium TXT and Chat; or single downloads of 3MB or larger. Unlimited BlackBerry® email can only be activated on BlackBerry® Built-In handhelds as authorised by Vodafone and RIM. Unlimited BlackBerry® email applies to email data usage within Australia on Vodafone's GPRS network for the BlackBerry® Internet Service, applicable to retail consumers. In addition to the terms and conditions set out above in relation to use of Unlimited BlackBerry® email, RIM'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 use of these products and services.

(n) 50MB of data (for \$69 and \$79 Single Business Cap) and 1GB of data (for \$99 Single Business Cap) included with Unlimited BlackBerry® email is subject to a 1 month expiry period and is for use within Australia on Vodafone's GPRS and 3G networks. Included data which is not used by the end of the monthly billing period

or when a customer terminates their Vodafone Single Business Cap with Vodafone is forfeited. A session starts when a customer first connects to the Data Services and ends when a customer disconnects from the Data Services. Data usage is calculated per KB. Data usage over the included monthly data allowance is charged at \$0.12 per MB (with a minimum charge per session of 50KB). Included voice credit cannot be used for excess data usage charges. Data usage over the included monthly data allowance will need to be paid for separately, in addition to the Minimum Monthly Spend of the Vodafone Single Business Cap.

(o) 1GB data only option for non-BlackBerry® smartphones (for \$69 and \$79 Single Business Cap) and 2GB data only option for non-BlackBerry® smartphones (for \$99 Single Business Cap) is subject to a 1 month expiry period and is for use within Australia on Vodafone's GPRS and 3G networks. Included data which is not used by the end of the monthly billing period or when a customer terminates their Vodafone Single Business Cap with Vodafone is forfeited. A session starts when a customer first connects to the Data Services and ends when a customer disconnects from the Data Services. Data usage is calculated per KB. Data usage over the included monthly data allowance is charged at \$0.12 per MB (with a minimum charge per session of 50KB). Included voice credit cannot be used for excess data usage charges. Data usage over the included monthly data allowance will need to be paid for separately, in addition to the Minimum Monthly Spend of the Vodafone Single Business Cap.

Other things customers should know

(a) Unless otherwise specified, only 1 postpay Vodafone Cap permitted per Vodafone connection at any one time.

(b) A customer may request to change from their Cap only once per monthly billing period by calling Vodafone Customer Care. If the customer does this, the customer must accept the terms of their new contract (including any applicable Early Exit Fee, plan change fee and/or handset recovery fee or handset early exit fee). Any credit, discounted call or TXT rates or other bonus options, as applicable, from the customer's existing Cap are forfeited. For changes including moving from a Cap to a lower value contract or another 6, 12 or 24 month contract with a lower value, or to a Prepay plan, a plan change fee, Early Exit Fee, Handset Recovery Fee or Handset Early Exit Fee may apply. Any such change must be requested at least 1 day prior to the customer's next billing period and will take effect from the start of the customer's next monthly billing period. Contact Vodafone Customer Care for more information.

(c) Standard Calls include calls to and from a customer's mobile phone to any other mobile phone connected to any public mobile telecommunications network in Australia and any fixed line phone connected to any public fixed line telecommunications network in Australia, excluding, without limitation, international calls, calls to special numbers and services, video calls and national and international roaming calls made when a customer roams on the public mobile telecommunications networks of other carriers in Australia and overseas.

(d) Standard TXT includes sending TXT from a customer's mobile phone to any other mobile phone connected to a public mobile telecommunications network in Australia and any mobile phone connected to selected mobile telecommunications networks overseas. Standard TXT excludes, without limitation, Premium TXT, Vodafone live! and SIM Toolkit services. The Standard TXT rate applies to Standard TXT sent up to 160 characters. If one message is more than 160 characters each additional character will form part of a new message up to a

maximum of 154 characters per subsequent message, with each subsequent message attracting the applicable rate.

(e) Actual call charges may vary on statement as each call charge is rounded up to the nearest cent before GST is included. All prices are subject to change.

(f) Customers will be allocated to a bill cycle shortly after they connect to their chosen Vodafone Cap. The Minimum Monthly Spend is payable for each full monthly billing period in advance and is nonrefundable unless the service is suspended for a significant period of time. Additional call usage charges are billed at the end of each monthly billing period. Once allocated to a bill cycle, customers may receive a first bill within 1 to 7 days to cover that period. As the first full billing period would not have commenced, the Minimum Monthly Spend will be calculated on a pro rata basis. Any unused credit awarded will be forfeited after this time. A customer's first bill will also contain the Minimum Monthly Spend for the next full monthly billing period and any charges for any additional and/or excluded calls made and/or data or services used during that initial period. Once the full monthly billing period commences, the one month expiry period for credit and/or data, as applicable will apply.

(g) Paperless billing is the default bill delivery method for Vodafone customers. Vodafone will not provide paper bills except in special circumstances. Special circumstances include: (a) for disabled or disadvantaged customers for whom there will be no charge for a paper bill once Vodafone is notified and has ascertained (at Vodafone's sole discretion) the customer's circumstances; (b) for customers connected to Business call and data caps or plans for whom there will be no charge for a paper bill; and (c) any other circumstances as determined by Vodafone (at Vodafone's sole discretion) and for which a charge of \$2.20 per paper bill may be applied. If such a charge is applied the charge is not included in the awarded credit and will be charged in addition to the Minimum Monthly Spend.

(h) Customers on contracts may suspend the commitment period of their contract for between 1 to 3 consecutive calendar months once during their commitment period by calling Customer Care. Customers will be charged an amount for each month that their commitment period is suspended based on the contract they are connected to at the time – contact Customer Care for relevant charges. The period of the suspension will be added to a customer's overall commitment period.

(i) For customers on contracts any free or discounted mobile handset offers are only available from Vodafone's selected mobile handset range when a customer connects to a contract and cannot be redeemed for cash or as a credit against a customer's call or service costs with Vodafone. These mobile handset offers are not available if an existing customer switches between contracts during their commitment period.

(j) A compatible handset is required to use 3G services, GPRS, Vodafone live! services, PXT® and Video PXT®, video calling and other special services. Certain services, such as PXT® and video calling also require the person the customer is calling to have a compatible handset.

(k) All Vodafone services are subject to local and overseas network limitations and availability and individual handset and device capabilities. 3G services are only available in 3G coverage areas with a 3G capable device. 3G available in selected metro areas of capital cities and some larger regional centres. Outside 3G broadband areas Vodafone Mobile Internet operates at slower access and download speeds on Vodafone's

2.5G network. For the latest information on Vodafone's network in Australia or overseas, visit vodafone.com.au/coverage.

(l) When using Data Services, some internet and web sites and services and some email services may not be accessible.

(m) Handsets and devices purchased through Vodafone outlets in Australia may be locked to the Vodafone network. A fee may apply for unlocking selected handsets, visit vodafone.com.au/unlock or call 1555 for more details.

(n) Mobile Payment Plan is available to credit approved customers on contract. Terms and conditions apply, visit vodafone.com.au for more details.

International roaming with Vodafone World™ and Vodafone Traveller

(a) Higher rates apply when international roaming. For rates which apply to international roaming on Vodafone World™ or Vodafone Traveller, go to vodafone.com.au/roaming. To activate international roaming, contact Vodafone customer care at least 72 hours prior to departure. A security deposit may be required. Some Vodafone services may not be available while roaming in some countries. Customers must specifically opt-in to Vodafone Traveller; Vodafone World™ is the default roaming product for postpay customers. Vodafone World™ and Vodafone Traveller international roaming charges will be charged in addition to a customer's Minimum Monthly Spend.

Vodafone Standard Form of Agreement

(a) Use of Vodafone services is also governed by the Vodafone Standard Form of Agreement which sets out in greater detail the terms and conditions which apply to the voice and data plans. For full terms and conditions of, and a full price list for accessing and using, Vodafone plans and services see the Vodafone Standard Form of Agreement at vodafone.com.au/sfoa.

(b) For customers on contracts, although the contract (and liability to pay an Early Termination Payment, such as an Early Exit Fee, Handset Recovery Fee or Handset Early Exit Fee) commences with a customer's acceptance of the terms and conditions that apply to their selected Vodafone Cap, the commitment/contract period will not commence until a customer's service is activated.

(c) All prices and credit expiry periods are current as of May 2009 and are subject to change.