



## Specific Terms & Conditions: LTE Broadband offers

### Description

The LTE Broadband Offer specific terms and conditions shall apply to prospects and existing Vodafone Residential or Business Customers only.

The service and tariff mentioned in the specific terms and condition for Vodafone Fixed Broadband Home offers shall commence on the 22nd of July 2022, Customers subscribing to the plan(s) are subject to the following terms and conditions.

### Terms and Conditions

#### 1. Incorporation by reference

- a. The customer shall be bound by and shall fully observed and comply with Vodafone General Terms
- b. In addition to Vodafone General Terms, the customer shall be bound by the following specific terms and Condition for Vodafone Fixed Broadband Home offer(s) (the “specific terms”)

#### 2. Definitions and Interpretation

**Customer** means any person who applies for or sign up for or users of the service

**FUP – Fair usage policy – place limit or cap speed within a plan**

#### 3. Eligibility

- a. Prospect and existing customer who are located in Areas where Vodafone Mobile 4G network is available
- b. Vodafone Staff who are located in areas where Vodafone Mobile 4G network is available

#### 4. Offer (s) Description

The Vodafone LTE Broadband offer(s) are split into 2 categories, LTE Broadband plans, and Student LTE Broadband Plans. Each of the plans are described in the following table(s):

Business LTE Broadband Plan(s)

Name of Plans	Volume GB	FUP Speed	Selling Price Vat Excl.	Selling Price Vat incl.
LTE BB 50GB	50GB	256 Kbps	6,000	<b>6,900</b>



LTE BB 100GB	100GB	256Kbps	12,000	<b>13,800</b>
LTE BB 250GB	250GB	512Kbps	25,000	<b>28,750</b>
LTE BB 500GB	500GB	1Mbps	45,000	<b>51,750</b>
LTE BB 1000GB	1000GB	1Mbps	85,000	<b>97,750</b>

#### Student LTE Broadband Plan(s)

Name of Plans	Volume GB	FUP Speed	Selling Price Vat Excl.	Selling Price Vat incl.
LTE STD 30GB	30GB	128Kbps	3,500	<b>4,025</b>
LTE STD 70GB	70GB	256Kbps	7,000	<b>8,050</b>

- a. The customer shall be offered internet volume as specified in each plan.
- b. For each plan, internet access from 10PM to 6PM is Free, customer shall not consume data from plan main volume.
- c. In the event the customer consumed all the volume in the plan, Customer can still access internet at a capped speed as specified under the FUP for each plan. The capped speed shall apply during the night times as well from 10PM to 6AM.
- d. The customer shall be charged for the LTE Router
- e. Vodafone Sales agents are responsible to configure the router and provision the plan
- f. The student applying for LTE Student plan are required to present a student valid ID or Letter from their institution to confirm they are from the institution
- g. The student plans shall be offered LTE Router or MiFi
- h. The customer shall be charged monthly the rental for the service as specified in the table above
- i. Vodafone Vanuatu shall use reasonable endeavours to provide the Service within 15 days. In the event more work is required for the service to be provided, Vodafone shall advise customer accordingly.
- j. Vodafone Vanuatu shall however use its best endeavours to repair any reported faults as soon as it reasonably can. Vodafone Vanuatu reserves the right to:



- i. For operational reasons, change the codes or the numbers allocated to the Customer or the technical specification of the Service to match changes in the network infrastructure.
- ii. Suspend the Service for operational reasons such as repair, maintenance or improvement of the Service or because of an emergency, but before doing so Vodafone Vanuatu will give as much online, written or oral notice as is reasonably practicable. Vodafone Vanuatu will restore the Service as soon as it reasonably can after the suspension. Vodafone Vanuatu will not be liable for any prejudice suffered by or caused to the Customer as a result of the suspension of the Service.

## **5. Migration to new plans for existing customers**

- a. Vodafone shall migrate all existing customer on one-to-one basis to the new plans.
- b. The existing customer shall be advised through means of email, phone call or to one-to-one visit by Vodafone Sales team to advise of new proposed plan suitable for them
- c. In the event customer agrees to migrate to new plans, Vodafone shall varied the existing contract of the customer to cater for the new plans

## **6. Service Availability**

- a. If Customer's Service is interrupted the Customer should notify Vodafone Vanuatu and, unless the loss of Service is due to your negligence or wilful act, use our best endeavour to restore Service as soon as possible.

## **7. Vodafone Vanuatu Rights Reserved**

- a. The terms and conditions set out herein apply only to the "LTE Broadband offers" and cannot be used or interpreted on any other Vodafone Vanuatu products and services.
- b. Vodafone reserves the right to change the terms and conditions of this offer at any time and may only make these terms and conditions available to the customer under circumstances that warrant the disclosure of these terms and conditions. Any changes must be approved by Vodafone Vanuatu and the Regulator.