



## Specific Terms & Conditions Broadband – Flybox Offer

### Description

The Specific Terms and Conditions of VODAFONE Flybox offer(s) shall apply to residential customers only who are located in the areas with no access to VODAFONE Fiber or Copper network.

The service and tariff mentioned in the Specific Terms and Conditions for VODAFONE Flybox offer(s) shall commence on the 20th March 2017. Customers subscribing to the offer(s) are subject to the following Specific Terms and Conditions.

For purposes of this Specific Terms and Conditions the following words shall mean:

**“Flybox modem management portal”** refer to a portal that the customer shall access to manage his/her Flybox account in order to access and purchase a Flybox Plan.

**‘Flybox account’** refers to the prepaid number allocated for the Flybox SIM Card.

### Terms and Conditions

#### 1. Eligibility

- a) VODAFONE prospective residential customers who are located in the area with no access to VODAFONE Fiber and ADSL network.
- b) VODAFONE staff who are located in the area with no access to VODAFONE Fiber and ADSL network

#### 2. Offer(s) Description

- a) The offer is accessible over VODAFONE 3G network
- b) The Flybox modem is charged at 3,500VT (vat incl.) per unit
- c) A customer shall choose to subscribe to a Flybox Postpaid or Flybox Prepaid Plan as defined below;
- d) For purposes of refilling the Flybox prepaid account VODAFONE shall, on a one off basis, offer a free mobile device- Alcatel 1050D, to the Prepaid Flybox customer.



#### **A. Flybox Postpaid Offer(s)**

- a. Data Volume of 20GB with Internet download speed of up to 1Mbps for 3,500VT (vat incl.) per month or,
- b. Data Volume of 60GB with Internet download speed of up to 1Mbps for 7,950VT (vat incl.) per month.
- c. Once the customer consumed all the data volume on the plan before the next data provision, the VODAFONE Fair usage policy shall be applied where the internet speed on the plan shall be reduce to 256Kbps
- d. The customer shall purchase the Flybox modem as a bond, in such case where the customer wish to discontinue the service, the customer must return the Flybox modem and VODAFONE shall refund the customer the value of 3,500VT.

#### **B. Flybox Prepaid Offer**

A customer shall choose to subscribe to one of the following prepaid plan(s);

- a. Fly 5GB offering Data volume of 5GB for 1,500VT (vat Incl.).
- b. Fly 10GB offering Data volume of 10GB for 2,900VT (vat Incl.)
- c. Fly 15GB offering Data volume of 15GB for 3,900VT (vat Incl.)
- d. Fly 20GB offering Data volume of 20GB for 5,000VT (vat Incl.)
- e. The Internet download speed on each plan is up to 1Mbps
- f. The validity period of each plan is one (1) month.
- g. Consumption on *Pay as you go* shall not be allowed, the customer must subscribe to a prepaid plan

### **3. Registration of Service**

- a. The customer shall visit a VODAFONE shop or consult a VODAFONE Sales Agent and apply for the service.
- b. For Postpaid subscriber, the Sales rep shall offer the Flybox modem, register the customer and provisioned the Flybox plan requested.
- c. For prepaid customer, the Sales rep shall offer the Flybox modem and the mobile devise. It is the customer responsibility to refill his/her Flybox account and subscribe to a prepaid plan of their choice.



- d. To refill their Prepaid account the customer must remove their Flybox SIM card and insert into the Mobile device where he/she can refill their Flybox account by refill card or electronic top up. Thereafter the Customer must re-insert the SIM card into the Flybox modem to access the required plan.
- e. Prepaid customers shall purchase a plan by sending a free SMS on the Flybox modem management portal SMS menu to 183 short code as below:
  - I. To buy Fly 5GB the customer shall send “Buy Fly5” to 183 for 5GB for 1,500VT (vat incl.)
  - II. To buy Fly10GB the customer shall send “Buy Fly10” to 183 for 10GB for 2,500VT (vat incl.)
  - III. To buy Fly15GB the customer shall send “Buy Fly15” to 183 for 15GB for 3,900VT (vat incl.)
  - IV. To buy Fly20GB the customer shall send “Buy Fly20” to 183 for 20GB for 5,000VT (vat incl.)

#### **4. Additional Option Voice offer**

- a. The additional voice offers are based on VODAFONE fixed landline offer and Tariff
- b. The customer shall connect the fixed device to the Flybox Postpaid modem plug-n-play, and shall be able to make voice calls.
- c. A Flybox postpaid customer shall choose to subscribe to one of the following;
  - i. Fixed Home starter plan, offering 4 hours national calls to VODAFONE fixed and mobile network. The offer is charged at 1,500vt (vat incl.) per month.
  - ii. Fixed Home Family plan, offering 4 hour(s) national call per month to VODAFONE fixed and mobile network from 7AM to 6:59PM and Unlimited call to VODAFONE fixed and mobile network from 7PM to 6:59AM and charged at 2,500VT(vat incl.) per month.
  - iii. The fixed device shall be offered at 50% discount.
  - iv. Voice call to other network in Vanuatu or international destination shall be charged at VODAFONE Fixed standard rates.

#### **5. Condition of the Offer**



- a. Customers who are located in the area with no access to VODAFONE Fiber or Copper network only are eligible to subscribe for a Flybox offer(s)
- b. The Fixed Voice offer is applicable as an optional offer for Flybox Postpaid customers only.
- c. A prepaid FlyBox customer who wish to move to postpaid plan or a postpaid customer who wish to move to a prepaid plan must visit VODAFONE shop where the VODAFONE sales representative will update his/her Flybox account accordingly
- d. The Flybox postpaid customer must comply with VODAFONE standard payment term which is on or before 20th of each month.
- e. VODAFONE have the right to terminate the Postpaid service if the customer fails to pay the package rental for 1 month.
- f. VODAFONE shall refund the value of 3,500VT to Flybox postpaid customers who wish to discontinue the service and return the Flybox Modem

#### **6. VODAFONE Rights Reserved**

- a. The Specific Terms and Conditions set out apply to the “VODAFONE Flybox” offers only and cannot be used or interpreted on any other Telecom Vanuatu Limited products or services
- b. VODAFONE reserves the right to change the Specific Terms and Conditions of this offer at any time upon giving customers reasonable notice. Any changes must first be approved by VODAFONE and the Regulator.