



## Specific Terms & Conditions

### VODAFONE Home Pack (Internet + Fixed Voice + Mobile Postpaid)

#### Description

The Specific Terms and Conditions of **VODAFONE Home Pack offer** shall apply to Residential customers only, who are located in the areas where the VODAFONE Fiber Optic network or VODAFONE Copper network and VODAFONE Mobile 4G+ Network is available.

The VODAFONE Home Pack offer is a Bundle service consisting of VODAFONE existing Packages bundled together. The service and tariff mentioned in the specific terms and condition for **VODAFONE Home Pack** shall commence on 25 May 2018. Customers subscribing to the offer are subject to the following specific terms and conditions

#### Terms and Conditions

##### 1. Eligibility

- a) Residential Customers who are located where the VODAFONE Fiber optic network or VODAFONE Copper network and Mobile 4G+ network is available are Eligible for the Offer.

##### 2. Offer(s) Description

- a) A New customer shall choose to subscribe to one of the following VODAFONE Home Pack offer(s);
  - i. **Easy Home Pack** offering Life Plus 10GB plan plus Fixed landline Unlimited Calls to all VODAFONE network and 3 Hours Calls to other network in Vanuatu plus Mobile Postpaid Smile Bronze plan which includes 180min national calls, 1GB Data, 500SMS and 30 mins International calls to selected Countries for 6,500VT VAT Excl.,
  - ii. **Smart Home 1 Pack** offering Family Plus 20GB plan plus Fixed landline Unlimited Calls to all VODAFONE network and 6 Hours Call to other network in Vanuatu plus Mobile Postpaid Smile Bronze plan which includes 180min



national calls, 1GB Data, 500SMS and 30 mins International calls to selected Countries for 10,500VT VAT Excl.,

- iii. **Smart Home 2 Pack** offering Fiber Home with Internet Speed of up to 1Mbps Unlimited internet plan plus Fixed landline Unlimited Calls to all VODAFONE network and 6 Hours Call to other network in Vanuatu plus Mobile Postpaid Smile Bronze plan which includes 180min national calls, 1GB

Data, 500SMS and 30 mins International calls to selected Countries for 10,500VT VAT Excl.,

- iv. **Super Home 1 Pack** offering Family Plus 30GB plan plus Fixed landline Unlimited Calls to all VODAFONE network and 9 Hours Call to other network in Vanuatu plus Mobile Postpaid Smile Bronze plan which includes 180min national calls, 1GB Data, 500SMS and 30 mins International calls to selected Countries for 15,500VT VAT Excl.,

- v. **Super Home 2 Pack** offering Fiber Home with Internet speed of up to 2Mbps Unlimited internet plan plus Fixed landline Unlimited Calls to all VODAFONE network and 9 Hours Call to other network in Vanuatu plus Mobile Postpaid Smile Bronze plan which includes 180min national calls, 1GB

Data, 500SMS and 30 mins International calls to selected Countries for 15,500VT VAT Excl

- b) The Customer shall be offered 50% Discount on any Fixed landline device and Router Device
- c) VODAFONE shall offer the Fiber Modem for Free, and VODAFONE shall recover the Modem if the customer wishes to Cancel the Service
- d) A 24-month Contract shall be offered,

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

- a. The customer shall visit a VODAFONE shop or consult a VODAFONE Sales Agent and request for the service.



#### 4. Condition of the Offer

- a) Residential Customers who are located where the VODAFONE Fiber optic network or VODAFONE Copper network and VODAFONE Mobile 4G+ network is available are eligible for this offer
- b) The Fiber Service offered in the Bundle is Best Effort service and no guarantee will be made regarding the speed of the Service access,
- c) The Customer shall be charge for Installation fee of 4,348 VAT excl. for the distance not exceeding 30M from the Main Road to the installation point in the customer premises. For the distance more than 30M, an extra charge of 300vt vat excl. per meter shall be applied,
- d) Pay as you go charges are based on the Standard rate for Fixed Landline or Mobile Services for excess usage over the allocated volume in the Bundle,
- e) This offer is a Bundle offer; the customers are required to subscribe to all the service in the Bundle. Customers are not allowed to subscribed to or cancel part of the service,
- f) VODAFONE shall bill the customer once all the service in the Bundle are available to the customer,
- g) Once fixed Internet and Fixed landline voice is ready for customer to use, VODAFONE shall provisioned the Data plan and Mobile Postpaid Plan. This is due to the standard installation period for VODAFONE Fixed services of maximum 21 days,
- h) The offer may be subscribed to at any time of the month; a pro-rata calculation shall be applied to the first monthly bill,
- i) VODAFONE shall charge the Customer a Deposit amount equivalent to the monthly rental charge of the package subscribed upon Request of the Service. In the event the customer wish to stop the service with VODAFONE, The deposit amount shall be refunded to the customer given no outstanding payments to VODAFONE
- j) A cancellation fee shall be applied to Customer Cancelling the service before the Contract term lapse.
- k) Customers must comply with VODAFONE's standard payment term which is payment on or before the 20th of each month
- l) The Specific terms of the Services in the bundle shall apply to the "VODAFONE Home



Pack” offer

#### 5. VODAFONE Rights Reserved

- a. The Specific Terms and Conditions set out apply to the “**VODAFONE Home Pack**” 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

## Annex

	Name of Package	Rate Vat Excl.	Internet	Fixed Voice	Mobile Postpaid Plan
--	-----------------	----------------	----------	-------------	----------------------



1.	EASY HOME	6,500VT	<b>4G Broadband Life Plus 10GB</b> + Free Night Internet from 10PM to 6AM	<b>Unlimited call to all VODAFONE network and 3 Hours</b> <b>Calls to other network in Vanuatu</b>	<b>Bronze Plan</b> 180 Mins + 1GB Data + 500 SMS + 30 mins International calls
2..	SMART HOME 1	10,500VT	<b>4G Broadband Family Plus 20GB</b> + Free Night Internet from 10PM to 6AM	<b>Unlimited call to all VODAFONE network and 6 Hours</b> <b>Calls to other network in Vanuatu</b>	<b>Mobile Postpaid Bronze Plan</b> 180 Mins + 1GB Data + 500 SMS + 30 mins International calls
3.	SMART HOME 2	10,500VT	<b>Fiber Home 1Mbps (Unlimited Internet)</b>  <ul style="list-style-type: none"> <li>• Up to 1Mbps Download &amp; up to 256Kbps Upload</li> <li>• Contention Ratio: 25:1</li> </ul>	<b>Unlimited call to all VODAFONE network and 6 Hours</b> <b>Calls to other network in Vanuatu</b>	<b>Mobile Postpaid Bronze Plan</b> 180 Mins + 1GB Data + 500 SMS + 30 mins International calls
4.	SUPER HOME 1	15,500VT	<b>4G Broadband Family Plus 30GB</b> + Free Night Internet from 10PM to 6AM	<b>Unlimited call to all VODAFONE network and 9 Hours</b> <b>Calls to other network in Vanuatu</b>	<b>Mobile Postpaid Bronze Plan</b> 180 Mins + 1GB Data + 500 SMS + 30 mins International calls
5.	SUPER HOME 2	15,500VT	<b>Fiber Home 2Mbps (Unlimited internet)</b>  <ul style="list-style-type: none"> <li>• Up to 2Mbps Download &amp; up to 512Kbps upload</li> <li>• Contention Ratio: 25:1</li> </ul>	<b>Unlimited call to all VODAFONE network and 9 Hours</b> <b>Calls to other network in Vanuatu</b>	<b>Mobile Postpaid Bronze Plan</b> 180 Mins + 1GB Data + 500 SMS + 30 mins International calls

**Table 1: VODAFONE Home Pack**