



Specific Terms & Conditions
Mobile Broadband Student Pack

Description

The Specific Terms and Conditions for Student Pack shall apply to prospect and existing VODAFONE Customers.

The Service and tariff mentioned in this Specific Terms and Conditions shall commenced on February 3rd, 2020, and customers subscription to the offer are subject to the following Specific Terms and Conditions

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

- a. **“Mifi” or “Router”** a name use to describe a wireless router that acts as mobile Wi-Fi hotspot. A Mifi or Router device can be connected to a cellular network and provide internet access for up to ten Wifi devices or 30 Wifi device for Router.
- b. **“Device management portal”** refer to a portal that the customer shall access by connecting to the Mifi device and be able to access, to manage or purchase a Plan.
- c. **“Mifi Account”** refers to the prepaid mobile number allocated for the Mifi SIM Card.

Terms and Conditions

1. Eligibility

- a. Prospect and existing customers who are located in Areas where VODAFONE 4G Plus network is available

2. Plan Offer(s) Description

Customer may choose to subscribe to either of the following plans below:

a) Mobile Broadband Student Prepaid plan, as describe in table 1 below:

PREPAID PLANS		
Package	MiFiU 20GB	MiFiU 45GB
Price	3500 vat Incl.	7000 vat Incl.
Data Volume	20GB	45GB
Validity	25 Days	25 Days
Bonus	500MB	500MB
Bonus Validity	2Hrs	2Hrs
Roll over	Yes	Yes
Mifi Device Special	50% Discount	Free Alcatel Mifi
Pay as you go	N/A	N/A
Key word	Buy 20GB	Buy 45GB



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a. Prepaid Plan

- I. The offer is accessible with the Mifi device
- II. The MifiU 20GB plan SIM card is charged at 3,500VT (vat Incl.) per unit with an initial credit balance of 3,500VT.
- III. The MifiU 45GB plan SIM card is charged at 7,000 (vat Incl.) per unit with an initial credit balance of 7,000VT
- IV. Customer purchasing Mifi 20GB plan shall be offered 50% discount on Alcatel and Huawei Mifi device
- V. Customer purchasing MifiU 45GB plan shall be offered free Alcatel Mifi device or be offered 50% discount on Huawei Mifi device
- VI. The Prepaid plans shall receive 500MB bonus data valid for 2 hours
- VII. The customer shall get its unused MB volume rolled over to new subscription only if the subscription is done with the same plan as the previous one and within the validity period of the previous plan
- VIII. Bonus will be consumed in priority as it has the shortest validity
- IX. Pay as you will not be allowed, the customer must subscribe to a plan to be able to access internet

b. Mobile Broadband Student Postpaid Plan, as described in table 2 below:

POSTPAID PLANS		
Package	USP 20GB	USP 45GB
Price	3500 vat Excl.	7000 vat Excl.
Data Volume	20GB	45GB
Validity	30 Days	30 Days
Free Night Internet	Yes	Yes
Roll over	N/A	N/A
Mifi Device	Free Alcatel Mifi	Free Huawei Mifi
FUP Speeds	128K	128K
Pay as you go	N/A	N/A

b. Postpaid Plan

- I. New customers shall be required to make an initial deposit when they sign up for a plan as described below:
 1. Customers signing up to the student 20GB plan shall require an initial deposit of 3,500 vt plus vat
 2. Customers signing up to the student 45GB plan shall require an initial deposit of 7,000 vt plus vat



- II. The offer is accessible with the Mifi device and with the LTE Router device
- III. The Postpaid Mifi SIM card and Router SIM card is free
- IV. Customer subscribing to USP 20GB postpaid plan shall receive a free Alcatel Mifi device or offered 50% off on LTE Router
- V. Customers subscribing to USP 45GB postpaid plan shall receive a free Huawei Mifi device or offered 50% off on LTE Router
- VI. Consumption on Pay as you go shall not be allowed, the customer must subscribe to a plan to be able to access internet
- VII. Rollover is not allowed
- VIII. With the free Internet from 10:00PM to 6:00AM, the customer shall be allowed access internet for free and not consume data from the main volume on weekdays and on weekends from 7:00PM to 7:00AM
- IX. Customer shall only be allowed access to Free Internet if Data is still available
- X. Once allocated data has been consumed, the internet speeds will reduce to 128Kbps

2.

A. Prepaid Registration of Service

- a. The customer shall visit a VODAFONE shop or consult a VODAFONE Sales Agent and request for the service
- b. The Sales agent shall offer the Mifi device and a 4G plus SIM Card. It is the customer responsibility to refill his/her prepaid broadband account and subscribe to a prepaid plan of their choice.
- c. To refill their prepaid broadband account the customer must remove their SIM card and insert into a Features Phone or Smartphone where he/she can refill their account by refill card or electronic top up. Thereafter the Customer must re-insert the SIM card into the Mifi device to access the required plan.
- d. The customers shall purchase a plan by sending a free SMS on the Mifi Device management portal SMS menu to 183 short code as below:
 - I. To buy 20GB the customer shall send “Buy20GB” to 183 for 20GB valid 25 days with extra 500MB valid 2 hours for 3,500VT (vat incl.)
 - II. To buy 45GB the customer shall send “Buy45GB” to 183 for 45GB valid 25 days with extra 500MB valid 2 hours for 7,000VT (vat incl.)
- e. Once the customer purchases a plan, a confirmation message shall appear on the SMS menu of the Device management portal.
- f. The customers shall check his/her data balance on the Device management portal by sending “Query” to 183 on the SMS menu.
- g. The customer shall check his/her credit balance on the Device management portal by sending “balance” to 183 on the SMS menu.



B. Postpaid Registration of Service

- a. The customer shall visit a VODAFONE shop or consult a VODAFONE Sales Agent and request for the service.
- b. The Sales agent shall offer the Mifi device and Router device and a 4G plus Sim Card and provision the customer with the postpaid plan. The postpaid plan shall be automatically renewed each month.

3. VODAFONE Rights Reserved

- a. The Specific Terms and Conditions set out apply to the “Mobile Broadband Student 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.