



Mobile Broadband Postpaid Revamp

Description

The Specific Terms and Conditions of Vodafone 4G plus Mobile Broadband offer(s) shall apply to prospect and existing Vodafone customers. The Service and tariff mentioned in the Specific Terms and Conditions for Vodafone 4G plus Mobile Broadband offer(s) shall commenced on 31 March 2020. Customers subscribing to the offer(s) are subject to the following specific Terms and Conditions.

Terms and Conditions

1. Eligibility

- a) Prospect and existing customers who are located in areas where Vodafone 4G Plus network is available
- b) Vodafone staff who are located in areas where Vodafone 4G plus network is available are also eligible for this offer

2. Offer(s) Description

- a) The offer is accessible over Vodafone 4G plus network
- b) The customer shall be offered a Router device at 50% discount being 6,750VT (vat incl.) per unit. Such discount pricing will be valid from 31st March to 1st May 2020 only. Thereafter the device price will revert to its normal price of 13,500VT. This will not apply to existing Customer already in possession of a Router device.
- c) A Post-paid Sim card shall be offered for free to the customer [unless the customer is an existing customer already in possession of a valid Postpaid SIM Card].
- d) A customer shall choose to subscribe to one of the following Mobile Broadband Postpaid plan(s);
 - a. **Life Plus 20GB** offering 20GB Data for 5,000 VT plus VAT,
 - b. **Family Plus 45GB** offering 45GB Data for 10,435 VT plus VAT,
 - c. **Business Plus 100GB** offering 100GB Data for 20,000 VT plus VAT,
 - d. **Business Plus 200GB** offering 200GB Data for 29,000 VT plus VAT,
 - e. The customer may be offered extra additional data to purchase as shown in the table below.
 - f. If a customer wishes to top up their main data volume, they may purchase additional Data.
 - g. Additional data is only valid until the billing date



- h. Data Volume shall be offered once off only when the customer requested. No renewal shall be allowed.

Additional Data	Price (VEP)
5GB	1,739 vt
10GB	3,087 vt
20GB	5,500 vt

- i. Customer shall consume data offered in the plan from 6:01AM to 9:59PM and Free internet shall be offered from 10PM to 6:00AM daily
 - j. Once data volume in each plan is exceeded, the customer may access internet but at low speed of 128Kbps or 256Kbps
 - k. Consumption on *Pay as you go* shall not be allowed
 - l. A 12-month contract shall be offered
- e) Access to Free Internet
 - a. With the free unlimited Internet from 10:00PM to 6:00AM, the customer shall be allowed access to free internet and not consume data from the main volume.
 - b. Customer shall only be allowed access to Free Internet if Data is still available.

3. 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 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.

4. Condition of the Offer

- a. Customers who are located in Areas where Vodafone 4G plus network is available shall be eligible for the offer.
- b. The offer is eligible over Mobile Broadband Postpaid only,
- c. For existing customers they will remain on their current packages until the end of their 12 months contract before they can sign up for any of new Mobile Broadband Postpaid Revamp Plans unless, a Customer decides to vary their current contract to sign up for any of the Revamp Mobile Broadband Postpaid Plans then Parties can amend accordingly as per the Customer's request.



- d. The revamp package may be subscribed to at any time of the month, a pro-rata calculation shall be applied to the Mobile broadband plans,
- e. Any unused data volume on the plan shall be lost when the validity period of the package is expired
- f. Consumption on Pay as you go shall not be allowed,
- g. Customers must comply with Vodafone's standard payment term which is payment on or before the 20th of each month
- h. The General Terms and Conditions shall apply to the Mobile Broadband offer

5. TVL Rights Reserved

- a. The Specific Terms and Conditions set out apply to the "Vodafone 4G Plus Mobile broadband" offers only and cannot be used or interpreted on any other Vodafone Vanuatu 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. Vodafone Chief commercial officer and the Regulator must first approve any changes.