

Things to Know – Business Smart Terms and Conditions

Definitions

“Calling Group” means your Team and any agreed FCNs

“FCN” means a national landline number and any mobile number which is nominated by you as a frequently called number (and which is agreed to by Vodafone), for which you and your Team receive discounted calling rates;

“Team” All Business Smart connections which are on the same customer account

1) Conditions and User Restriction

Business Smart connections are subject to our standard [On Account terms and conditions](#)

2) Term

(a) Every Business Smart connection will either be a 1, 12 or 24 month term from activation, depending on your agreement with Vodafone before the agreed term you will be liable for Early Termination charges.

(b) One months notice of termination will be required

3) Excluded call types

The following call types are excluded from Business Smart pricing and incur standard charges:

(a) Roaming

(b) Calls to 0800, 0508, 0900, and 018

(c) Voicemail callReturn (calls made to members of your Calling Group using callReturn will be charged at the applicable rate for calls made outside your Calling Group).

(d) International (excludes International Landline calling on Business Smart \$200 plan)

(e) Int TXT messages

4) Fair Use

Our Fair Use Policy applies. Read [our Fair Use Policy](#) details. Use of Business Smart connections for auto dialling, continuously call forwarding, telemarketing, call centre is not permitted, nor is use of Cellular Trunking Units.

5) Calling Group

(a) Calling group under Business Smart plans means that calls to and from your Team and from your Team to your FCNs are zero rated.

(b) The Calling Group benefit is applied at an account level and only applies to those connections on Business Smart plans.

6) FCN's

(a) Business Smart Pricing Plans include at one complimentary FCN (Frequently Called Number), which can be any mobile or landline not already on your account.

(b) You can select the FCN which gives your Calling Group the most savings. You can change your FCNs once a month, free of charge. Further changes may incur fees.

(c) Customers can purchase additional FCN's at standard published prices however there is a maximum limit of 5 per account

(d) When an FCN is included as a plan entitlement, connections that belong to the Calling Group will share the nominated FCN ('s) and will not have individual FCN's applied to the connection.

7) **Landline calls to 30 International Countries**

Landline calls to 30 International countries means 30 International countries selected by Vodafone. The 30 International countries are

<ul style="list-style-type: none">• Australia• Belgium• Canada• Chile• China• Czech Republic• Denmark• France• Germany• Greece	<ul style="list-style-type: none">• Hong Kong• India• Ireland• Italy• Japan• South Korea• Malaysia• Netherlands• Norway• Poland	<ul style="list-style-type: none">• Portugal• Singapore• South Africa• Spain• Sweden• Switzerland• Taiwan• Thailand• UK• USA
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8) **groupCall**

groupCall is auto provisioned for Business Smart groupCall enables you to conference up to 4 other mobile connections. When using groupCall you pay the applicable price per minute for each person you call to add to your conference call. You will not be charged for those connections that are members of your calling group or your FCN

9) **Early Termination Charges, Plan Transfer Fees, Early Resign Fees**

(a) Customers plan transferring to a Smart 12 month plan term will not be eligible for the discounted monthly access fee. Only those customers that are new or are re-signing are eligible for the 12 month plan term discounted access fee

(b) Early Termination Charges, Plan Transfer Fees, and Early Resign Fees may apply to Business Smart connections.

[**Find out more about plan cancellation or change fees**](#)