

## Upgrade Anytime SME

1. The terms and conditions under this heading relate to the Upgrade Anytime offer ('Upgrade Anytime'). These terms and conditions apply in addition all other terms and conditions under which you enjoy access to Vodafone's mobile telecommunications services and form part of your contract with us. By selecting the Upgrade Anytime offer you agree to be bound by these terms and conditions.
2. Upgrade Anytime is only available to eligible Vodafone Red Bill Pay and Red Business customers as determined by Vodafone.
3. Upgrade Anytime will allow eligible Vodafone Red Bill Pay and Red Business customers who are still in the minimum term of an existing contract with Vodafone to purchase a new mobile handset device.
4. To qualify for "Upgrade Anytime" each customer must:
  - o Be an existing Vodafone customer who has completed at least 3 months of an existing Vodafone contract and must have paid three consecutive bills in full.
  - o Enter into a new contract with Vodafone for a 24 month minimum term on a price plan of equal or higher value than their current price plan.
  - o You must have already provided Vodafone with your relevant payment details. Please note that all customer applications are subject to status and may be subject to a satisfactory credit check.
5. The cost of the mobile handset device charged to the customer will vary depending on a specific set of criteria as determined by Vodafone and all of our mobile handset device pricing is subject to change.
6. Vodafone will charge you for the cost of the Upgrade Anytime mobile handset via direct debit on your monthly bill.
7. In the case where the customer indicates that their mobile handset was lost or stolen that device will be barred on the Vodafone network.
8. Upgrade Anytime is [only] available by calling Vodafone Customer Care on Tel: 1907 and will be available through other sales channels as determined by Vodafone from time to time.
9. If the customer breaks their contract within the 24 month minimum term contract period, having availed of Upgrade Anytime, they will incur a termination charge calculated in accordance with the customer's existing terms & conditions.
10. Vodafone reserves the right to withdraw this offer at any time and/or to vary or amend any element of the offer at any time without further notice.
11. Vodafone reserves the right to vary or amend these terms and conditions for valid commercial, technical or operational reasons..